



Revenue and Benefit Service

Performance Summary Report

December 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	49,806	318	3,634 7.3%
HDC	35,923	35,965	42	36,494	529	37,048	554	37,312	264	37,899	587	38,505	606	38,938	433	3,015 7.7%
NWLDC	40,026	40,271	245	40,833	562	41,292	459	41,761	469	42,405	644	43,204	799	43,923	719	3,897 8.9%
Totals	122,121	122,741		124,115		125,745		127,208		129,114		131,197	Current Total:	132,667	Movement	10,546
NDR Rated Assessments																
HBBC	2,876	2,867	-9	2,932	65	2,968	36	2,985	17	3,067	99	3,082	15	3,141	59	265 8.4%
HDC	2,616	2,730	114	2,762	32	2,835	73	2,894	59	2,909	74	2,949	40	3,026	77	410 13.5%
NWLDC	3,182	3,170	-12	3,175	5	3,210	35	3,223	13	3,249	39	3,287	38	3,432	145	250 7.3%
Totals	8,674	8,767		8,869		9,013		9,102		9,225		9,318	Current Total:	9,599	Movement	925
HB/CTLS Live Caseload																
HBBC	7,100	7,579	479	7,555	-24	7,161	-394	6,832	-329	6,459	-702	6,280	-282	5,886	-394	-1,214 -20.6%
										Current Caseload Analysis	Joint HB/CTS HB only CTS only		3,179 506 2,201			
HDC	4,189	4,246	57	4,345	99	4,274	-71	4,086	-188	3,689	-585	3,599	-169	3,437	-162	-752 -21.9%
										Current Caseload Analysis	Joint HB/CTS HB only CTS only		1,905 344 1,188			
NWLDC	7,187	7,287	100	7,213	-74	6,770	-443	6,550	-220	6,145	-625	5,955	-329	5,649	-306	-1,538 -27.2%
										Current Caseload Analysis	Joint HB/CTS HB only CTS only		3,558 356 1,735			
Totals	18,476	19,112		19,113		18,205		17,468		16,293		15,834	Current Total:	14,972	Movement	-3,504

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	12.0	12.2	11.1	9.6	9.8				11.0	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			10.4
In month: New Claims (Days)	20.2	21.4	23.3	21.7	19.5	18.4	15.5	16.4	11.2				18.8	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			18.8
In month: Change Events (Days)	9.6	8.5	11.2	11.0	10.9	11.3	10.5	8.7	9.6				10.1	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%	47.9%	57.2%	66.6%	75.8%	84.9%				84.9%	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	£2.3m	£2.1m	£2.1m	£2.0m				£2.0m	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%	48.3%	57.3%	66.5%	75.9%	85.3%				85.3%	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	£0.31m	£0.30m	£0.26m	£0.25m	£0.23m				£0.23m	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	£1.6m	£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%	18%	21%	23%	26%	28%				28%	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	1	0	0	0	0				4	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
Position for 2016/17	2	1	0	1	1	3	1	2	0	0	0	2			

HDC													2017/18	Year -End 2017/18 target	2016/17 Same month cumulative comparison
BENEFTS	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	11.8	12.4	10.5	8.7	10.2				10.9	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			10.8
In month: New Claims (Days)	20.6	18.9	20.3	19.1	16.2	15.5	17.9	15.6	15.9				17.9	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			18.4
In month: Change Events (Days)	9.3	7.9	9.4	13.3	11.1	11.9	9.7	7.4	9.0				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			9.4
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%	48.2%	57.6%	67.1%	76.3%	85.3%				85.3%	98.6%	
This years profiled target	11.3%	20.8%	29.9%	39.0%	48.3%	57.7%	67.2%	76.6%	85.7%	94.7%	96.8%	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	£1.8m	£1.7m	£1.7m	£1.6m	£1.6m				£1.6m	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%	46.8%	55.3%	65.7%	75.0%	84.2%				84.2%	99.2%	
2017/18 Target	10.6%	19.6%	28.7%	37.6%	46.5%	55.1%	64.0%	74.1%	82.6%	92.8%	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	£0.22m	£0.17m	£0.14m	£0.14m	£0.14m				£0.14m	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	£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%	16%	18%	21%	24%	26%				26%	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	1	1	0	0	1				3	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
Position for 2016/17	1	0	0	4	0	4	1	1	1	1	2	2			

