

**Revenues and Benefits Joint Committee 23<sup>rd</sup> November 2023**  
**Performance Update**  
**Appendix 1: Performance Data to end Quarter 2 2023/24**

<u>Measure</u>	<u>Quarter 2 2023/24</u>		<u>Quarter 2 2022/23</u>	
Local Authority	NK	COL	NK	COL
Council Tax collection (cumulative)	56.34%	50.46%	57.42%	52.17%
NNDR collection (cumulative)	64.10%	59.56%	70.58%	62.99%
NNDR collection – WLDC (cumulative)	57.76%		66.06%	
No. Revenues customers awaiting change to be processed	362	420	1,193	2,945
Total Net Arrears for Council Tax prior years (i.e. not including current year)	£2,954,648	£5,132,405	£1,701,196	£3,818,201
Total Net Arrears for NNDR prior years (i.e. not including current year)	£129,263 (credit)	£4,862 (credit)	£484,204 (debit)	£6,931 (credit)
Housing Benefit overpayments collection in period	97.02%	108.72%	141.15%	133.75%
Outstanding Housing Benefit overpayments debt	£1,258,896	£2,402,885	£1,327,854	£2,538,654
Housing Benefit New Claims: Average number of days to process (cumulative)	18.58 days	16.61 days	20.55 days	16.41 days
Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)	3.91 days	6.25 days	4.17 days	6.44 days
No. Benefits customers awaiting assessment (cumulative)	540	1,156	732	1,553
% Benefits claims checked financially correct (cumulative)	97.77%	89.87%	95.32%	95.56%