

Shared Revenues and Benefits Joint Committee 7th September 2023
Performance Update
Appendix 1: Performance Data to end Quarter 1 2023/24

<u>Measure</u>	<u>Quarter 1 2023/24</u>		<u>Quarter 1 2022/23</u>	
Local Authority	NK	COL	NK	COL
Council Tax collection (cumulative)	28.97%	26.30%	29.02%	25.99%
NNDR collection (cumulative)	38.31%	35.61%	41.16%	36.60%
NNDR collection – WLDC (cumulative)	32.04%		32.26	
No. Revenues customers awaiting change to be processed	188	609	485	1,838
Total Net Arrears for Council Tax prior years (i.e. not including current year)	£3,188,604	£7,625,612	£2,962,978	£6,749,315
Total Net Arrears for NNDR prior years (i.e. not including current year)	£46,922	£188,298	£241,147	£188,195
Housing Benefit overpayments collection in period	108.29%	116.93%	141.71%	126.84%
Outstanding Housing Benefit overpayments debt	£1,257,137	£2,419,812	£1,357,357	£2,604,637
Housing Benefit New Claims: Average number of days to process (cumulative)	19.64 days	16.55 days	21.57 days	17.77 days
Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)	3.86 days	5.97 days	4.37 days	6.49 days
No. Benefits customers awaiting assessment (cumulative)	1,060	2,622	1,110	2,544
% Benefits claims checked financially correct (cumulative)	96.80%	87.85%	94.09%	94.32%