

Revenues and Benefits Joint Committee 25th November 2021
Performance Update
Appendix 1: Performance Data Quarter 2 2021/22

<u>Measure</u>	<u>Quarter 2 2021/22</u>		<u>2020/21 Annual Outturn</u>	
Local Authority	NK	COL	NK	COL
Council Tax collection (cumulative)	56.52%	49.59%	98.03%	94.78%
NNDR collection (cumulative)	61.72%	55.70%	97.21%	98.97%
NNDR collection – WLDC (cumulative)	53.73%		97.90%	
No. Revenues customers awaiting change to be processed	1,679	3,454	461	1,650
Total Net Arrears for Council Tax prior years (i.e. not including current year)	£1,340,228	£1,131,345	£1,506,747	£3,243,876
Total Net Arrears for NNDR prior years (i.e. not including current year)	£274,211	£221,501	£61,847	£121,299
Housing Benefit overpayments collection in period	113.30%	162.20%	104.40%	160.84%
Outstanding Housing Benefit overpayments debt	£1,422,980	£2,911,280	£1,471,374	£3,153,505
Housing Benefit New Claims: Average number of days to process (cumulative)	16.69 days	17.50 days	15.42 days	16.91 days
Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)	4.45 days	5.49 days	2.56 days	2.88 days
No. Benefits customers awaiting assessment (cumulative)	590	1,411	743	2,123
% Benefits claims checked financially correct (cumulative)	97%	95%	96%	93%