

**Revenues and Benefits Joint Committee 28 May 2025**  
**Performance Update**  
**Appendix 1: Performance Data Financial Year 2024/25**

<b>Measure</b>	<b>2024/25 Annual Outturn</b>		<b>2023/24 Annual Outturn</b>	
<b>Local Authority</b>	<b>NK</b>	<b>COL</b>	<b>NK</b>	<b>COL</b>
<b>Council Tax collection (cumulative)</b>	98.28%	94.73%	98.48%	94.04%
<b>NNDR collection (cumulative)</b>	98.79%	98.22%	99.03%	98.32%
<b>NNDR collection – WLDC (cumulative)</b>	97.93%		98.34%	
<b>No. Revenues documents awaiting change to be processed</b>	874	1,831	934	1,745
<b>Total Net Arrears for Council Tax prior years (i.e. not including current year)</b>	£3,182,908	£7,563,595	£2,323,943	£5,691,740
<b>Total Net Arrears for NNDR prior years (i.e. not including current year)</b>	£229,813 (credit)	£233,448 (credit)	£198,003	£154,762
<b>Housing Benefit overpayments collection in period</b>	93.00%	129.68%	113.36%	118.30%
<b>Outstanding Housing Benefit overpayments debt</b>	£1,075,521	£1,754,485	£1,181,329	£2,199,302
<b>Housing Benefit New Claims: Average number of days to process (cumulative)</b>	16.63 days	13.20 days	17.60 days	14.32 days
<b>Housing Benefits Changes of Circumstances: Average number of days to process (cumulative)</b>	4.08 days	3.72 days	2.86 days	3.42 days
<b>No. Benefits customers awaiting assessment (cumulative)</b>	1,249	2,576	1,168	2,281
<b>% Benefits claims checked financially correct (cumulative)</b>	98.69%	95.05%	98.68%	93.05%