

6th September 2016 Joint Committee
Appendix 1 –Revenues and Benefits Performance Data to end July 2016

Measure	2015/16 Outturn		Quarter 1 2016/17		To end July 2016	
	NK	COL	NK	COL	NK	COL
Local Authority						
Council Tax collection (cumulative)	99.16%	97.12%	30.13% <i>Q1 2015/16 30.12%</i>	26.93% <i>Q1 2015/16 27.14%</i>	39.47% <i>End July 2015 39.55%</i>	35.49% <i>End July 2015 35.84%</i>
NNDR collection (cumulative)	99.46%	99.78%	26.93% <i>Q1 2015/16 27.14%</i>	26.93% <i>Q1 2015/16 27.14%</i>	35.49% <i>End July 2015 35.84%</i>	35.49% <i>End July 2015 35.84%</i>
NNDR collection – WLDC (cumulative)	99.44%		34.42% <i>Q1 2015/16 37.24%</i>		42.68% <i>End July 2015 46.52%</i>	
No. Revenues customers awaiting change to be processed	266	448	306 <i>Q1 2015/16 255</i>	443 <i>Q1 2015/16 623</i>	106 <i>End July 2015 307</i>	139 <i>End July 2015 653</i>
Total Net Arrears for Council Tax prior years (i.e. not including current year 2014/15)	£661,002	£1,835,111	£1,122,214	£2,831,580	£1,078,392	£2,738,254

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	NK	COL	NK	COL	NK	COL
Total Net Arrears for NNDR prior years (i.e. not including current year 2014/15)	£246,374	£273,118	£488,734	£512,998	£456,107	£483,747
Housing Benefit overpayments collection in period	77.76%	75.22%	69.60% <i>Q1 2015/16 86.77%</i>	70.73% <i>Q1 2015/16 79.70%</i>	65.19% <i>End July 2015 92.68%</i>	68.54% <i>End July 2015 77.84%</i>
Outstanding Housing Benefit overpayments debt	£1,482,271	£3,510,798	£1,552,617 <i>Q1 2015/16 £1,335,821</i>	£3,622,043 <i>Q1 2015/16 £3,229,196</i>	£1,612,198 <i>End July 2015 £1,331,176</i>	£3,675,012 <i>End July 2015 £3,259,047</i>
Housing Benefit New Claims: Average number of days to process (cumulative)	12.76 days	25.45 days	13.91 days <i>Q1 2015/16 11.27 days</i>	29.62 days <i>Q1 2015/16 22.23 days</i>	11.90 days <i>End July 2015 12.20 days</i>	29.91 days <i>End July 2015 21.95 days</i>
% HB New Claims that took over 50 days to process (cumulative)	N/A – new measure for 2016/17	N/A – new measure for 2016/17	5.6%	16%	3%	25.86%

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Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)	2.84 days	5.40 days	3.35 days <i>Q1 2015/16 6.01 days</i>	7.80 days <i>Q1 2015/16 13.54 days</i>	4.10 days <i>End July 2015 4.24 days</i>	9.03 days <i>End July 2015 5.60 days. days</i>
% HB Changes that took over 20 days to process (cumulative)	N/A – new measure for 2016/17	N/A – new measure for 2016/17	6.92%	11.22%	6.38%	17.08%
No. Benefits customers awaiting assessment (cumulative)	714	1,064	678 <i>Q1 2015/16 428</i>	1,200 <i>Q1 2015/16 778</i>	652 <i>End July 2015 516</i>	1,169 <i>End July 2015 887</i>
% Benefits claims checked financially correct (cumulative)	97.40%	82.81%	95.39% <i>Q1 2015/16 97.50%</i>	No specific checks undertaken due to resources utilised on another competing priorities <i>Q1 2015/16 62.50%</i>	96.43% <i>End July 2015 97.83%</i>	No specific checks undertaken due to resources utilised on another competing priorities <i>End July 2015 62.50%</i>
Benefits – Customer satisfaction	99.29%	98.51%	99.62% <i>Q1 2015/16 99.83%</i>	96.66% <i>Q1 2015/16 98.80%</i>	98.33% <i>End July 2015 99.73%</i>	98.33% <i>End July 2015 98.80%</i>

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Local Authority	NK	COL	NK	COL	NK	COL
(cumulative)						