









Ref	Measure	Target for Q1 2012/13	Actual at end of Q1 2012/13	Cumulative at end of Q1 2012/13	  	Trend since last period (Q4 2011/12)	Trend since last year (2011/12)	Service Lead	Comments
SSF4	<b>Monthly Budget Monitoring Reports – Overall Revenue Budget Performance</b>							Finance	
	Watford BC								<b>NOT REPORTED</b>
	Three Rivers DC								
SSF5	<b>Monthly Budget Monitoring Reports – Overall Capital Budget Performance</b>							Finance	
	Watford BC								<b>NOT REPORTED</b>
	Three Rivers DC								
SSF6	<b>Closure of Annual Accounts and production of statements – Statement of Accounts approval</b>							Finance	
	Watford BC								
	Three Rivers DC								
SSF7	<b>Compilation of government returns – revenue account, revenue summary, capital outturn – (RA, RS,CO)</b>							Finance	
	Watford BC								<b>NOT REPORTED</b>
	Three Rivers DC								
SSF8	<b>Benefit Fraud – number of cases investigated</b>							Finance	















Ref	Measure	Target for Q1 2012/13	Actual at end of Q1 2012/13	Cumulative at end of Q1 2012/13	  	Trend since last period (Q4 2011/12)	Trend since last year (2011/12)	Service Lead	Comments
<b>Revenues and Benefits</b>									
SSRB1	<b>General debtors raised</b>							Revenues & Benefits	
	Watford BC								
	Three Rivers DC								
SSRB2	<b>General debtors collected</b>							Revenues & Benefits	
	Watford BC								
	Three Rivers DC								
SSRB3	<b>Collection rates of council tax</b>							Revenues & Benefits	
	Watford BC								
	Three Rivers DC								
SSRB4	<b>Collection rates of NNDR</b>							Revenues & Benefits	
	Watford BC								
	Three Rivers DC								
SSRB5	<b>Average time to process new claims</b>							Revenues & Benefits	
	Watford BC								
	Three Rivers DC								
SSRB6	<b>Average time to process change of circumstances</b>							Revenues & Benefits	

Ref	Measure	Target for Q1 2012/13	Actual at end of Q1 2012/13	Cumulative at end of Q1 2012/13	  	Trend since last period (Q4 2011/12)	Trend since last year (2011/12)	Service Lead	Comments
	Watford BC								
	Three Rivers DC								
SSRB7	<b>New claims – average time to process from receipt of claim</b>							Revenues & Benefits	
	Watford BC								
	Three Rivers DC								
SSRB8	<b>New claims – average time to process from receipt of all information</b>							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.