

Revenues and Benefits Joint Committee 22nd February 2024
Performance Update
Appendix 1: Performance Data Quarter 3 2023/24

<u>Measure</u>	<u>Quarter 3 2023/24</u>		<u>Quarter 3 2022/23</u>	
Local Authority	NK	COL	NK	COL
Council Tax collection (cumulative)	83.94%	76.11%	84.99%	77.58%
NNDR collection (cumulative)	85.90%	85.60%	88.82%	85.51%
NNDR collection – WLDC (cumulative)	86.07%		86.31%	
No. Revenues customers awaiting change to be processed	299	550	212	444
Total Net Arrears for Council Tax prior years (i.e. not including current year)	£2,733,647	£5,391,693	£1,099,688	£5,721,467
Total Net Arrears for NNDR prior years (i.e. not including current year)	£20,897	£80,724 (debit)	£53,152 (debit)	£119,457
Housing Benefit overpayments collection in period	103.78%	107.42%	139.43%	137.75%
Outstanding Housing Benefit overpayments debt	£1,233,565	£2,324,486	£1,303,080	£2,403,988
Housing Benefit New Claims: Average number of days to process (cumulative)	18.81 days	15.24 days	19.93 days	15.97 days
Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)	3.99 days	5.52 days	4.10 days	5.76 days
No. Benefits customers awaiting assessment (cumulative)	618	1,481	486	1,373
% Benefits claims checked financially correct (cumulative)	98.26%	92.29%	96.41%	95.69%