



**Harborough District Council,**

**Hinckley and Bosworth Borough Council,**

**North West Leicestershire District Council,**

**Working in Partnership to provide better services...**

Meeting	Joint Committee
Time/Date	4.30 pm on Thursday, 8 SEPTEMBER 2016
Location	Room G 18, The Symington Building, Harborough
Officer to contact	Democratic Services (01530 454512)

All persons present are reminded that the meeting may be recorded and by attending this meeting you are giving your consent to being filmed and your image being used. You are kindly requested to make it known to the Chairman if you intend to film or record this meeting.

The Monitoring Officer would like to remind members that when they are considering whether the following items are exempt information under the relevant paragraph under part 1 of Schedule 12A of the Local Government Act 1972 they must have regard to the public interest test. This means that members must consider, for each item, whether the public interest in maintaining the exemption from disclosure outweighs the public interest in making the item available to the public.

## **AGENDA**

<b>Item</b>		<b>Pages</b>
<b>1. APOLOGIES FOR ABSENCE</b>	To receive and note any apologies for absence.	
<b>2. DECLARATIONS OF INTEREST</b>	Under the Code of Conduct members are reminded that in declaring disclosable interests you should make clear the nature of that interest.	
<b>3. MINUTES</b>	To confirm and sign the minutes of the meeting held on 9 June 2016	<b>3 - 6</b>

<b>Item</b>	<b>Pages</b>
<b>4. IMPLEMENTATION OF RISK BASED VERIFICATION SOFTWARE</b>	
The report of the Benefits Operational Manager	7 - 8
<b>5. FRAUD &amp; ERROR REDUCTION INCENTIVE SCHEME (UPDATE)</b>	
The report of the Benefits Operational Manager	9 - 12
<b>6. FUTURE OF THE PARTNERSHIP</b>	
The report of the Head of Partnership	13 - 18
<b>7. PERFORMANCE REPORT JULY 2016</b>	
The report of the Head of Partnership	19 - 54
<b>8. FINANCIAL PERFORMANCE TO JULY 2016</b>	
The report of the Section 151 Officer	55 - 58
<b>9. FORWARD PLAN</b>	
To note the Joint Committee's forward plan	59 - 62
<b>10. DATES OF FUTURE MEETINGS</b>	
4.30pm Thursday, 17 November 2016 at North West Leicestershire DC	
4.30pm Thursday, 26 January 2017 at The Atkins Building	
4.30pm Thursday, 6 April 2017 at Harborough DC	
4.30pm Thursday, 8 June 2017 at North West Leicestershire DC (Annual Meeting)	

Circulation:

Councillor R D Bayliss (Chairman)  
 Councillor J Hallam  
 Councillor M Hall  
 Councillor P King  
 Councillor T J Pendleton  
 Councillor M Surtees (Deputy Chairman)

MINUTES of a meeting of THE LEICESTERSHIRE PARTNERSHIP REVENUES AND BENEFITS JOINT COMMITTEE held in the Room G10, Hinckley Hub, Rugby Road, Hinckley on THURSDAY, 9 JUNE 2016

Present: Councillor J Hallam (Harborough) (Chairman)

Councillors R D Bayliss (NWLDC), M Hall (Hinckley and Bosworth), P King (HDC), T J Pendleton (NWLDC) and M Surtees (Hinckley and Bosworth)

Chief Executives: Mr S Atkinson (HBBC)

Officers: Mrs C Hammond (NWLDC), Mr A Hunkin (NWLDC), Ms B Jolly (HDC), Mrs J Kenny (HBBC), Mrs S O'Hanlon (Leicestershire Partnership - Revenues & Benefits) and Mr A Wilson (Hinckley and Bosworth Borough Council)

In attendance: F Fenning (NWLDC)

### **1. ELECTION OF THE CHAIRMAN FOR ENSUING YEAR**

It was moved by Councillor T J Pendleton, seconded by Councillor M Hall and

RESOLVED THAT:

Councillor R Bayliss be elected Chairman for the ensuing year.

Councillor R Bayliss took the chair and thanked Councillor J Hallam for taking on the role of Chairman in his first year and for doing an excellent job.

### **2. ELECTION OF DEPUTY CHAIRMAN FOR ENSUING YEAR**

It was moved by Councillor M Hall, seconded by Councillor T J Pendleton and

RESOLVED THAT:

Councillor M Surtees be elected Deputy Chairman for the ensuing year.

### **3. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Ms C E Fisher.

### **4. DECLARATIONS OF INTEREST**

There were no interests declared.

### **5. MINUTES**

Consideration was given to the minutes of the meeting held on 14 April 2016.

It was moved by Councillor J Hallam, seconded by Councillor R D Bayliss and

RESOLVED THAT:

The minutes of the meeting held on 14 April 2016 be approved and signed as a correct record.

## **6. PERFORMANCE REPORT APRIL 2016**

Mrs S O'Hanlon presented the report to Members and advised that the Benefits service was currently on track; however, collections were not, but it was too early to get concerned. She informed Members that the new recovery strategy had been implemented which would send out reminders to customers who had a very poor payment history earlier, thus allowing the risk of non payment to be dealt with sooner. She stated that so far feedback on the new scheme was positive and that notices for business rates were also being issued earlier to also maximise the collection income.

Mrs S O'Hanlon then went on to inform Members that, following the signing of a Service Level Agreement, the Partnership was to act as the DWP single point of contact on behalf of Oadby and Wigston Borough Council and that there were to be some legislation changes coming in around the processing of benefits.

In response to questions from Members, Mrs S O'Hanlon advised that the work that was to be carried out for Oadby and Wigston Borough Council would be charged for, the work would be carried out by existing staff and the fee would be £14,000; that would be reviewed on a regular basis.

RESOLVED THAT:

The Performance Report April 2016 be noted.

## **7. FINANCIAL PERFORMANCE YEAR END 2015/16**

Mr A Wilson presented the report to Members. He advised Members that by the end of the financial year the Partnership had underspent by £270,365 and that, once the carry forwards had been covered, there would be a saving of £197,697. He informed Members that it was proposed to place £100,000 in reserve to meet any costs for potential future development of the Partnership, which would leave £97,697 unallocated. He stated that it was proposed to use the remainder to reduce the Partnership contributions for the year.

Councillor T J Pendleton stated that it was prudent to have a healthy level of reserves and any of the £100,000 that was not spent could be put towards reducing the level of contribution from the partner authorities.

In response to a question from Councillor P King, Mr A Wilson advised Members that the money was in reserve to meet any costs that could be incurred when investigations were carried out into possible Single Employer status.

Mrs S O'Hanlon advised Members that the money required to start the investigations would be around £5,000 per authority to see if it was a viable way forward and then external HR and Legal consultancy and ICT enhancements may be required if the decision is made to look at the matter further.

Councillor P King expressed concerns over the amount that was being reserved and that the amount could be halved with the rest of the money being returned to the partner authorities. He also felt that the decision as to whether the partnership went to a single employer would be down to the three authorities, as there would be corporate issues that would be required to be dealt with at a district level.

Ms B Jolly highlighted that there were two separate issues to be looked at. The first would be the work that was carried out by the Partnership, to see if moving to a single employer was viable, and then the second would be for each authority to look at the options and how it would effect their staff.

Mr A Wilson advised Members that the money was for the initial work to be carried out and then the findings would be reported back to the Committee to decide if the project should be carried forward.

Mr S Atkinson stated that he agreed that £50,000 could be enough; however, if more was required then Committee would need to agree the additional amount and it might be more sensible to retain the £100,000 and pay back the amount available, once the final position was confirmed

Councillor M Hall stated that the money would be in reserve and did not expect it all to be spent.

It was moved by Councillor T J Pendleton, seconded by Councillor M Hall and by a majority

RESOLVED THAT:

1. The financial performance of the Partnership be noted,
2. A reserve of £100,000 be set aside out of the savings achieved after carryforwards for future development of the Partnership and
3. The remaining £97,697 be split between the partners to reduce the level of contributions required in 2016/17.

## **8. PERFORMANCE REPORT 2015/16 OUT-TURN**

Mrs S O'Hanlon presented the report to Members. She advised Members that all the targets had been met and many exceeded. In relation to sickness figures she informed Members that sickness days for each authority were well above the targets, but gave assurances to the Committee that each authority was adhering to their HR policies, triggers were being observed when reached and everything was being done to manage the cases effectively.

Councillor R D Bayliss added the thanks of the Committee to the staff for the hard work over the past year.

Councillor M Hall requested that the sickness figures be shown in future without the long term sickness included – that being shown separately.

RESOLVED THAT:

The Performance Report 2015/16 Out-turn be noted.

## **9. UPDATE - SINGLE EMPLOYER**

Mrs S O'Hanlon provided Members with an update. She advised Members that the work that was to be carried out was following a recommendation from the IRRV and that a decision was needed as to whether to proceed with looking into the recommendation or to say that it was not the way forward. She reminded Members of the options that IRRV had suggested and added that officers would work towards looking at the three different terms and conditions that the staff were working to. She informed Members that it was planned to bring a detailed proposal back to the Joint Committee, but stressed that it was not a simple piece of work and at this stage there would be no immediate savings.

Following a question from Councillor M Hall, Mrs S O'Hanlon stated that the work was not to look at savings, but, as it was the intention to possibly bring in new partners in the future or increase income levels, consideration needed to be given to the issues that staff were working to three different sets of terms and conditions i.e. different definitions of long term sick, different trigger points and three managers having to manage staff on these different terms.

Following comments from Members, Mrs S O'Hanlon stated that it was planned to bring a report to the next meeting to look at the different options and would be seeking steer from the Committee as to the way forward.

RESOLVED THAT:

The update be noted

#### **10. SCHEDULE OF MEETINGS 2016/2017**

Councillor J Hallam requested that consideration was given to holding the meetings at the three partnership authorities.

It was moved by Councillor J Hallam, seconded by Councillor P King and

RESOLVED THAT:

The proposed schedule of meetings be approved and that the meetings are held in rotation at the Partner Authorities.

#### **11. FORWARD PLAN**

Mrs S O'Hanlon presented the forward plan Members and advised that an update report on Single Employer would be added to the plan for the next meeting.

RESOLVED THAT:

The Forward Plan be noted.

The meeting commenced at 4.30 pm

The Chairman closed the meeting at 5.15 pm



# Leicestershire Partnership Revenues & Benefits

## IMPLEMENTATION OF RISK BASED VERIFICATION SOFTWARE

## **1. PURPOSE OF THE REPORT**

- 1.1 To update the Committee on the progress of implementing the RBV software.

