



Revenue and Benefit Service

Performance Summary Report

July 2017

Caseload Analysis

Caseload Data																
Position at:	01/04/2011	01/04/2012	In Year Movement	01/04/2013	In Year Movement	01/04/2014	In Year Movement	01/04/2015	In Year Movement	01/04/2016	In Year Movement	01/04/2017	In Year Movement	2017/18		Overall Movement
														Latest Data	In Year Movement	%
Council Tax Dwellings																
HBBC	46,172	46,505	333	46,788	283	47,405	617	48,135	730	48,810	675	49,488	678	49,608	120	3,436 6.9%
HDC	35,923	35,965	42	36,494	529	37,048	554	37,312	264	37,899	587	38,505	606	38,688	183	2,765 7.1%
NWLDC	40,026	40,271	245	40,833	562	41,292	459	41,761	469	42,405	644	43,204	799	43,548	344	3,522 8.1%
Totals	122,121	122,741		124,115		125,745		127,208		129,114		131,197	Current Total:	131,844	Movement	9,723
NDR Rated Assessments																
HBBC	2,876	2,867	-9	2,932	65	2,968	36	2,985	17	3,067	99	3,082	15	3,125	43	249 8.0%
HDC	2,616	2,730	114	2,762	32	2,835	73	2,894	59	2,909	74	2,949	40	2,998	49	382 12.7%
NWLDC	3,182	3,170	-12	3,175	5	3,210	35	3,223	13	3,249	39	3,287	38	3,366	79	184 5.5%
Totals	8,674	8,767		8,869		9,013		9,102		9,225		9,318	Current Total:	9,489	Movement	815
HB/CTLS Live Caseload																
HBBC	7,100	7,579	479	7,555	-24	7,161	-394	6,832	-329	6,459	-702	6,177	-282	5,962	-215	-1,138 -19.1%
										Current Caseload Analysis		PTs combined: 2,146 CTLS only: 2,087 CT's combined: 1,729				
HDC	4,189	4,246	57	4,345	99	4,274	-71	4,086	-188	3,689	-585	3,520	-169	3,424	-96	-765 -22.3%
										Current Caseload Analysis		PTs combined: 2,289 CTLS only: 1,135				
NWLDC	7,187	7,287	100	7,213	-74	6,770	-443	6,550	-220	6,145	-625	5,816	-329	5,743	-73	-1,444 -25.1%
										Current Caseload Analysis		PTs combined: 2,072 CTLS only: 2,153 CT's combined: 1,518				
Totals	18,476	19,112		19,113		18,205		17,468		16,293		15,513	Current Total:	15,129	Movement	-3,347

Dashboard Performance Summaries for each Council follows below:

