

**EXCHEQUER AND CENTRAL
PERFORMANCE INDICATOR REVIEW**

	2004/05 Actual	2005/06 Actual	2006/7 Actual	2007/8 Actual	2008/9 Actual	2009/10 Actual	2010/11 Actual	2011/12 Actual	2012/13 Actual	2013/14 Actual	2014/15 Target	We did better/worse last year?	Trend	2012/13			
														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	£22.00	☺	↓	£20.12	£15.73	£4.10	30
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	£80.00	☺	↓	£24.15	£56.99	£10.03	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	£15.00	☺	↑	£5.80	£4.79	£1.32	31
Cost per payslip	£3.82	£4.13	£3.44	£4.39	£3.82	£5.57	£5.40	£4.47	£4.67	4.22		☹	↓	£4.34	£6.85	£0.89	25
Cost per creditor paid	£1.05	£1.07	£1.13	£1.35	£1.36	£1.21	£1.69	£1.86	£1.98	2.58		☹	↓	£3.38	£1.73	£0.53	20
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	£54.00	☹	↓	£64.14	£75.92	£25.00	27
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%	95.0%	☹	↔	98.1%	96.5%	98.1%	20
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%	98.0%	☺	↑	99.1%	99.3%	99.3%	11
Sundry Debtors collection rate	80.0%	80.6%	70.2%	88.1%	82.7%	67.1%	82.1%	80.8%	84.0%	89.3%	87.0%	☺	↑	78.8%	92.2%	93.3%	10
Proportion of debt older than 90 days at 31 March					63.6%	56.6%	29.9%	47.1%	39.7%	75.3%	No target set	☹	↔	49.8%	24.3%	21.4%	18
New claims processing times	46.9	38.4	34.4	30.9	31.7	28.8	40.0	43.6	22.2	31.5	30.0	☹	↑	17.0	25.0	15.0	11
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	12.0	☹	↑	5.0	5.0	4.0	18
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 2012/13			
Overpayment collection rate	45.0%	39.1%	33.3%	29.9%	36.3%	102.0%	73.0%	Not available	50.9%	43.0%	50.0%	☹	↓	Not in CIPFA stats 2012/13			
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%	99.4%	99.96%	7
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%		☺	↑	78.5%	84.9%	98.8%	6
% of invoice payments made by electronic means					84.2%	91.4%	94.4%	95.5%	95.3%	No target set		☹	↑	87.3%	94.4%	99.65%	12
% 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