













Ref	Measure	Target for June 2012/13	Actual at end of June 2012/13	Cumulative at end of June 2012/13	  	Trend since last period (May 2012/13)	Trend since last year (June 2011/12)	Service Lead	Comments
	Watford BC								
	Three Rivers DC								

Ref	Measure	Target for June 2012/13	Actual at end of June 2012/13	Cumulative at end of June 2012/13	  	Trend since last period (May 2012/13)	Trend since last year (June 2011/12)	Service Lead	Comments
Revenues and Benefits									
SSRB1	General debtors raised							Revenues & Benefits	
	Watford BC								
	Three Rivers DC								
SSRB2	General debtors collected							Revenues & Benefits	
	Watford BC								
	Three Rivers DC								
SSRB3	Collection rates of council tax							Revenues & Benefits	
	Watford BC								
	Three Rivers DC								
SSRB4	Collection rates of NNDR							Revenues & Benefits	
	Watford BC								
	Three Rivers DC								
SSRB5	Average time to process new claims							Revenues & Benefits	
	Watford BC								
	Three Rivers DC								
SSRB6	Average time to process change of circumstances							Revenues & Benefits	

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	Watford BC								
	Three Rivers DC								
SSRB7	New claims – average time to process from receipt of claim							Revenues & Benefits	
	Watford BC								
	Three Rivers DC								
SSRB8	New claims – average time to process from receipt of all information							Revenues & Benefits	
	Watford BC								
	Three Rivers DC								

Key to performance against target

-  on target **or** above target
-  not on target but there is no cause for concern at this stage.
-  not on target/ more than 10% variance and is a cause for concern.