

Revenues and Benefits Joint Committee 30th May 2024
Performance Update
Appendix 1: Performance Data Financial Year 2023/24

<u>Measure</u>	<u>2023/24 Annual Outturn</u>		<u>2022/23 Annual Outturn</u>	
	NK	COL	NK	COL
Local Authority				
Council Tax collection (cumulative)	98.48%	94.04%	98.41%	94.15%
NNDR collection (cumulative)	99.03%	98.32%	99.34%	99.19%
NNDR collection – WLDC (cumulative)	98.34%		96.75%	
No. Revenues documents awaiting change to be processed	934	1,745	298	637
Total Net Arrears for Council Tax prior years (i.e. not including current year)	£2,323,943	£5,691,740	£1,219,061	£4,328,881
Total Net Arrears for NNDR prior years (i.e. not including current year)	£198,003	£154,762	£119,791	£168,921
Housing Benefit overpayments collection in period	113.36%	118.30%	143.02%	114.59%
Outstanding Housing Benefit overpayments debt	£1,181,329	£2,199,302	£1,267,664	£2,458,831
Housing Benefit New Claims: Average number of days to process (cumulative)	17.60 days	14.32 days	19.18 days	15.85 days
Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)	2.86 days	3.42 days	2.77 days	3.08 days
No. Benefits customers awaiting assessment (cumulative)	1,168	2,281	928	1,792
% Benefits claims checked financially correct (cumulative)	98.68%	93.05%	96.70%	95.26%