

28TH JUNE 2017 – SHARED REVENUES AND BENEFITS JOINT COMMITTEE

Appendix 1 –Revenues and Benefits Performance Data – 2016/17 Outturn and to End April 2017

Measure	2015/16 Outturn		2016/17 Outturn		To end April 2017	
	NK	COL	NK	COL	NK	COL
Local Authority						
Council Tax collection (cumulative)	99.16%	97.12%	99.14%	97.09%	11.31% <i>End Apr 2016 11.49%</i>	10.13% <i>End Apr 2016 10.24%</i>
NNDR collection (cumulative)	99.46%	99.78%	99.09%	99.43%	25.24% <i>End Apr 2016 25.31%</i>	14.77% <i>End Apr 2016 15.33%</i>
NNDR collection – WLDC (cumulative)	99.44%		97.34%		16.87% <i>End Apr 2016 18.56%</i>	
No. Revenues customers awaiting change to be processed	266	448	223	298	524 <i>End Apr 2016 223</i>	331 <i>End Apr 2016 465</i>
Total Net Arrears for Council Tax prior years (i.e. not including current year)	£661,002	£1,835,111	£759,087	£2,028,512	TBC	£3,267,448

Measure	2015/16 Outturn		2016/17 Outturn		To end April 2017	
	NK	COL	NK	COL	NK	COL
Local Authority 2014/15)						
Total Net Arrears for NNDR prior years (i.e. not including current year 2014/15)	£246,374	£273,118	£160,486	£231,759	TBC	TBC
Housing Benefit overpayments collection in period	77.76%	75.22%	70.16%	76.38%	TBC	TBC
Outstanding Housing Benefit overpayments debt	£1,482,271	£3,510,798	£1,793,997	£4,081,552	TBC	TBC
Housing Benefit New Claims: Average number of days to process (cumulative)	12.76 days	25.45 days	15.98 days	29.44 days	15.98 days <i>End Apr 2016 12.37 days</i>	25.10 days <i>End Apr 2016 26.18 days</i>
Housing Benefits New Claims: Upper Control	49.23 days	88.52 days	60.91 days	91.50 days	60.91 days	43.99 days

Measure	2015/16 Outturn		2016/17 Outturn		To end April 2017	
	NK	COL	NK	COL	NK	COL
Local Authority						
Limit (cumulative)						
Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)	2.84 days	5.40 days	3.05 days	4.49 days	1.92 days <i>End Apr 2016 1.89 days</i>	4.17 days <i>End Apr 2016 5.62 days</i>
Housing Benefits Changes of Circumstances: Upper Control Limit (cumulative)	10.02 days	20.83 days	12.01 days	16.80 days	6.06 days	9.79 days
No. Benefits customers awaiting assessment (cumulative)	714	1,064	500	555	483 <i>End Apr 2016 652</i>	892 <i>End Apr 2016 1,104</i>
% Benefits claims checked financially correct (cumulative)	97.40%	82.81%	94.69%	91.00%	97.14% <i>End Apr 2016 96.43%</i>	96.39% <i>End Apr 2016 0%</i>
Benefits – Customer	99.29%	98.51%	99.27%	98.99%	Surveys currently being reviewed	Surveys currently being reviewed

Measure	2015/16 Outturn		2016/17 Outturn		To end April 2017	
Local Authority	NK	COL	NK	COL	NK	COL
satisfaction (cumulative)					<i>End Apr 2016 0</i>	<i>End Apr 2016 0</i>