

Revenues and Benefits Joint Committee 5 December 2024  
Performance Update  
Appendix 1: Performance Data to end Quarter 2 2024/25

<u>Measure</u>		<u>Quarter 2 2024/25</u>		<u>Quarter 2 2023/24</u>	
Local Authority		NK	COL	NK	COL
Council Tax collection (cumulative)		55.98%	50.26%	56.34%	50.46%
NNDR collection (cumulative)		63.68%	61.00%	64.10	59.56%
NNDR collection – WLDC (cumulative)		56.44%		57.76%	
No. Revenues customers awaiting change to be processed		1,048	2,317	688	688
Total Net Arrears for Council Tax prior years (i.e. not including current year)		£3,791,901	£2,104,392	£2,954,648	£5,132,405
Total Net Arrears for NNDR prior years (i.e. not including current year)		(Credit £16,829)	(Credit £321,034)	(Credit £129,263)	(Credit £4,862)
Housing Benefit overpayments collection in period		83.87%	127.16%	97.02%	108.72%
Outstanding Housing Benefit overpayments debt		£1,167,258	£1,918,146	£1,258,896	£2,402,885
Housing Benefit New Claims: Average number of days to process (cumulative)		17.46 days	13.78 days	18.58 days	16.61 days
Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)		6.93 days	5.18 days	3.91 days	6.25 days
No. Benefits customers awaiting assessment		884	1,670	540	1,156
% Benefits claims checked financially correct (cumulative)		97.95%	95.13%	97.77%	89.87%