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	10.8	10.9	12.5	9.6	11.0				10.9	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	17.3	15.9	17.3	14.1	19.8				17.6	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			18.4
In month: Change Events (Days)	9.5	8.3	10.3	10.3	9.8	10.2	11.7	9.0	9.3				9.8	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			9.6
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%	46.9%	55.9%	65.4%	74.6%	83.7%				83.7%	97.6%	
This years profiled target	10.4%	19.5%	28.8%	37.9%	47.2%	56.5%	65.5%	74.8%	84.1%	93.1%	95.7%	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	£2.7m	£2.6m	£2.5m	£2.4m				£2.4m	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%	48.5%	57.2%	66.2%	75.5%	84.4%				84.4%	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	£0.44m	£0.57m	£0.55m	£0.36m				£0.36m	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	£1.4m	£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%	20%	25%	28%	30%	33%				33%	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	1	1	0	0	0				2	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
Position for 2016/17	2	3	3	1	1	0	1	0	0	0	0	4			

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	£33,030	£39,263	£44,938	£50,176	£55,997			
Upper Threshold	£7,486	£14,655	£21,848	£28,170	£37,159	£44,171	£50,555	£56,448	£62,996			
Actual	£6,882	£8,139	£9,461	£19,017	£27,412	£33,515	£42,979	£45,201	£47,032			
Lower Tolerance	-£328	£4,887	£9,959	£6,023	£5,619	£5,748	£1,958	£4,975	£8,965	£0	£0	£0
Upper Tolerance	£604	£6,516	£12,387	£9,153	£9,747	£10,656	£7,575	£11,247	£15,964	£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	£21,501	£25,231	£29,026	£32,556	£36,087			
Upper Threshold	£4,374	£8,671	£13,748	£17,756	£24,188	£28,385	£32,654	£36,625	£40,597			
Actual	£916	£2,580	£3,879	£6,411	£7,164	£11,810	£16,174	£15,521	£17,611			
Lower Tolerance	£2,971	£5,128	£8,341	£9,372	£14,337	£13,421	£12,852	£17,034	£18,476	£0	£0	£0
Upper Tolerance	£3,457	£6,091	£9,869	£11,344	£17,025	£16,575	£16,480	£21,104	£22,986	£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	£36,152	£43,144	£49,204	£55,309	£60,885			
Upper threshold	£7,770	£14,891	£22,854	£29,959	£40,671	£48,537	£55,354	£62,222	£68,496			
Actual	£2,905	£5,593	£9,664	£11,880	£14,594	£33,463	£43,393	£38,456	£41,108			
Lower Tolerance	£4,002	£7,643	£10,651	£14,749	£21,558	£9,681	£5,811	£16,853	£19,777	£0	£0	£0
Upper Tolerance	£4,865	£9,298	£13,190	£18,078	£26,077	£15,074	£11,961	£23,767	£27,388	£0	£0	£0

Sickness

Sickness for November 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		
	November		Cumulative
Long Term	0 Days		27.00 Days
Short Term	19 Days		164.5 Days
Days lost	19 Days		191.5 Days
FTE Average	0.55 Days		5.59 Days
Profiled Target Average	0.67 Days		5.33 Days
HDC	Annual Target 9 days		
	Month		
	November		Cumulative
Long Term	Data currently not available		
Short Term			
Days lost			
FTE Average			
Profiled Target Average	0.75 Days		6.75 Days
NWLDC	Annual Target 8.5 days		
	Month		
	November		Cumulative
Long Term	22 Days		184.73 Days
Short Term	21.5 Days		88.31Days
Days lost	43.5 Days		273.0 Days
FTE Average	1.94 Days		12.19 Days
Profiled Target Average	0.71 Days		6.39 Days

Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

Processing

All three authorities are meeting target for new claims processing, with HDC and NWL 1 day below target as detailed in the tables above. This is very positive and it is forecast this will continue until the end of the financial year.

