



Revenue and Benefit Service

Performance Summary Report

2017/18 Out-turn

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	49,906	418	3,734	7.5%
HDC	35,923	35,965	42	36,494	529	37,048	554	37,312	264	37,899	587	38,505	606	39,089	584	3,166	8.1%
NWLDC	40,026	40,271	245	40,833	562	41,292	459	41,761	469	42,405	644	43,204	799	44,207	1,003	4,181	9.5%
Totals	122,121	122,741		124,115		125,745		127,208		129,114		131,197	Current Total:	133,202	Movement	11,081	
NDR Rated Assessments																	
HBBC	2,876	2,867	-9	2,932	65	2,968	36	2,985	17	3,067	99	3,082	15	3,162	80	286	9.0%
HDC	2,616	2,730	114	2,762	32	2,835	73	2,894	59	2,909	74	2,949	40	3,040	91	424	13.9%
NWLDC	3,182	3,170	-12	3,175	5	3,210	35	3,223	13	3,249	39	3,287	38	3,417	130	235	6.9%
Totals	8,674	8,767		8,869		9,013		9,102		9,225		9,318	Current Total:	9,619	Movement	945	
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	5,806	-474	-1,294	-22.3%
										Current Caseload Analysis	Joint HB/CTS		3,042				
											HB only		486				
											CTS only		2,255				
HDC	4,189	4,246	57	4,345	99	4,274	-71	4,086	-188	3,689	-585	3,599	-169	3,388	-211	-801	-23.6%
										Current Caseload Analysis	Joint HB/CTS		1,885				
											HB only		322				
											CTS only		1,181				
NWLDC	7,187	7,287	100	7,213	-74	6,770	-443	6,550	-220	6,145	-625	5,955	-329	5,696	-259	-1,491	-26.2%
										Current Caseload Analysis	Joint HB/CTS		3,697				
											HB only		442				
											CTS only		1,557				
Totals	18,476	19,112		19,113		18,205		17,468		16,293		15,834	Current Total:	14,890	Movement	-3,586	

Dashboard Performance Summaries for each Council follows below:

Hinckley & Bosworth Borough Council													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	9.1	2.7	8.2	9.9	11	
<i>Position for 2016/17</i>	8.5	9.5	12.2	12.4	10.5	9.7	10.5	9.8	11.1	10.8	2.8	9.9			9.8
In month: New Claims (Days)	20.2	21.4	23.3	21.7	19.5	18.4	15.5	16.4	11.2	14.3	13.8	15.4	17.6	19	
<i>Position for 2016/17</i>	15.9	24.2	22.1	23.0	19.2	16.9	16.1	16.6	16.3	14.5	16.3	17.8			18.3
In month: Change Events (Days)	9.6	8.5	11.2	11.0	10.9	11.3	10.5	8.7	9.6	8.5	2.3	7.0	8.0	9	
<i>Position for 2016/17</i>	7.1	7.4	10.7	10.5	8.6	8.2	9.4	8.6	10.3	10.1	2.3	8.7			7.3
Right Time profiled in month target 17/18	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 17/18	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 17/18	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%	94.0%	96.4%	98.1%	98.1%	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%			
<i>Position for 2016/17</i>	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	£1.9m	£1.8m	£1.8m	INFO	
<i>Position for 2016/17</i>	£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%	94.2%	96.6%	98.9%	98.9%	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%			
<i>Position for 2016/17</i>	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	£0.30m	£0.30m	£0.23m	£0.23m	INFO	
<i>Position for 2016/17</i>	£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	£1.5m	£1.5m	£1.5m	INFO	
<i>Position for 2016/17</i>	£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%	30%	32%	34%	34%	36%	
This years profiled target	5%	8%	11%	13%	16%	19%	21%	22%	26%	27%	30%	36%			
<i>Position for 2016/17</i>	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	1	4	1	10	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
<i>Position for 2016/17</i>	2	1	0	1	1	3	1	2	0	0	0	2			

