



**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, 17 NOVEMBER 2016
Location	Board Room, Council Offices, Coalville
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 8 September 2016	<b>3 - 8</b>

<b>Item</b>	<b>Pages</b>
<b>4. UNIVERSAL CREDIT ROLLOUT AND IMPLICATIONS</b>	
The report of the Benefits Operational Manager	<b>9 - 18</b>
<b>5. PERFORMANCE REPORT SEPTEMBER 2016</b>	
The report of the Head of Partnership	<b>19 - 54</b>
<b>6. FINANCIAL PERFORMANCE TO SEPTEMBER 2016</b>	
The report of the Section 151 Officer	<b>55 - 58</b>
<b>7. FORWARD PLAN</b>	
To note the Joint Committee's forward plan	<b>59 - 62</b>
<b>8. DATES OF FUTURE MEETINGS</b>	
4.30pm Thursday, 26 January 2017 at The Atkins Building, Hinckley	
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 Room G 18, The Symington Building, Harborough on THURSDAY, 8 SEPTEMBER 2016

Present: Councillor R D Bayliss (North West Leicestershire) (Chairman)

Councillors J Hallam (Harborough), M Hall (Hinckley and Bosworth) and P King (Harborough)

Chief Executives: Mr S Atkinson (HBBC)

Officers: Mrs C Hammond, Mr A Hunkin (NWLDC), Mrs J Kenny (HBBC), Mrs S O'Hanlon (Leicestershire Partnership - Revenues & Benefits), Mr S Riley (HDC) and Mr A Wilson (HBBC)

In attendance:

## **12. APOLOGIES FOR ABSENCE**

Apologies were received from Councillors T J Pendleton and M Surtees, and Ms C E Fisher and Ms B Jolly.

## **13. DECLARATIONS OF INTEREST**

There were no interests declared.

## **14. MINUTES**

Consideration was given to the minutes of the meeting held on 9 June 2016.

By affirmation of the meeting it was

RESOLVED THAT:

The minutes of the meeting held on 9 June 2016 be approved and signed as a correct record.

## **15. IMPLEMENTATION OF RISK BASED VERIFICATION SOFTWARE**

Mrs S O'Hanlon presented the report to Members. She advised Members that work had slowed down on the project over the summer due to software supplier availability. She reminded Members that moving forwards it was intended more applications would be done online therefore improving processing speed and that the software would allow more focus on the high risk applications. She informed Members that a workshop had been held to look at a new process and determine training, and then training would be rolled out to all staff that handled claim applications, adding that the Go Live date was hoped to be October 1 2016.

In response to questions from Councillor R D Bayliss, Mrs S O'Hanlon advised Members that the software would check all the claims, that the implementation timeline was as set out in the report and that a sanity check would be performed on random claims to ensure that the risk categories were correct.

In response to a question from Councillor M Hall, Mrs S O'Hanlon stated that the support from the software suppliers had been an issue due staffing levels over the holiday period.

Councillor P King felt that it would be useful for Members of all three partner authorities to have a briefing note on the changes to the awarding of claims. Mrs S O'Hanlon said that such a note was in preparation.

In response to questions from Councillor P King, Mrs S O'Hanlon stated that the efficiency gains had been taken into account as part of the restructure and that a future report would be brought to committee once staffing and performance indicators could be considered along with the impact of Universal Credit.

It was moved by Councillor M Hall, seconded by Councillor P King and

RESOLVED THAT:

The content of the report be noted.

## **16. FRAUD & ERROR REDUCTION INCENTIVE SCHEME (UPDATE)**

Mrs S O'Hanlon presented the report to Members. She reminded Members that they had agreed to carry forward the funding that had been received to allow the Partnership to be more proactive detecting Housing Benefit fraud. She informed the Committee that since the April 1<sup>st</sup> 452 claims had been reviewed out of 882 cases with various outcomes. She advised Members that radio adverts and distribution of a flyer were being used to encourage claimants to advise officers of any changes to circumstances, adding that 86 claimants had used the flyer to notify the service of their change of circumstances.

In response to questions from Councillor M Hall, Mrs S O'Hanlon advised Members that high risk cases were targeted, that some claimants overlooked notifying the service of the changes and that the Risk Based Verification software would identify risks of fraud at the point of first claiming but then the flyer would then be used to remind them that it was their responsibility to communicate any changes.

Councillor M Hall asked if there was any role for Councillors in helping to detect fraud as they had a lot of interaction with the public. This was welcomed.

Councillor P King stated that the flyer should go out to all the stakeholders and should be in the leaflet dispensers in the customer centre. However, he raised concerns that the Harborough district had limited reach with the radio, with some parts of the district having no radio coverage and limited free newspapers, but agreed that there was a need to remind people to ring the fraud line. He also felt that many residents felt more comfortable talking to their Parish Councillors and that Parish Liaison Meetings would be a good way of getting the word spread.

Mrs J Kenny stated that as many channels as possible had been used to encourage residents to be more pro-active and that OAK FM had been an ideal option until it closed. She stated that Councillors would be useful in getting the word out in their wards.

It was moved by Councillor M Hall, seconded by Councillor J Hallam and

RESOLVED THAT:

The content of the report be noted.

## **17. FUTURE OF THE PARTNERSHIP**

Mrs S O'Hanlon presented the report to Members. She advised Members that she had spoken to the HR leads for each authority and, having looked at the differing salary bands and terms and conditions, it became apparent that it would be a lengthy piece of work. She also stated that with the impact of Universal Credit and the changes to funding of business rates, there may be no cashable savings from outsourcing. She informed

Members that when she had looked at each authority as a single employer there was a massive cost difference between the three in relation to salary structures, such that, if it was decided to allocate staff into the job role in the lowest paying authority, the partnership would struggle to attract new staff; whereas, if the decision were to move staff into roles in the highest paying authority, there would be a significant cost increase. All other options in between would cause more complex difficulties. As a result, the Management Board proposed that the IRRV recommendations be not progressed.

Councillor R D Bayliss thanked Mrs S O'Hanlon, as it was apparent that a lot of hard work had been done, and stated that he was convinced that what was recommended was the right course of action.

Councillor M Hall stated that, having looked at the banding, he agreed that it appeared to be a complex issue and agreed with the recommendations. He asked if the Partnership was being set up now would it be done differently.

Mr S Atkinson stated that he couldn't answer that definitively, although the point had some merit. However, the way the Partnership was established was the best way at the time and there had been some benefits to the authorities involved.

Mrs S O'Hanlon stated that it would take some time to get to a single employer status, as each authority had different protection schemes and it would take time to negotiate terms and conditions.

Councillor P King stated that the Partnership had an opportunity to move forward and that when the Partnership was first created it was sold to Members that other councils would get on board and that he felt that it was costly to have three separate employers. He asked to see the SWOT analysis and expressed the view that one of the options to be investigated more closely should be a completely separate entity – outsourcing - which would allow new conditions to be considered for staff, thus reducing costs by starting afresh.

Mr A Wilson advised Members that when staff transferred under TUPE they do so with their existing terms and conditions which could be demoralising for them, as each partner authority had differing terms and conditions.

Councillor P King stated that the partnership should tender for outsourcing and should a bid that is acceptable be submitted, then wheels should be put in motion for transferring.

Mr S Atkinson stated that he had experience of outsourcing within his own Council and that the process was very time consuming, without necessarily producing the savings, as well as costing more in contract management and reduced flexibility. He accepted the point regarding growth of the partnership, which had been explored with other councils, and advised Members that the focus should now be on working to bring in other authorities to the Partnership. This would be easier as they would be able to join with immediate effect and there would not be a great additional cost involved, as management overheads per capita should reduce. He stated that, when the three partner authorities came together at the beginning, each had different strengths to bring to the Partnership, from which the Partnership had benefitted, as well as saving costs of capital infrastructure investment, in particular, which otherwise would have been necessary. He advocated that, if Members were minded to spend more time at this point, given other pressures on the horizon (such as Universal Credit), it could be reviewed in two or three years time.

Councillor P King stated that it would be great if other authorities wanted to enter the partnership, but felt that there was very little information coming forward to Members about what was being done to encourage new partners.

Mrs S O'Hanlon stated that there would be a report coming to a future meeting about income generation. She also advised Members that she had been talking to another authority that was looking at coming out of an outsourcing agreement.

Mrs J Kenny reiterated that the Head of Partnership could now focus on income generation and advised Members that external outsourcing companies would be nervous working with local authorities due to the unknown over Universal Credit.

