

RA7	Manage, control and reconcile year end process	100.00%	N/A	N/A	N/A	N/A	N/A	Annual task performed in February each year.
LOGISTICS SERVICES								
MH1	Receive incoming post for delivery within 24 hours of receipt	99.00%	N/A	N/A	N/A	N/A	N/A	
MH5	Collect and process post for dispatch (RM)	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
MH7	Process PPI from Benefit	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
MH9	Process Benefit cheques within 24 hours of receipt	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
MH11	Collect and process post for dispatch (TNT)	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
MH Couriers 1	Deliver to all schools and libraries within the Borough of Salford	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
MH Couriers 2	Deliver to all corporate buildings on agreed schedule	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
MH Couriers 3	Collect from and deliver to, the DX courier office on agreed schedule	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
DIP Service	Batch, scan & index docs received within 24 hours of receipt	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
HUMAN RESOURCES & PAYROLL SERVICES								
THRP1	Input all Payroll transaction changes received by the department	98.00%	100.00%	100.00%	100.00%	100.00%	100.00%	Reported one month in arrears.
THRP2	Transmit BACS payments by required deadline	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	Reported one month in arrears.
THRP3	Transmit all submissions (electronic files and payment)	100.00%	100.00%	N/A	N/A	100.00%	100.00%	Reported one month in arrears.
THRP4	All administration for new appointments specific to work	98.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
THRP5	Payroll accuracy Errors with financial implications	99.80%	100.00%	99.90%	99.90%	99.80%	99.80%	Reported one month in arrears.
THRP6	Provide payslips to all SBC staff	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	Reported one month in arrears.