Harborough District Council													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	11.8	12.4	10.5	8.7	10.2	9.7	2.4	8.0	9.9	11	
<i>Position for 2016/17</i>	9.1	9.3	12.2	10.4	10.9	11.8	11.3	9.8	12.7	9.5	3.0	8.8			9.9
In month: New Claims (Days)	20.6	18.9	20.3	19.1	16.2	15.5	17.9	15.6	15.9	14.2	10.9	15.0	16.8	19	
<i>Position for 2016/17</i>	15.5	20.1	22.0	18.1	18.9	20.2	15.3	14.5	22.2	14.7	17.9	18.7			18.1
In month: Change Events (Days)	9.3	7.9	9.4	13.3	11.1	11.9	9.7	7.4	9.0	9.0	2.2	6.8	7.9	9	
<i>Position for 2016/17</i>	7.8	7.9	10.5	9.3	9.2	10.3	10.7	9.0	11.1	8.6	2.5	7.8			7.6
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%	94.5%	96.7%	98.6%	98.6%	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%			
<i>Position for 2016/17</i>	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	£1.5m	£1.5m	£1.4m	£1.4m	INFO	
<i>Position for: 2016/17</i>	£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%	92.5%	96.6%	99.7%	99.7%	99.2%	
This years profiled 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%			
<i>Position for 2016/17</i>	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	£0.11m	£0.09m	£0.04m	£0.04m	INFO	
<i>Position for 2016/17</i>	£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	£1.0m	£0.99m	£0.99m	INFO	
<i>Position for 2016/17 (£m)</i>	£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%	29%	30%	34%	34%	31%	
This years profiled target	3%	5%	8%	10%	13%	16%	18%	21%	24%	24%	27%	31%			
<i>Position for 2016/17</i>	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	0	0	1	4	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
<i>Position for 2016/17</i>	1	0	0	4	0	4	1	1	1	1	2	2			

North West Leicestershire District Council													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	3.3	8.4	10.0	11	
<i>Position for 2016/17</i>	10.4	9.3	12.3	11.7	10.8	11.1	10.8	10.4	11.7	11.6	3.4	8.9			10.2
In month: New Claims (Days)	18.9	21.4	16.9	16.4	17.3	15.9	17.3	14.1	19.8	14.8	14.1	17.8	17.1	19	
<i>Position for 2016/17</i>	16.1	19.8	19.1	21.7	22.9	19.2	16.3	14.1	16.4	18.1	15.3	18.5			18.1
In month: Change Events (Days)	9.5	8.3	10.3	10.3	9.8	10.2	11.7	9.0	9.3	10.2	2.7	7.2	8.2	9	
<i>Position for 2016/17</i>	9.5	8.1	11.2	9.7	9.1	9.5	9.8	9.8	10.7	10.2	2.8	7.7			7.8
Right Time profiled in month target 17/18	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 17/18	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 17/18	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%	93.0%	95.7%	97.8%	97.8%	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%			
<i>Position for 2016/17</i>	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	£2.3m	£2.2m	£2.2m	INFO	
<i>Position for 2016/17</i>	£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%	92.7%	96.1%	99.4%	99.4%	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%			
<i>Position for 2016/17</i>	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	£0.46m	£0.42m	£0.21m	£0.21m	INFO	
<i>Position for 2016/17</i>	£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	£1.4m	£1.4m	£1.4m	£1.4m	INFO	
<i>Position for 2016/17</i>	£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%	35%	38%	40%	40%	34%	
This years profiled target	4%	8%	11%	16%	19%	20%	23%	24%	26%	29%	31%	34%			
<i>Position for 2016/17</i>	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	3	2	2	9	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
<i>Position for 2016/17</i>	2	3	3	1	1	0	1	0	0	0	0	4			

