

28th November 2017 Revenues and Benefits Joint Committee
Appendix 1: Performance Data Quarter 2 2017/18

<u>Measure</u>	<u>2016/17 Year Outturn</u>		<u>Quarter 1 2017/18</u>		<u>Quarter 2 2017/18</u>	
Local Authority	NK	COL	NK	COL	NK	COL
Council Tax collection (cumulative)	99.14%	97.09%	30.07%	27.00%	58.14%	53.17%
					<i>Quarter 2 2016/17 58.05%</i>	<i>Quarter 2 2016/17 53.03%</i>
NNDR collection (cumulative)	99.09%	99.43%	41.42%	35.83%	62.63%	61.13%
					<i>Quarter 2 2016/17 62.62%</i>	<i>Quarter 2 2016/17 60.08%</i>
NNDR collection – WLDC (cumulative)	97.34%		34.19%		58.28%	
					<i>Quarter 2 2016/17 58.57%</i>	
No. Revenues customers awaiting change to be processed	223	296	503	337	393	624
					<i>Quarter 2 2016/17 256</i>	<i>Quarter 2 2016/17 289</i>
Total Net Arrears for Council Tax prior years (i.e. not including current year 2017/18)	£759,057	£2,028,512	£1,153,331	£2,903,482	£1,002,351	£2,597,968

28th November 2017 Revenues and Benefits Joint Committee
Appendix 1: Performance Data Quarter 2 2017/18

Measure	2016/17 Year Outturn		Quarter 1 2017/18		Quarter 2 2017/18	
	NK	COL	NK	COL	NK	COL
Local Authority						
Total Net Arrears for NDR prior years (i.e. not including current year 2017/18)	£160,486	£231,759	£466,579	£595,644	£395,917	£520,784
Housing Benefit overpayments collection in period	70.16%	76.38%	66.42%	108.89%	85.20% <i>Quarter 2 2016/17 64.35%</i>	80.29% <i>Quarter 2 2016/17 60.58%</i>
Outstanding Housing Benefit overpayments debt	£1,793,997	£4,081,552	£1,805,923	£4,000,314	£1,853,274	£4,121,223
Housing Benefit New Claims: Average number of days to process (cumulative)	15.98 days	29.44 days	22.01 days	23.06 days	19.26 days <i>Quarter 2 2016/17 9.46 days</i>	23.24 days <i>Quarter 2 2016/17 30.01 days</i>
Housing Benefits Changes of Circumstances: Average	3.06 days	4.49 days	3.33 days	5.38 days	6.15 days <i>Quarter 2 2016/17 3.92 days</i>	7.62 days <i>Quarter 2 2016/17 10.79 days</i>

28th November 2017 Revenues and Benefits Joint Committee
Appendix 1: Performance Data Quarter 2 2017/18

Measure	2016/17 Year Outturn		Quarter 1 2017/18		Quarter 2 2017/18	
	NK	COL	NK	COL	NK	COL
Local Authority						
number of days to process (cumulative)						
No. Benefits customers awaiting assessment (cumulative)	500	555	421	591	546 <i>Quarter 2 2016/17 600</i>	810 <i>Quarter 2 2016/17 1,021</i>
% Benefits claims checked financially correct (cumulative)	94.69%	91.00%	97.79%	90.75%	97.27% <i>Quarter 2 2016/17 95.48%</i>	91.21% <i>Quarter 2 2016/17 100.00%</i>
Benefits – Customer satisfaction (cumulative)	99.73%	98.99%	100%	98.98%	99.90% <i>Quarter 2 2016/17 99.75%</i>	98.98% <i>Quarter 2 2016/17 98.88%</i>