

19th February 2019 Revenues and Benefits Joint Committee
Appendix 1: Performance Data – Quarter 3 2018/19

Measure	2018/19 Quarter 3		2017/18 Quarter 3	
	NK	COL	NK	COL
Local Authority				
Council Tax collection (cumulative)	85.94%	79.47%	86.27%	79.77%
NNDR collection (cumulative)	85.00%	86.23%	85.21%	86.43%
NNDR collection – WLDC (cumulative)	82.77%		81.87%	
No. Revenues customers awaiting change to be processed	241	401	68	80
Total Net Arrears for Council Tax prior years (i.e. not including current year)	£1,025,218	£2,498,642	£874,920	£2,310,622
Total Net Arrears for NNDR prior years (i.e. not including current year)	£87,681	£293,426	£526,548	£246,843
Housing Benefit overpayments collection in period	116.08%	98.57%	87.47%	74.92%
Outstanding Housing Benefit overpayments debt	£1,640,470	£4,012,053	£1,823,546	£4,248,202
Housing Benefit New Claims: Average number of days to process (cumulative)	23.61 days	27.00 days	19.04 days	23.73 days
Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)	5.15 days	8.03 days	5.59 days	7.93 days

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No. Benefits customers awaiting assessment (cumulative)	341	1,344	378	556
% Benefits claims checked financially correct (cumulative)	95.47%	86.34%	96.17%	90.66%