Councillor M Hall stated that the Committee should stick with the recommendation as it was right for the moment. He advised the terms and conditions could be bought out, if that were a longer term aim, but for the time being the matter should be put to bed.

It was moved by Councillor R D Bayliss, seconded by Councillor M Hall and

RESOLVED THAT:

1. A single employer is not established and the recommendation of the IRRV relating to the matter be closed.
2. The recommendation with regard to standardised terms and conditions in not progressed further as it was intrinsically linked to a single employer.

## **18. PERFORMANCE REPORT JULY 2016**

Mrs S O'Hanlon presented the report to Members. She advised Members that both Council Tax and Business Rates collections were on target that it appeared that more people were now paying 12 months instead of 10 and, with regards to collection rates, that reminders to those that were higher risk were being sent out earlier. In relation to Housing Benefits, Members were informed that HDC was on target for processing new claims, but HBBC and NWLDC were slightly behind and Mrs S O'Hanlon highlighted that it had been identified that HDC's expenditure on Housing Benefit payments had increased due to four overpayments. However, she had been assured that it was back on target and staff had been retrained on how to identify issues and that they are reported. Mrs S O'Hanlon stated that as requested the sickness record had been broken down and that currently there was only one member of staff on long term sick and all sickness was being monitored.

Councillor R D Bayliss stated that it was a good performance report overall and thanks was due to the staff.

In response to questions from Councillors J Hallam and P King, Mrs S O'Hanlon stated that the overpayment process had been reviewed, that overpayments had been identified at the interview process and that, where the tenant was blameless, recovery would be attempted from the landlord. She advised Members that currently the figures as of the 18 August showed that Harborough was between the lower and upper threshold and it therefore 40% of subsidy would be paid.

Mrs J Kenny stated that both HBBC and NWLDC had both been in the same position and had recovered as the year had gone on. She highlighted that the issue had been identified and was being addressed now, rather than it being left until the end of the year.

Mr S Riley stated that if the expenditure did not come down then Harborough would be looking at a bill of £29k and that the details would need to be sent to the DWP. He advised that in the past Harborough had always been under the threshold.

In response to a question from Councillor P King, Mrs S O'Hanlon confirmed that the overpayments were in the multiple thousands and that, if all four cases were the same, the process would need to be looked at; however, these were four unique cases.

Councillor P King stated that the figures needed to be back in tolerance by the end of March and asked that HDC Members on the Committee be kept up to speed with the issue.

Councillor J Hallam stated that he would be interested to see August's figures as, if the threshold was still exceeded, allowances would need to be made in the budget.

By affirmation of the meeting it was

RESOLVED THAT:

The Performance Report July 2016 be noted

## **19. FINANCIAL PERFORMANCE TO JULY 2016**

Mr A Wilson presented the report to Members. He highlighted to Members that these were the first figures for the year and that paragraph 3.3 should read that the Partnership had '*underspent*' against the budget. He informed Members that, when the budget for the year was agreed in January, the transfer of staff, in relation to fraud investigation, to the DWP had not been agreed and now that the transfer had taken place there would be a saving of £122,000. He advised Members that the budget could therefore be amended to take out the salary costs and, in turn, reduce the partner contributions, as indicated in the report.

It was moved by Councillor M Hall, seconded by Councillor J Hallam and

RESOLVED THAT:

1. The Financial Performance of the Partnership be noted,
2. A budget amendment be made to reduce salary costs by £122,000 and,
3. Contributions from partners be reduced by £122,000 based on the agreed partnership percentages.

## **20. FORWARD PLAN**

Mrs S O'Hanlon presented the forward plan to Members and advised that the CIPFA Benchmarking Report, which should have been considered at this meeting, had now been moved to the November meeting.

RESOLVED THAT:

The Forward Plan be noted.

## **21. DATES OF FUTURE MEETINGS**

Members noted the date and venue of the future meetings.

The meeting commenced at 4.30 pm

The Chairman closed the meeting at 5.45 pm

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# Leicestershire Partnership Revenues & Benefits

## Universal Credit Rollout and Implications

## 1. PURPOSE OF THE REPORT

- 1.1 To provide an update with regard to Universal Credit Full service for each of the three partner authorities.
- 1.2 To provide an understanding of Full service for members, together with potential issues.

## 2. RECOMMENDATION

- 2.1 That the content of the report is noted.

## 3. BACKGROUND

- 3.1 The original aim for Universal Credit was for implementation fully over four years, intending to merge the six main existing means tested benefits into a single monthly payment, reduce the increasing benefit bill, simplify the system and ensure people are better off in work.

The six benefits are:

- Income-based Jobseekers Support
- Income-related Employment and Support Allowance
- Income Support,
- Working Tax Credit,
- Child Tax Credit
- Housing Benefit. (Housing Benefit is currently assessed (in part) and paid by local authorities).

It was intended there would be a controlled rollout to different groups of claimants, with those still in receipt of legacy benefits being the final group to migrate to Universal Credit.

The programme has been significantly delayed, and the rollout programme has been further amended to deliver a three stage delivery programme, seeing an accelerated programme for rollout to single claimants **only** being delivered during 2015. This is known as “live service”.

- 3.2 As part of this accelerated rollout, the jobs centres for the three partnership authorities went live with live service in 2015.

### LOCAL AUTHORITY

### DATE

Harborough District Council	23.2.15
Hinckley & Bosworth Borough Council	23.3.15
North West Leicestershire District Council.	28.9.15

Experience has now shown that whilst the three job centres are live, the impact on the authorities has been much lower than anticipated, and do not meet the predicated volumetrics supplied by the DWP. This has not been a true representation of what the live service will look like, or the impact on residents.

- 3.3 A ministerial statement in July 2016 confirmed further delays to the original programme and continuation of its successful rollout of five jobcentres a month to June 2018, followed by 55 jobcentres between October and December 2017. From February 2018 this will increase to 65 per month, finishing with the final 57 job centres in September 2018.

- 3.4 From July 2019 all remaining existing benefit claimants will migrate to the full Universal Credit service from July 2019 to be completed by March 2022. .
- 3.5 It is rumoured that LAs may take on more duties with regard to administering some of the work associated with state benefits for those over pensionable age, whilst also transferring CTS to the DWP. These are currently unconfirmed and make effective planning difficult.
- 3.6 As part of the second phase of rollout, dates have been given for HDC and HBBC to go live the service known as “**FULL**” service.

<u>LOCAL AUTHORITY</u>	<u>DATE</u>
Harborough District Council	30.11.16
Hinckley & Bosworth Borough Council	30.3.17
North West Leicestershire District Council.	TBC

At the point of authoring this document no date has been confirmed for NWLDC.

- 3.7 A brief overview of full service is detailed at appendix a.

It should be noted that it is the job centre that goes live with full service and not the local authority. The claimants postcode will determine whether they migrate to the full service and the job centre dealing with their claim. Currently only claimants who live in one of five postcodes for the Harborough Job Centre will move to the full service and accordingly from the 30 November 2016 any claimants wishing to apply for housing benefits must be directed to the relevant job centre.

HBBC are due to go live on full service on the 30 March 2017 but at the time of drafting this report we do not know which postcodes will be migrated .

- 3.8 A Delivery Partnership is in place with each of the authorities and the DWP, which details the services and assistance provided by the Council in relation to the delivery of Universal Credit support, including funding arrangements, the management information required by DWP and governance agreements for live service.

A new Delivery Partnership will be expected to be signed by each LA in advance of going live with full service; the funding now available is based on the experiences thus far from live service; when funding is claimed evidence will need to be provided to substantiate the claim. This is changing as currently a 12<sup>th</sup> of the annual amount is claimed on a monthly basis.

It should be noted that authorities that are in areas where full service is operational are reporting the funding is not enough to cover the work undertaken, and are operating at a loss in this area.

- 3.9 Council Tax Support Claims for those in receipt of Universal Credit will continue to be administered by Local Authorities, as well as Housing Benefit for claimants of pensionable age. Though pensioners in receipt of legacy benefits will transfer to pension credit when the Universal Credit programme has been completed, there is no detail available to understand the who and the how around this.

