

20 February 2018 Revenues and Benefits Joint Committee
Appendix 1: Performance Data Quarter 3 2017/18

Measure	2016/17 Year Outturn		Quarter 2 2017/18		Quarter 3 2017/18	
Local Authority	NK	COL	NK	COL	NK	COL
Council Tax collection (cumulative)	99.14%	97.09%	58.14%	53.17%	86.27% <i>Quarter 3 2016/17 86.45%</i>	79.77% <i>Quarter 3 2016/17 79.72%</i>
NDR collection (cumulative)	99.09%	99.43%	62.63%	61.13%	85.21% <i>Quarter 3 2016/17 84.89%</i>	86.43% <i>Quarter 3 2016/17 85.28%</i>
NDR collection – WLDC (cumulative)	97.34%		34.19%		81.87% <i>Quarter 3 2016/17 81.54%</i>	
No. Revenues customers awaiting change to be processed	223	296	393	624	68 <i>Quarter 3 2016/17 210</i>	80 <i>Quarter 3 2016/17 228</i>
Total Net Arrears for Council Tax prior years (i.e. not including current year 2017/18)	£759,057	£2,028,512	£1,002,351	£2,597,968	£874,920	£2,310,622

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Total Net Arrears for NDR prior years (i.e. not including current year 2017/18)	£160,486	£231,759	£395,917	£520,784	£526,548	£246,843
Housing Benefit overpayments collection in period	70.16%	76.38%	85.20%	80.29%	87.47% <i>Quarter 3 2016/17 73.19%</i>	74.92% <i>Quarter 3 2016/17 62.98%</i>
Outstanding Housing Benefit overpayments debt	£1,793,997	£4,081,552	£1,853,274	£4,121,223	£1,823,546	£4,248,202
Housing Benefit New Claims: Average number of days to process (cumulative)	15.98 days	29.44 days	19.26 days	23.24 days	19.04 days <i>Quarter 3 2016/17 12.67 days</i>	23.73 days <i>Quarter 3 2016/17 31.41 days</i>
Housing Benefits Changes of Circumstances: Average	3.06 days	4.49 days	6.15 days	7.62 days	5.59 days <i>Quarter 3 2016/17 5.29 days</i>	7.93 days <i>Quarter 3 2016/17 12.47 days</i>

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number of days to process (cumulative)						
No. Benefits customers awaiting assessment (cumulative)	500	555	546	810	378 <i>Quarter 3 361</i>	556 <i>Quarter 3 2016/17 468</i>
% Benefits claims checked financially correct (cumulative)	94.69%	91.00%	97.27%	91.21%	96.17% <i>Quarter 3 2016/17 94.94%</i>	90.66% <i>Quarter 3 2016/17 87.36%</i>
Benefits – Customer satisfaction (cumulative)	99.73%	98.99%	99.90%	98.98%	99.90% (<i>cumulative – no surveys Q3</i>) <i>Quarter 3 2016/17 99.73%</i>	96.17% <i>Quarter 3 2016/17 98.88%</i>