

**3<sup>rd</sup> June 2019 Revenues and Benefits Joint Committee  
Performance Update  
Appendix 1: Performance Data – Annual Outturn 2018/19**

<b>Measure</b>	<b>2018/19 Annual Outturn</b>		<b>2017/18 Annual Outturn</b>	
	<b>NK</b>	<b>COL</b>	<b>NK</b>	<b>COL</b>
<b>Local Authority</b>				
<b>Council Tax collection (cumulative)</b>	99.08%	96.76%	99.20%	97.17%
<b>NNDR collection (cumulative)</b>	85.00%	86.23%	85.21%	86.43%
<b>NNDR collection – WLDC (cumulative)</b>	98.63%		98.53%	
<b>No. Revenues customers awaiting change to be processed</b>	201	437	95	121
<b>Total Net Arrears for Council Tax prior years (i.e. not including current year)</b>	£934,830	£2,252,680	£846,222	£2,063,692
<b>Total Net Arrears for NNDR prior years (i.e. not including current year)</b>	£178,580	£169,367	£88,149	£225,695
<b>Housing Benefit overpayments collection in period</b>	107.45%	100.38%	88.31%	81.81%
<b>Outstanding Housing Benefit overpayments debt</b>	£1,643,394	£3,973,125	£1,824,908	£4,219,349
<b>Housing Benefit New Claims: Average number of days to process (cumulative)</b>	27.49 days	25.82 days	18.81 days	24.29 days
<b>Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)</b>	2.98 days	4.12 days	2.82 days	4.00 days
<b>No. Benefits customers awaiting assessment (cumulative)</b>	502	897	511	696
<b>% Benefits claims checked financially correct (cumulative)</b>	96%	86%	95%	92%