## **2 RECOMMENDATION**

- 2.1 That the content of the report be noted.

## **3. BACKGROUND**

- 3.1 The Partnership is responsible for the calculation and award of Housing Benefit and Local Council Tax Support, subject to an accepted application form and verification of that application.

Risk Based Verification (RBV) is a method of applying different levels of checks to benefit claims according to the risk associated with those claims. The approach allows for a more intense verification activity to be focused on claims more prone to fraud and error.

The model has been developed using data from 3 million new claims and 16 months worth of new claim information (SHBE, Fraud and socio-demographic data) from a mix of urban/rural based local authorities.

## **4.0 IMPLEMENTATION TIMELINE**

- 4.1 Determining the baseline-July / August 2016

Each of the three databases are interrogated to determine the % of fraud and error in our current new claims caseload. This is achieved by the assessor inputting an indicator on an individual claim where they discover that fraud and or error has been discovered at the point of verification.

A sanity check is conducted over a number of weeks following the establishment of the baseline to compare the actual levels of fraud and error with national trends.

- 4.2 RBV Workshop-September 1 2016

The workshop is designed to

- review our current new claims process
- develop and recommend new processes
- determine training requirements

- 4.3 Assessor training-September 22 2016

It is important that the assessors trust and have confidence in the risk score provided by the software. The training is designed to bring about a 'culture change' in the way that claims are processed and to re-iterate the importance of adhering to the minimum standards of verification

- 4.4 Go Live – October 1 2016





# Leicestershire Partnership Revenues & Benefits

## FRAUD & ERROR REDUCTION INCENTIVE SCHEME (UPDATE)

## **1. PURPOSE OF THE REPORT**

- 1.1 To update the Committee on the participation in the DWP Fraud & Error Reduction Incentive Scheme (FERIS).

## **2 RECOMMENDATION**

- 2.1 That the content of the report be noted.

## **3. BACKGROUND**

The latest National Statistics on Fraud and Error in the Benefit System show that estimated Housing Benefit monetary loss due to fraud and error is at a record high; 6% of benefit expenditure equating to an estimated £1.45 billion.

As part of the DWPs commitment to driving down Housing Benefit fraud and error they launched the DWP Fraud & Error Reduction Incentive Scheme (FERIS). The scheme runs from December 2014 through to March 2018. It offers a financial reward to LA's who achieve reductions in the amount of awarded Housing Benefit (HB) through the identification of changes in circumstances and by encouraging customers to self-report changes.

### **3.1 Why the Partnership joined the Scheme?**

It was anticipated that most LA's would undertake this work as there would have been reputational risk in not doing so and there is obviously the financial incentive available to all LA's who sign up to the scheme..

In addition to ensuring that the right Benefit is paid to the right customers and that allegations of housing benefit fraud are referred as appropriate (LA's no longer have responsibility for investigating HB fraud) , the Partnership LA's have the responsibility of safeguarding the financial wellbeing of their residents. This can be done by minimising and preventing future overpayments of benefit through the early identification of changes in circumstances and by ensuring that residents and stakeholders are educated about the types of changes that they must report and of the consequences should they fail to do so.

Historically claims were periodically reviewed by the Benefit Intervention officers through visits and the completion of postal reviews. The majority of changes in circumstances that aren't declared however are picked up through data-matching between the LA and DWP/HMRC. Although this is effective, it does not enable the LA to focus on certain high risk groups which may 'fall through the cracks', such as self employed claimants and/or undeclared capital cases.

FERIS funding has enabled us to be far more proactive, efficient and targeted in identifying and preventing undeclared changes and by doing this effectively, the Partnership will also minimise overpayment-related financial hardship to customers and the overall level of Housing Benefit overpayments in recovery.

## **3.2 Funding**

The funding for 2015/16 was split into 2 areas which comprised a start up and a BID fund. The start up fund was provided to help LA's put in place effective resources to enable them to meet the FERIS thresholds. The total award was £16,132

The bid fund allows LA's to bid for funding for new and innovative ideas that will provide a return on investment in terms of improving levels of Fraud and Error; such as marketing campaigns and increasing interventions. We were successful in securing BID funding which amounted to £58,150

Additionally Local Authorities were encouraged to apply for funding for 2016/17 and the partnership were successful in securing a total of £31,650

## **3.3. Activities**

### Interventions

From the 1 August we have employed a second part time FERIS officer. The officers will deal with all matters associated with new claims, intervention reviews and any change of circumstance or queries that may arise as a result of the FERIS project. The main thrust of their work is to identify high risk cases where there has been no change in benefit entitlement for some time. The vast majority of cases are dealt with via a telephone interview and where there are discrepancies in the information we currently hold against the information provided their claim will be suspended whilst it is investigated/re-assessed.

From the 1 April 2016 a total of 882 cases have been looked at resulting in the review of 452 claims for housing benefit. There are a number of possible outcomes of the review which may include a reduction in entitlement to housing benefit, no effect as the change in circumstances does not affect entitlement or where there is a suspicion that the claim may be fraudulent this will be referred to the DWP fraud and error team to investigate.

### Publicity Material

A flyer promoting the need to report changes in circumstances is sent with every housing benefit award letter. Where an opportunity presents itself notices are also placed in local newspapers.

From the 1 April a total of 86 claimants have used the flyer to communicate their change of circumstances to the partnership.

### Radio Advertising

A radio campaign has been developed with HFM promoting the need for claimants to alert the LA to a change in their circumstances which will run for 13 weeks from 8 August.

### 3.4 FERIS Incentive Payments

As previously stated FERIS is an incentive scheme that offers a financial reward to local authorities that find reductions to Housing Benefit entitlement as a result of claimant error or fraud. To date NWLDC have received incentive payments totalling £10,266 and it's our hope that we can replicate this for the other 2 LA's as the project moves forward.

As we are in some ways victims of our own success the more we identify in housing benefit overpayments the more the LA's have to recover therefore it has been decided that additional resources will be employed within the partnership to recover the overpayments identified by the FERIS project, this will be financed by the incentive payments received.

### 3.5 Budget & Spending

Budget b/fwd	£66,963
Funding 2016/2017	£31,650
<b>Budget</b>	<b>£98,613</b>
Spending plans (to date)	
Change in circumstance leaflets	£3,000
Interventions Officers	£20,900
Assessment (additional processing time)	£4,000
Radio Promotion	£1,415
<b>Budget Commitment</b>	<b>£29,315</b>
Available Budget	£69,298



# Leicestershire Partnership Revenues & Benefits

## Future of the Partnership

## **1. PURPOSE OF THE REPORT**

- 1.1 The IRRV were commissioned to undertake a review of the LRBP. A report was presented to Joint Committee in April 2014 detailing 28 separate recommendations.
- 1.2 This report begins to explore Recommendation 1. Establish a single employer for the Partnership.

## **2. RECOMMENDATION**

- 2.1 That a single employer is not established; and the recommendation of the IRRV relating to this matter is now closed.
- 2.2 That the recommendation with regard to standardised terms and conditions is not progressed further as this is intrinsically linked to a single employer.

## **3. BACKGROUND**

- 3.1 As part of a review of the LRBP by the IRRV, 28 separate and diverse recommendations were made. The Joint Committee meeting of 2 April 2014 approved implementation of all of these recommendations.
- 3.2 It is apparent there is no fine detail to underpin the recommendations and the practicality and implementation of some of the recommendations may not bring immediate savings as expected and suggested in the report. Based on this a substantial amount of work has commenced with a view to providing information to base a decision around this recommendation
- 3.3 The LRBP commenced on 1 April 2011 bringing together the Revenues and Benefits service of Hinckley & Bosworth Borough Council, Harborough District Council and North West Leicestershire together.
- 3.4 As detailed above, a service review was undertaken by the IRRV, one of the recommendations agreed was to implement a new fit for purpose structure. This piece of work has been undertaken and completed.

The staff remain employed by their original authorities, seconded to the partnership and retain the salary grading attached to their role (in some cases pay protection is paid - depending on the policy applicable in the particular authority).

The IRRV review identified this as a problem, as staff doing the same job can be paid different salaries according to the employers they work for. This also lead to difficulties when vacancies occur and the recruiting authority pays more than the incumbent employing authority leading staff to “employer-hop” to achieve a pay increase.

HDC			NWLDC			HBBC		
1	14,075.00	15,523.00	A	14,837.00	14,837.00			
2	15,941.00	16,969.00	B	15,207.00	16,969.00	2	15,207.00	15,941.00
3	17,372.00	19,048.00	C	17,372.00	19,742.00	3	15,523.00	17,714.00
4	19,742.00	21,530.00	D	20,253.00	22,937.00	4	17,372.00	20,849.00
5	22,212.00	24,472.00	E	23,698.00	27,123.00	5	20,253.00	24,472.00
6	25,440.00	27,924.00	F	27,924.00	30,978.00	6	23,698.00	28,746.00
7	28,746.00	30,978.00	G	31,846.00	35,662.00	7	27,924.00	32,778.00
8	31,846.00	34,746.00	H	36,571.00	40,217.00	8	31,846.00	36,571.00
9	35,662.00	38,405.00	I	41,140.00	44,754.00	9	35,662.00	40,217.00
10	40217.00	42957.00				10	39267.00	46625.00

The above table is prior to the agreed 1% payrise for 16/17, and does not include “oncosts”.

3.5 In addition to differentials in salary, employees from the three Councils work on different terms and conditions, with differing HR policies and procedures. Less tangible is the HR team’s appetite for risk. This is demonstrated from the advice provided from the HR leads and the way matters are handled. Post restructure, this is more apparent as staffing matters are being managed more robustly and early intervention is taken when required.

3.6 The IRRV believe there should be a single employer. They recommend there are five potential models believing to be worthy of consideration:

- One partner local authority should be a single employer.
- Separate entity created as a vehicle to administer the Partnership with the entity being wholly owned by the three partnership authorities with staff transferring under the TUPE arrangements.
- A joint venture with the three Partnership authorities in partnership with a private sector company with staff transferring under TUPE.
- A straight outsource with staff transferring under TUPE.
- The creation of a mutual with either a wholly staff owned entity, a Partnership owned by the three partner local authorities and the staff or a Strategic Partnership of the partnership authorities, a private sector company and the staff. This approach could be investigated by applying for Government Mutual Funding.

(The reports then goes onto say: “notwithstanding the agreed approach, we believe the Partnership should move forward immediately to create common terms and conditions of employment across all employees of the Partnership. This should be phased in over a period of time with protected grades and uplift where necessary).

