

How we performed

Overview

A reducing workforce, rising workloads and the early impact of the subsequent recession made our performance targets very tough. In 2008/09 we achieved 14 out of the 19 targets (subject to validation in July or October 2009), including all clearance targets.



Attendance Allowance

Attendance Allowance is a tax-free benefit paid to customers, aged 65 or over, who need help with their personal care because of an illness or disability.

We paid £4.74 billion payments to 1.6 million customers.

The 2008/09 accuracy result was 94.1 per cent against a target of 94 per cent.

The 2008/09 average clearance time was 12.3 days against a target of 16 days.

Carers Allowance

Carers Allowance is a benefit paid to people aged 16 or over who spend at least 35 hours per week caring for a severely disabled person.

We paid £1.36 billion payments to 0.5 million customers.

The 2008/09 financial accuracy result was 99.4 per cent against a target of 98 per cent.

The 2008/09 average clearance time was 12.4 days against a target of 13.5 days.

Disability Living Allowance

Disability Living Allowance is a benefit paid to customers under age 65 who need help with personal care, getting around or both because of an illness or disability. Disability Living Allowance is made up of two components: care component and mobility component.

We paid £10.53 billion payments to three million customers.

The 2008/09 accuracy result was 92.2 per cent against a target of 94 per cent.

The 2008/09 average clearance time was 29.8 days against a target of 38 days.

Pension Credit

Pension Credit is a tax-free payment for those aged 60 or over who live in Great Britain and is still very much seen as the key benefit for tackling pensioner poverty. Since its introduction, over 3.9 million customer households have received Pension Credit. Over 2.7 million customer households (3.4 million customers) are currently receiving it. To maintain the Pension Credit caseload at these levels, a target of 250,000 successful applications was set for 2008/09.

Based on internal management information it is very likely that we have achieved our published target, at a value of £767 million. The actual achievement of the target is subject to validation (publication in the National Statistics in October 2009). The 2008/09 accuracy rate result was 92.1 per cent¹ against a target of 92 per cent.

The 2008/09 average clearance time was 15 days against a target 15 days.

Pension Forecasting

Pension forecasts improve working age individuals' awareness of their retirement provision. By 2008/09 15.4 million individuals were regularly issued a pension forecast.

Pension Tracing

The Pension Tracing Service can help an individual trace a pension, even if they are not sure of the previous employer and their pension scheme contact details. This year we undertook 76,282 successful pension traces.

State Pension

During 2008/09, an estimated 12.1 million customers received the basic State Pension and, in total, a planned £61.6 billion in State Pension was paid. The total number of customers receiving State Pension while living overseas was over one million.

In the year, 95.3 per cent of State Pension claims were cleared within 60 days against a target of 95 per cent.

The 2008/09 accuracy result was 98.2 per cent² against a target of 98 per cent.

State Second Pension

Over 22 million people are building up enhanced State Pension entitlement in the form of State Second Pension – including around four million people who are carers or sick/disabled. A further four million people are accruing second tier rights through an 'Appropriate Personal Pension' or an occupational pension.

¹ Subject to validation July 2009.

² Subject to validation July 2009.

State Pension Deferral

Customers are able to defer taking up their State Pension entitlement when reaching State Pension age. Figures since implementation show that around £370 million has been paid on lump sum payments, with the average payment being £6,500.

Winter Fuel Payments

Winter Fuel Payments are made to eligible customers each year to provide help with fuel bills. They are separate from Cold Weather Payments which were paid to some Pension Credit customers for periods of very cold weather to help with additional heating costs.

During 2008/09 we delivered automatic Winter Fuel Payments to over 99.9 per cent of eligible customers by the end of December and as a result over 12.5 million customers received their payment before Christmas 2008.

We also delivered an additional £150 Winter Fuel Payment to eligible customers aged 80 or over, meaning that eligible pensioner households with someone aged 80 or over received up to £400 in 2008/09.

We paid in total over £2.7 billion in Winter Fuel Payments to over 12.6 million customers.

Christmas Bonus

The Chancellor announced in his pre-budget speech, in November 2008, that an additional Christmas Bonus payment of £60 would be paid to all customers who satisfy the Christmas Bonus criteria.

We paid £1.04 billion in payments to 15 million customers during January 2009 to March 2009. As this was unplanned until the pre-budget announcement this was a significant success.

Telephony

During 2008/09, we answered over 17 million telephone calls from customers.

During 2008/09 we ensured that 91.3 per cent of our telephone calls were answered on the first attempt against a target of 93 per cent.

During 2008/09 we achieved a target of 0.9 per cent for all calls to our telephone service receiving a busy or engaged tone against a target of one per cent.