HBBC													2017/18	Year-End 2017/18 Target	2016/17 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	10.5	9.4	12.6	12.0									11.1	11	
Position for 2016/17	8.5	9.5	12.2	12.4	10.5	9.7	10.5	9.8	11.1	10.8	2.8	9.9			10.6
In month: New Claims (Days)	20.2	21.4	23.3	21.7									21.7	19	
Position for 2016/17	15.9	24.2	22.1	23.0	19.2	16.9	16.1	16.6	16.3	14.5	16.3	17.8			21.0
In month: Change Events (Days)	9.6	8.5	11.2	11.0									9.9	9	
Position for 2016/17	7.1	7.4	10.7	10.5	8.6	8.2	9.4	8.6	10.3	10.1	2.3	8.7			8.9
Right Time profiled in month target 16/17	14.1	14.8	14.7	11.0	10.9	10.2	10.8	9.3	10.4	9.8	3.4	10.9			
New Claims profiled in month target 16/17	19.0	24.0	22.0	22.9	18.4	16.8	16.7	14.4	15.0	16.2	17.5	18.9			
Change Events profiled in month target 16/17	13.5	13.7	13.2	9.8	9.8	9.1	10.0	8.2	9.0	8.6	2.5	9.4			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.9%	20.3%	29.5%	38.7%									38.7%	98.0%	
This years profiled target	11.0%	20.0%	29.3%	38.4%	47.9%	57.1%	66.3%	75.9%	85.1%	94.2%	96.4%	98.0%			
Position for 2016/17	11.0%	20.3%	29.4%	38.6%	48.0%	57.5%	66.5%	75.9%	85.1%	94.3%	96.5%	98.1%			
In Year Arrears Reduction (£)	£2.7m	£2.6m	£2.5m	£2.4m									£2.4m	INFO	
Position for: 2015/16	£2.7m	£2.5m	£2.5m	£2.3m	£2.2m	£2.1m	£2.2m	£2.1m	£2.0m	£1.9m	£1.8m	£1.8m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	11.0%	20.6%	29.9%	39.3%									39.3%	98.3%	
This years profiled target	11.2%	20.0%	28.1%	37.1%	46.0%	55.0%	63.8%	73.0%	82.7%	92.0%	96.5%	98.3%			
Position for 2016/17	10.1%	19.0%	28.1%	37.1%	46.0%	55.7%	64.9%	74.1%	83.5%	92.9%	96.9%	98.9%			
Arrears Reduction (£m)	£0.56m	£0.37m	£0.34m	£0.43m									£0.43m	INFO	
Position for: 2016/17	£1.4m	£0.7m	£0.6m	£0.5m	£0.5m	£0.5m	£0.5m	£0.4m	£0.4m	£0.3m	£0.2m	£0.2m			
HB DEBT RECOVERY	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Academy)	£1.5m	£1.5m	£1.6m	£1.6m									£1.6m	INFO	
Position for 2016/17	£1.4m	£1.4m	£1.4m	£1.4m	£1.4m	£1.4m	£1.5m	£1.5m	£1.5m	£1.5m	£1.5m	£1.5m			
HB Overpayments Recovered	4%	7%	10%	14%									14%	36%	
2017/18 profiled target	5%	8%	11%	13%	16%	19%	21%	22%	26%	27%	30%	36%			
Position for 2016/17	4%	7%	10%	12%	15%	18%	20%	21%	25%	26%	29%	31%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	1	2	0									3	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			

HDC													2017/18	Year -End 2017/18 target	2016/17 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	10.8	9.0	10.8	14.0									11.2	11	
Position for 2016/17	9.1	9.3	12.2	10.4	10.9	11.8	11.3	9.8	12.7	9.5	3.0	8.8			10.2
In month: New Claims (Days)	20.6	18.9	20.3	19.1									19.8	19	
Position for 2016/17	15.5	20.1	22.0	18.1	18.9	20.2	15.3	14.5	22.2	14.7	17.9	18.7			18.8
In month: Change Events (Days)	9.3	7.9	9.4	13.3									9.9	9	
Position for 2016/17	7.8	7.9	10.5	9.3	9.2	10.3	10.7	9.0	11.1	8.6	2.5	7.8			8.8
Right Time profiled in month target 17/18	9.8	11.1	11.9	10.1	10.2	10.8	12.0	10.8	9.6	9.5	3.0	8.0			
New Claims profiled in month target 17/18	20.6	22.6	20.9	18.0	16.7	18.9	19.3	19.3	19.1	19.2	19.1	19.0			
Change Events profiled in month target 17/18	8.3	9.5	10.2	8.8	8.9	9.4	10.8	8.9	8.5	8.2	3.0	9.0			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	11.2%	20.5%	29.9%	39.0%									39.0%	98.6%	
This years profiled target	11.3%	20.8%	29.9%	39.0%	48.3%	57.7%	67.9%	76.9%	86.1%	95.0%	97.0%	98.6%			
Position for 2016/17	11.3%	20.4%	29.9%	39.1%	48.4%	57.9%	67.2%	76.6%	85.7%	94.7%	96.8%	98.5%			
Arrears Reduction (£m)	£2.1m	£2.0m	£1.9m	£1.9m									£1.9m	INFO	
Position for: 2016/17	£2.2m	£2.2m	£2.1m	£2.0m	£1.9m	£1.9m	£1.9m	£1.8m	£1.7m	£1.6m	£1.5m	£1.5m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	9.7%	20.5%	28.7%	37.8%									37.8%	99.2%	
2017/18 Target	10.6%	19.6%	28.7%	37.6%	46.5%	56.5%	65.3%	74.1%	83.6%	92.4%	96.9%	99.2%			
Position for 2016/17	10.4%	19.9%	28.7%	37.6%	46.7%	55.1%	64.0%	74.0%	82.6%	92.8%	96.9%	99.6%			
Arrears Reduction (£m)	£0.27m	£0.33m	£0.23m	£0.21m									£0.21m	INFO	
Position for: 2016/17	£0.4m	£0.3m	£0.3m	£0.3m	£0.2m	£0.2m	£0.3m	£0.2m	£0.2m	£0.1m	£0.1m	£0.1m			
HB DEBT RECOVERY	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Academy)	£1.0m	£1.0m	£1.0m	£1.0m									£1.0m	INFO	
Position for 2015/16 (£m)	£0.7m	£0.7m	£0.7m	£0.7m	£0.7m	£0.8m	£0.8m	£0.8m	£0.8m	£0.8m	£0.8m	£0.9m			
HB Overpayments Recovered	3%	6%	9%	12%									12%	31%	
2016/17 profiled target	3%	5%	8%	10%	13%	16%	18%	21%	24%	24%	27%	31%			
Position for 2015/16	3%	5%	8%	10%	13%	15%	16%	19%	22%	24%	26%	29%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	0	0	0									0	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			