In addition to the five operation models detailed above, the HR leads have also identified the following models:

- Status Quo.
- Staff remain with employing authority and new Partnership Terms and Conditions.
- All new staff employed by one of the three authorities, existing staff remain with their employing authority.

#### **4 SWOT ANALYSIS**

- 4.1 A detailed SWOT analysis has been completed of all of the options suggested. This has been discussed by the Management Board and is available, if required.
- 4.2 In addition to the SWOT analysis, a detailed cost analysis has been undertaken with regard to the cost of the following options:
- HBBC being the single employer
  - HDC being the single employer
  - NWLDC being the single employer
  - Paying all staff at the highest grade each of the three LA's pay
  - Paying all staff at the lowest grade each of the three LA's pay

For the purpose of this exercise, the costings were undertaken on salary costs alone; the outcomes suggest that all are cost prohibitive with the exception of the last option which would realise savings in a relatively short period, though would bring significant risks that would be hard to mitigate in respect of: employee retention, recruitment, staff motivation and performance. This would also demand the creation of a separate company and would add costs where any savings are realised. This would be a costly exercise and would see less favourable terms for existing authorities.

The exercise did not include any costings with regard to pensions. In addition to this, negotiations would be extremely difficult. It is also worth noting HDC do not offer pay protection.

The matter with regard to terms and conditions would not be resolved either, as staff would TUPE across on existing terms and conditions, a single employer would not make a difference to terms and conditions initially.

- 4.3 As detailed, the exercise shows that partners would need to increase their contributions significantly if any of the first four options were adopted, namely : HBBC, HDC or NWLDC being the single employer, or paying all staff at the highest grade each of the three LA's pay, this is based just on salary costs alone.

Following discussions at Management Board it was decided to bring this information back to Joint Committee. The costs already identified will further increase if this feasibility continued as the whole cost would need to be looked at. It is suggested that our resources are now focused on growing the partnership.



- 4.4 A further recommendation of the IRRV review is to standardise terms and conditions. To remain with the status quo with regard to the employer but standardise terms and conditions would transfer the complexities to the HR teams of the employing authority e.g. if HBBC terms were to be adopted, the other two authorities would have to be fully familiar with not only their own policy but also those of HBBC. This isn't practicable; in addition to this it would be costly to implement as staff would need to be compensated for the changes to their terms and conditions.

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# Revenue and Benefit Service

## Performance Report

July 2016

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## Summary

### Performance – Key Indicators

#### Collection Rates (Cumulative)

##### Council Tax in-year

**HBBC:** 38.6% \*(38.9%)

Target: 38.4%

\* Brackets the position when compared with July 2015

**HDC:** 39.1% \*(39.4%)

39.0%

**NWLDC:** 38.0% \*(38.2%)

37.9%

For your information the following table illustrates the increase in net collectable debit when compared with previous year:

<b>HBBC</b>	<b>2015/16</b>		<b>2016/17</b>				<b>Compared with 2015/16</b>	
	Out-turn		Debit raising	Currently	Additional debit to collect		Monetary Terms	What does that means in % terms
	£54.1m		£57.1m	£57.2m	£0.1m		£3.1m	5.7%
<b>HDC</b>			<b>2016/17</b>				<b>Compared with 2015/16</b>	
	Out-turn		Debit raising	Currently	Additional debit to collect		Monetary Terms	What does that means in % terms
	£50.4m		£52.8m	£53.0m	£0.2m		£2.6m	5.2%
<b>NWLDC</b>			<b>2016/17</b>				<b>Compared with 2015/16</b>	
	Out-turn		Debit raising	Currently	Additional debit to collect		Monetary Terms	What does that means in % terms
	£47.9m		£50.0m	£50.3m	£0.3m		£2.4m	5.0%

**Non Domestic Rates**

**HBBC:** 37.1% \*(38.7%)  
Target: 37.1%

**HDC:** 37.6% \*(38.8%)  
37.6%

**NWLDC:** 39.2% \*(38.6%)  
39.2%

\* Brackets the position when compared with July 2015

For your information the following table illustrates the increase in net collectable debit when compared with 2015/16:

<b>HBBC</b>	<b>2015/16</b>		<b>2016/17</b>				<b>Compared with 2015/16</b>	
	Out-turn		Debit raising	Currently	Additional debit to collect		Monetary Terms	What does that means in % terms
	£29.8m		£31.1m	£34.2m	£3.1m		£4.4m	14.8%
<b>HDC</b>			<b>2016/17</b>				<b>Compared with 2015/16</b>	
	Out-turn		Debit raising	Currently	Additional debit to collect		Monetary Terms	What does that means in % terms
	£38.6m		£39.4m	£40.1m	£0.7m		£1.5m	3.9%
<b>NWLDC</b>			<b>2016/17</b>				<b>Compared with 2015/16</b>	
	Out-turn		Debit raising	Currently	Additional debit to collect		Monetary Terms	What does that means in % terms
	£52.2m		£53.7m	£54.0m	£0.3m		£1.8m	3.5%

## HB/CTLS Claims

### Right Time (Combined) end of year target: 11 Days

Days shown below are cumulative:

<b>HBBC</b>	10.6 days *(11.2)	<b>HDC</b>	10.2 days *(10.)	<b>NWLDC</b>	10.9 days *(12.1)
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\* Brackets the position when compared with July 2015.

### New Claims end of year target: 19 Days

Days shown below are cumulative:

<b>HBBC:</b>	21.0 days *(20.2)	<b>HDC:</b>	18.7 days *(20.6)	<b>NWLDC:</b>	19.3 days *(21.5)
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\* Brackets the position when compared with July 2015.

### Change Events end of year target: 9 Days

Days shown below are cumulative

<b>HBBC:</b>	8.9 days *(9.6)	<b>HDC:</b>	8.8 days *(9.2)	<b>NWLDC:</b>	9.5 days *(10.4)
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\* Brackets the position when compared with July 2015.

## Caseload Analysis

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	2016/17		Overall Movement		
															%	
Council Tax Dwellings												As at 31/7/2016	In Year Movement			
<b>HBBC</b>	46,172	46,505	<b>333</b>	46,788	<b>283</b>	47,405	<b>617</b>	48,135	<b>730</b>	48,810	<b>675</b>	49,034	<b>224</b>	<b>2,862</b>	<b>5.8%</b>	
<b>HDC</b>	35,923	35,965	<b>42</b>	36,494	<b>529</b>	37,048	<b>554</b>	37,312	<b>264</b>	37,899	<b>587</b>	38,104	<b>205</b>	<b>2,181</b>	<b>5.7%</b>	
<b>NWLDC</b>	40,026	40,271	<b>245</b>	40,833	<b>562</b>	41,292	<b>459</b>	41,761	<b>469</b>	42,405	<b>644</b>	42,621	<b>216</b>	<b>2,595</b>	<b>6.1%</b>	
											<b>Total No.</b>	<b>129,759</b>				
NDR Rated Assessments																
<b>HBBC</b>	2,876	2,867	<b>-9</b>	2,932	<b>65</b>	2,968	<b>36</b>	2,985	<b>17</b>	3,067	<b>99</b>	3,074	<b>7</b>	<b>198</b>	<b>6.4%</b>	
<b>HDC</b>	2,616	2,730	<b>114</b>	2,762	<b>32</b>	2,835	<b>73</b>	2,894	<b>59</b>	2,909	<b>74</b>	2,914	<b>5</b>	<b>298</b>	<b>10.2%</b>	
<b>NWLDC</b>	3,182	3,170	<b>-12</b>	3,175	<b>5</b>	3,210	<b>35</b>	3,223	<b>13</b>	3,249	<b>39</b>	3,229	<b>-20</b>	<b>47</b>	<b>1.5%</b>	
											<b>Total No.</b>	<b>9,217</b>				
HB/CTLS Live Caseload																
<b>HBBC</b>	7,100	7,579	<b>479</b>	7,555	<b>-24</b>	7,161	<b>-394</b>	6,832	<b>-329</b>	6,459	<b>-702</b>	6,299	<b>-160</b>	<b>-801</b>	<b>-12.7%</b>	
<b>HDC</b>	4,189	4,246	<b>57</b>	4,345	<b>99</b>	4,274	<b>-71</b>	4,086	<b>-188</b>	3,689	<b>-585</b>	3,655	<b>-34</b>	<b>-534</b>	<b>-14.6%</b>	
<b>NWLDC</b>	7,187	7,287	<b>100</b>	7,213	<b>-74</b>	6,770	<b>-443</b>	6,550	<b>-220</b>	6,145	<b>-625</b>	5,997	<b>-148</b>	<b>-1,190</b>	<b>-19.8%</b>	
											<b>Total No.</b>	<b>15,951</b>				

**For your information:** Overall movement is when compared with 1/4/11 and current position  
Benefits caseload has reduced resulting from the introduction of Council Tax Support in 2013/14



Dashboard Performance Summaries for each Council is shown below:

HBBC													2016/17	Year-End 2016/17 Target	2015/16 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In Year: Right Time (days)	8.5	9.5	12.2	12.4									10.6	11	11.2
In Year: New Claims (Days)	15.9	24.2	22.1	23.0									21.1	19	20.2
In Year: Change Events (Days)	7.1	7.4	10.7	10.5									8.9	9	9.6
Right Time profiled 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 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 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 (%)	11.0%	20.3%	29.4%	38.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	38.6%	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%	96.5%	98.0%			
In Year Arrears Reduction (£)	£2.7m	£2.5m	£2.5m	£2.3m									£2.3m	INFO	
Position for: 2015/16	£2.1m	£2m	£1.9m	£1.9m	£1.8m	£1.8m	£1.8m	£1.7m	£1.7m	£1.7m	£1.6m	£1.5m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.1%	19.0%	28.1%	37.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	37.1%	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%			
Arrears Reduction (£m)	£1.4m	£0.7m	£0.6m	£0.5m									£0.5m	INFO	
Position for: 2015/16	£0.7m	£0.7m	£0.6m	£0.6m	£0.6m	£0.6m	£0.5m	£0.5m	£0.4m	£0.4m	£0.5m	£0.3m			
HB DEBT RECOVERY	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end	£1.4m	£1.4m	£1.4m	£1.4m									£1.4m	INFO	
Position for: 2015/16 (£m)	£1.1m	£1.1m	£1.1m	£1.2m	£1.2m	£1.2m	£1.3m	£1.3m	£1.4m	£1.3m	£1.4m	£1.4m			
HB Overpayments Recovered	4%	7%	10%	12%									12%	36%	
2016/17 profiled target	5%	9%	15%	19%	23%	25%	27%	28%	30%	32%	34%	36%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	2	1	0	1								0	4	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			

