

Quarterly Performance Indicators 2020-21

Compliance Yield performance indicator	Quarterly Performance								Year to date Performance							
	2019-20				2020-21				2019-20				2020-21			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cash expected from compliance - measures the amount of additional compliance revenue when we identify past non-compliance. While the amount of tax due from these cases is very clear, we cannot trace every compliance assessment through to final payment so there is an element of estimation involved in this figure. (£m)	2491.0	2811.2	1845.2	1894.1	1329.5				2491.0	5302.2	7147.4	9041.5	1329.5			
Revenue loss prevented - the value of our activities where we have prevented revenue from being lost to the Exchequer that impacts on our tax receipts; for example, by stopping a fraudulent repayment claim. It also includes the impact of our compliance work to disrupt criminal activity. (£m)	4953.0	1648.8	1758.4	2209.2	813.9				4953.0	6601.8	8360.2	10569.4	813.9			
Future revenue benefit – the effects of our compliance interventions on customers' future behaviour. (£m) [1]	7856.9	534.4	452.1	154.6	4950.6				7856.9	8391.3	8843.4	8998.0	4950.6			
Upstream Product and Process Yield - the estimated annual impact on net tax receipts of legislative changes to close tax loop holes and changes to our processes which reduce opportunities to avoid or evade tax. This estimate is subject to independent scrutiny by the Office for Budget Responsibility	46.6	544.9	648.9	2946.7	0.0				46.6	591.5	1240.3	4187.0	0.0			
Upstream Operational Yield - The estimated impact of operational activities undertaken to promote compliance and prevent non-compliance before it occurs through a range of activities such as education, nudges and prompt campaigns. This element of yield is subject to the same governance and scoring principles as the other elements. Upstream yield includes the current impact and future behavioural effect of process changes but does not include yield from legislative changes. (£m) [2]	11.3	17.8	297.3	3731.4	413.5				11.3	29.1	326.3	4057.7	413.5			
Accelerated Payments - the disputed amounts of tax that some people using tax avoidance schemes are now required to pay up-front within 90 days, as well as the estimated behavioural change already generated by the policy. (£m)	21.0	20.1	9.3	62.4	0.0				21.0	41.1	50.4	112.8	0.0			
Total Compliance Yield (£m) [3]	15379.7	5577.2	5011.1	10998.4	7507.5				15379.7	20956.9	25968.0	36966.4	7507.5			

Customer service performance indicators	2019-20				2020-21				2019-20				2020-21			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	Customer satisfaction with digital services	79.5%	81.4%	82.3%	82.7%	85.6%				79.5%	80.5%	81.1%	81.6%	85.6%		
Customer iForms cleared within 7 days of receipt	85.8%	92.1%	92.7%	81.3%	83.1%				85.8%	88.7%	89.8%	87.6%	83.1%			
Average speed of answering a customer's call (mm:ss)	09:00	06:25	04:45	06:09	11:57				09:00	07:40	06:48	06:39	11:57			
Customers waiting more than 10 minutes to speak to an advisor	45.6%	28.3%	16.8%	27.1%	46.6%				45.6%	36.7%	30.8%	29.9%	46.6%			
Customer post cleared within 15 days of receipt	53.1%	74.3%	83.0%	74.3%	83.9%				53.1%	63.4%	68.9%	70.3%	83.9%			
Customer post handled within 40 days of receipt [4]	76.4%	91.6%	91.2%	94.1%					76.4%	83.8%	85.9%	88.0%				
Handle new tax credit and Child Benefit claims and change of circumstance (UK) [4]	10.7	13.6	16.0	12.2					10.7	12.4	13.4	13.2				
Handle new tax credit and Child Benefit claims and change of circumstance (International) [4]	64.7	59.9	62.4	74.4					64.7	62.4	62.4	65.7				

Cost savings performance indicators	2019-20				2020-21				2019-20				2020-21			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	Cost Savings (£m) [5]	36.0	20.4	18.4	44.9	34.6				36.0	56.3	74.7	119.7	34.6		

[1] We report Future Revenue Benefit in the year it impacts the exchequer rather than in the year of the compliance intervention. It is our standard practice to record FRB brought forward from interventions in previous years in the first quarter of the year it impacts. In recognition of the economic impact of COVID-19, we have made provisional adjustments at a Departmental level to the value of FRB brought forward into 2020-21 so that we do not overestimate the impact of our activities in previous years. We will revisit the adjustment before publication of our 2020-21 Annual Report to ensure the adjustment made was appropriate in view of the impact of COVID-19 on the full year tax receipts. The total impact of this adjustment has reduced FRB in Q1 by £0.8bn.

[2] Upstream Operational Yield is being published as a distinct category for 2019-20 onwards as it is now a more significant proportion of total yield. In previous years it was published as part of the Cash Expected category, so the 2018-19 Cash Expected figure is comparable with the sum of Cash Expected and Upstream categories in 2019-20. Further detail on Upstream yield can be found in the analytical annex.

[3] In light of the current situation, HMRC continue to review appropriate targets for compliance yield and customer service for 2020-21. We expect this year's compliance yield to be lower than in 2019-20 due to the economic circumstances and as a result of HMRC's response to the pandemic. We expect to deliver around £3.8bn in compliance yield in Q2 of 2020-21, compared to £5.6bn in Q2 of 2019-20.

[4] Data is lagged by one quarter.

[5] Cost savings in 2019-20 were part of our SR15 target to deliver a total of £717m in sustainable cost savings across the spending review period. Cost savings shown for 2020-21 are separate to this.

Numbers may appear not to sum due to rounding

The figures contained in this briefing, including those for 2019-20, are initial management information to provide an indication of our performance. They are subject to revision and audit. Final full-year performance figures will be made available in our Annual Reports.

Further insight into HMRC's performance in the first quarter of the year and what we expect to see for the rest of 2020-21 can be found in our news article on gov.uk:

<https://www.gov.uk/government/news/performance-update-hmrcs-response-to-coronavirus>

and our Getting On With Business publication:

<https://www.gov.uk/government/publications/hmrc-issue-briefing-how-hmrc-will-continue-to-support-customers-and-the-economy>

Future Revenue Benefit is reported on the new methodology against the year in which exchequer benefit is expected

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/627608/HMRC_s_Compliance_Yield_-_How_HMRC_reports_future_revenue_benefit_an_update_for_2016-17.pdf

Due to the time needed to work these items, information is lagged by a month. More timely information can be found in our monthly publication series;

<https://www.gov.uk/government/collections/hmrc-monthly-performance-reports>

Further information on compliance data can be found in our Ensuring the correct tax is paid briefing:

<https://www.gov.uk/government/publications/hmrc-issue-briefing-ensuring-the-correct-tax-is-paid/ensuring-the-correct-tax-is-paid>