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

Hinckley & Bosworth Borough Council	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	£61,819	£67,156	£72,356
Upper Threshold	£7,486	£14,655	£21,848	£28,170	£37,159	£44,171	£50,555	£56,448	£62,996	£69,547	£75,551	£81,401
Actual	£6,882	£8,139	£9,461	£19,017	£27,412	£33,515	£42,979	£45,201	£47,032	£49,510	£49,749	£54,135
Lower Tolerance	-£328	£4,887	£9,959	£6,023	£5,619	£5,748	£1,958	£4,975	£8,965	£12,309	£17,408	£18,221
Upper Tolerance	£604	£6,516	£12,387	£9,153	£9,747	£10,656	£7,575	£11,247	£15,964	£20,037	£25,802	£27,266
Harborough District Council	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	£39,541	£43,319	£46,802
Upper Threshold	£4,374	£8,671	£13,748	£17,756	£24,188	£28,385	£32,654	£36,625	£40,597	£44,484	£48,733	£52,652
Actual	£916	£2,580	£3,879	£6,411	£7,164	£11,810	£16,174	£15,521	£17,611	£18,254	£18,835	£19,401
Lower Tolerance	£2,971	£5,128	£8,341	£9,372	£14,337	£13,421	£12,852	£17,034	£18,476	£21,288	£24,484	£27,401
Upper Tolerance	£3,457	£6,091	£9,869	£11,344	£17,025	£16,575	£16,480	£21,104	£22,986	£26,230	£29,899	£33,251
North West Leicestershire District Council	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	£67,096	£73,442	£79,694
Upper threshold	£7,770	£14,891	£22,854	£29,959	£40,671	£48,537	£55,354	£62,222	£68,496	£75,483	£82,623	£89,655
Actual	£2,905	£5,593	£9,664	£11,880	£14,594	£33,463	£43,393	£38,456	£41,108	£43,622	£45,178	£46,504
Lower Tolerance	£4,002	£7,643	£10,651	£14,749	£21,558	£9,681	£5,811	£16,853	£19,777	£23,474	£28,265	£33,190
Upper Tolerance	£4,865	£9,298	£13,190	£18,078	£26,077	£15,074	£11,961	£23,767	£27,388	£31,861	£37,445	£43,151

Sickness

Sickness for February is given below:

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

Hinckley & Bosworth Borough Council	Annual Target 8 days		
	Month		
	February		Cumulative
Long Term	0 Days		72.00 Days
Short Term	38.0 Days		216.5 Days
Days lost	38.0 Days		288.5 Days
FTE Average	1.21 Days		10.4 Days
Profiled Target Average	0.67 Days		8.0 Days
Harborough District Council	Annual Target 9 days		
	Month		
	February		Cumulative
Long Term	Data currently not available		
Short Term			
Days lost			
FTE Average			
Profiled Target Average	0.75 Days		
North West Leicestershire District Council	Annual Target 8.5 days		
	Month		
	February		Cumulative
Long Term	17.85 Days		184.73 Days
Short Term	13.0 Days		171.42Days
Days lost	40.85 Days		356.15 Days
FTE Average	1.44 Days		18.22 Days
Profiled Target Average	0.71 Days		8.5 Days

Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

As forecast all of the key performance indicators around processing of new claims and change events have been met. This is particularly pleasing as there has been significant work to ensure these targets have been achieved, and micro management on a daily basis around allocation of work to make sure our residents receive their entitlement in a timely manner in accordance with the agreed processing targets.

Processing

All three authorities met their respective target for processing new claims and change events.

LA error and subsidy

All three authorities are below the lower threshold for LA error and HDC have reported an improvement in both the upper and lower thresholds when compared to last year. It is important to acknowledge the forecast of the Benefits Operational Manager with regard to year end outturn was correct and the partnership management team are pleased to report the concerns articulated earlier on in the year with regard to this matter haven't come to fruition.

