

# Revenues and Benefits Joint Committee 10<sup>th</sup> September 2020

## Performance Update

### Appendix 1: Performance Data – Annual Outturn 2019/20, and 2020/21 to end July 2020

<b>Measure</b>	<b>2020/21 – to end July 2020</b>		<b>2019/20 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>	37.83%	34.02%	98.89%	96.77%
<b>NNDR collection (cumulative)</b>	51.27%	51.03%	99.43%	99.46%
<b>NNDR collection – WLDC (cumulative)</b>	41.83%		98.63%	
<b>No. Revenues customers awaiting change to be processed</b>	108	360	155	371
<b>Total Net Arrears for Council Tax prior years (i.e. not including current year)</b>	£1,902,440	4,171,294	£1,094,825	£2,602,690
<b>Total Net Arrears for NNDR prior years (i.e. not including current year)</b>	£981,892	£794,992	£96,205	£104,160
<b>Housing Benefit overpayments collection in period</b>	124.11%	154.96%	106.12%	105.52%
<b>Outstanding Housing Benefit overpayments debt</b>	£1,505,805	£2,453,706	£1,530,967	£3,573,112
<b>Housing Benefit New Claims: Average number of days to process (cumulative)</b>	16.15 days	16.16 days	19.60 days	20.60 days
<b>Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)</b>	3.11 days	4.46 days	2.83 days	3.17 days
<b>No. Benefits customers awaiting assessment (cumulative)</b>	307	1,540	456	1,510
<b>% Benefits claims checked financially correct (cumulative)</b>	96%	92%	98%	95%