

**6<sup>th</sup> September 2019 Revenues and Benefits Joint Committee  
Performance Update  
Appendix 1: Performance Data to end July 2019**

<b>Measure</b>	<b>2019/2020 – To end July 2019</b>		<b>2018/19 – To end July 2018</b>		<b>2018/19 Annual Outturn</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>	38.94%	35.32%	39.34%	35.63%	99.08%	96.76%
<b>NNDR collection (cumulative)</b>	48.66%	42.53%	48.51%	44.51%	99.42%	99.81%
<b>NNDR collection – WLDC (cumulative)</b>	42.83%		42.25%		98.63%	
<b>No. Revenues customers awaiting change to be processed</b>	426	779	376	766	201	437
<b>Total Net Arrears for Council Tax prior years (i.e. not including current year)</b>	£1,445,647	£3,433,021	£1,293,929	£2,937,657	£934,830	£2,252,680
<b>Total Net Arrears for NNDR prior years (i.e. not including current year)</b>	£223,515	£695,620	£190,545	£458,654	£178,580	£169,367
<b>Housing Benefit overpayments collection in period</b>	91.44%	116.06%	125.83%	109.55%	107.45%	100.38%
<b>Housing Benefit New Claims: Average number of days to process (cumulative)</b>	23.88 days	26.35 days	23.91 days	29.32 days	27.49 days	25.82 days
<b>Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)</b>	5.09 days	5.09 days	4.08 days	6.53 days	2.98 days	4.12 days
<b>No. Benefits customers awaiting assessment (cumulative)</b>	306	589	432	1,444	502	897
<b>% Benefits claims checked financially correct (cumulative)</b>	95.35%	94.07%	95.65%	89.58%	95.92%	86.07%