



How are we doing? HMRC's April to June 2013 performance

HMRC assesses its performance against a range of compliance, operational and customer service measures. This briefing looks at our performance against our targets for April to June 2013*.

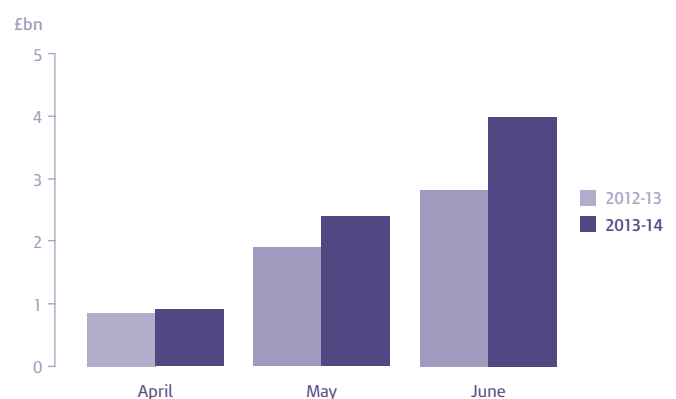
Overall performance

We look at a range of compliance, operational and customer service measures throughout the year to assess our performance. Results for April to June 2013 show a strong start to the year on securing additional tax revenues, but our customer service standards are below where we want them to be.

Additional revenues

Provisional results show we have collected just over £4 billion additional revenues from compliance activity in the first quarter of 2013-14 – our best ever performance. This includes an extra £1.6 billion from VAT and more than £0.5 billion from Corporation Tax.

Additional revenues brought in through compliance work



Introducing Real Time Information

We introduced Real Time Information (or RTI) in April, the biggest change to PAYE since the system was designed 70 years ago. RTI brings PAYE up to date with today's employment patterns, where people change jobs more frequently than in the past and can have more than one job or pension.

By the end of June, more than 1.4 million employers' and pension providers' PAYE schemes (around 80 per cent) had started reporting in real time.

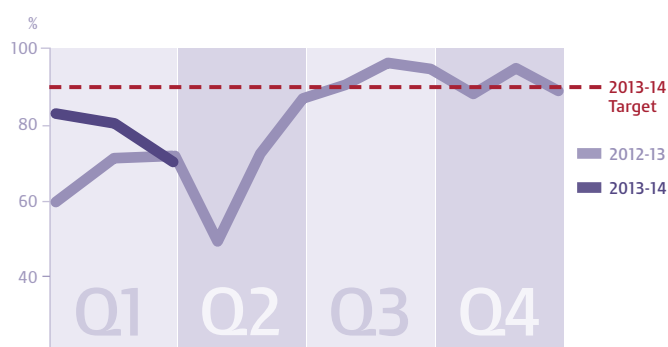
Call handling

From April to June 2013, we handled 77.6 per cent of all call attempts. This is an improvement on the same period last year, but below our 90 per cent target.

We did not meet our target in this busy early part of the year due to a number of factors. These included technology-related issues, and putting extra people on our employer helplines to ensure strong performance during the introduction of RTI.

We had planned to introduce new automated speech features on our phone lines during this period, allowing us to answer more calls. We took the decision to delay these changes until later in the year, while we fine-tune the new service, and we are now beginning to trial it ahead of a wider roll out.

Call attempts handled



Tax credits and Child Benefit claims

From April to June 2013, we cleared UK tax credits and Child Benefit claims and changes of circumstance in an average of 15.4 days – well within the target of 22 days.

Over the same period, international claims and changes of circumstance were cleared in an average of 88 days, ahead of the 92-day target.

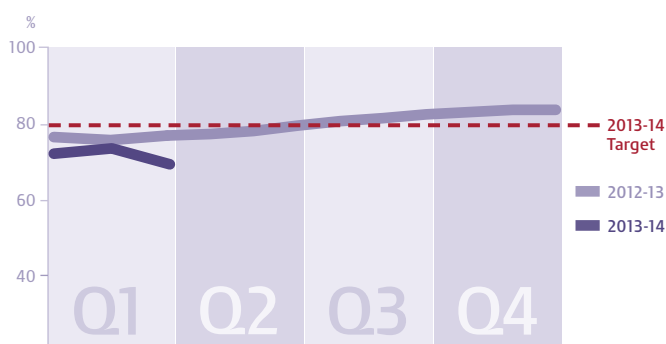
Post

From April to June 2013, we cleared 70.3 per cent of post within 15 working days, which is below our target of 80 per cent.

Post-handling performance has been affected by a number of factors in the busy early part of the year, including the deployment of teams from post to phone lines during peak periods of customer demand.

Our operational teams are being trained to deal with customer enquiries in whatever form they come to us, whether it's a phone call, a letter or a work item generated by the customer records on our IT system. Significant training was delivered to support this flexible working in the first quarter, and we expect to see performance in this area improve throughout 2013-14.

Post handled in 15 working days



Transparency

We regularly publish more detailed information on our performance on our website – www.gov.uk/government/publications/business-plan-indicators

To find out more

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

* The figures contained in this briefing are initial management information to provide an indication of our performance during 2013-14, and are subject to revision and audit. Final performance figures will be made available when we publish the audited accounts and departmental report.