NWLDC													2017/18	Year End 2017/18 target	2016/17 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	11.0	9.8	11.0	11.2									10.7	11	
Position for 2016/17	10.4	9.3	12.3	11.7	10.8	11.1	10.8	10.4	11.7	11.6	3.4	8.9			10.9
In month: New Claims (Days)	18.9	21.4	16.9	16.4									18.5	19	
Position for 2016/17	16.1	19.8	19.1	21.7	22.9	19.2	16.3	14.1	16.4	18.1	15.3	18.5			19.3
In month: Change Events (Days)	9.5	8.3	10.3	10.3									9.5	9	
Position for 2016/17	9.5	8.1	11.2	9.7	9.1	9.5	9.8	9.8	10.7	10.2	2.8	7.7			9.5
Right Time profiled in month target 16/17	14.9	15.5	15.1	11.5	10.6	9.9	11.1	8.6	10.1	10.2	3.0	8.3			
New Claims profiled in month target 16/17	21.0	23.0	25.1	20.4	20.3	14.6	16.2	13.7	15.9	16.5	15.4	18.5			
Change Events profiled in month target 16/17	13.6	14.3	13.3	10.3	9.1	9.2	10.0	7.7	8.6	8.9	2.4	6.6			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.2%	19.5%	28.6%	37.7%									37.7%	97.6%	
This years profiled target	10.4%	19.5%	28.8%	37.9%	47.2%	56.4%	65.6%	74.9%	84.3%	93.3%	95.8%	97.6%			
Position for 2016/17	10.2%	19.6%	28.9%	38.0%	47.3%	56.5%	65.5%	74.8%	84.1%	93.1%	95.7%	97.8%			
Arrears Reduction (£m)	£3.2m	£3.0m	£2.9m	£2.8m									£2.8m	INFO	
Position for: 2016/17	£3.2m	£3.1m	£2.9m	£2.8m	£2.7m	£2.6m	£2.6m	£2.5m	£2.4m	£2.4m	£2.2m	£2.1m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.0%	20.3%	29.0%	38.7%									38.7%	99.0%	
This years profiled target	11.0%	19.0%	30.9%	39.2%	47.3%	56.4%	65.6%	74.2%	82.4%	90.7%	96.0%	99.0%			
Position for 2016/17	9.8%	20.1%	30.9%	39.2%	48.4%	57.1%	67.1%	76.0%	84.8%	91.6%	95.2%	99.3%			
Arrears Reduction (£m)	£0.68m	£0.52m	£0.53m	£0.40m									£0.40m	INFO	
Position for: 2016/17	£0.9m	£0.8m	£0.7m	£0.6m	£0.5m	£0.5m	£0.4m	£0.4m	£0.4m	£0.3m	£0.2m	£0.2m			
HB DEBT RECOVERY	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Academy)	£1.5m	£1.5m	£1.5m	£1.5m									£1.5m	INFO	
Position for 2016/17	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.4m	£1.3m	£1.4m	£1.4m	£1.4m	£1.4m	£1.5m			
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments Recovered	4%	9%	13%	17%									17%	34%	
2017/18 profiled target	4%	8%	11%	16%	19%	20%	23%	24%	26%	29%	31%	34%			
Position for 2016/17	5%	8%	12%	15%	18%	20%	23%	25%	27%	29%	31%	33%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	0	0	0									0	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			