- 3.10 If a customer is currently in receipt of Universal Credit (live) they will have to make a claim to migrate to full service when requested.
- 3.11 The third phase will commence from July 2019 when all remaining working benefit claimants will migrate to the full Universal Credit service to be complete by March 2022.
- 3.12 The rollout should reduce the number of assessment staff required as the case load reduces, though experiences shared by other authorities suggest that the process is not yet refined as has a negative impact on all areas dealing with Universal Credit claims, the probability is this will not improve in the near future.
- 3.13 Currently anyone making a new claim for Universal Credit is being offered to apply for an advance payment. This is because of delays in processing occurring, which can be in the region of 7 weeks, broken down between 1 week waiting days, 4 weeks to complete assessment, 2 weeks until payment is made.  
This payment supports the claimant with emergency funds up until their first payment of Universal Credit.  
The Universal Credit advance payment is recovered from the claimants Universal Credit award over a 6 month period from the date of their first payment. Therefore, it can be up to 8 months until a claimant actually receives their monthly Universal Credit award at the correct level, due to the deductions made to clear the advance payment.

#### 4 Issues

ISSUE IDENTIFIED	MITIGATING ACTIONS
Claimants claim the wrong benefit at the wrong place at the wrong time.	All claimants that present to the local authority are checked via the postcode checker to include change of circumstances.  There is no mechanism that can be exercised for DWP staff
Activities exceed the funding available in the Delivery Partnership	Carefully manage all UC activities, and maintain a record of actual expenditure against the forecasted expenditure. Ensure there is early intervention if tolerances will be breached.  Review service delivery and amend agreement as appropriate
Increase in rent arrears.	Engage with tenants as soon as there is awareness of a UC claim.
Increase in overpayment	Continually review processes and any overpayments identified to ensure that any error in decision making doesn't sit with the authority.
Customer Services are unable to cope with increased demand for support	Maintain detailed records of interaction and ensure service contracted to deliver is that that is delivered.  Ensure decisions are adhered to, or will compromise service to other residents
Requirements for personal budget support exceed the	Robust records are maintained, and either remove this from the delivery agreement or go back to the DWP to negotiate

funding made available	additional funding.
More staff time is taken dealing with requests from the service centre than processing a claim	Robust records are maintained, and either remove this from the delivery agreement or go back to the DWP to negotiate additional funding
Inability to plan and budget for services due to the unknown factors	React as soon as any new information/intelligence is available. Where the impact is great escalate with evidence to higher officers in the DWP
Reductions to the admin grant do not reflect reductions in administration	Make representations via s151 officers to LGA, DWP etc
Inability to deliver services to other residents as staffing consumed dealing with UC claimants	Keep a continuous review of demand and services delivered and intervene early to take remedial action and decisions

### Full Service overview

Universal Credit full service will continue to transform the benefit system and brings with it a complete culture change.

DWP are transforming the benefits system by opening up work and providing more support than ever before, helping claimants live independently and keep more of what they earn.

Getting a job or becoming more self-sufficient will be the best choice for individuals and families because work will always make financial sense. It also gives people a sense of self worth and helps them fulfil their potential in society.

By sweeping away the barriers to work, Universal Credit will lift households out of poverty, encourage personal responsibility and reduce welfare. Full Service is a digital service but the term 'digital' is not used in the title as it is perceived to be a potential barrier for bringing claimants on-board.

We are now going to look at some of the key differences between the live service and full service.

The current Live Service has a number of gateway conditions that exclude claimants with certain circumstances from making a new claim this will change under full service.

There are also a number of policy differences. It is built on a different IT platform and does not have any gateway conditions.

It is a much more interactive service. Claimants may manage their claim using an internet-enabled device such as a smartphone, tablet or PC. Claimants will also be able to report changes in circumstances on-line.

The key differences are:

- It is built on a different IT platform
- Does not have any gateway conditions
- Data Hub Housing Benefit stop notices and the MGP1 process
- Verifying rental costs from the Social Rented Sector (SRS)
- Managed payments of Housing costs and rent arrears to the SRS
- Requesting information from the Service Centre for Discretionary Housing Payments (DHP)

The Live service process of e-mailing the Service Centre to request UC award details will not apply to full service. Local Authorities are advised to check the Customer Information System (CIS) to confirm UC entitlement and/or request the award details directly from the claimant. Claimants can access award and payment details via their UC online Journal.

Accommodation Data Share to the LA will not apply to full service. The Service Centre will check directly with the Social Rented Sector as part of the Housing Cost verification and HB Stop Notice process.

UC full service is intended to make welfare benefits modern and easy to use.

The online service gives customers more independence as they are able to:

- make their claims online
- submit change of circumstances
- check on the live progress of their claim and payments
- message their work coach and arrange appointments.

Customers can also use tablets & smart phones to access the digital portal so they do not need access to a computer to access their UC account.

The claim is maintained via the claimant's journal, where they can message their work coach, the service centre and upload various documents, e.g.: CVs and other work search information. Similarly the work coach or service centre will contact the claimant via the journal also.

A text or email is sent to the claimant, advising them that a message has been left on their journal. This could be to confirm an appointment, to ask for further information, or to request that a claimant to do is completed.

*Failure to carry out a to-do can have an impact on the progress of their claim.*

As postcodes expand into a UC full service area, new claims to JSA (IB), ESA (IR), IS, Housing Benefit and Tax Credits are prohibited, and claimants who would normally be advised to claim one of these benefits should be advised to make an online claim to Universal Credit at [WWW.gov.uk/universalcredit](http://WWW.gov.uk/universalcredit).

This will also include any existing benefit claimants who experience certain changes in circumstances. This is known as natural migration. It is important claimants are directed to the above website to make an online claim.

The only time a working age person in a UC full service area can claim HB is when:

- The person is living in Specified Accommodation, OR
- The persons partner is of state Pension Credit Age ([Pension Age Calculator](#))

For Universal Credit if someone over the upper age limit forms a partnership with someone on Universal credit, the UC claimant can chose either to remain on UC or claim State Pension Credit & HB as a couple.

Please note: If a claimant is in receipt of any Tax Credits and does not claim another existing Legacy benefit they will not move onto UC full service.

*If a customer does not book their appointment within 7 days of making their UC claim online, the claim will be cancelled and they will need to reapply again online.*

Universal Credit will be paid in a different way to current benefits, it will be paid on a monthly basis, per single household and the claimant will pay their rent to the landlord themselves. This means that the claimants will have to manage their money in a different way.

If the claimant receives help with their rent this money will be included in their monthly payment and the claimant will be responsible for paying this money direct to the landlord.

Where the tenancy is Social Rented Sector or Local Authority Rented, the landlord will be contacted and asked to verify the claimant's housing costs directly. This also acts as notification that their tenant has made a claim for Universal Credit and will allow the landlord to offer additional support to their tenant from the start of their claim.

All claimants will be asked the PBS initial filter questions when the claimant attends their new claim interview or at any other appropriate point during their claim.

Claimants who need Money Advice but can help themselves will be given a Money Advice Service (MAS) leaflet with a telephone number and website address and encouraged to contact them

Claimants who need more intense Money Advice will be asked further PBS questions by their Work Coach.

The PBS questions will identify if the claimant needs an Alternative Payment Arrangement (APA) and whether to refer them to the Local Authority for Money Advice.

Some claimants will get APA and Money Advice.

Some claimants will just get Money Advice.

To refer to the LA for Money Advice, the Work Coach will:

- Contact LA to make an appointment with the claimant present
- Inform the claimant what to do next.
- Record it on the claimant commitment.

The money advice process filters claimants to direct them to the most suitable service and channel in the most efficient way.

Money Advice will be offered to claimants who need it.

Personal Budgeting Support questions:

Claimants would be asked as part of the Personal Budgeting Support process if they need help with managing their money because of the Universal Credit financial changes, they will be asked if they are in any arrears with rent or mortgage and whether they normally fall behind with paying bills or have recently been refused credit.

The work coach may refer a claimant for PBS to be provided by the LA or external provider, eg: Citizens Advice Bureau.

When deciding whether an Alternative Payment Arrangement is appropriate the Universal Credit Decision Maker will consider all the evidence and financial factors. The following list indicates the circumstances that will be considered when determining if an APA is appropriate.

Does (or is) the claimant:

- have drug / alcohol issues or have other addiction problems for example gambling
- have learning difficulties including problems with literacy and/or numeracy
- have severe / multiple debt problems
- homeless
- have domestic violence / abuse issues
- have current (and /or a history of) rent arrears / threat of eviction / repossession
- young, either 16-17 years old or a care leaver

NB: This list is not exhaustive

All claimants who have been considered for an Alternative Payment Arrangement (APA) will be referred to the Local Authority for Money Advice. We expect most Universal Credit claimants will receive the single monthly payment, taking responsibility for paying their own household bills including their rent on time.

