

Revenues and Benefits Joint Committee 9th September 2021
Performance Update
Appendix 1: Performance Data Quarter 1 2021/22

<u>Measure</u>	<u>Quarter 1 2021/22</u>		<u>2020/21 Annual Outturn</u>	
	NK	COL	NK	COL
Local Authority				
Council Tax collection (cumulative)	28.78%	25.10%	98.03%	94.78%
NNDR collection (cumulative)	38.35%	29.10%	97.21%	98.97%
NNDR collection – WLDC (cumulative)	30.22%		97.90%	
No. Revenues customers awaiting change to be processed	1,099	2,255	461	1,650
Total Net Arrears for Council Tax prior years (i.e. not including current year)	£2,763,518	£5,629,926	£1,506,747	£3,243,876
Total Net Arrears for NNDR prior years (i.e. not including current year)	£529,257	£310,997	£61,847	£121,299
Housing Benefit overpayments collection in period	105.05%	140.88%	104.40%	160.84%
Outstanding Housing Benefit overpayments debt	£1,449,690	£3,048,986	£1,471,374	£3,153,505
Housing Benefit New Claims: Average number of days to process (cumulative)	13.77 days	16.81 days	15.42 days	16.91 days
Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)	4.29 days	4.88 days	2.56 days	2.88 days
No. Benefits customers awaiting assessment (cumulative)	788	2,587	743	2,123
% Benefits claims checked financially correct (cumulative)	94%	96%	96%	93%