

Revenues and Benefits Joint Committee 31st May 2022
Performance Update
Appendix 1: Performance Data Financial Year 2021/22

| Measure | 2021/22 Annual Outturn | | 2020/21 Annual Outturn | |
|--|-------------------------------|------------|-------------------------------|------------|
| | NK | COL | NK | COL |
| Local Authority | | | | |
| Council Tax collection (cumulative) | 98.38% | 94.00% | 98.03% | 94.78% |
| NNDR collection (cumulative) | 99.74% | 98.45% | 97.21% | 98.97% |
| NNDR collection – WLDC (cumulative) | 96.75% | | 98.88% | |
| No. Revenues customers awaiting change to be processed | 976 | 2,046 | 461 | 1,650 |
| Total Net Arrears for Council Tax prior years (i.e. not including current year) | £1,813,006 | £2,197,469 | £1,506,747 | £3,243,876 |
| Total Net Arrears for NNDR prior years (i.e. not including current year) | £47,360 | £117,570 | £61,847 | £121,299 |
| Housing Benefit overpayments collection in period | 102.89% | 167.76% | 104.40% | 160.84% |
| Outstanding Housing Benefit overpayments debt | £1,418,662 | £2,661,801 | £1,471,374 | £3,153,505 |
| Housing Benefit New Claims: Average number of days to process (cumulative) | 17.34 days | 16.54 days | 15.42 days | 16.91 days |
| Housing Benefits Changes of Circumstances: Average number of days to process (cumulative) | 2.80 days | 3.55 days | 2.56 days | 2.88 days |
| No. Benefits customers awaiting assessment (cumulative) | 651 | 2,117 | 743 | 2,123 |
| % Benefits claims checked financially correct (cumulative) | 96% | 97% | 96% | 93% |