It is recognised that some claimants will need extra support and so alternative payment arrangements including a managed payment of the UC housing cost to the landlord can be considered in some cases to help protect tenancies.

Managed payments will be considered on a case-by-case basis and can be requested by landlords as well as claimants. They can be considered on request from the start of the claim or during the claim if the claimant has accumulated rent arrears which will put their tenancy at risk.

*What are the key elements to consider?*



When a claimant has accumulated one month's rent arrears due to persistent underpayment, we will review the financial support they need and, if requested by the claimant or landlord, will consider making managed payments to their landlord if appropriate.

If a claimant has accrued two month's rent arrears, we will, if requested, pay the UC housing costs direct to the landlord and take steps to recover the rent arrears through deductions from their remaining UC payment.

Good practice for LAs to make small changes to their website to reflect current UC postcodes within their LA

If the claimant applies on line for HB and their postcode falls within the Full Service postcodes (the LA agent having checked either desk aids, gov.uk/universal-credit website, or their own updated website), they will need to be signposted to UC.

If a claimant presents to the LA face to face, or by phone and states they are unable to make a UC claim online, the LA will have to determine the reason why.

If the reason is because the claimant is socially vulnerable, eg: does not have a computer, smart phone or tablet, then the claimant can be signposted to attend a job centre and make their claim that way.

If they do not have the necessary skills to fully complete a claim online, telephone support can be given to the claimant by the UC service centre agent.

If the claimant is unable to leave their property, eg: is disabled or has caring responsibilities; the service centre agent may arrange a visit to make the claim within the claimant's home.

If the claimant is digitally vulnerable and does not have the skills necessary to make an online claim independently, then they will be asked if friends/family would be able to assist. If the claimant has no means of support then the agent will signpost for support from the LA and/or external support agencies that can provide assistance.

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# Revenue and Benefit Service

## Performance Report

September 2016

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## Summary

### Performance – Key Indicators

#### Collection Rates (Cumulative)

##### Council Tax in-year

**HBBC:** 57.5% \*(57.6%)

**HDC:** 57.9% \*(58.1%)

**NWLDC:** 56.5% \*(56.7%)

Target: 57.1%

57.7%

56.4%

\* Brackets the position when compared with September 2015

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

HBBC	2015/16		2016/17				Compared with 2015/16	
	Out-turn		Debit raising	Currently	Additional debit to collect		Monetary Terms	What does that means in % terms
	£54.1m		£57.1m	£57.3m	£0.2m		£3.2m	5.9%
HDC			2016/17				Compared with 2015/16	
	Out-turn		Debit raising	Currently	Additional debit to collect		Monetary Terms	What does that means in % terms
	£50.4m		£52.8m	£53.2m	£0.4m		£2.8m	5.5%
NWLDC			2016/17				Compared with 2015/16	
	Out-turn		Debit raising	Currently	Additional debit to collect		Monetary Terms	What does that means in % terms
	£47.9m		£50.0m	£50.4m	£0.4m		£2.5m	5.2%

## **Non Domestic Rates**

**HBBC:** 55.7% \*(56.8%)  
Target: 55.0%

**HDC:** 55.1% \*(57.7%)  
56.5%

**NWLDC:** 57.1% \*(56.8%)  
56.4%

\* Brackets the position when compared with September 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	£33.1m	£2.0m		£3.3m	11.1%
<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	£40.6m	£1.2m		£2.0m	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
	£52.2m		£53.7m	£53.9m	£0.2m		£1.7m	3.3%

**HB/CTLS Claims**

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

Days shown below are cumulative:

<b>HBBC</b>	10.4 days *(10.9)	<b>HDC</b>	10.6 days *(10.6)	<b>NWLDC</b>	10.9 days *(11.9)
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\* Brackets the position when compared with September 2015.

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

Days shown below are cumulative:

<b>HBBC:</b>	19.9 days *(19.2)	<b>HDC:</b>	19.1 days *(19.8)	<b>NWLDC:</b>	19.9 days *(20.8)
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\* Brackets the position when compared with September 2015.

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

Days shown below are cumulative

<b>HBBC:</b>	8.7 days *(9.5)	<b>HDC:</b>	9.1 days *(9.2)	<b>NWLDC:</b>	9.4 days *(10.4)
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\* Brackets the position when compared with September 2015.

## 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	2016/17		Overall Movement	
															%
Council Tax Dwellings												As at 30/9/2016	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>	49,095	<b>285</b>	<b>2,923</b>	<b>6.0%</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>	38,219	<b>320</b>	<b>2,296</b>	<b>6.0%</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>	42,717	<b>312</b>	<b>2,691</b>	<b>6.3%</b>
												<b>Total No.</b>	<b>130,031</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>	3,085	<b>18</b>	<b>209</b>	<b>6.8%</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>	2,918	<b>9</b>	<b>302</b>	<b>10.3%</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>	3,260	<b>11</b>	<b>78</b>	<b>2.4%</b>
												<b>Total No.</b>	<b>9,263</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>	6,280	<b>-179</b>	<b>-820</b>	<b>-13.1%</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>	3,625	<b>-64</b>	<b>-564</b>	<b>-15.6%</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>	5,954	<b>-191</b>	<b>-1,233</b>	<b>-20.7%</b>
												<b>Total No.</b>	<b>15,859</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	10.5	9.7							10.4	11	10.9
In Year: New Claims (Days)	15.9	24.2	22.1	23.0	19.2	16.9							19.9	19	19.2
In Year: Change Events (Days)	7.1	7.4	10.7	10.5	8.6	8.2							8.7	9	9.5
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%	48.0%	57.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	57.5%	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	£2.2m	£2.1m							£2.1m	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%	46.0%	55.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	55.7%	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	£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	£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%	15%	18%							18%	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	1	3						0	8	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	10.9	11.8							10.6	11	10.6
In Year: New Claims (Days)	15.5	20.1	22.0	18.1	18.9	20.2							19.1	19	19.8
In Year: Change Events (Days)	7.8	7.9	10.5	9.3	9.2	10.3							9.1	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%	48.4%	57.9%							57.9%	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	£1.9m	£1.9m							£1.9m	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%	46.7%	55.1%							55.1%	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	£0.2m	£0.2m							£0.2m	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	£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%	13%	15%							15%	31%	
2016/17 profiled target	3%	5%	8%	10%	13%	16%	18%	21%	24%	26%	28%	31%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	1	0	0	4	0	4							9	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	10.8	11.1							10.9	11	11.9
In Year: New Claims (Days)	16.1	19.8	19.1	21.7	22.9	19.2							19.9	19	20.8
In Year: Change Events (Days)	9.5	8.1	11.2	9.7	9.1	9.5							9.4	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%	47.3%	56.5%							56.5%	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	£2.7m	£2.6m							£2.6m	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%	48.4%	57.1%							59.4%	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%			
Arrears Reduction (£m)	£0.9m	£0.8m	£0.7m	£0.6m	£0.5m	£0.5m							£0.5m	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	£1.4m							£1.4m	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%	18%	20%							20%	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	1	0							10	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)

### Processing

We are continuing to distribute new claims to the assessment team on the day of receipt in an effort to improve processing times for new claims. If we compare the cumulative positions against this time last year all 3 LA's have reported an improvement in the time taken to process change events and it is only HBBC who are slightly behind last years position (19.9 days compared with 19.2 days).

RBV will be introduced in October 2016 which, once embedded, will improve the processing times for low risk claims.

### LCTS-Consultation Outcome

The consultation ended 28 August and the results are detailed below. All 3 LA's have subscribed to 'Policy in Practise' who have been engaged to model the scheme options detailed below.

#### **HARBOROUGH DISTRICT COUNCIL**

main options	NO CTS		Receiving CTS		total	
	numbers	%	numbers	%	numbers	%
1 - no change	22	25	47	53	69	78
2 - 80%	4	4	7	8	11	12
3 - 75%	3	3	0	0	3	3
4 - 70%	6	7	0	0	6	7
total	35	39	54	61	89	100

#### **HINCKLEY AND BOSWORTH BOROUGH COUNCIL**

main options	NO CTS		Receiving CTS		total	
	numbers	%	numbers	%	numbers	%
1 - no change	31	58	3	6	34	64
2 - 80%	4	8	3	6	7	13
3 - 75%	4	8	0	0	4	8
4 - 70%	8	15	0	0	8	15
total	47	89	6	11	53	100

## NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

main options	NO CTS		Receiving CTS		total	
	numbers	%	numbers	%	numbers	%
1 - no change	7	33	1	5	8	38
2 - 80%	4	19	0	0	4	19
3 - 75%	5	24	0	0	5	24
4 - 70%	3	14	1	5	4	19
total	19	90	2	10	21	100

### LA error and Subsidy Implications

An exercise has been undertaken for HDC to try and predict at what point the LA will qualify for full subsidy on LA overpayments. The data used has been based on last year's expenditure and the monthly value of LA overpayments. The positive results of the forecast have to be heavily caveated because of the following:

- changes in caseload which will affect expenditure
- increased intervention activity (FERIS work)
- the unpredictability of identifying LA errors.