HDC													2016/17	Year - End 2016/17	2015/16 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In Year: Right Time (days)	9.1	9.3	12.2	10.4									10.2	11	107.0
In Year: New Claims (Days)	15.5	20.1	22.0	18.1									18.7	19	20.6
In Year: Change Events (Days)	7.8	7.9	10.5	9.3									8.8	9	9.2
Right Time profiled target 16/17	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 target 16/17	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 target 16/17	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 (%)	11.3%	20.4%	29.9%	39.1%									39.1%	98.6%	
This years profiled target	11.3%	20.8%	29.9%	39.0%	48.3%	57.7%	67.9%	69.9%	86.1%	96.9%	98.4%	98.6%			
Arrears Reduction (£m)	£2.2m	£2.2m	£2.1m	£2.0m									£2.0m	INFO	
Position for: 2015/16	£2.0m	£1.9m	£1.8m	£1.8m	£1.7m	£1.7m	£1.6m	£1.6m	£1.6m	£1.5m	£1.5m	£1.5m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.4%	19.9%	28.7%	37.6%									37.6%	99.2%	
2016/17 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%			
Arrears Reduction (£m)	£0.4m	£0.3m	£0.3m	£0.3m									£0.3m	INFO	
Position for: 2015/16	£0.6m	£0.6m	£0.6m	£0.8m	£0.8m	£0.4m	£0.3m	£0.3m	£0.2m	£0.2m	£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)	£0.9m	£0.9m	£0.9m	£0.9m									£0.9m	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%	5%	8%	10%									10%	31%	
2016/17 profiled target	3%	7%	11%	15%	17%	18%	21%	23%	25%	26%	29%	31%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	1	0	0	4									5	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			

NWLDC													2016/17	Year End 2016/17 target	2015/16 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In Year: Right Time (days)	10.4	9.3	12.3	11.7									10.9	11	12.1
In Year: New Claims (Days)	16.1	19.8	19.1	21.7									19.3	19	21.5
In Year: Change Events (Days)	9.5	8.1	11.2	9.7									9.5	9	10.4
Right Time profiled 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 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 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%	19.6%	28.9%	38.0%									38.0%	97.6%	
This years profiled target	10.4%	19.5%	28.8%	37.9%	47.2%	56.4%	65.6%	74.9%	84.3%	93.7%	96.0%	97.6%			
Arrears Reduction (£m)	£3.2m	£3.1m	£2.9m	£2.8m									£2.8m	INFO	
Position for: 2015/16	£2.6m	£2.5m	£2.4m	£2.4m	£2.3m	£2.2m	£2.2m	£2.1m	£2.1m	£2.1m	£2.0m	£2.0m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	9.8%	20.1%	30.9%	39.2%									39.2%	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%			
Arrears Reduction (£m)	£0.9m	£0.8m	£0.7m	£0.6m									£0.6m	INFO	
Position for: 2015/16	£1m	£1.1m	£1.1m	£1.1m	£1.0m	£0.7m	£0.6m	£0.5m	£0.4m	£0.4m	£0.4m	£0.3m			
HB DEBT RECOVERY	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Academy)	£1.3m	£1.3m	£1.3m	£1.3m									£1.3m	INFO	
Position for: 2015/16	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.1m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m			
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments Recovered	5%	8%	12%	15%									15%	34%	
2016/17 profiled target	4%	4%	11%	16%	19%	20%	23%	24%	26%	29%	31%	34%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	2	3	3	1									9	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			

## Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

### Performance Update from Storme Coop – Benefits Operational Manager

#### Processing

At the end of July both HBBC and HDC are meeting their target for processing change events, however it is only HDC who are within target for processing new claims. In terms of predicting when processing new claims will be back on track we are in a very similar position to last year in terms of applications outstanding and days behind, however it wasn't until the final quarter that all three LA's were well under target for new claim processing.

It is our intention to achieve target as soon as possible. We receive an average 13.75 new claims per day), however the ability to process those claims will be dependent upon having all the necessary information. The clock starts ticking the moment we receive the claim not when all the evidence is received, so the quicker we receive the required information the quicker we can process.

Assuming optimum staffing levels we would hope to start to see a reduction in processing times at the start of the third quarter.

#### Projects

We are currently working on a number of projects.

The 2017/2018 Local Council Tax Support Scheme consultation hosted by Leicester City consultation commenced on 4 August and will run through to 28 September. The majority of the Districts have engaged Policy in Practise to model the impacts of the proposed changes.

A review of each LA's DHP scheme has commenced with the intention that each of the partners spend up to their funding levels. The renewal date for the majority of this years claims is early October which gives the LA the option of varying the scheme in either quarter 3 or 4 dependent on the spend at that time.

#### Legislative Changes

There are a number of legislative changes on the horizon including the introduction of the reduced benefit cap from November 7 2016. There is currently a benefit cap in place restricting the amount in certain benefits that a working age household can receive. Any household receiving more than the cap has their Housing Benefit reduced to bring them back within the limit. The cap which is currently £26,000 per year is to be reduced to £20,000 for couples and £13,400 for a single person. The amount of the cap for those outside of London according to the benefit cap calculator on GOV.UK is set at £384.62 per week so if a claimant's benefits add up to more than £384.62 their Housing Benefit will be reduced by the amount of benefit over this amount.

The new regulations for restricting Housing Benefit to four weeks for those claimants absent from Great Britain have now been laid in Parliament and came into force on 28th July 2016. There is protection in place for those that will be outside Great Britain before 28th July 2016 and they will be allowed up to 13 weeks absence before entitlement to housing benefit is affected..

**Fraud/Feris**

We have appointed a second part time benefit changes support officer; this officer will concentrate on referrals received in respect of HDC and HBBC. To date NWLDC have received incentive payments totalling £10,266 and its our hope that we can replicate this for the other 2 LA's. A radio campaign has been developed with HFM promoting the need for claimants to alert the LA to a change in circumstances which will run for 13 weeks from 8 August.

**LA error and Subsidy Implications**

Every month we do a calculation to quantify the subsidy impact of LA error. The first thing and most important thing to mention is that the threshold limits will change monthly as expenditure increases. Currently it is just HDC whose overpayment error levels have exceeded the threshold.

If LA errors exceeds upper threshold no subsidy is paid on the amount identified

- If LA error falls between the lower and upper threshold 40% of the amount identified is paid
- If LA error is below the lower threshold then full subsidy is paid on the value of the LA error

The thresholds are calculated by reference to the total expenditure on housing benefit which for HDC is currently £3,545,089. The lower threshold is 0.48% and the upper threshold is 0.54% of the expenditure.

For HDC the calculation for July is performed as follows:

Month	LA Errors Identified	Lower Threshold (LT)	Upper Threshold (UT )	Subsidy impact of LA errors
July	£22,357	£17,016	£19,143	No subsidy as above UT

At the time of updating the report (18 August) the expenditure had increased to £4,222,816 which means that because the errors identified fall between the lower and upper thresholds 40% subsidy is payable.

Month	LA Errors Identified	Lower Threshold (LT)	Upper Threshold (UT )	Subsidy impact of LA errors
August	£22,776	£20,269	£22,803	40% subsidy payable

Claim activity: (Included in the calculation for performance statistics – source: Capita DWP SHBE extract)

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Cumulative Totals
<b>HBBC</b>													
(SHBE)													
New claims	264	212	212	237									925
Change events	1442	1730	1399	1310									5881
Atlas activity	1895	2253	1739	1914									7801
<b>HDC</b>													
(SHBE)													
New claims	148	133	117	117									515
Change events	768	1082	695	779									3324
Atlas activity	964	1131	844	972									3911
<b>NWLDC</b>													
(SHBE)													
New claims	227	201	210	262									900
Change events	1534	1751	1333	1281									5899
Atlas activity	2245	1886	1735	1866									7732

The tables below shows incoming work position for June to include date we are working from:

WEEKLY DATA FROM INFORMATION @ WORK						
Date	New claims - number outstanding	New claims - date being worked on	New claims - number of working days behind	Changes - number outstanding	Changes - date being worked on	Changes - number of working days behind
4th July 2016	146	16th June 2016	11	610	15th June 2016	12
11th July 2016	159	23rd June 2016	12	629	21st June 2016	14
18th July 2016	101	5th July 2016	9	547	30th June 2016	12
25th July 2016	82	13th July 2016	8	465	11th July 2016	10
1st August 2016	53	25th July 2016	5	357	20th July 2016	8

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DWP Atlas Performance:

ATLAS PERFORMANCE		
Date	Atlas - number outstanding	Atlas - date being worked on
4th July 2016	77	4th July 2016
11th July 2016	67	8th July 2016
18th July 2016	94	15th July 2016
25th July 2015	0	25th July 2016
1st August 2016	57	31st July 2016

DWP Real Time Performance (RTI):

RTI PERFORMANCE	
RTI - Number Outstanding	RTI - Date being worked on
29	24th May 2016
55	14th June 2016
0	
0	
0	

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

Cumulative position for each council is as follows:

<b>HBBC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>
Threshold	£7,224	£14,019	£20,492	£27,613								
Actual	£9,894	£12,412	£14,606	£17,514								
Tolerance	<b>-£2,670</b>	£1,608	£5,885	£10,099	£0	£0	£0	£0	£0	£0	£0	<b>£0</b>
<b>HDC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>
Threshold	£4,102	£7,977	£13,028	£17,016								
Actual	£6,737	£12,393	£17,218	£22,357								
Tolerance	<b>-£2,635</b>	<b>-£4,416</b>	<b>-£4,190</b>	<b>-£5,341</b>	£0	£0	£0	£0	£0	£0	£0	<b>£0</b>
<b>NWLDC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>
Threshold	£7,176	£14,045	£20,802	£28,301								
Actual	£10,389	£12,008	£16,904	£18,526								
Tolerance	<b>-£3,214</b>	£2,037	£3,898	£9,775	£0	£0	£0	£0	£0	£0	£0	<b>£0</b>

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## Fraud Investigations Activity

### HBBC

4 sanctions administered  
 Administrative penalty applied £1,169  
 Council Tax Support fraudulent overpayment raised £3,658

HBBC									
Month Ending	Number of investigations opened	Number of investigations closed	Referrals received not investigated	Value of CTS fraudulent overpayments 2016/17	Value of CTS fraudulent overpayments from previous year 2015/16	Sanctions Administered			Administration penalty amounts raised
						Prosecutions	Cautions	Adpens	
30.04.2016	2	3	7	£0.00		0	0	2	£373.22
31.05.2016	2	3	3	£0.00		1	0	0	£0.00
30.06.2016	1	1	0	£1,472.88		0	0	0	£0.00
31.07.2016	6	1	8	£0.00	£2,184.95	0	0	1	£795.73
<b>Total</b>	11	8	10	£1,472.88	£2,184.95	1	0	3	£1,168.95

