

Revenues and Benefits Joint Committee 23rd February 2021
Performance Update
Appendix 1: Performance Data to end Quarter 3 2020/21

Measure	End Quarter 3 2020		2019/20 Annual Outturn	
	NK	COL	NK	COL
Local Authority				
Council Tax collection (cumulative)	83.99%	76.20%	98.89%	96.77%
NNDR collection (cumulative)	83.51%	90.42%	99.43%	99.46%
NNDR collection – WLDC (cumulative)	81.20%		98.63%	
No. Revenues customers awaiting change to be processed	373	936	155	371
Total Net Arrears for Council Tax prior years (i.e. not including current year)	£1,604,038	£3,533,300	£1,094,825	£2,602,690
Total Net Arrears for NNDR prior years (i.e. not including current year)	£141,985	£229,890	£96,205	£104,160
Housing Benefit overpayments collection in period	123.51%	158.66%	106.12%	105.52%
Outstanding Housing Benefit overpayments debt	£1,442,859	£3,257,097	£1,530,967	£3,573,112
Housing Benefit New Claims: Average number of days to process (cumulative)	14.98 days	16.72 days	19.60 days	20.60 days
Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)	3.10 days	4.27 days	2.83 days	3.17 days
No. Benefits customers awaiting assessment (cumulative)	335	1,835	456	1,510
% Benefits claims checked financially correct (cumulative)	96%	92%	98%	95%