

Revenues and Benefits Joint Committee 22nd June 2021
Performance Update
Appendix 1: Performance Data Financial Year 2020/21

Measure	2020/21 Annual Outturn		2019/20 Annual Outturn	
	NK	COL	NK	COL
Local Authority				
Council Tax collection (cumulative)	98.03%	94.78%	98.89%	96.77%
NNDR collection (cumulative)	97.21%	98.97%	99.43%	98.89%
NNDR collection – WLDC (cumulative)	97.90%		98.88%	
No. Revenues customers awaiting change to be processed	461	1,650	155	371
Total Net Arrears for Council Tax prior years (i.e. not including current year)	£1,506,747	£3,243,876	£1,094,825	£2,602,690
Total Net Arrears for NNDR prior years (i.e. not including current year)	£61,847	£121,299	£96,205	£104,160
Housing Benefit overpayments collection in period	104.40%	160.84%	106.12%	105.52%
Outstanding Housing Benefit overpayments debt	£1,471,374	£3,153,505	£1,530,967	£3,573,112
Housing Benefit New Claims: Average number of days to process (cumulative)	15.42 days	16.91 days	19.60 days	20.60 days
Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)	2.56 days	2.88 days	2.83 days	3.17 days
No. Benefits customers awaiting assessment (cumulative)	743	2,123	456	1,510
% Benefits claims checked financially correct (cumulative)	96%	93%	98%	95%