

**EXCHEQUER AND CENTRAL
PERFORMANCE INDICATOR REVIEW**

	2004/05	2005/06	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	We did better/worse last year?	Trend	2013/14				
	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual			Orkney Actual	Shetland Actual	Best in Scotland Actual	Our rank	
Unit Costs																		
Cost of collecting council tax per dwelling	£24.99	£29.57	£26.35	£23.62	£23.45	£29.15	£27.18	£19.50	£29.45	£25.62	£25.83	☺	↔	£20.48	£8.67	£5.46	32	
Cost of collecting NDR per chargeable property	£49.24	£34.43	£37.70	£51.58	£49.93	£58.74	£90.91	£72.16	£72.25	£52.53	£57.93	☹	↑	£18.51	£35.51	£2.44	29	
Cost of collecting Sundry Debts per debtor account raised	£5.15	£5.73	£7.99	£7.54	£7.20	£8.47	£9.40	£16.74	£15.36	£15.08	£12.51	☺	↓	£6.24	£3.27	£1.38	32	
Cost per payslip	£3.82	£4.13	£3.44	£4.39	£3.82	£5.57	£5.40	£4.47	£4.67	£4.22	£5.05	☹	↑	£4.24	£6.52	£0.88	19	
Cost per creditor paid	£1.05	£1.07	£1.13	£1.35	£1.36	£1.21	£1.69	£1.86	£1.98	£2.58	£2.57	☺	↔	£3.29	£1.71	£0.58	26	
Cost per Housing/Council Tax case	£90.13	£91.86	£73.38	£72.16	£72.85	£72.30	£75.90	£54.86	£63.45	£64.06	£41.99	☺	↓	£60.47	£70.39	£20.39	27	
Cost of eProcurement per eButh order					£74.92	£19.54	Not available	£36.63	£11.06	Not reported	Not reported							
Revenues and Benefits																		
Council Tax in year collection rate	92.6%	93.9%	93.7%	94.3%	94.6%	94.5%	94.6%	94.6%	95.2%	95.2%	95.6%	☺	↑	97.7%	96.6%	97.9%	18	
NDR in year collection rate	98.1%	97.3%	96.6%	95.8%	96.1%	98.0%	94.3%	95.4%	97.7%	98.2%	96.2%	☺	↑	98.7%	98.8%	99.0%	7	
Sundry Debtors collection rate	80.0%	80.6%	70.2%	88.1%	82.7%	67.1%	82.1%	80.8%	84.0%	89.3%	88.7%	☺	↔	76.1%	89.4%	93.6%	14	
Proportion of debt older than 90 days at 31 March					63.6%	56.6%	29.9%	47.1%	39.7%	75.3%				36.7%	15.5%	15.5%	31	
New claims processing times	46.9	38.4	34.4	30.9	31.7	28.8	40.0	43.6	22.2	31.5	22.4	☺	↓	17	26	14	27	
Change of Circumstances processing times	12.3	17.9	10.9	12.0	11.0	6.5	7.0	13.1	8.7	10.8	7.3	☺	↓	3	3	3	27	
Benefit processing accuracy	97.5%	99.0%	99.0%	99.4%	100.0%	99.2%	97.3%	98.1%	99.3%	100.0%	100.0%	☺	↑	Not in CIPFA stats 2013/14				
Overpayment collection rate	45.0%	39.1%	33.3%	29.9%	36.3%	102.0%	73.0%	Not available	50.9%	43.0%	37.4%	☹	↓	Not in CIPFA stats 2013/14				
Business Management																		
% salaries and wages payment made correctly	99.5%	99.6%	99.8%	99.8%	99.8%	99.6%	99.7%	99.7%	99.8%	Different target reduction in errors		☺	↔	99.8%	99.7%	100.0%	9	
Procurement																		
% of invoices paid within 30 days of receipt	80.1%	78.6%	76.2%	73.6%	69.2%	73.2%	88.4%	85.7%	93.7%	93.0%		☺	↑	76.9%	85.0%	99.0%	8	
% of invoice payments made by electronic means					84.2%	91.4%	94.4%	95.5%	95.3%	No target set		☹	↑	89.5%	96.6%	99.7%	16	
% of Procurement activity influenced by Procurement professionals						13.7%	17.4%	-	49.4%	No target set		☹	↑	Not in CIPFA stats 2012/13				
% spend through electronic orders						1.2%	Not available	21.0%	27.0%	75.0%		☺	↑	Not in CIPFA stats 2012/13				
Procurement Capability Assessment Score							21%	29%	40%	66%		☺	↑	31%	40%	83%	11	

DD error income not received until 2015/16 adjusted rate 98.65%