DWP Housing Benefit Subsidy impact – ‘Local Authority Error/ Time Delay’

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£6,554	£13,027	£19,420	£25,040								
Upper Threshold	£7,486	£14,655	£21,848	£28,170								
Actual	£6,882	£8,139	£9,461	£19,017								
Lower Tolerance	-£328	£4,887	£9,959	£6,023	£0	£0	£0	£0	£0	£0	£0	£0
Upper Tolerance	£604	£6,516	£12,387	£9,153	£0	£0	£0	£0	£0	£0	£0	£0
HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£3,888	£7,708	£12,220	£15,783								
Upper Threshold	£4,374	£8,671	£13,748	£17,756								
Actual	£916	£2,580	£3,879	£6,411								
Lower Tolerance	£2,971	£5,128	£8,341	£9,372	£0	£0	£0	£0	£0	£0	£0	£0
Upper Tolerance	£3,457	£6,091	£9,869	£11,344	£0	£0	£0	£0	£0	£0	£0	£0
NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£6,906	£13,236	£20,315	£26,630								
Upper threshold	£7,770	£14,891	£22,854	£29,959								
Actual	£2,905	£5,593	£9,664	£11,880								
Lower Tolerance	£4,002	£7,643	£10,651	£14,749	£0	£0	£0	£0	£0	£0	£0	£0
Upper Tolerance	£4,865	£9,298	£13,190	£18,078	£0	£0	£0	£0	£0	£0	£0	£0

Sickness

Sickness for June is given below:

(Data cannot be provided in time to meet report deadline and therefore reported 1 month in arrears)

HBBC	Annual Target 8 days		
	Month		
	June		Cumulative
Long Term	2 Days		25 Days
Short Term	22 Days		84 Days
Days lost	24 Days		109 Days
FTE Average	0.75 Days		3.41 Days
Profiled Target Average	0.66 Days		1.98 Days
HDC	Annual Target 9 days		
	Month		
	June		Cumulative
Long Term	Data currently not available		
Short Term			
Days lost			
FTE Average			
Profiled Target Average	0.75 Days		2.25 Days
NWLDC	Annual Target 8.5 days		
	Month		
	June		Cumulative
Long Term	35.86 Days		35.86 Days
Short Term	10 Days		56 Days
Days lost	45.86 Days		91.86 Days
FTE Average	1.94 Days		3.92 Days
Profiled Target Average	0.71 Days		2.13 Days

Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

Processing

Whilst it is still only NWLDC who are meeting the target for processing new claims, over the last month all 3 councils have improved their in month processing times so the direction of travel is positive. Our concern that HBBC had not improved significantly over the previous month is slightly tempered by the fact that this time last year new claim processing days was considerably higher (23 days) and by the end of quarter three HBBC were back within target so all things being equal we would expect to be meeting target within quarter three.

In terms of processing times for change events we will be prioritising HDC's 'changes' over the coming weeks in an attempt to bring them into line with the other partners and back on target. However it is important to note that we are wholly reliant on the claimant providing the additional information requested as soon as possible, as the clock starts ticking the moment we are initially alerted to the change. Currently both HBBC and NWLDC have either improved or maintained performance on change events.

Caseload Analysis

Our colleagues within Leicestershire are currently looking at movements in caseload and the pensioner/working age split. The following tables provide the analysis for the partnership.

HBBC

Claims	April 16	April 17	Difference
CTS only	2095	2016	-79
HB only	634	626	-8
HB/CTS combined	3820	3669	-151
Working age %	50%	50%	0 %
Pension age %	50%	50 %	0 %

NWLDC

Claims	April 16	April 17	Difference
CTS only	1611	1519	-92
HB only	557	500	-57
HB/CTS combined	4116	3920	-196
Working age %	52%	52 %	0%
Pension age %	48%	48%	0%

HDC

Claims	April 16	April 17	Difference
CTS only	1035	1011	-24
HB only	366	296	-70
HB/CTS combined	1651	1549	-102
Working age %	35 %	33%	-2 %
Pension age %	65%	67%	+2 %

Fraud and Error Reduction Incentive Scheme – 2016/17 (End of Year Adjustment)

HBBC and NWLDC have received an additional payment of £1,443 and £9,443 respectively for the FERIS work completed in 2016/17.