### HDC

5 sanctions administered  
 Administrative penalty applied £2,333  
 Council Tax Support fraudulent overpayment raised £10,707

HDC									
Month Ending	Number of investigations opened	Number of investigations closed	Referrals received not investigated	Value of CTS fraudulent overpayments for current year	Value of CTS fraudulent overpayments for previous	Sanctions Administered			Administration penalty amounts raised
						Prosecutions	Cautions	Adpens	
30.04.2016	0	4	2	£1,218.13		0	0	1	£309.06
31.05.2016	2	1	2	£2,575.23		0	0	0	£0.00
30.06.2016	2	1	1	£0.00		0	0	0	£0.00
31.07.2016	4	5	1	£1,218.13	£5,695.87	1	0	3	£2,024.28
<b>Total</b>	8	11	6	£5,011.49	£5,695.87	1	0	4	£2,333.34

**NWLDC**

9 sanctions administered  
 Administrative penalty applied £5,345  
 Council Tax Support fraudulent overpayment raised £15,548

<b>NWL</b>									
						<b>Sanctions Administered</b>			
<b>Month Ending</b>	<b>Number of investigations opened</b>	<b>Number of investigations closed</b>	<b>Referrals received not investigated</b>	<b>Value of CTS fraudulent overpayments for current year</b>	<b>Value of CTS fraudulent overpayments from previous year 2015/16</b>	<b>Prosecutions</b>	<b>Cautions</b>	<b>Adpens</b>	<b>Administration penalty amounts raised</b>
<b>30.04.2016</b>	4	5	5	£3,337.78		0	0	2	£911.43
<b>31.05.2016</b>	3	7	5	£5,266.57		1	0	2	£2,770.53
<b>30.06.2016</b>	1	4	1	£0.00		0	1	2	£1,663.07
<b>31.07.2016</b>	8	3	12	£3,337.78	£3,605.85	1	0	0	£0.00
<b>Total</b>	16	19	23	£11,942.13	£3,605.85	2	1	6	£5,345.03

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## Discretionary Housing Payments

This scheme is to help customers as well as those affected by welfare reform changes as well as those now in receipt of universal credit, below is the analysis to include a comparison with last year.

### **Harborough DC:**

2016/17	DWP Allocation:	£51,386
	<b>Net amount paid:</b>	<b>£11,834</b>

### Same time last year:

2015/16	Allocation	£46,343
	<b>Total awarded:</b>	<b>£9,248</b>

### **Hinckley & Bosworth BC:**

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2016/17	DWP Allocation:	£98,116
	<b>Net amount paid:</b>	<b>£17,260</b>

### Same time last year:

2015/16	Allocation	£78,129
	<b>Total awarded:</b>	<b>£37,766</b>

### **North West Leicestershire DC:**

2016/17	DWP Allocation:	£114,965
	<b>Net amount paid</b>	<b>£30,395</b>

### Same time last year:

2015/16	Allocation	£103,678
	<b>Total awarded:</b>	<b>£25,245</b>

The above information is extracted from Capita HB8790 DHP Subsidy claim form

## Council Tax Discretionary Discount Scheme – Amount Awarded

<b>Hinckley &amp; Bosworth BC - Discretionary Discount Scheme</b>					
<b>Annual Allocation</b>	<b>£29,863</b>				
	<b>Apr-16</b>	<b>May-16</b>	<b>Jun-16</b>	<b>Jul-16</b>	<b>Totals</b>
Award Amount	£3,211	£3,138	£557	£2,744	<b>£9,650</b>
Average	£2,489	£2,489	£2,489	£2,489	<b>£29,863</b>
Variance	-£722	-£650	£1,932	-£255	<b>£20,213</b>
Successful	20	31	8	25	84
Unsuccessful	8	20	3	4	35
<i>Total number of claims</i>	<b>28</b>	<b>51</b>	<b>11</b>	<b>29</b>	<b>119</b>
Case average	£160.53	£101.23	£69.62	£109.75	£114.88

**Total awarded £9,650**

<b>Harborough DC - Discretionary Discount Scheme</b>					
<b>Annual Allocation</b>	<b>£21,786</b>				
	<b>Apr-16</b>	<b>May-16</b>	<b>Jun-16</b>	<b>Jul-16</b>	<b>Totals</b>
Award Amount	£1,748	£2,447	£2,805	£459	<b>£7,460</b>
Average	£1,816	£1,816	£1,816	£1,816	<b>£21,786</b>
Variance	£67	-£632	-£989	£1,356	<b>£14,326</b>
Successful	13	18	6	5	42
Unsuccessful	5	5	1	3	14
<i>Total number of claims</i>	<b>18</b>	<b>23</b>	<b>7</b>	<b>8</b>	<b>56</b>
Case average	£134.49	£135.97	£467.44	£91.83	£177.61

**Total awarded £7,460**

<b>North West Leicestershire DC - Discretionary Discount Scheme</b>					
<b>Annual Allocation</b>	<b>£30,816</b>				
	<b>Apr-16</b>	<b>May-16</b>	<b>Jun-16</b>	<b>Jul-16</b>	<b>Totals</b>
Award Amount	£6,328	£8,431	£1,230	£464	<b>£16,453</b>
Average	£2,568	£2,568	£2,568	£2,568	<b>£30,816</b>
Variance	-£3,760	-£5,863	£1,338	£2,104	<b>£14,363</b>
Successful	36	49	13	6	104
Unsuccessful	4	14	4	7	29
<i>Total number of claims</i>	<b>40</b>	<b>63</b>	<b>17</b>	<b>13</b>	<b>133</b>
Case average	£175.78	£172.06	£94.61	£77.28	£158.20

**Total awarded £16,453**

## Housing Benefit Overpayments Analysis:

<b>HBBC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Totals</b>
Debt raised	£70,560	£56,494	£64,490	£68,198									£259,742
Partnership collection Rate	4%	7%	10%	12%									
Sundry Debt collection rate													
Combined													
Partnership anticipated collection rate	5%	9%	15%	19%	23%	25%	27%	28%	30%	32%	34%	36%	
<b>HDC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Totals</b>
Debt raised	£44,797	£71,432	£40,800	£51,766									£208,794
Partnership collection Rate	3%	5%	8%	10%									
Sundry Debt collection rate	1%	1%	2%	3%									
Combined	3%	5%	8%	10%									
Partnership anticipated collection rate	3%	7%	11%	15%	17%	18%	21%	23%	25%	26%	29%	31%	
<b>NWLDC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Totals</b>
Debt raised	£165,048	£61,129	£60,460	£74,581									£361,217
Partnership collection Rate	5%	8%	12%	15%									
Sundry Debt collection rate	1%	2%	3%	4%									
Combined	4%	8%	11%	14%									
Partnership anticipated collection rate	4%	4%	11%	16%	19%	20%	23%	24%	26%	29%	31%	34%	

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## Revenues Operational Team

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

### Performance Update from Sue Williams-Lee – Revenues Operational Manager

Analysis has been undertaken on the movement of debt for both council tax and NNDR. This shows that debt is being moved to the latter months of the year. The monthly targets have been reprofiled to reflect this. Movement of debt occurs every year, to varying degrees, as people or businesses move or new bands and rateable value are notified to us by the Valuation Office.

The collected percentage in month may currently be less in comparison to last year; however, the amount we have collected for HDC and HBBC is higher. We are collecting significantly more revenue each month, as can be seen from the new tables on pages 3 and 4 of this report which detail the increase in the annual debit since March 2016.

As previously advised, the recovery strategy has been changed this year. We expect the impact to show in the last two quarters of the year. We will review the position at the end of quarter two.

For information, HDC has a large empty Magna Park assessment where the account has been rebilled. Arrangements have been made for payment of July, August and September instalments by the end of August. As the unit has a relatively high charge of £509k, the account will be closely monitored and recovery action will be fast tracked in the event of non payment by the end of the August.

In late August the NNDR team will be focusing on the old arrears year by year, starting with the oldest year. They will also identify debts where no further action is possible and will put them through for write off. A different approach is required on Council Tax due to the number of accounts involved. Arrears are being tackled by bulk runs of notices and the team is checking system reports to ensure that cases are moved through the recovery process as quickly as possible. Old debts, which have come back from the Enforcement Agents, will be looked at over the coming months to identify which of the available post liability order actions are most appropriate i.e. a charging order on the property, individual bankruptcy, committal action or write off.

On council tax, the single person discount review will commence at the beginning of August and will run for approximately 8-12 weeks. As discounts are cancelled, backdated charges will be raised. These new debts will increase the overall debit and be spread over the remaining months of the year. This new debt will impact on the collection rates as we cannot guarantee that customers will be able to pay their increased charges by the end of the financial year.

## Council Tax

### \*Gross arrears position:

	<u>*Starting Position</u>	<u>Arrears Reduction</u>	<u>What it means in % terms</u>
HBBC	£2.848m	£499k	17.5%
HDC	£2.346m	£373k	15.9%
NWLDC	£3.331m	£518k	15.6%

\* Further analysis on this is provided below - see pages 20 through to 22

\*\* Starting position represents all outstanding debt carried forward as at 1/4/2016.

