

Revenues and Benefits Joint Committee 23rd February 2023
Performance Update
Appendix 1: Performance Data Quarter 3 2022/23

| Measure | Quarter 3 2022/23 | | 2021/22 Annual Outturn | |
|--|--------------------------|------------|-------------------------------|------------|
| | NK | COL | NK | COL |
| Local Authority | | | | |
| Council Tax collection (cumulative) | 84.99% | 77.58% | 98.38% | 94.00% |
| NNDR collection (cumulative) | 88.82% | 85.51% | 99.74% | 98.45% |
| NNDR collection – WLDC (cumulative) | 86.31% | | 97.90% | |
| No. Revenues customers awaiting change to be processed | 212 | 444 | 976 | 2,046 |
| Total Net Arrears for Council Tax prior years (i.e. not including current year) | £1,099,688 | £5,721,467 | £1,813,006 | £2,197,469 |
| Total Net Arrears for NNDR prior years (i.e. not including current year) | £53,152 (debit) | £119,457 | £47,360 | £117,570 |
| Housing Benefit overpayments collection in period | 139.43% | 137.75% | 102.89% | 167.76% |
| Outstanding Housing Benefit overpayments debt | £1,303,080 | £2,403,988 | £1,418,662 | £2,661,801 |
| Housing Benefit New Claims: Average number of days to process (cumulative) | 19.93 days | 15.97 days | 17.34 days | 16.54 days |
| Housing Benefits Changes of Circumstances: Average number of days to process (cumulative) | 4.10 days | 5.76 days | 2.80 days | 3.55 days |
| No. Benefits customers awaiting assessment (cumulative) | 486 | 1,373 | 651 | 2,117 |
| % Benefits claims checked financially correct (cumulative) | 96.41% | 95.69% | 96.13% | 97.13% |