

5th February 2020 Revenues and Benefits Joint Committee
Performance Update
Appendix 1: Performance Data to end Quarter 3 2019/20

Measure	End Quarter 3 2019/2020		End Quarter 3 2018/2019		2018/19 Annual Outturn	
	NK	COL	NK	COL	NK	COL
Local Authority						
Council Tax collection (cumulative)	85.46%	79.03%	85.94%	79.47%	99.08%	96.76%
NNDR collection (cumulative)	84.29%	83.39%	85.00%	86.23%	99.42%	99.81%
NNDR collection – WLDC (cumulative)	82.21%		82.77%		98.63%	
No. Revenues customers awaiting change to be processed	263	550	241	401	201	437
Total Net Arrears for Council Tax prior years (i.e. not including current year)	£1,160,210	£2,863,934	£1,025,218	£2,498,642	£934,830	£2,252,680
Total Net Arrears for NNDR prior years (i.e. not including current year)	£134,682	£246,294	£87,681	£293,426	£178,580	£169,367
Housing Benefit overpayments collection in period	107.65%	99.61%	116.08%	98.57%	107.45%	100.38%
Housing Benefit New Claims: Average number of days to process (cumulative)	20.19 days	21.73 days	23.61 days	27.00 days	27.49 days	25.82 days
Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)	4.58 days	5.84 days	5.15 days	8.03 days	2.98 days	4.12 days
No. Benefits customers awaiting assessment (cumulative)	283	1,025	341	1,344	502	897
% Benefits claims checked financially correct (cumulative)	96.92%	95.56%	95.47%	86.34%	95.92%	86.07%