

How are we doing? HMRC's performance - quarterly update

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

Background

Our Performance Committee reviews our performance data every month. We look at a range of compliance, operational and customer service measures, covering everything from revenue collected to phone calls answered and our speed in answering post. This enables us to track our performance against forecasts and to identify, and take action, on areas of concern. This briefing outlines the key figures from the review of our performance between April and December 2012.

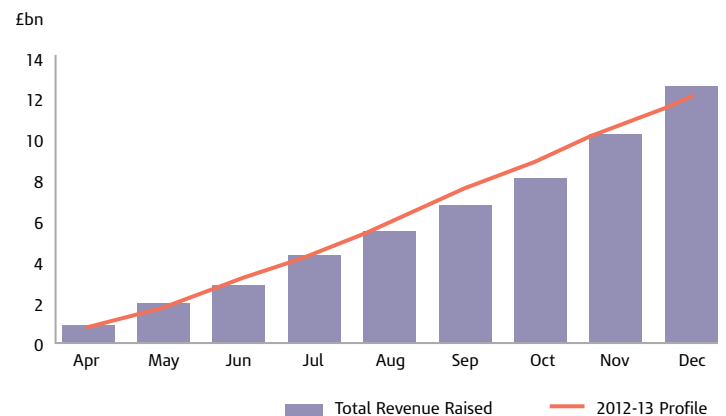
Overall performance

Our compliance activity is bringing in record additional revenues and customer service standards are at their highest levels since 2009.

Additional revenues

In the year to date we have collected £12.5 billion in additional revenue. We remain confident of hitting our year-end targets for our compliance work.

Additional revenues brought in through compliance work



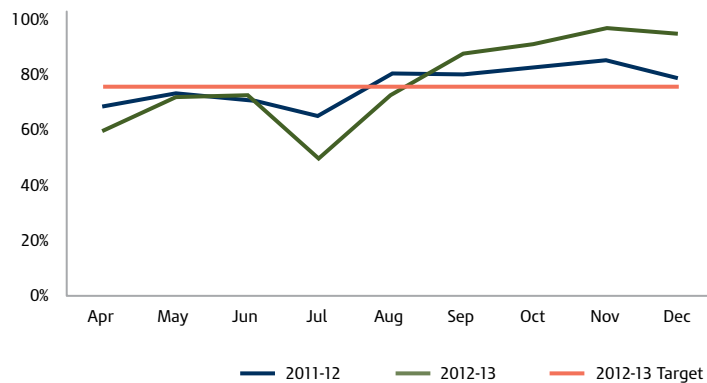
Calls handling

In August last year, we announced plans to recruit up to 1,000 additional staff into contact centres to enable us to meet our target of answering 90 per cent of calls by the end of March 2013 – much earlier than previously planned.

Between October and December 2012 we handled more than 90 per cent of call attempts, achieving the best monthly performance figures since 2009. Call wait times have also reduced significantly, with 85 per cent of calls being answered within two minutes.

Performance for the first nine months of the year as a whole stands at 71.4 per cent of call attempts handled. We are confident of achieving the year-end target of 75 per cent and of maintaining our recent 90 per cent calls answered performance into 2013-14.

Call attempts handled



Tax Credits and Child Benefit claims

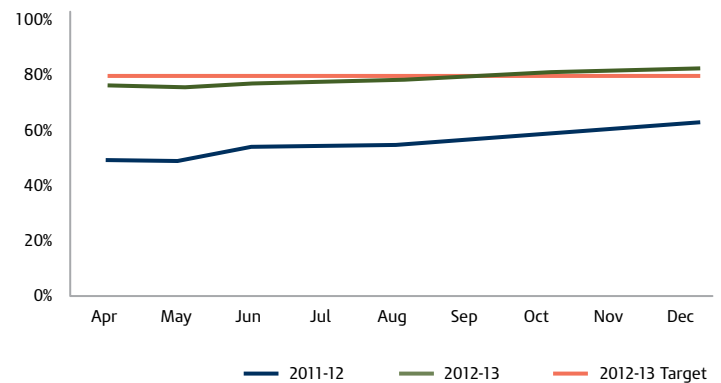
Since April 2012, UK Tax Credits and Child Benefit claims and changes of circumstance were cleared in an average of 15.6 days – well ahead of the target of 22 days.

Over the same period, international claims and changes of circumstance have been cleared in an average of 114.5 days against a 92-day target. This is largely as a result of clearing backlogs of international child benefit cases, where our processing speeds can be affected by the need to obtain information from other countries.

Post

Since April 2012, we have cleared 83.2 per cent of post within 15 days, exceeding our target of 80 per cent. This is a significant improvement on recent years. To put it in context, at the same point last year we had handled 63.2 per cent of post within 15 days. We have also cleared 96.9 per cent of post in 40 days, exceeding our 95 per cent target. We are confident of exceeding both our 15 and 40-day targets for 2012-13.

Post handled in 15 days



PAYE

At the end of October 2012, we completed the programme to work 17.9 million legacy open cases, which remained from our old PAYE computer system. This means we have met the deadline agreed in 2010 with the Public Accounts Committee. We are also on track to meet our public commitment to bring PAYE up to date by the end of March this year.

Transparency

We regularly publish more detailed information on our performance on our website: www.hmrc.gov.uk

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 2012-13, and are subject to revision and audit. Final performance figures will be made available when we publish the audited accounts and departmental report.