Revenues Operational Team

(Council Tax, Non Domestic Rates and Housing Benefit Overpayments)

The collection rates for Council Tax for HDC and HBBC are on target or higher than we collected in the same period last year. NWLDC is still marginally down by 0.2% against the profiled target. The first large batch of cases for 2017/18 was uploaded to the Enforcement Agents at the end of July. We expect to see improvements in collection once these cases move into the compliance stage. During this stage contact is made with debtors and payment arrangements are agreed. Staffing levels in the council tax team continue to be affected by long term sickness, vacancies and annual leave. Recruitment to the Senior Council Tax Officer role and a Council Tax Officer role will take place in August/September.

The collection rates for NNDR continue to be above, or on a par with, the profiled targets for HDC and HBBC. NWLDC has been affected by the revaluation of a large assessment. This change has led to an amendment to their instalment profile. Payment is not due until August.

New Rate Relief Schemes - Update

- The pub scheme provides for a discount of up to £1,000 to be paid to public houses with a rateable value less than £100,000. Letters and application forms were sent to all eligible public houses in July. The amounts awarded to date are:
HBBC: 59 pubs identified. 33 ratepayers have returned the form. Relief awarded £32,912.
HDC: 60 pubs identified. 26 ratepayers have returned the form. Relief awarded £25,967
NWLDC: 60 pubs identified. 26 ratepayers have returned the form. Relief awarded £19,269
- Development of the new Discretionary Rate Relief Scheme is ongoing. Initial modelling information was sent to all three councils with various scenarios re-modelled throughout July. The draft proposals are currently with the Section 151 Officers. Once agreed they will draft the policies and consult with the major preceptors before each scheme can be formally adopted by Cabinet/Executive.
- In regard to the Supporting Small Businesses Scheme (SSB), the ratepayers who may be eligible have now been identified. A letter and State Aid declaration form will be issued in August informing them about the Scheme. We will ask them to contact us to make a temporary payment arrangement if they are struggling financially. We will update the accounts with the relief and issue revised bills once the software has been upgraded. This is scheduled to take place in October following the completion of the migration to the new Red Hat Server. The number of ratepayers possibly eligible for the scheme is: HBBC: 20, HDC: 38, NWL: 12.

System issues affecting both revenues and benefits

Since the 17th January 2017 we have been maintaining a systems issues log detailing occasions where users have been unable to work because the system has either frozen or crashed. To date there have been 217 reported incidents which, until resolved, will continue to have a detrimental effect on our ability to meet the needs of our customers and partners.

Channel Shift Analysis

HDC					NWL					HBBC				
Service Subscriptions														
	May	June	July			May	June	July			May	June	July	
Application	No of Subscriptions			Increase since previous month	Application	No of Subscriptions			Increase since previous month	Application	No of Subscriptions			Increase since previous month
Council Tax Online	464	540	639	99	Council Tax Online	362	412	465	53	Council Tax Online	1835	1891	1976	85
Housing Benefit Online	57	62	74	12	Housing Benefit Online	41	49	60	11	Housing Benefit Online	77	80	91	11
Landlord Online	35	35	37	2	Landlord Online	22	24	24	0	Landlord Online	63	65	68	3
Business Rates Online	26	27	28	1	Business Rates Online	11	12	14	2	Business Rates Online	36	38	38	0
Ebiling & Enotifications					Ebiling & Enotifications					Ebiling & Enotifications				
Application	No of Subscriptions				Application	No of Subscriptions				Application	No of Subscriptions			
Council Tax Online	126	144	165	21	Council Tax Online	106	119	131	12	Council Tax Online	197	204	228	24
Business Rates Online	9	9	9	0	Business Rates Online	5	5	5	0	Business Rates Online	9	9	9	0
Landlord Online	16	16	18	2	Landlord Online	8	10	10	0	Landlord Online	7	8	8	0
Housing Benefit Online	17	18	22	4	Housing Benefit Online	12	15	16	3	Housing Benefit Online	11	11	15	4