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HDC	Current (Sept 16) stats	2016-2017 Prediction/Forecast column	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
Expenditure	£5,698,594	Expenditure based on percentage monthly increase in corresponding months last year	£6,741,436	£8,015,568	£8,978,237	£9,877,856	£10,752,046	£11,785,317
Lower Threshold	£27,353	Lower Threshold	£32,358	£38,474	£43,095	£47,413	£51,609	£56,569
Upper Threshold	£30,772	Upper Threshold	£36,403	£43,284	£48,482	£53,340	£58,061	£63,640
		Cumulative LA error amount based on monthly levels in corresponding months last year	£29,695	£31,153	£33,505	£34,184	£35,455	£35,828
LA error level	£29,123	LA error amount to receive full subsidy	Below £32,358	Below £38,474	Below £43,095	Below £47,413	Below £51,609	Below £56,569
		LA error amount to receive 40% subsidy	£32,538 to £36,403	£38,474 to £43,284	£43,095 to £48,482	£47,413 to £53,340	£51,609 to £58,061	£56,569 to £63,640
		LA error amount to receive 0 subsidy	Above £36,403	Above £43,284	Above £48,482	Above £53,340	Above £58,061	Above £63,640

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

<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>	<b>Cumulative Totals</b>
(SHBE)													
New claims	264	212	212	237	274	260							1459
Change events	1442	1730	1399	1310	1307	1241							8429
Atlas activity	1895	2253	1739	1914	1978	2001							11780
<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>	<b>Cumulative Totals</b>
(SHBE)													
New claims	148	133	117	117	160	129							804
Change events	768	1082	695	779	745	722							4791
Atlas activity	964	1131	844	972	1028	926							5865
<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>	<b>Cumulative Totals</b>
(SHBE)													
New claims	227	201	210	262	218	264							1382
Change events	1534	1751	1333	1281	1475	1346							8720
Atlas activity	2245	1886	1735	1866	2109	1804							11645

The tables below shows incoming work position for September 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
30th August 2016	8	25th August 2016	2	306	22nd August 2016	5
5th September 2016	0		0	277	26th August 2016	5
12th September 2016	0		0	428	1st Sept 2016	7
19th September 2016	0		0	263	12th Sept 2016	5
26th September 2016	0		0	282	20th Sept 2016	4

DWP Atlas Performance:

ATLAS PERFORMANCE		
Date	Atlas - number outstanding	Atlas - date being worked on
30th August 2016	0	30th August 2016
5th Sept 2016	50	2nd Sept 2016
12th Sept 2016	43	10th Sept 2016
19th Sept 2016	10	15th Sept 2016
26th Sept 2016	0	25th Sept 2016

DWP Real Time Performance (RTI):

RTI PERFORMANCE	
RTI - Number Outstanding	RTI - Date being worked on
0	
108	1st Sept 2016
17	1st Sept 2016
0	
111	16th Sept 2016

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

Note: It is currently only HDC who are exceeding the upper tolerance which is being closely monitored.

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£7,224	£14,019	£20,492	£27,613	£36,622	£43,890						
Upper Threshold	£8,127	£15,772	£23,053	£31,065	£41,199	£49,376						
<b>Actual</b>	<b>£9,894</b>	<b>£12,412</b>	<b>£14,606</b>	<b>£17,514</b>	<b>£24,570</b>	<b>£25,567</b>						
Lower Tolerance	-£2,670	£1,608	£5,885	£10,099	£12,052	£18,323	£0	£0	£0	£0	£0	£0
Upper Tolerance	-£1,767	£3,360	£8,447	£13,551	£16,629	£23,810	£0	£0	£0	£0	£0	£0
<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>
Lower Threshold	£4,102	£7,977	£13,028	£17,016	£21,143	£27,353						
Upper Threshold	£4,615	£8,974	£14,656	£19,143	£23,786	£30,772						
<b>Actual</b>	<b>£6,737</b>	<b>£12,393</b>	<b>£17,218</b>	<b>£22,357</b>	<b>£29,014</b>	<b>£29,123</b>						
Lower Tolerance	-£2,635	-£4,416	-£4,190	-£5,341	-£7,871	-£1,770	£0	£0	£0	£0	£0	£0
Upper Tolerance	-£2,122	-£3,419	-£2,562	-£3,214	-£5,228	£1,649	£0	£0	£0	£0	£0	£0
<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>
Lower Threshold	£7,176	£14,045	£20,802	£28,301	£34,966	£45,914						
Upper threshold	£8,073	£15,801	£23,402	£31,839	£39,337	£51,653						
<b>Actual</b>	<b>£10,389</b>	<b>£12,008</b>	<b>£16,904</b>	<b>£18,526</b>	<b>£19,561</b>	<b>£22,347</b>						
Lower Tolerance	-£3,214	£2,037	£3,898	£9,775	£15,406	£23,566	£0	£0	£0	£0	£0	£0
Upper Tolerance	-£2,316	£3,793	£6,498	£13,313	£19,776	£29,305	£0	£0	£0	£0	£0	£0

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## Fraud Investigations Activity

### HBBC

8 sanctions administered  
 Administrative penalty applied £3,459 of which £1,100 has been paid  
 Council Tax Support fraudulent overpayment raised £20,845

HBBC	Academy									
	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	Sanctions Administered			
Prosecutions							Cautions	Adpens	Administration penalty amounts raised	Administration Penalty Repayments
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	
31.08.2016	3	5	8	£4,891.31	£8,052.80	0	0	1	£552.14	
30.09.2016	1	4	5	£1,098.58	£2,784.15	1	0	2	£1,737.54	£1,110.00
<b>Total</b>	15	17	31	£7,462.77	£13,021.90	2	0	6	£3,458.63	£1,110.00

### HDC

9 sanctions administered  
 Administrative penalty applied £5,350 of which £20 has been paid  
 Council Tax Support fraudulent overpayment raised £12,626

HDC	Academy									
	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			
Prosecutions							Cautions	Adpens	Administration penalty amounts raised	Administration Penalty Repayments
30.04.2016	0	4	2	£1,218.13	£0.00	0	0	1	£309.06	
31.05.2016	2	1	2	£1,537.72	£0.00	0	0	0	£0.00	
30.06.2016	2	1	1	£1,037.51	£0.00	0	0	0	£0.00	
31.07.2016	4	5	1	£0.00	£5,695.87	1	0	3	£2,024.28	
31.08.2016	8	12	7	£0.00	£87.67	0	0	0	£0.00	
30.09.2016	0	5	3	£3,049.19	£0.00	0	0	4	£3,017.01	£20.00
<b>Total</b>	16	28	6	£6,842.55	£5,783.54	1	0	8	£5,350.35	£20.00

**NWLDC**

10 sanctions administered  
 Administrative penalty applied £5,945  
 Council Tax Support fraudulent overpayment raised £13,458

Month Ending	Academy									
	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 from previous	Sanctions Administered				
						Prosecutions	Cautions	Adpens	Administration penalty amounts raised	Administration Penalty Repayments
30.04.2016	4	5	5	£3,337.78	£0.00	0	0	2	£911.43	
31.05.2016	3	7	5	£5,266.57	£0.00	1	0	2	£2,770.53	
30.06.2016	1	4	1	£0.00	£0.00	0	1	2	£1,663.07	
31.07.2016	8	3	12	£312.32	£3,605.65	1	0	0	£0.00	
31.08.2016	10	9	9	£935.81		0	0	1	£599.71	
30.09.2016	3	1	5	£0.00		0	0	0	£0.00	£0.00
<b>Total</b>	29	29	37	£9,852.48	£3,605.65	2	1	7	£5,944.74	£0.00

## Discretionary Housing Payments

This scheme is designed to support claimants requiring help with their rent who may be affected by the welfare reform changes and introduction 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>£20,804</b>

### Same time last year:

2015/16	Allocation	£46,343
	<b>Total awarded:</b>	<b>£13,829</b>

### Hinckley & Bosworth BC:

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2016/17	DWP Allocation:	£98,116
	<b>Net amount paid:</b>	<b>£34,197</b>