Verification of Earnings & Pension (VEP)

Funding levels for the VEP initiative have been announced and are as follows:

HBBC: £20,543

NWLDC: £13,212

HDC: £13,464

It is intended that all LA's will participate in the initiative and 80% of the funding will be paid In April and the second payment in quarter four

Fraud & the DWP

The DWP are looking at new business funding to support our requirement to share benefits information and provide witness statements.

Revenues Operational Team

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

Council Tax

This is the first year whereby collection rate targets have been met for each Council.

- HBBC target: 98.0% Outcome: 98.1% (2016/17 achieved 98.1%)

In year net collectable debit	£60,579,885.39
Collected	£59,428,747.09
Gross arrears	£1,055,779.18

- HDC target: 98.6% Outcome: 98.6% (2016/17 achieved 98.5%)

In year net collectable debit	£56,195,327.61
Collected	£55,410,017.97
Gross arrears	£785,309.64

- NWLDC target: 97.6% Outcome: 97.8% (2016/17 achieved 97.8%)

In year net collectable debit	£53,930,207.79
Collected	£52,733,423.57
Gross arrears	£1,196,784.22

NNDR

The collection targets have been met and exceeded.

- HBBC target 98.3% Outcome: 98.9% (2016/17 achieved: 98.9%)

In year net collectable debit	£32,895,823.36
Collected	£32,516,225.81
Gross arrears	£379,597.55

- HDC target 99.2% Outcome: 99.7% (2016/17 achieved: 99.6%)

In year net collectable debit	£41,616,913.27
Collected	£41,480,133.37
Gross arrears	£136,779.90

- NWLDC target 99.0% Outcome: 99.4% (2016/17 achieved: 99.3%)

In year net collectable debit	£57,794,189.24
Collected	£57,458,651.09
Gross arrears	£335,538.16

Annual Billing

2018/19 Annual Billing was successful and bills and notices were issued as per the agreed timetable which was shared with all customer service teams.

End of Year Reconciliations

System and financial balancing reconciled and balanced to support finance teams in account closures has been completed.

To summarise, all of the key processing targets for Business Rates, Council Tax, and Benefits have been achieved. The year has presented many operational challenges, these have been dealt with and we have still seen excellent performance results. This is a whole team effort not just the processing staff, the Head of Partnership has thanked individual teams and proposed to send an all staff email to include any comments from partners.

Channel Shift Analysis

HDC				
Service Subscriptions	January	February	March	
Application	Total No of Subscriptions			Increase since previous month
Council Tax Online	1165	1243	1344	101
Housing Benefit Online	109	111	123	12
Landlord Online	38	40	40	0
Business Rates Online	39	39	39	0
Ebiling & Enotifications				
Application	Total No of Subscriptions			
Council Tax Online	301	328	367	39
Business Rates Online	18	18	18	0
Landlord Online	20	22	23	1
Housing Benefit Online	32	33	40	7

HBBC				
Service Subscriptions				
	January	February	March	
Application	Total No of Subscriptions			Increase since previous month
Council Tax Online	2405	2478	2577	99
Housing Benefit Online	135	141	149	8
Landlord Online	70	70	72	2
Business Rates Online	44	45	47	2
Ebilling & Enotifications				
Application	Total No of Subscriptions			
Council Tax Online	326	352	379	27
Business Rates Online	12	12	12	0
Landlord Online	10	10	11	1
Housing Benefit Online	33	33	36	3

NWL				
	January	February	March	
	Total No of Subscriptions			Increase since previous month
Application				
Council Tax Online	858	917	1073	156
Housing Benefit Online	125	129	144	15
Landlord Online	34	39	39	0
Business Rates Online	18	18	37	19
	Total No of Subscriptions			
Application				
Council Tax Online	317	366	485	119
Business Rates Online	7	7	26	19
Landlord Online	13	18	18	0
Housing Benefit Online	41	45	59	14