

How are we doing? HMRC's 2012-13 performance

HMRC assesses its performance against a range of compliance, operational and customer service measures. This issue briefing looks at our performance against our targets for the financial year ending March 2013*.

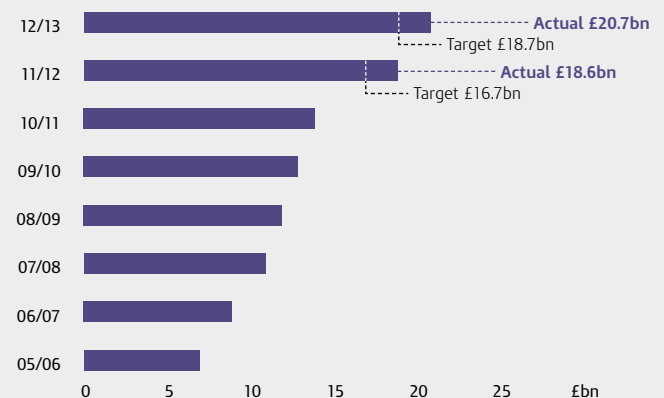
Overall performance

We look at a range of compliance, operational and customer service measures throughout the year to assess our performance. For the year 2012-13 we achieved record revenues, brought PAYE up to date, and our customer service standards are at their highest levels since HMRC was formed in 2005, including telephone calls answered and our speed in answering post. And we have achieved this while continuing to deliver efficiency savings. These performance figures are provisional and will be confirmed in our annual report and accounts, which are published in June.

Additional revenues

Provisional results show we have collected £20.7 billion additional revenues from compliance activity in 2012-13, which is almost £2 billion above our target for the year.

Additional revenues brought in through compliance work

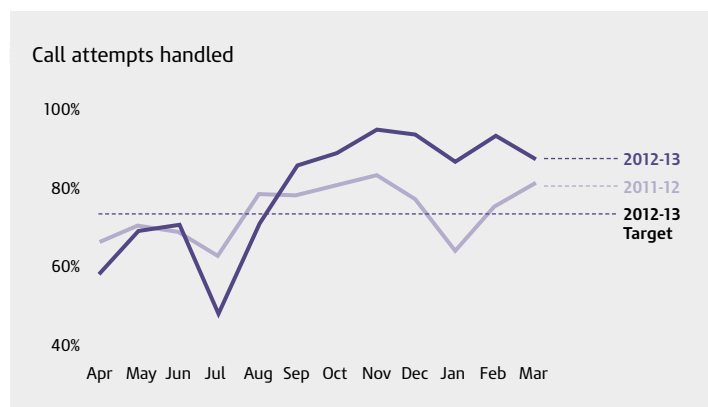


Call handling

In August 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.

From October 2012 to March 2013, we handled more than 90 per cent of call attempts, achieving some of the best monthly performance figures since 2009.

Performance for the full year was 75.2 per cent of call attempts handled, achieving our target for the year.



Tax Credits and Child Benefit claims

From April 2012 to February 2013, UK Tax Credits and Child Benefit claims and changes of circumstance were cleared in an average of 15.5 days – well ahead of the target of 22 days.

Over the same period, international claims and changes of circumstance were cleared in an average of 119.4 days against a 92-day target. This is largely 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

In 2012-13, we cleared 85 per cent of post within 15 working days, exceeding our target of 80 per cent. This is the best performance ever recorded by HMRC.

We are also on track to clear 97 per cent of post in 40 days, exceeding our 95 per cent target.



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 have also met our commitment to bring PAYE completely up to date by the end of March 2013.

Debt

We cleared 96.3 per cent of Corporation Tax, PAYE and Self Assessment debt that arose between April and November 2012 within 90 days, slightly ahead of our 96 per cent target. In 2012-13 as a whole, we have reduced the debt balance by £330 million to the lowest level since HMRC was formed.

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 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.