### Same time last year:

2015/16	Allocation	£78,129
	<b>Total awarded:</b>	<b>£60,742</b>

### North West Leicestershire DC:

2016/17	DWP Allocation:	£114,965
	<b>Net amount paid</b>	<b>£48,966</b>

### Same time last year:

2015/16	Allocation	£103,678
	<b>Total awarded:</b>	<b>£66,659</b>

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

## Council Tax Discretionary Discount Scheme – Amount Awarded

### Hinckley & Bosworth BC - Discretionary Discount Scheme - Total Awarded £12,722

Annual Allocation	£29,863						Totals
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	
Award Amount	£3,211	£3,138	£557	£2,744	£1,501	£1,572	£12,722
Average	£2,489	£2,489	£2,489	£2,489	£2,489	£2,489	£29,863
Variance	-£722	-£650	£1,932	-£255	£987	£917	£17,141
Successful	20	31	8	25	9	21	114
Unsuccessful	8	20	3	4	8	13	56
Total number of claims	28	51	11	29	17	34	170
Case average	£160.53	£101.23	£69.62	£109.75	£166.81	£74.83	£111.60

### Harborough DC - Discretionary Discount Scheme - Total Awarded £10,561

Annual Allocation	£21,786						Totals
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	
Award Amount	£1,748	£2,447	£2,805	£459	£1,821	£1,280	£10,561
Average	£1,816	£1,816	£1,816	£1,816	£1,816	£1,816	£21,786
Variance	£67	-£632	-£989	£1,356	-£5	£535	£11,225
Successful	13	18	6	5	14	9	65
Unsuccessful	5	5	1	3	4	5	23
Total number of claims	18	23	7	8	18	14	88
Case average	£134.49	£135.97	£467.44	£91.83	£130.04	£142.28	£162.47

### North West Leicestershire DC - Discretionary Discount Scheme - Total Awarded £18,487

Annual Allocation	£30,816						Totals
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	
Award Amount	£6,328	£8,431	£1,230	£464	£1,361	£674	£18,487
Average	£2,568	£2,568	£2,568	£2,568	£2,568	£2,568	£30,816
Variance	-£3,760	-£5,863	£1,338	£2,104	£1,207	£1,894	£12,329
Successful	36	49	13	6	9	20	133
Unsuccessful	4	14	4	8	4	6	40
Total number of claims	40	63	17	14	13	26	173
Case average	£175.78	£172.06	£94.61	£77.28	£151.22	£33.68	£139.00

## 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	£39,325	£74,563							£373,629
Partnership collection Rate	4%	7%	10%	12%	16%	18%							
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	£23,715	£54,368							£286,877
Partnership collection Rate	3%	5%	8%	10%	13%	15%							
Sundry Debt collection rate	1%	1%	2%	3%	4%	8%							
Combined	3%	5%	8%	10%	13%	15%							
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	£74,765	£83,427							£519,409
Partnership collection Rate	5%	8%	12%	15%	18%	21%							
Sundry Debt collection rate	1%	2%	3%	4%	5%	6%							
Combined	4%	8%	11%	14%	17%	20%							
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

All targets for Council Tax and NNDR remain on track with the exception of HDC's NNDR for September. This reduction is due to a number of factors. Two large Magna Park businesses are in the process of moving. Information provided to us about the vacation date for one property has subsequently been revised by the company. The account was amended based on the initial information provided so their September instalment was not paid in month. They advise that they will be moving out in October. Another business is being chased for information about their new tenants, which they have not yet provided. They refuse to pay their instalments until they have a final bill. We are in regular contact with them to try to obtain the correct information in order to close the account and bill the new occupants. Recovery action has commenced and they will soon be issued with a summons.

Council Tax arrears will continue to be tackled via bulk notice runs to ensure cases are moved through the recovery process promptly.

Charging Orders have been obtained for a number of accounts. Once some of the key projects have been implemented we will be able to use the time savings to concentrate on tackling other high level enforcement action (e.g. committal or bankruptcy) where bailiff action has not been successful and all other action has been tried or is not possible.

The single persons discount review is almost complete. All review forms and reminders have been issued. This has had some impact on the Council Tax Team with one officer dedicated to actioning the changes in a timely manner and rebilling people as quickly as possible to allow them as much time in year to pay their increased charge.

In respect of business rates we are progressing the chasing of outstanding arrears for older years and will continue to liaise with the legal departments for advice on certain cases.

The new rating list, which comes into force from 1st April 2017 has been downloaded from the VOA website and will be uploaded into the Capita test system in October to check for any anomalies. Statistical data from the VOA will be issued to all finance teams in October. The Valuation Office has requested that all Authorities send out a leaflet concerning the revaluation in mid October 2016 so we are taking this opportunity to include a mailshot from the partnership promoting self-service. The VOA has a facility on their website for ratepayers to check their new rateable value and to obtain an estimate of the 2017/18 rates bill. I would encourage each council to liaise with their property services team and ask them

to go onto the VOA website and check that the details held by the VOA are correct for all council owned property. If there are any errors they need to contact the VOA by the 30.11.16. Otherwise, the annual bills for 2017/18 may be higher than they should be.

## **Council Tax**

### **\*Gross arrears position:**

	<b><u>*Starting Position</u></b>	<b><u>Arrears Reduction</u></b>	<b><u>What it means in % terms</u></b>
HBBC	£2.848m	£683k	23.9%
HDC	£2.346m	£479k	20.4%
NWLDC	£3.331m	£686k	20.6%

\* 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.

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

69	Claim category:	<b><u>Working Age</u></b>		<b><u>Elderly</u></b>	
		<b><u>Non-passported</u></b>	<b><u>Passported</u></b>	<b><u>Non-passported</u></b>	<b><u>Passported</u></b>
	HBBC	41.4%	45.0%	59.2%	56.8%
	HDC	43.7%	46.0%	58.9%	66.3%
	NWLDC	40.2%	44.8%	58.6%	53.3%

### **Preparing for CTB1/ New Homes Bonus**

The visiting team through proactive visiting, as well as making telephone contact with owners have reduced the number of empty properties.

Below is a summary of the achievements made:

<b>HBBC</b>	Visited/contacted: 423	-	Empty status changed were: 157
<b>HDC</b>	Visited/contacted: 364	-	Empty status changed were: 103
<b>NWLDC</b>	Visited/contacted: 384	-	Empty status changed were: 98

## Debt recovery analysis:

**HBBC** number of dwellings 49,095

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	154	675							5,843	11.9%	
Arrangement Reminders	126	71	126	139	124	92							678	1.4%	
Summonses	0	1565	781	594	366	280							3,586	7.3%	
Liability Orders obtained	0	0	1126	458	404	0							1,988	4.0%	
With enforcement agent	0	0	1077	505	187	298							2,067	4.2%	
DWP attachments	8	65	90	75	15	37							290	0.6%	
Attachment of earnings	30	66	119	86	27	46							374	0.8%	
<b>Cases pending next enforcement action</b>															
Cases returned by enforcement agent - Bailiff Return letter Issued	77	38	30	48	38	86									
At 'Post Liability Order' enforcement stage	1189	441	668	841	642	774									

**HDC** number of dwellings 38,219

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	67	402							3,665	9.6%	
Arrangement Reminders	2	202	128	66	104	65							567	1.5%	
Summonses	0	969	453	348	190	152							2,112	5.5%	
Liability Orders obtained	0	0	671	260	215	0							1,146	3.0%	
With enforcement agent	0	0	460	483	79	244							1,266	3.3%	
DWP attachments	57	39	63	102	13	26							300	0.6%	
Attachment of earnings	50	24	138	74	25	20							331	0.7%	
<b>Cases pending next enforcement action</b>															
Cases returned by enforcement agent - Bailiff Return letter Issued	206	48	34	78	27	54									
At 'Post Liability Order' enforcement stage	1196	355	276	730	642	810									



**NWLDC** number of dwellings 42,717

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	183	773							5,928	13.9%
Arrangement Reminders	187	93	110	119	157	107							773	1.8%
Summons	0	1697	677	542	0	244							3160	7.4%
Liability Orders obtained	0	1213	0	398	362	0							1973	4.6%
With enforcement agent	0	0	1378	85	128	138							1,729	4.0%
DWP attachments	46	107	65	92	13	50							373	0.8%
Attachment of earnings	22	126	93	76	20	58							395	0.8%
<b>Cases pending next enforcement action</b>														
Cases returned by enforcement agent - Bailiff Return letter Issued	352	162	240	272	279	206								
At 'Post Liability Order' enforcement stage	1474	878	1123	1245	1414	1412								

