

Revenues and Benefits Joint Committee 8th February 2022
Performance Update
Appendix 1: Performance Data Quarter 3 2021/22

Measure	Quarter 3 2021/22		2020/21 Annual Outturn	
	NK	COL	NK	COL
Local Authority				
Council Tax collection (cumulative)	84.23%	75.82%	98.03%	94.78%
NNDR collection (cumulative)	84.26%	84.11%	97.21%	98.97%
NNDR collection – WLDC (cumulative)	78.69%		97.90%	
No. Revenues customers awaiting change to be processed	668	1,506	461	1,650
Total Net Arrears for Council Tax prior years (i.e. not including current year)	£2,037,091	£1,497,558	£1,506,747	£3,243,876
Total Net Arrears for NNDR prior years (i.e. not including current year)	£139,852	£82,101	£61,847	£121,299
Housing Benefit overpayments collection in period	117.81%	171.76%	104.40%	160.84%
Outstanding Housing Benefit overpayments debt	£1,394,057	£2,769,280	£1,471,374	£3,153,505
Housing Benefit New Claims: Average number of days to process (cumulative)	16.54 days	16.45 days	15.42 days	16.91 days
Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)	3.99 days	5.37 days	2.56 days	2.88 days
No. Benefits customers awaiting assessment (cumulative)	605	1,664	743	2,123
% Benefits claims checked financially correct (cumulative)	96%	96%	96%	93%