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### Council Tax Support 'In Year' collection (16/17) rate for:

<u>Claim category:</u>	<u>Working Age</u>		<u>Elderly</u>	
	<u>Non-passported</u>	<u>Passported</u>	<u>Non-passported</u>	<u>Passported</u>
HBBC	27.5%	32.7%	40.9%	32.5%
HDC	28.9%	31.6%	41.6%	34.6%
NWLDC	28.2%	31.2%	40.4%	45.6%

## Debt recovery analysis:

**HBBC** number of dwellings 49,034

Percentage - is when compared with the number of dwellings

HBBC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals	Percentage
<b>Documents Issued</b>														
Reminders	1523	1669	939	883									5,014	10.2%
Arrangement Reminders	126	71	126	139									462	0.9%
Summonses	0	1565	781	594									2,940	6.0%
Liability Orders obtained	0	0	1126	458									1,584	3.2%
With enforcement agent	0	0	1077	505									1,582	3.2%
DWP attachments	8	65	90	75									238	0.5%
Attachment of earnings	30	66	119	86									301	0.6%
<b>Cases pending next enforcement action</b>														
Cases returned by enforcement agent - Bailiff Return letter Issued	77	38	30	48										
At 'Post Liability Order' enforcement stage	1189	441	668	841										

**HDC** number of dwellings 38,104

Percentage - is when compared with the number of dwellings

HDC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals	Percentage
<b>Documents Issued</b>														
Reminders	915	1084	630	567									3,196	8.4%
Arrangement Reminders	2	202	128	66									398	1.0%
Summonses	0	969	453	348									1,770	4.6%
Liability Orders obtained	0	0	671	260									931	2.4%
With enforcement agent	0	0	460	483									943	2.5%
DWP attachments	57	39	63	102									261	0.5%
Attachment of earnings	50	24	138	74									286	0.6%
<b>Cases pending next enforcement action</b>														
Cases returned by enforcement agent - Bailiff Return letter Issued	206	48	34	78										
At 'Post Liability Order' enforcement stage	1196	355	276	730										



**NWLDC** number of dwellings 42,621

Percentage - is when compared with the number of dwellings

NWLDC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals	Percentage
<b>Documents Issued</b>														
Reminders	1633	1489	1018	832									4,972	11.7%
Arrangement Reminders	187	93	110	119									509	1.2%
Summonses	0	1697	677	542									2916	6.8%
Liability Orders obtained	0	1213	0	398									1611	3.8%
With enforcement agent	0	0	1378	85									1,463	3.4%
DWP attachments	46	107	65	92									310	0.6%
Attachment of earnings	22	126	93	76									317	0.6%
<b>Cases pending next enforcement action</b>														
Cases returned by enforcement agent - Bailiff Return letter Issued	352	162	240	272										
At 'Post Liability Order' enforcement stage	1474	878	1123	1245										

## Council Tax arrears position:

### Hinckley & Bosworth BC

On 1<sup>st</sup> April 2016 gross arrears opening position was £2.848m and the amount outstanding at the end of July is £2.349m.

Reduction in arrears is £499k which equates in percentage terms to 17.5%

	31/03/2016	30/04/2016	31/05/2016	30/06/2016	31/07/2016
<b>*Total Arrears</b>	£2,848,383.84	£2,694,762.80	£2,539,317.77	£2,450,657.03	£2,348,880.88
* Working age LCTS	£313,650.67	£301,019.41	£285,274.58	£274,462.11	£264,422.60
* Pension age LCTS	£39,686.83	£37,260.61	£35,866.78	£35,896.63	£36,945.64
* Empty & unfurnished	£23,186.95	£20,579.32	£8,528.16	£2,867.76	£2,983.14
* Structural alteration	£1,917.15	£1,729.51	£264.70	£532.83	£1,134.98
(* of which are included in total arrears)					
Payments against arrears		-£182,830.57	-£357,445.45	-£477,365.80	-£583,389.83
Write offs against arrears		-£3.90	-£1,003.65	-£960.79	-£2,397.16
Charge adjustments against arrears		£29,087.72	£38,376.68	£56,221.45	£56,612.09
Refunds made against arrears		£1,756.21	£1,860.21	£2,136.83	£2,569.28
Cost adjustments against arrears		-£1,630.50	£9,146.14	£22,241.50	£27,102.66
Previous years arrears total 2015/16	£2,273,000.98	£2,124,833.09	£2,008,289.18	£1,928,773.40	£1,891,550.50
Previous years arrears total 2014/15	£1,984,946.14	£1,845,970.69	£1,736,932.34	£1,666,006.57	£1,566,872.16

### Harborough DC

On 1<sup>st</sup> April 2016 gross arrears opening position was £2.347m and the amount outstanding at the end of July is £1.974m.

Reduction in arrears is £373k which equates in percentage terms to 15.9%

	31/03/2016	30/04/2016	31/05/2016	30/06/2016	31/07/2016
<b>*Total Arrears</b>	£2,346,727.99	£2,243,418.18	£2,173,960.05	£2,096,295.00	£1,973,970.58
* Working age LCTS	£244,215.09	£236,179.44	£235,229.73	£214,021.84	£211,309.69
* Pension age LCTS	£23,627.68	£24,619.00	£25,335.36	£22,142.30	£18,238.42
* Empty & unfurnished	£6,110.92	£9,117.14	£5,334.05	£7,436.77	£5,362.73
* Structural alteration	£2,399.79	£2,084.70	£2,196.40	£408.28	£0.00
(* of which is included in total arrears)					
Payments against arrears		-£139,398.67	-£254,508.70	-£349,934.64	-£446,787.63
Write offs against arrears		-£0.91	-£0.91	£54.29	-£35,147.66
Charge adjustments against arrears		£37,047.51	£76,225.43	£87,687.19	£94,774.92
Refunds made against arrears		£0.00	£1,023.58	£963.41	£963.41
Cost adjustments against arrears		-£957.74	£4,493.26	£10,796.76	£13,439.55
Previous years arrears total 2015/16	£2,099,223.53	£1,995,921.04	£1,918,492.31	£1,836,031.44	£1,804,622.43
Previous years arrears total 2014/15	£2,093,364.55	£1,962,162.71	£1,857,824.93	£1,782,139.19	£1,711,740.32

**North West Leicestershire DC**

On 1<sup>st</sup> April 2016 gross arrears opening position was £3.331m and the amount outstanding at the end of July is £3.052m.

Reduction in arrears is £518k which equates in percentage terms to 15.6%.

	31/03/2016	30/04/2016	31/05/2016	30/06/2016	31/07/2016
<b>*Total Arrears</b>	£3,331,330.25	£3,193,407.10	£3,051,710.38	£2,910,175.74	£2,813,146.00
* Working age LCTS	£406,893.73	£393,456.64	£371,160.62	£348,200.40	£346,472.84
* Pension age LCTS	£33,779.52	£37,368.46	£37,065.08	£33,262.08	£32,396.46
* Empty & unfurnished	£14,699.34	£17,024.99	£14,331.31	£2,311.92	£4,267.16
* Structural alteration	£2,832.98	£777.12	£165.78	£147.75	£40.96
(* of which is included in total arrears)					
Payments against arrears		-£195,016.60	-£361,734.04	-£506,758.41	-£622,007.27
Write offs against arrears		£77.38	£19.44	-£20,306.52	-£22,439.36
Charge adjustments against arrears		£58,359.12	£75,632.08	£89,672.41	£102,697.44
Refunds made against arrears		£180.00	£180.00	£220.00	£220.00
Cost adjustments against arrears		-£1,523.05	£6,282.65	£16,018.01	£23,344.94
Previous years arrears total 2015/16	£2,786,095.65	£2,641,030.60	£2,537,510.48	£2,454,241.92	£2,364,763.25
Previous years arrears total 2014/15	£2,708,667.36	£2,558,126.73	£2,436,252.98	£2,306,579.72	£2,200,353.88

**Direct Debit**

Position for Council Tax:

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MONTH	HBBC CTAX	
	No. Items	%
April	34425	75.8%
May	34365	76.6%
June	34722	76.3%
July	34728	76.4%
August		
September		
October		
November		
December		
January		
February		
March		

MONTH	HDC CTAX	
	Items	%
April	27769	78.6%
May	27861	78.8%
June	28288	79.1%
July	28206	79.4%
August		
September		
October		
November		
December		
January		
February		
March		

MONTH	NWL CTAX	
	Items	%
April	28647	73.3%
May	28821	73.9%
June	29168	74.1%
July	29306	74.2%
August		
September		
October		
November		
December		
January		
February		
March		

**Direct Debit over the web (Channel Shift)**

Number of Direct Debits received and processed by the partnership is as follows:

<u>Month</u>	<u>HBBC</u>		<u>HDC</u>		<u>NWLDC</u>	
	<u>Council Tax</u>	<u>NNDR</u>	<u>Council Tax</u>	<u>NNDR</u>	<u>Council Tax</u>	<u>NNDR</u>
April	237	1	151	3	163	14
May	196	0	140	4	177	6
June	140	0	110	1	131	3
July	165	0	105	0	131	0

## Non Domestic Rates (Business Rates)

	<u>*Starting Position</u>	<u>Arrears Reduction / Increase</u>	<u>Current Position</u>	<u>In % terms</u>
**HDC	£304k	£26k	£318k	8.7%
***HBBC	£742k	£218k	£524k	29.4%
****NWLDC	£564k	£14k	£550k	2.5%

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\* Starting position represents all outstanding debt carried forward as at 1/4/2016.

Please note:

\*\* HDC new charge added to arrears £503k

\*\*\*HBBC new charge added to arrears £1.340m

\*\*\*\*NWLDC new charge added to arrears £710k

**Debt Recovery Analysis:**

HBBC number of assessments 3,074

Percentage is when compared with the number of assessments

HBBC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals	Percentage
Reminders	240	123	44	50									457	14.9%
Arrangement Reminders	1	2	1	0									4	0.1%
Summonses	0	90	36	26									152	4.9%
Liability Orders Granted	0	0	16	0									16	0.5%
With enforcement agent	4	3	34	14									55	1.8%

HDC number of assessments 2,914

Percentage is when compared with the number of assessments

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HDC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals	Percentage
Reminders	195	85	56	47									383	13.1%
Arrangement Reminders	5	0	0	0									5	0.2%
Summonses	0	61	23	25									109	3.7%
Liability Orders Granted	0	0	12	0									12	0.4%
With enforcement agent	5	4	15	6									30	1.0%

NWLDC number of assessments 3,229

Percentage is when compared with the number of assessments

NWLDC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals	Percentage
Reminders	193	130	64	55									442	13.7%
Arrangement Reminders	1	0	3	0									4	0.1%
Summonses	0	71	37	24									132	4.1%
Liability Orders Granted	0	0	12	0									12	0.4%
With enforcement agent	10	0	45	9									64	2.0%

## Non Domestic Rate arrears position:

### Hinckley & Bosworth BC

On 1<sup>st</sup> April 2016 arrears opening position was £0.742m and the amount outstanding for these specific arrears is £0.405m and these have been reduced by £337k.

The amount of new charge added to arrears amounts to £1.290m.

