

How are we doing?

HMRC's 2011-12 performance

HMRC assesses its performance against a range of financial, operational and customer service measures. This issue briefing looks at our full-year performance* against our forecasts and targets.

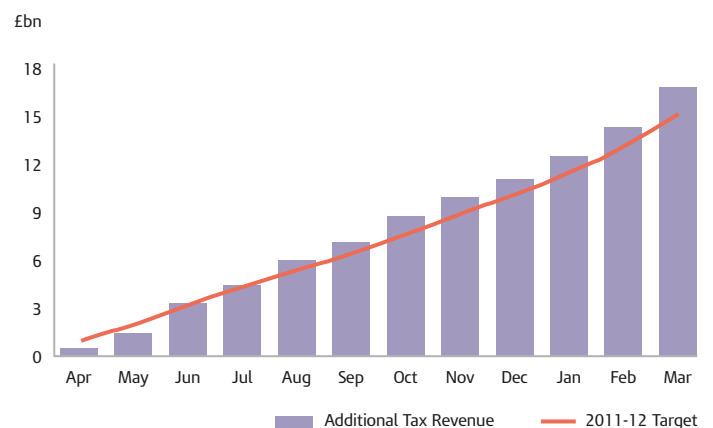
Background

As well as checking our performance data every month, our Performance Committee has conducted an end-of-year review of our performance in 2011-12. It looks at a range of finance, operational and customer service measures, covering everything from revenue collected and error and fraud prevented, to telephone calls answered and items of post on hand. This enables us to track our performance against forecasts and to identify, and take action, on areas of concern.

Revenue

In 2010-11, we collected £468.9 billion in total tax revenues, and early indications are that we have exceeded this figure in 2011-12 by around £20 billion. This includes additional revenues from compliance activities of £16.6 billion, which is £1.6 billion more than our £15 billion target for the year. We exceeded our target against a backdrop of continued difficult economic conditions and significant changes to the size and make-up of our workforce across the UK.

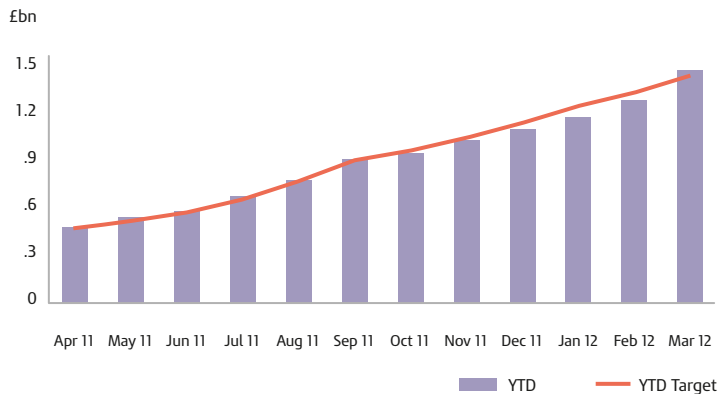
Revenue brought in through compliance work 2011-12



Tax credit error and fraud

We have prevented £1.49 billion of tax credits fraud and error losses, against a target of £1.45 billion for April 2012 (the end of year figures are calculated in August, so we are ahead of our target for this point in the year). This figure is up by nearly 50 per cent on last year, which in itself was a record year.

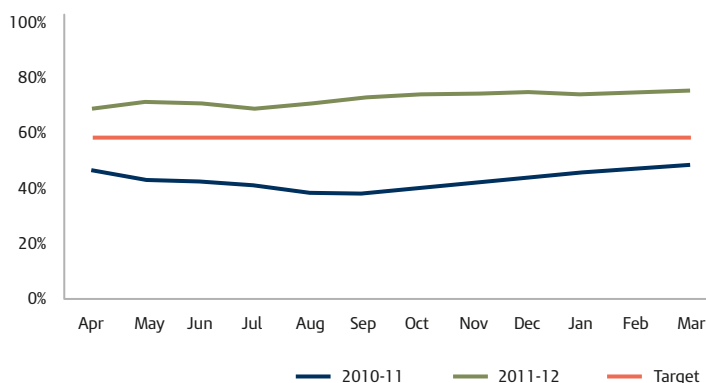
Tax Credit losses prevented 2011-12



Customer Service

Our contact centres achieved 74.4 per cent of calls answered in 2011-12, against a target of 58 per cent and the 2010-11 figure of 48 per cent. This represents a significant improvement, but we know we still have a lot more progress to make if we are to reach the high level of service our customers deserve. The improved performance is a result of several factors, including being able to deploy our staff more flexibly on to calls from other work areas at peak times; a short-term increase in temporary staff in call centres; and a reduction in call demand of around 10.5 million calls.

Call attempts handled 2011-12



Post

The percentage of PAYE and Self Assessment post in hand cleared within 15 days, rose from 36.8 per cent in 2010-11 to 63.7 per cent in 2011-12. While this is a significant improvement, it still falls short of our 80 per cent target for the year. Post relating to National Insurance contributions also improved later in the year, but over the whole year only 51.8 per cent was cleared within 15 days, against the same 80 per cent target. Against the target of clearing 95 per cent of post within 40 days, a total of 95.5 per cent of PAYE and Self Assessment post and 86.7 per cent of National Insurance post was cleared.

Tax credits and child benefit claims

For the full year, we processed new Child Benefit claims in an average of 27.2 days and new tax credit claims in 25.2 days, against a target of 23 days. We also processed changes of personal circumstances for Child Benefit claimants in an average of 22.2 days, against an 18-day target. These annual performance figures reflect the substantial investment made this year to resolve and clear older cases and as a result we start 2012-13 on a much firmer footing than ever before in these areas. We beat the 20-day target for processing changes of personal circumstances for tax credit claimants, achieving an average of 16.7 days throughout the year.

PAYE

We cleared another 11.7 million of the 17.9 million legacy end-of-year reconciliation cases during 2011-12 – 205,000 more than forecast at this point – and we are on track to clear all PAYE backlogs by April 2013 as planned.

To find out more

For more information about our work please visit our website at www.hmrc.gov.uk

* The figures contained in this briefing are initial management information to provide an indication of our performance during 2011-12. Final performance figures will be made available when we publish the audited accounts and departmental report.