

Shared Revenues and Benefits Joint Committee 26 February 2025  
Performance Update  
Appendix 1: Performance Data to end Quarter 3 2024/25

<u>Measure</u>		<u>Quarter 3 2024/25</u>		<u>Quarter 3 2023/24</u>	
Local Authority		NK	COL	NK	COL
Council Tax collection (cumulative)		83.29%	76.03%	83.94%	76.11%
NNDR collection (cumulative)		84.96%	85.72%	85.90	85.60%
NNDR collection – WLDC (cumulative)		81.87%		86.07%	
No. Revenues customers awaiting change to be processed		782	1,209	299	550
Total Net Arrears for Council Tax prior years (i.e. not including current year)		£3,426,908	£2,872,202	£2,733,647	£5,391,693
Total Net Arrears for NNDR prior years (i.e. not including current year)		(Credit £140,885)	(Credit £132,296)	£20,897	(Credit £80,724)
Housing Benefit overpayments collection in period		92.06%	119.88%	103.78%	107.42%
Outstanding Housing Benefit overpayments debt		£1,078,594	£1,849,874	£1,233,565	£2,324,486
Housing Benefit New Claims: Average number of days to process (cumulative)		17.00 days	13.23 days	18.81 days	15.24 days
Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)		6.35 days	4.77 days	3.99 days	5.52 days
No. Benefits customers awaiting assessment		347	868	618	1,481
% Benefits claims checked financially correct (cumulative)		98.62%	94.39%	98.26%	92.29%