## 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 September is £2.165m.

Reduction in arrears is £683k which equates in percentage terms to 23.9%

	31/03/2016	30/04/2016	31/05/2016	30/06/2016	31/07/2016	31/08/2016	30/09/2016
<b>*Total Arrears</b>	£2,848,383.84	£2,694,762.80	£2,539,317.77	£2,450,657.03	£2,348,880.88	£2,226,464.71	£2,165,627.48
* Working age LCTS	£313,650.67	£301,019.41	£285,274.58	£274,462.11	£264,422.60	£251,268.72	£247,773.30
* Pension age LCTS	£39,686.83	£37,260.61	£35,866.78	£35,896.63	£36,945.64	£36,410.68	£34,484.58
* Empty & unfurnished	£23,186.95	£20,579.32	£8,528.16	£2,867.76	£2,983.14	£2,002.57	£5,701.74
* Structural alteration	£1,917.15	£1,729.51	£264.70	£532.83	£1,134.98	£1,134.98	£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	-£684,816.22	-£780,242.64
Write offs against arrears		-£3.90	-£1,003.65	-£960.79	-£2,397.16	-£52,903.02	-£52,357.53
Charge adjustments against arrears		£29,087.72	£38,376.68	£56,221.45	£56,612.09	£84,403.10	£117,905.04
Refunds made against arrears		£1,756.21	£1,860.21	£2,136.83	£2,569.28	£2,569.28	£2,844.00
Cost adjustments against arrears		-£1,630.50	£9,146.14	£22,241.50	£27,102.66	£28,827.73	£29,094.77
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	£1,848,554.06	£1,816,246.11
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	£1,506,831.23	£1,467,590.42

## Harborough DC

On 1<sup>st</sup> April 2016 gross arrears opening position was £2.347m and the amount outstanding at the end of September is £1.868m.

Reduction in arrears is £479k which equates in percentage terms to 20.4%

	31/03/2016	30/04/2016	31/05/2016	30/06/2016	31/07/2016	31/08/2016	30/09/2016
<b>*Total Arrears</b>	£2,346,727.99	£2,243,418.18	£2,173,960.05	£2,096,295.00	£1,973,970.58	£1,902,151.21	£1,867,878.86
* Working age LCTS	£244,215.09	£236,179.44	£235,229.73	£214,021.84	£211,309.69	£205,174.57	£204,730.09
* Pension age LCTS	£23,627.68	£24,619.00	£25,335.36	£22,142.30	£18,238.42	£17,724.56	£19,199.24
* Empty & unfurnished	£6,110.92	£9,117.14	£5,334.05	£7,436.77	£5,362.73	£594.25	£785.73
* Structural alteration	£2,399.79	£2,084.70	£2,196.40	£408.28	£0.00	£13.69	£0.00
(* of which is included in total arrears)							
Payments against arrears		-£139,398.67	-£254,508.70	-£349,934.64	-£446,787.63	-£522,832.98	-£588,106.27
Write offs against arrears		-£0.91	-£0.91	£54.29	-£35,147.66	-£35,428.42	-£35,428.43
Charge adjustments against arrears		£37,047.51	£76,225.43	£87,687.19	£94,774.92	£98,127.15	£128,503.76
Refunds made against arrears		£0.00	£1,023.58	£963.41	£963.41	£963.42	£1,041.76
Cost adjustments against arrears		-£957.74	£4,493.26	£10,796.76	£13,439.55	£14,594.05	£15,140.05
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	£1,748,128.01	£1,707,083.33
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	£1,597,250.21	£1,555,541.87

### 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 September is £2.645m.

Reduction in arrears is £686k which equates in percentage terms to 20.6%.

	31/03/2016	30/04/2016	31/05/2016	30/06/2016	31/07/2016	31/08/2016	30/09/2016
<b>*Total Arrears</b>	£3,331,330.25	£3,193,407.10	£3,051,710.38	£2,910,175.74	£2,813,146.00	£2,704,535.03	£2,645,233.76
* Working age LCTS	£406,893.73	£393,456.64	£371,160.62	£348,200.40	£346,472.84	£336,691.51	£329,402.18
* Pension age LCTS	£33,779.52	£37,368.46	£37,065.08	£33,262.08	£32,396.46	£31,525.99	£30,128.68
* Empty & unfurnished	£14,699.34	£17,024.99	£14,331.31	£2,311.92	£4,267.16	£2,784.74	£1,448.42
* Structural alteration	£2,832.98	£777.12	£165.78	£147.75	£40.96	£1.52	£1.52
(* of which is included in total arrears)							
Payments against arrears		-£195,016.60	-£361,734.04	-£506,758.41	-£622,007.27	-£750,413.81	-£855,091.89
Write offs against arrears		£77.38	£19.44	-£20,306.52	-£22,439.36	-£22,522.59	-£22,320.67
Charge adjustments against arrears		£58,359.12	£75,632.08	£89,672.41	£102,697.44	£118,119.03	£162,260.14
Refunds made against arrears		£180.00	£180.00	£220.00	£220.00	£2,703.21	£2,703.21
Cost adjustments against arrears		-£1,523.05	£6,282.65	£16,018.01	£23,344.94	£25,318.94	£26,352.72
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	£2,276,046.37	£2,224,151.27
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	£2,106,432.36	£2,036,332.60

**Direct Debit**

Position for Council Tax:

MONTH	HBBC CTAX	
	No. Items	Amount
April	34425	£4,558,829.25
May	34365	£4,433,116.78
June	34722	£4,470,075.13
July	34728	£4,469,575.99
August	34908	£4,492,786.37
September	35093	£4,598,495.35

MONTH	HDC CTAX	
	Items	%
April	27769	78.6%
May	27861	78.8%
June	28288	79.1%
July	28206	79.4%
August	28260	79.1%
September	28356	79.1%

MONTH	NWL CTAX	
	Items	%
April	28647	73.3%
May	28821	73.9%
June	29168	74.1%
July	29306	74.2%
August	29408	74.0%
September	29445	73.8%

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

NS

Number of Direct Debits received and processed by the partnership is as follows rather than through customer service teams:

<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
August	121	0	107	0	103	0
September	112	0	86	2	98	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	£94k	£210k	30.9%
***HBBC	£742k	£257k	£485k	34.6%
****NWLDC	£564k	£71k	£494k	12.5%

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

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Please note:

\*\* HDC new charge added to arrears £523k

\*\*\*HBBC new charge added to arrears £1.379m

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

**Debt Recovery Analysis:**

HBBC number of assessments 3,085

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	58	63							578	18.7%
Arrangement Reminders	1	2	1	0	1	5							10	0.3%
Summons	0	90	36	26	21	18							191	6.2%
Liability Orders Granted	0	0	16	0	0	16							32	1.0%
With enforcement agent	4	3	34	14	0	12							67	2.2%

HDC number of assessments 2,918

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	35	39							457	15.7%
Arrangement Reminders	5	0	0	0	2	0							7	0.2%
Summons	0	61	23	25	18	11							138	4.7%
Liability Orders Granted	0	0	12	0	0	14							26	0.9%
With enforcement agent	5	4	15	6	0	5							35	1.2%

NWLDC number of assessments 3,260

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	30	51							523	16.0%
Arrangement Reminders	1	0	3	0	1	0							5	0.2%
Summons	0	71	37	24	17	14							163	5.0%
Liability Orders Granted	0	0	12	0	0	11							23	0.7%
With enforcement agent	10	0	45	9	0	12							76	2.3%

## 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 £0.378m and these have been reduced by £364k.

The amount of new charge added to arrears amounts to £1.378m.