The net movement to arrears

B/fwd. position: £0.742m - current position is £0.405m)

New debt added position: £1.340m - current position is £0.096m)

**£0.524m**

The table below illustrates the debt movement by financial year:

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<b>Business Rates</b>		<b>Hinckley &amp; Bosworth BC</b>												
<b>Recovery Year</b>		Opening Position	30th April 2016	311st May 2016	30th June 2016	31st Jul 2016	31st Aug 2016	30th Sept 2016	31st Oct 2016	30th Nov 2016	31st Dec 2016	31st Jan 2017	28th Feb 2017	31st Mar 2017
<b>By Debt</b>														
<b>2007</b>		£630.00	£600.00	£570.00	£540.00	£510.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>2009</b>		£1,310.22	£1,427.97	£1,398.22	£806.85	£828.35	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>2010</b>		£2,531.69	£2,413.94	£2,413.94	£1,489.59	£1,453.09	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>2011</b>		£9,810.31	£13,979.23	£13,873.69	£9,928.03	£9,738.94	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>2012</b>		£33,031.72	£39,198.40	£38,212.90	£34,542.95	£34,771.79	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>2013</b>		£98,621.42	£91,637.72	£83,100.37	£78,354.32	£75,999.19	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>2014</b>		£173,545.27	£179,279.77	£152,265.98	£141,135.52	£142,800.84	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>2015</b>		£422,827.90	£1,088,812.54	£394,620.80	£286,335.40	£258,062.61	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>TOTAL</b>		<b>£742,308.54</b>	<b>£1,417,349.58</b>	<b>£686,455.91</b>	<b>£553,132.67</b>	<b>£524,164.83</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>

<b>Recovery Year</b>		Opening Position	30th April 2016	311st May 2016	30th June 2016	31st Jul 2016	31st Aug 2016	30th Sept 2016	31st Oct 2016	30th Nov 2016	31st Dec 2016	31st Jan 2017	28th Feb 2017	31st Mar 2017
<b>Amount Recovered</b>														
<b>In Month</b>														
<b>2007</b>		£630.00	£30.00	-£30.00	-£30.00	-£30.00								
<b>2009</b>		£1,310.22	-£117.75	-£29.75	-£591.37	£21.50								
<b>2010</b>		£2,531.69	£117.75	£0.00	-£924.35	-£36.50								
<b>2011</b>		£9,810.31	-£4,168.92	-£105.54	-£3,945.66	-£189.09								
<b>2012</b>		£33,031.72	-£6,166.68	-£985.50	-£3,669.95	£228.84								
<b>2013</b>		£98,621.42	£6,983.70	-£8,537.35	-£4,746.05	-£2,355.13								
<b>2014</b>		£173,545.27	-£5,734.50	-£27,013.79	-£11,130.46	£1,665.52								
<b>2015</b>		£422,827.90	-£665,984.64	-£694,191.74	-£108,285.40	-£28,272.79								
<b>TOTAL REDUCTION</b>			<b>-£675,041.04</b>	<b>-£730,893.67</b>	<b>-£133,323.23</b>	<b>-£28,967.86</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>



## Harborough DC

On 1<sup>st</sup> April 2016 arrears opening position was £0.304m and the amount outstanding for these specific arrears is £0.171m and these have been reduced by 132k.

The amount of new charge added to arrears amounts to £460k.

The net movement to arrears is as follows:

B/fwd. position:	£0.304m	-	current position is £0.171m)	<b><u>£0.277m</u></b>
New debt added position:	£0.503m	-	current position is £0.106m)	

The table below illustrates the debt movement by financial year:

Business Rates Harborough DC														
Recovery Year		Opening Position	30th April 2016	31st May 2016	30th June 2016	31st Jul 2016	31st Aug 2016	30th Sept 2016	31st Oct 2016	30th Nov 2016	31st Dec 2016	31st Jan 2017	28th Feb 2017	31st Mar 2017
By Debt														
2006		£870.59	£850.59	£830.59	£830.59	£790.60								
2007		£2,914.75	£2,914.75	£2,914.75	£2,914.75	£2,914.75								
2008		£5,381.50	£5,381.50	£5,381.50	£5,381.50	£5,381.50								
2009		£5,705.25	£5,705.25	£5,705.25	£5,705.25	£5,705.26								
2010		£6,853.78	£6,439.22	£6,134.45	£6,104.51	£5,813.83								
2011		£12,266.39	£13,500.75	£11,440.40	£11,440.40	£10,314.60								
2012		£22,057.73	£23,264.33	£19,653.19	£19,520.79	£17,421.99								
2013		£39,516.73	£47,118.53	£39,739.22	£38,770.97	£32,449.72								
2014		£54,970.32	£68,872.47	£79,053.90	£75,547.86	£64,858.23								
2015		£153,016.20	£221,366.88	£169,491.92	£151,945.60	£131,454.05								
<b>TOTAL</b>		<b>£303,553.24</b>	<b>£395,414.27</b>	<b>£340,345.17</b>	<b>£318,162.22</b>	<b>£277,104.58</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>

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Recovery Year		@ 1st Apr 2016	@ 30th Apr 2016	@ 31st May 2016	@ 30th Jun 2016	@ 31st Jul 2016	@ 31st Aug 2016	@ 30th Sep 2016	@ 31st Oct 2016	@ 30th Nov 2016	@ 31st Dec 2016	@ 31st Jan 2017	@ 28th Feb 2017	@ 31st Mar 2017
Amount Recovered In Month														
2006		£870.59	-£20.00	-£20.00	£0.00	-£39.99								
2010		£6,853.78	-£414.56	-£304.77	-£29.94	-£290.68								
2011		£12,266.39	£1,234.36	-£2,060.35	£0.00	-£1,125.80								
2012		£22,057.73	£1,206.60	-£3,611.14	-£132.40	-£2,098.80								
2013		£39,516.73	£7,601.80	-£7,379.31	-£968.25	-£6,321.25								
2014		£54,970.32	£13,902.15	£10,181.43	-£3,506.04	-£10,689.63								
2015		£153,016.20	£68,350.68	-£51,874.96	-£17,546.32	-£20,491.55								
<b>TOTAL REDUCTION</b>			<b>£91,861.03</b>	<b>-£55,069.10</b>	<b>-£22,182.90</b>	<b>-£41,057.74</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>

## North West Leicestershire DC

On 1<sup>st</sup> April 2016 arrears opening position was £0.562m and the amount outstanding for these specific arrears is £0.311m and these have been reduced by £251k.

The amount of new charge added to arrears amounts to £634k.

The net movement to arrears

B/fwd. position:	£0.562m	-	current position is £0.311m )	<b><u>£0.550m</u></b>
New debt added position:	£0.710m	-	current position is £0.239m )	

The table below illustrates the debt movement by financial year:

Business Rates North West Leicestershire DC													
Recovery Year	Opening Position	30th April 2016	31st May 2016	30th June 2016	31st Jul 2016	31st Aug 2016	30th Sept 2016	31st Oct 2016	30th Nov 2016	31st Dec 2016	31st Jan 2017	29th Feb 2017	31st Mar 2017
By Debt													
2008	£4,179.25	£4,179.25	£4,179.25	£4,179.25	£4,179.25								
2009	£6,062.14	£6,062.14	£6,062.13	£6,062.13	£6,062.14								
2010	£18,734.68	£25,159.14	£24,331.12	£24,394.12	£8,615.12								
2011	£5,360.79	£15,284.89	£24,960.01	£13,577.42	£13,340.75								
2012	£33,557.00	£36,268.33	£35,336.02	£34,559.73	£25,766.96								
2013	£66,503.94	£73,489.81	£72,489.34	£67,938.31	£55,137.53								
2014	£136,012.63	£154,183.28	£145,227.37	£136,673.18	£121,939.36								
2015	£294,365.50	£558,191.45	£502,457.61	£424,927.78	£315,463.67								
<b>TOTAL</b>	<b>£564,799.23</b>	<b>£872,818.30</b>	<b>£815,042.85</b>	<b>£712,311.92</b>	<b>£550,504.79</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>

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Recovery Year	@ 1st Apr 2016	@ 30th Apr 2016	@ 31st May 2016	@ 30th Jun 2016	@ 31st Jul 2016	@ 31st Aug 2016	@ 30th Sep 2016	@ 31st Oct 2016	@ 30th Nov 2016	@ 31st Dec 2016	@ 31st Jan 2017	@ 28th Feb 2017	@ 31st Mar 2017
Amount Recovered In Month													
2010	£18,734.68	-£6,424.46	-£828.02	£63.00	-£15,779.00								
2011	£5,360.79	-£9,924.10	£9,675.12	-£11,382.59	-£236.67								
2012	£33,557.00	-£2,711.33	-£932.31	-£776.29	-£8,792.77								
2013	£66,503.94	-£6,985.87	-£1,000.47	-£4,551.03	-£12,800.78								
2014	£136,012.63	-£18,170.65	-£8,955.91	-£8,554.19	-£14,733.82								
2015	£294,365.50	-£263,825.95	-£55,733.84	-£77,529.83	-£109,464.11								
<b>TOTAL COLLECTED</b>		<b>-£308,042.37</b>	<b>-£57,775.44</b>	<b>-£102,730.93</b>	<b>-£161,807.14</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>

## Complaints

Each Council have there own mechanism for recording complaints.

Below is a summary of complaints for the 2 key service areas for each council:

### HBBC

HBBC	April	May	June	QTR1	July	Aug	Sep	QTR2	Oct	Nov	Dec	QTR3	Jan	Feb	March	QTR4	Totals
<b>Service Area: Revenues</b>																	
MP enquiries	0	0	0	0	0			0				0				0	0
Complaints	1	1	1	3	1			1				0				0	4
Complaints position in 2015/16	1	2	1	4	0	0	0	0	1	0	0	1	1	0	0	1	6
<b>Service Area: Benefits</b>																	
MP Enquiries	0	0	0	0	0			0				0				0	0
Complaints	0	0	0	0	1			1				0				0	1
Complaints position in 2015/16	0	0	1	1	1	0	0	1	0	0	0	0	1	0	0	1	3

### HDC

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HDC	April	May	June	QTR1	July	Aug	Sep	QTR2	Oct	Nov	Dec	QTR3	Jan	Feb	March	QTR4	Totals
<b>Service Area: Revenues</b>																	
MP enquiries	0	0	0	0	0			0				0				0	0
Complaints	1	0	1	2	2			2				0				0	4
Complaints position in 2015/16	1	3	1	5	2	0	1	3	1	0	2	3	0	2	0	2	13
<b>Service Area: Benefits</b>																	
MP Enquiries	0	0	0	0	0			0				0				0	0
Complaints	0	0	1	1	0			0				0				0	1
Complaints position in 2015/16	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	1	2

### NWLDC

NWLDC	April	May	June	QTR1	July	Aug	Sep	QTR2	Oct	Nov	Dec	QTR3	Jan	Feb	March	QTR4	Totals
<b>Service Area: Revenues</b>																	
MP enquiries	2	1	0	3	0			0				0				0	3
Complaints	1	0	5	6	4			4				0				0	10
Complaints position in 2015/16	1	2	1	4	1	1	0	2	0	0	1	1	2	0	4	6	13
<b>Service Area: Benefits</b>																	
MP Enquiries	0	0	0	0	0			0				0				0	0
Complaints	1	0	0	1	0			0				0				0	1
Complaints position in 2015/16	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2	2

