

**12<sup>th</sup> June 2018 Revenues and Benefits Joint Committee**  
**Appendix 1: Performance Data – Annual Outturn 2017/18, and April 2018**

<b>Measure</b>	<b><u>2017/18 Year Outturn</u></b>		<b><u>2016/17 Year Outturn</u></b>		<b><u>April 2018</u></b>		<b><u>April 2017</u></b>	
	<b>NK</b>	<b>COL</b>	<b>NK</b>	<b>COL</b>	<b>NK</b>	<b>COL</b>	<b>NK</b>	<b>COL</b>
<b>Local Authority</b>								
<b>Council Tax collection (cumulative)</b>	99.20%	97.17%	99.14%	97.09%	11.34%	10.29%	11.31%	10.13%
<b>NNDR collection (cumulative)</b>	99.89%	98.87%	99.09%	99.43%	29.15%	15.45%	25.24%	14.77%
<b>NNDR collection – WLDC (cumulative)</b>	98.53%		97.34%		14.43%		16.87%	
<b>No. Revenues customers awaiting change to be processed</b>	95	121	223	296	34	70	331	524
<b>Total Net Arrears for Council Tax prior years (i.e. not including current year)</b>	£846,222	£2,063,692	£759,057	£2,028,512	£1,481,088	£3,350,742	£1,313,700	£3,267,448
<b>Total Net Arrears for NNDR prior years (i.e. not including current year)</b>	£160,486	£231,759	£88,149	£225,695	£161,612	£573,978	£531,972	£656,208
<b>Housing Benefit overpayments collection in period</b>	88.31%	81.81%	70.16%	76.38%	120.73%	127.34%	103.00%	156.87%

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	<b>NK</b>	<b>COL</b>	<b>NK</b>	<b>COL</b>	<b>NK</b>	<b>COL</b>	<b>NK</b>	<b>COL</b>
<b>Outstanding Housing Benefit overpayments debt</b>	£1,824,908	£4,219,349	£1,793,997	£4,081,552	£TBC ( <i>system reports issue</i> )	£TBC ( <i>system reports issue</i> )	£1,794,346	£4,036,684
<b>Housing Benefit New Claims: Average number of days to process (cumulative)</b>	18.81 days	24.29 days	15.98 days	29.44 days	18.47 days	28.80 days	21.41 days	25.10 days
<b>Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)</b>	2.82 days	4.00 days	3.06 days	4.49 days	2.68 days	3.62 days	2.60 days	4.17 days
<b>No. Benefits customers awaiting assessment (cumulative)</b>	511	696	500	555	535	795	512	818
<b>% Benefits claims checked financially correct (cumulative)</b>	95%	92%	95%	91%	96%	89%	97%	93%
<b>Benefits – Customer satisfaction (cumulative)</b>	99.75%	98.98%	99.73%	98.99%	No survey – review of process taking place	No survey – review of process taking place	No survey	No survey