In terms of processing times for change events, we are still above target for all 3 LA's, however all 3 authorities recorded their lowest number of in month days to process change events for the month of December in the past 3 years.

By continuing to move in this positive direction, and by achieving our in month change events target of 9 days for January and March 18, we anticipate with the inclusion of February's processing times which historically average 2.5 days across all 3 authorities due to the large number of 1 day statistics produced by the annual billing process, the target will be achieved by the end of quarter 4.

Universal Credit

From 1st January 2018, the Live Service of Universal Credit will cease. This means those making new claims in areas nationally that are yet to go to Full Service Universal Credit will have to claim normal legacy benefits including Housing Benefits, Tax credits etc.

North West Leicestershire District Council will be moving to Full Service Universal Credit from 7th February 2018

In January there will be two changes to advance payments. First, the period over which an advance is recovered will increase from six to twelve months, making it easier for claimants to manage their finances. That will apply regardless of the level of advance claimed. Secondly, there will be an increase in the amount of support a claimant can receive from up to 50% of their estimated entitlement to up to 100%.

From February 2018 the DWP will remove the seven-day waiting period, reducing the length of time claimants might wait to receive their first full payment from six to five weeks. From April, for new claimants already receiving support towards their housing costs, the DWP will provide an additional payment of two weeks of their housing benefit to support them as they transition to universal credit. The 'run on' of HB will be paid by the LA in the normal way.

Subsidy thresholds

All 3 LA's are below the lower threshold, so currently full subsidy will be paid on the level of overpayments.

Subsidy claims

Subject to DWP confirmation we are expecting no major changes to be made to the 3 LA claims.

Revenues Operational Team

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

Council Tax

The collection rates for council tax are down against the profiled targets. This is likely to be due to the timing of incoming payments due to two bank holidays. Robust recovery action will be taken in early January to bring the collection performance back on track.

The Council Tax Officer who joined the team on 1.11.17 is making excellent progress. There are currently two full time establishment roles vacant.

There has been a high level of sickness within the team this year as detailed in the sickness figures attached, this has all been managed and intervention taken where appropriate in turn this has reduced the capacity within the team. The admin funding from the council tax precepting bodies has been used with a view to maintaining performance. This funding is being withdrawn at the end of the financial year. The Head of Partnership will discuss separately the possibility of contingency funding for future years.

NNDR

The collection rates for NNDR are currently above the profiled targets for all three councils.

In December pooling estimates were completed focusing on potential growth in rateable value. These figures, along with additional information obtained in January will be used on the NNDR1 return, which is due by the end of January 2018. We will engage with Section 151 officers and the respective accountants as early as possible in the New Year. The NNDR1 is completed jointly and will be used to estimate each Council's 2018/19 rating income.

Channel Shift Analysis

HDC					NWL					HBBC				
Service Subscriptions	October	November	December			October	November	December			October	November	December	
Application	Total No of Subscriptions			Increase since previous month	Application	Total No of Subscriptions			Increase since previous month	Application	Total No of Subscriptions			Increase since previous month
Council Tax Online	857	945	1058	113	Council Tax Online	612	702	777	75	Council Tax Online	2149	2206	2300	94
Housing Benefit Online	87	92	103	11	Housing Benefit Online	86	101	112	11	Housing Benefit Online	105	111	125	14
Landlord Online	38	38	38	0	Landlord Online	31	33	33	0	Landlord Online	70	70	70	0
Business Rates Online	32	35	38	3	Business Rates Online	16	16	17	1	Business Rates Online	39	40	43	3
Ebiling & Enotifications														
Application	Total No of Subscriptions				Application	Total No of Subscriptions				Application	Total No of Subscriptions			
Council Tax Online	206	231	264	33	Council Tax Online	173	225	265	40	Council Tax Online	271	283	303	20
Business Rates Online	12	13	18	5	Business Rates Online	7	7	7	0	Business Rates Online	10	11	12	1
Landlord Online	19	19	20	1	Landlord Online	11	13	13	0	Landlord Online	8	10	10	0
Housing Benefit Online	23	25	30	5	Housing Benefit Online	24	29	34	5	Housing Benefit Online	23	25	32	7