

27th November 2018 Revenues and Benefits Joint Committee
Appendix 1: Performance Data – Quarter 2 2018/19, and October 2018

Measure	2018/19 Quarter 2		2017/18 Quarter 2		October 2018		October 2017	
	NK	COL	NK	COL	NK	COL	NK	COL
Local Authority								
Council Tax collection (cumulative)	57.77%	52.80%	58.14%	53.17%	67.37%	61.88%	67.59%	62.20%
NNDR collection (cumulative)	66.19%	60.57%	62.63%	61.13%	70.29%	69.09%	70.02%	70.02%
NNDR collection – WLDC (cumulative)	58.39%		58.28%		66.52%		66.51%	
No. Revenues customers awaiting change to be processed	389	749	393	624	321	768	75	137
Total Net Arrears for Council Tax prior years (i.e. not including current year)	£1,195,047	£2,759,677	£1,002,351	£2,597,698	£1,090,870	£2,656,943	£967,319	£2,507,694
Total Net Arrears for NNDR prior years (i.e. not including current year)	£146,028	£457,583	£395,917	£520,784	£127,543	£411,467	£354,529	£487,771
Housing Benefit overpayments collection in period	124.61%	105.48%	85.20%	80.29%	116.43%	106.75%	84.63%	80.60%

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Outstanding Housing Benefit overpayments debt	£1,703,094	£4,061,218	£1,853,274	£4,121,223	£1,697,338	£4,040,188	£1,868,246	£4,135,753
Housing Benefit New Claims: Average number of days to process (cumulative)	23.52 days	28.16 days	19.26 days	23.24 days	23.13 days	27.56 days	19.36 days	23.46 days
Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)	4.66 days	8.09 days	6.15 days	7.62 days	5.22 days	8.43 days	5.83 days	7.56 days
No. Benefits customers awaiting assessment (cumulative)	471	1,520	450	627	403	1,093	433	567
% Benefits claims checked financially correct (cumulative)	96.10%	84.00%	97.27%	91.21%	95.85%	83.21%	96.33%	90.52%

Note: Customer satisfaction reviews have not been undertaken during 2018/19 so far. 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.