

17 September 2018 Revenues and Benefits Joint Committee
Appendix 1: Performance Data – Quarter 1 2018/19, and July 2018

Measure	2018/19 Quarter 1		2017/18 Quarter 1		July 2018		July 2017	
Local Authority	NK	COL	NK	COL	NK	COL	NK	COL
Council Tax collection (cumulative)	30.00%	27.09%	30.07%	27.00%	39.34%	35.63%	39.34%	35.64%
NNDR collection (cumulative)	45.03%	35.86%	41.42%	35.83%	51.39%	44.51%	48.40%	44.69%
NNDR collection – WLDC (cumulative)	33.65%		34.19%		42.25%		42.70%	
No. Revenues customers awaiting change to be processed	335	659	337	503	376	766	363	522
Total Net Arrears for Council Tax prior years (i.e. not including current year)	£1,343,563	£3,093,688	£1,153,331	£2,903,482	£1,293,929	£2,937,657	£1,137,282	£2,874,982
Total Net Arrears for NNDR prior years (i.e. not including current year)	£170,794	£471,085	£466,579	£595,644	£190,545	£458,654	£465,794	£593,478
Housing Benefit overpayments collection in period	136.61%	107.66%	66.42%	108.89%	125.83%	109.55%	86.30%	99.31%

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Outstanding Housing Benefit overpayments debt	£1,764,981	£4,163,619	£1,805,923	£4,000,314	£1,761,121	£4,105,545	£1,815,920	£4,021,345
Housing Benefit New Claims: Average number of days to process (cumulative)	24.47 days	30.13 days	22.01 days	23.06 days	23.91 days	29.32 days	20.38 days	22.66 days
Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)	2.90 days	3.68 days	3.33 days	5.38 days	4.08 days	6.53 days	3.81 days	5.99 days
No. Benefits customers awaiting assessment (cumulative)	445	1312	421	577	431	1444	462	524
% Benefits claims checked financially correct (cumulative)	95.45%	87.50%	97.79%	90.75%	95.65%	89.58%	97.11%	91.03%
*Benefits – Customer satisfaction (cumulative)	<i>No survey – review of process taking place</i>	<i>No survey – review of process taking place</i>	<i>No survey</i>	<i>No survey</i>	<i>No survey – review of process taking place</i>	<i>No survey – review of process taking place</i>	<i>No survey</i>	<i>No survey</i>

*Customer satisfaction reviews have not been undertaken for 2017/18 outturn. Officers are currently reconsidering the approach to the reviews and putting forward options to the management team to ensure the reviews are objectives, with the aim of achieving purposeful results.