<b>KPI Pe</b>	rformance Overview							
KPI	Description	Target	April 13	May 13	June 13	July 13	August 13	Comments
REVENUE	ES & BENEFITS SERVICES							
BR2	Main annual billing run achieved on time.	99.00%	N/A	N/A	N/A	N/A	N/A	
BR3	Issue bills through year against stated timescales	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
BR18	Completion of appropriate Court Dates	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
BR30	Completion of statutory Government returns	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
BR32	Valuation list updates completed within 14days	97.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
BR33	Accurate changes in bandings and valuations	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
L10	Council Tax in Year Collection (monthly)	97.00%	12.19%	21.54%	30.07%	39.03%	47.63%	47.93% if credits are included
L11	Council Tax arrears Collection (monthly)	TBC	3.05%	4.97%	6.91%	8.41%	9.48%	
L12	NNDR in Year Collection (monthly)	97.00%	9.80%	20.60%	29.10%	37.80%	46.80%	47.30% after credits are included
L13a	Average time to process a Benefits Claim	20 days	23.10	23.74	22.42	22.74	21.36	
L16	Level of LA Errors	0.48%	0.26%	0.34%	0.45%	0.41%	0.34%	Excluding CTS from June 13
CT2	Main annual billing run achieved on time.	99.00%	N/A	N/A	N/A	N/A	N/A	
CT3	Issue bills through year against stated timescales	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
CT17	Completion of appropriate Court Dates	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
HB1	Accuracy HB/ Ctax Entitlement	88.00%	96.73%	97.96%	96.55%	97.65%	97.81%	
HB3	Review Benefits entitlement decisions	10 Days	9.65	11.12	11.90	14.13	11.37	
HB19	Cancel and cease payment on time	99.80%	N/A	N/A	N/A	N/A	N/A	KPI to be removed.
HB38	Proactively recover overpayments	60.00%	96.68%	90.01%	86.75%	92.97%	93.70%	
HB52	Gvt Return Claim Form completed within timescales	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
	BI-annual User Satisfaction measurement	85.00%	N/A	N/A	N/A	N/A	N/A	Not yet due.
_	CTIONAL FINANCE SERVICES							
AR1	Issuing ad-hoc invoices	98.00%	100.00%	100.00%	100.00%	100.00%	94.42%	One unactioned email request.
AR3	Issuing periodic debt invoices	98.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
AR6	Issue SC and DP accounts directly	98.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
CA2	Control all money/cash management	0.10%	0.04%	0.03%	0.05%	0.13%	0.06%	
CA8	Provision of a Cashiering service on Saturdays	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
CA10	Preparation of daily bulk cash banking	100.00%	99.41%	100.00%	99.99%	99.98%	99.98%	
L28	% of Debt collected by 60 days	85.00%	98.44%	98.69%	94.32%	95.86%	92.81%	
L29	Overall % rate of collection	90.00%	94.66%	95.90%	97.12%	94.83%	95.95%	
FP10	Production of VAT reports/returns	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

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.
LOGISTIC	S SERVICES							
MH1	Receive incoming post for delivery within 24 hours of re	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%	
	Collect and process post for dispatch (TNT)	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
	Deliver to all schools and libraries within the Borough of	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
	Deliver to all corporate buildings on agreed schedule	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
	Collect from and deliver to, the DX courier office on agr	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
	Batch, scan & index docs received within 24 hours of re	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
_	ESOURCES & PAYROLL SERVICES							
	Input all Payroll transaction changes received by the de	98.00%	100.00%	100.00%	100.00%	100.00%	100.00%	Reported one month in arrears.
	Transmit BACS payments by required deadline	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	Reported one month in arrears.
	Transmit all submissions (electronic files and payment)	100.00%	100.00%	N/A	N/A	100.00%	100.00%	Reported one month in arrears.
	All administration for new appointments specific to work	98.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
	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.