# Staffing

## Current Vacancies

### Harborough DC

1 x 0.6	Business Rates Officer	- Grade 4	- Vacant from Dec 2015
1 x FTE	Business Development & Support Officer	- Grade 5	- Appointment made commences 1/9/16

### North West Leicestershire DC

1 x FTE	Visiting Officer	- Grade C	- Vacant from Jan 2016
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### Hinckley & Bosworth BC

1 x 0.8	Benefits Officer	- Grade 4	- Maternity vacancy from Dec 15
1 x .05	Business Rates Officer	- Grade 4	- Vacant from Feb 2016
1 x 0.6	Benefits Officer	- Grade 4	- Vacant from 17/6/16

**Current Long Term Sickness**

**Harborough DC**

None

**Hinckley & Bosworth BC**

1 x FTE Benefit Officer

sickness period commenced 25/4/16 – phased return from 20/7

1 x FTE Benefit Officer

sickness period commenced 17/5/16 – phased return from 8/8

**North West Leicestershire DC**

None

## Sickness

Sickness for June is given below

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

	<u>June</u>	<u>Cumulative</u>	
<b>HBBC Annual Target 8 days</b>			
Long term	44 days	Long term	71 days
Short term	0 days	Short term	58 days
	<b>Total days lost: 44 days</b>		<b>Total days lost: 129 days</b>
	FTE average: 1.34 days		FTE average: 3.92 days
	Profiled FTE target: 0.66 days		Profiled FTE target: 1.98 days
<b>HDC Annual Target 7.6 days</b>			
Long term	25.5 days	Long term	82 days
Short term	2 days	Short term	11 days
	<b>Total days lost: 27.5 days</b>		<b>Total days lost: 90.5 days</b>
	FTE average: 1.25 days		FTE average: 4.11 days
	Profiled FTE target: 0.63 days		Profiled FTE target: 1.89 days
<b>NWLDC Annual Target 7.4 days</b>			
Long term	0 days	Long term	20 days
Short term	5 days	Short term	15.4 days
	<b>Total days lost: 5 days</b>		<b>Totals days lost: 40.4 days</b>
	FTE average : 0.04 days		FTE average: 1.56 days
	Profiled FTE Target: 0.62 days		Profiled Target: 1.85 days



# Leicestershire Partnership Revenues & Benefits

## Financial Performance to July 2016

## 1. PURPOSE OF THE REPORT

1.1 To inform the Joint Committee of the financial performance of the Partnership for the period April-July 2016.

## 2. RECOMMENDATION

- a) That the financial performance of the Partnership be noted,
- b) That a budget amendment is made to reduce salary costs by £122,000,
- c) That contributions from partners are reduced by £122,000 based on the agreed partnership percentages

## 3. INFORMATION

### Budget Position

3.1 The financial position of the Partnership has been outlined in **Appendix 1** to this report. The key headlines have been detailed below for information.

3.2 The Joint Committee approved a budget for the Partnership for 2016/2017 which indicated that £3,505,850 would be spent on the Partnership, matched by income from the partners and use of reserves.

3.3 Actual spend as at 31 July 2016 against the profiled budget to that date is summarised below. As 31 July 2016, the Partnership had over spent against the profiled budget by £179,610. In addition there were £118,325 of timing differences associated with July expenditure which will be billed to partners following the quarter end reconciliation, leaving a net under spend of £61,285.

	Budget to July 2016	Actual to July 2016	Variance to Date (Over) / Under Spend	Timing Differences	Variance after Timing Differences (Over) / Under Spend
	£	£	£	£	£
TOTAL EXPENDITURE	1,248,279	1,041,370	206,909	118,325	88,583
INCOME	-1,034,387	-1,007,089	-27,298	0	-27,298
	213,892	34,282	179,610	118,325	61,285

3.4 The key variances to bring to the attention of the Management Board are:

- Salary savings of £41,000 as a result of fraud investigator posts being budgeted for, but following confirmation of the posts being transferred to the DWP at the beginning of March 2016, there will now be recurring savings.
- Salary savings of £24,000 as a result of current vacancies

3.5 There is a direct link between partner contributions and expenditure incurred and therefore partner contributions have been adjusted to reflect the actual expenditure to date.

3.6 At the request of the Management Board, the forecast outturn position of the Partnership is reviewed on a monthly basis. As at 31 July 2016, the Partnership is forecasting a year end saving of £122,000 made up as follows:

- £122,000 salary savings due to fraud investigator posts being transferred to the DWP



3.7 At the time the Joint Committee agreed the 2016/17 budget on 28 January 2016, the details of the staff being transferred to the DWP in relation to fraud investigation had not been agreed. Therefore the potential salary costs were retained within the proposed 2016/17 budget. Now the transfer has been agreed and actioned, the budget for these costs is no longer needed. Therefore the budget can be amended to take out these costs and the contributions required reduced. Table 1 below has the partner reductions.

<b>Table 1</b>	<b>Total</b>	<b>HBBC</b>	<b>HDC</b>	<b>NWLDC</b>
<b>Allocation method %</b>		<b>37.69%</b>	<b>28.72%</b>	<b>33.59%</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Proposed contributions reduction.	122,000	45,982	35,038	40,980

3.8 All forecast variances have been reviewed and agreed by the Head of Partnership.

**Leicestershire Revenues & Benefits Partnership Monitoring Report to 31st July 2016**

Expenditure / Income Type	2016/17 Latest Budget to Date	Actual to Date	Timing Differences	Variance after Timing Differences	2016/17 Total Estimate (Original)	2016/17 Total Estimate (Revised)
	£	£	£	£	£	£
Employees	852,696	668,371	116,863	67,462	2,604,010	2,606,010
Premises Related Expenditure	26,080	23,610	0	2,470	79,530	79,530
Transport Related Expenditure	11,676	6,031	1,356	4,290	35,000	35,000
Supplies & Services	350,025	335,458	107	14,460	750,110	754,110
Central & Administrative Exp	7,802	7,900	0	-98	31,200	31,200
Revenue Income	-1,001,821	-963,017	0	-38,804	-3,499,850	-3,402,153
Approved Cfws	0	0	0	0	0	-72,000
Transfer from Reserves	-32,566	-32,566	0	0	0	-97,697
				0		
Other Expenditure - FERIS	0	170		-170	0	66,000
Other Income - FERIS	0	-11,676		11,676	0	0
Sum:	<b>213,892</b>	<b>34,282</b>	<b>118,325</b>	<b>61,285</b>	<b>0</b>	<b>0</b>

**Timing Differences**

Salaries - July 2016	HDC	54,360
	NWLDC	62,503
Mileage & Disturbance Costs - July 2016	HDC	732
	NWLDC	624
Supplies & Services - July 2016	HDC	107
	NWLDC	

**118,325**

**Explanations**

	Variance at 30/06/16 (Over) / Under Spend £	Forecast variance (Over) / Under Spend £	Explanation £5k+
Salaries - Relating to budgeted Fraud posts transferred to DWP	41,000	122,000	Fraud posts were included in the budget but later transferred to DWP and as a result no expenditure is being incurred
Salaries	24,000		Variance is due to vacant post
Training	2,000		Variance > £5k
Premises Related Expenditure	2,000		Variance > £5k
Car Allowances	4,000		Variance > £5k
Postages	2,000		Variance > £5k
Liability Expenses	5,000		Variance > £5k
Flexible working costs	4,000		Variance > £5k
Minor Variances	4,000		Variance > £5k
Contributions	-39,000		There is a direct link between partner contributions and expenditure incurred and therefore partner contributions have been adjusted to reflect the actual expenditure to date.
Net Other Expenditure & Income - FERIS	12,000		Fraud and Error Reduction Incentive Scheme (FERIS) this is a ring fenced grant. £12K grant has been recieved so far during 2016/17. A budget of £66k has be bwd from 2015/16
	<b>61,000</b>	<b>122,000</b>	

## **LEICESTERSHIRE REVENUES & BENEFITS FORWARD PLAN**

### **1st September 2016 to 30<sup>th</sup> March 2017**

What is the Forward Plan?

The forward plan for the partnership does not follow the normal regulatory requirements with regard to decision making.

This plan is to provide information to members and officers of what is coming up. Any decisions/authorisations that are to be made, by which committee/board, the date, and the responsible officer.

<b>SUBJECT</b>	<b>EXPECTED DECISION</b>	<b>EXPECTED DATE OF DECISION</b>	<b>CONSULTATIONS</b>	<b>DOCS AVAILABLES</b>	<b>Decision Taken By</b>	<b>Contact Officer</b>
Risk Based Verification	To note progress	08.09.2016	Management Board	Report	Joint Committee	Storme Coop
FERIS Progress	To note the report	08.09.2016	Management Board	Report	Joint Committee	Storme Coop
July Performance Reports	To note the report	08.09.2016	Management Board	Performance Report	Joint Committee	Sally O'Hanlon
July Financial Performance	To note the report	08.09.2016	Management Board	Report	Joint Committee	Ashley Wilson
Future of the Partnership	To approve the recommendations	08.09.2016	Management Board	Report	Joint Committee	Sally O'Hanlon
CIPFA Benchmarking Report	To note outputs and progress	17.11.2016	CIPFA, Management Board	Report and Benchmarking Reports	Joint Committee	Sally O'Hanlon
Universal Credit Rollout and Implications	To approve the recommendations	17.11.2016	Management Board DWP	Report	Joint Committee	Storme Coop
October Financial Performance	To note the report	17.11.2016	Management Board	Report	Joint Committee	Ashley Wilson
October Performance Reports	To note the report	17.11.2016	Management Board	Performance Report	Joint Committee	Sally O'Hanlon

Partnership Opportunities	To note the report and approve any recommendations	26/01/17	Management Board	Report	Joint Committee	Storme Coop
Service Plan 2017/18	To approve the plan	26.01.2017	Management Board	Report and Project report	Joint Committee	Leigh Butler
Performance Report November 16	To note the report	26.01.2017	Management Board	Report and Project report	Joint Committee	Sally O'Hanlon
Financial Report November 16	To note the report	26.01.2017	Management Board	Report and Project report	Joint Committee	Katherine Plummer
Budget 17/18	To agree the 17/18 Budget	26.01.2017	Management Board, Partnership Management Team	Report	Joint Committee	Katherine Plummer

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