

Revenues and Benefits Joint Committee 19th September 2024
Performance Update
Appendix 1: Performance Data to end Quarter 1 2024/25

<u>Measure</u>	<u>Quarter 1 2024/25</u>		<u>Quarter 1 2023/24</u>	
Local Authority	NK	COL	NK	COL
Council Tax collection (cumulative)	28.64%	25.64%	28.97%	26.30%
NNDR collection (cumulative)	40.57%	35.01%	38.31%	35.61%
NNDR collection – WLDC (cumulative)	30.22%		32.26%	
No. Revenues customers awaiting change to be processed	1,171	1,834	188	609
Total Net Arrears for Council Tax prior years (i.e. not including current year)	£4,059,164	£9,156,740	£3,188,604	£7,625,612
Total Net Arrears for NNDR prior years (i.e. not including current year)	£101,388	(Credit £207,005)	£46,922	£188,298
Housing Benefit overpayments collection in period	90.42%	124.63%	108.29%	116.93%
Outstanding Housing Benefit overpayments debt	£1,190,944	£2,135,045	£1,257,137	£2,419,812
Housing Benefit New Claims: Average number of days to process (cumulative)	17.61 days	14.20 days	19.64 days	16.55 days
Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)	6.72 days	4.54 days	3.86 days	5.97 days
No. Benefits customers awaiting assessment (cumulative)	1,911	2,997	1,060	2,622
% Benefits claims checked financially correct (cumulative)	98.14%	96.68%	96.80%	87.85%