

Revenues and Benefits Joint Committee 26th November 2020
Performance Update
Appendix 1: Performance Data –2020/21 to end October 2020

Measure	2020/21 – to end October 2020		2019/20 Annual Outturn	
	NK	COL	NK	COL
Local Authority				
Council Tax collection (cumulative)	65.54%	59.08%	98.89%	96.77%
NNDR collection (cumulative)	71.19%	71.25%	99.43%	99.46%
NNDR collection – WLDC (cumulative)	64.39%		98.63%	
No. Revenues customers awaiting change to be processed	224	621	155	371
Total Net Arrears for Council Tax prior years (i.e. not including current year)	£1,727,917	3,796,016	£1,094,825	£2,602,690
Total Net Arrears for NNDR prior years (i.e. not including current year)	£459,339	£677,997	£96,205	£104,160
Housing Benefit overpayments collection in period	119.29%	150.78%	106.12%	105.52%
Outstanding Housing Benefit overpayments debt	£1,471,887	£3,360,195	£1,530,967	£3,573,112
Housing Benefit New Claims: Average number of days to process (cumulative)	15.38 days	16.61 days	19.60 days	20.60 days
Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)	3.41 days	4.75 days	2.83 days	3.17 days
No. Benefits customers awaiting assessment (cumulative)	297	1,347	456	1,510
% Benefits claims checked financially correct (cumulative)	96%	92%	98%	95%