The net movement to arrears

B/fwd. position:	£0.742m	- current position is £0.378m)	<b><u>£0.485m</u></b>
New debt added position:	£1.378m	- current position is £0.107m)	

The table below illustrates the debt movement by financial year:

48	<b>Business Rates 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
	By Debt													
	<b>2007</b>	£630.00	£600.00	£570.00	£540.00	£510.00	£480.00	£450.00	£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	£803.34	£803.34	£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	£1,453.09	£1,453.09	£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	£9,684.52	£9,634.52	£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	£33,829.00	£33,829.00	£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	£74,653.25	£71,167.05	£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	£141,425.99	£127,700.37	£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	£260,013.96	£240,151.75	£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>£522,343.15</b>	<b>£485,189.12</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
	Amount Recovered													
	In Month													
	<b>2007</b>	£630.00	£30.00	£-30.00	£-30.00	£-30.00	£-30.00	£-30.00						
	<b>2009</b>	£1,310.22	£-117.75	£-29.75	£-591.37	£21.50	£-25.01	£0.00						
	<b>2010</b>	£2,531.69	£117.75	£0.00	£-924.35	£-36.50	£0.00	£0.00						
	<b>2011</b>	£9,810.31	£-4,168.92	£-105.54	£-3,945.66	£-189.09	£-54.42	£-50.00						
	<b>2012</b>	£33,031.72	£-6,166.68	£-985.50	£-3,669.95	£228.84	£-942.79	£0.00						
	<b>2013</b>	£98,621.42	£6,983.70	£-8,537.35	£-4,746.05	£-2,355.13	£-1,345.94	£-3,486.20						
	<b>2014</b>	£173,545.27	£-5,734.50	£-27,013.79	£-11,130.46	£1,665.32	£-1,374.85	£-13,725.62						
	<b>2015</b>	£422,827.90	£-665,984.64	£-694,191.74	£-108,285.40	£-28,272.79	£1,951.35	£-19,862.21						
	<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>£-1,821.67</b>	<b>£-37,154.03</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 £0.126m and these have been reduced by 177k.

The amount of new charge added to arrears amounts to £523k.

The net movement to arrears is as follows:

B/fwd. position:	£0.304m	-	current position is £0.126m)	<b>£0.210m</b>
New debt added position:	£0.523m	-	current position is £0.084m)	

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	£770.59	£750.59							
2007	£2,914.75	£2,914.75	£2,914.75	£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	£5,381.50	£5,381.50	£5,381.50						
2009	£5,705.25	£5,705.25	£5,705.25	£5,705.25	£5,705.25	£5,705.25	£5,705.25	£5,705.25						
2010	£6,853.78	£6,439.22	£6,134.45	£6,104.51	£5,813.83	£4,444.09	£4,444.09							
2011	£12,266.39	£13,500.75	£11,440.40	£11,440.40	£10,314.60	£8,776.09	£8,776.09							
2012	£22,057.73	£23,264.33	£19,653.19	£19,520.79	£17,421.99	£15,411.71	£15,282.91							
2013	£39,516.73	£47,118.53	£39,739.22	£38,770.97	£32,449.72	£34,277.59	£22,356.66							
2014	£54,970.32	£68,872.47	£79,053.90	£75,547.86	£64,858.23	£67,257.23	£48,883.54							
2015	£153,016.20	£221,366.88	£169,491.92	£151,945.60	£131,454.05	£84,395.64	£95,997.92							
<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>£229,334.44</b>	<b>£210,493.30</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														
Amount Recovered		@ 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
In Month														
2006	£870.59	-£20.00	-£20.00	£0.00	-£39.99	-£20.01	-£20.00							
2007	£2,914.75	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00							
2008	£5,381.50	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00							
2009	£5,705.25	£0.00	£0.00	£0.00	£0.00	£0.01	-£0.01	£0.00						
2010	£6,853.78	-£414.56	-£304.77	-£29.94	-£290.68	-£1,369.74	£0.00							
2011	£12,266.39	£1,234.36	-£2,060.35	£0.00	-£1,125.80	-£1,538.51	£0.00							
2012	£22,057.73	£1,206.60	-£3,611.14	-£132.40	-£2,098.80	-£2,010.28	-£128.80							
2013	£39,516.73	£7,601.80	-£7,379.31	-£968.25	-£6,321.25	£1,827.87	-£11,920.93							
2014	£54,970.32	£13,902.15	£10,181.43	-£3,506.04	-£10,689.63	£2,399.00	-£18,373.69							
2015	£153,016.20	£68,350.68	-£51,874.96	-£17,546.32	-£20,491.55	-£47,058.41	£11,602.28							
<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>-£47,770.09</b>	<b>-£18,841.14</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>

## 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 £0.270m and these have been reduced by £292k.

The amount of new charge added to arrears amounts to £791k.

The net movement to arrears

B/fwd. position:	£0.562m	-	current position is £0.270m	)	<b><u>£0.465m</u></b>
New debt added position:	£0.791m	-	current position is £0.195m	)	

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													
2005	£0.00	£0.01	£0.00	£0.00	£0.00	£0.00	£0.01						
2007	£23.30	£0.00	£0.00	£0.00	£0.01	£0.00	£0.01						
2008	£4,179.25	£4,179.25	£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	£6,062.13	£6,062.14						
2010	£18,734.68	£25,159.14	£24,331.12	£24,394.12	£8,615.12	£8,615.11	£8,617.07						
2011	£5,360.79	£15,284.89	£24,960.01	£13,577.42	£13,340.75	£13,066.69	£10,168.83						
2012	£33,557.00	£36,268.33	£35,336.02	£34,559.73	£25,766.96	£25,591.20	£25,531.68						
2013	£66,503.94	£73,489.81	£72,489.34	£67,938.31	£55,137.53	£55,009.53	£54,290.03						
2014	£136,012.63	£154,183.28	£145,227.37	£136,673.18	£121,939.36	£117,065.19	£104,072.84						
2015	£294,365.50	£558,191.45	£502,457.61	£424,927.78	£315,463.67	£264,420.07	£252,025.70						
<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>£494,009.17</b>	<b>£464,947.56</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>

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													
2005	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00						
2007	£23.30	£0.00	£0.00	£0.00	£0.01	-£0.01	£0.01						
2008	£4,179.25	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00						
2009	£6,062.14	£0.00	-£0.01	£0.00	£0.01	-£0.01	£0.01						
2010	£18,734.68	-£6,424.46	-£828.02	£63.00	-£15,779.00	-£0.01	£1.96						
2011	£5,360.79	-£9,924.10	£9,675.12	-£11,382.59	-£236.67	-£274.06	-£2,897.86						
2012	£33,557.00	-£2,711.33	-£932.31	-£776.29	-£8,792.77	-£175.76	-£59.52						
2013	£66,503.94	-£6,985.87	-£1,000.47	-£4,551.03	-£12,800.78	-£128.00	-£719.50						
2014	£136,012.63	-£18,170.65	-£8,955.91	-£8,554.19	-£14,733.82	-£4,874.17	-£12,992.35						
2015	£294,365.50	-£263,825.95	-£55,733.84	-£77,529.83	-£109,464.11	-£51,043.60	-£12,394.37						
<b>TOTAL COLLECTED</b>		<b>-£308,042.37</b>	<b>-£57,775.44</b>	<b>-£102,730.93</b>	<b>-£161,807.13</b>	<b>-£56,495.61</b>	<b>-£29,061.63</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				0	0
Complaints	1	1	1	3	1	0	0	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				0	0
Complaints	0	0	0	0	1	0	0	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

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				0	0
Complaints	1	0	1	2	2	0	0	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				0	0
Complaints	0	0	1	1	1	0	1	2				0				0	3
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				0	3
Complaints	1	0	5	6	4	3		7				0				0	13
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	1		1				0				0	1
Complaints	1	0	0	1	0	1		1				0				0	2
Complaints position in 2015/16	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2	2

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# Staffing

## Current Vacancies

### Harborough DC

1 x 0.6	Business Rates Officer	- Grade 4	- Vacant from Dec 2015
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### North West Leicestershire DC

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

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

**Harborough DC**

**None**

**Hinckley & Bosworth BC**

**None**

**North West Leicestershire DC**

**None**

## Sickness

Sickness for August is given below

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

	<u>August</u>	<u>Cumulative</u>	
<b>HBBC Annual Target 8 days</b>			
Long term	0 days	Long term	92 days
Short term	28 days	Short term	118 days
	<b>Total days lost: 28 days</b>	<b>Total days lost: 210 days</b>	
	FTE average: 0.92 days	FTE average: 6.91 days	
	Profiled FTE target: 0.67 days	Profiled FTE target: 3.32 days	
<b>HDC Annual Target 7.6 days</b>			
Long term	0 days	Long term	75.5 days
Short term	1 day	Short term	26 days
	<b>Total days lost: 1 day</b>	<b>Total days lost: 101.5 days</b>	
	FTE average: 0.05 days	FTE average: 4.83 days	
	Profiled FTE target: 0.63 days	Profiled FTE target: 3.15 days	
<b>NWLDC Annual Target 7.4 days</b>			
Long term	22 days	Long term	52 days
Short term	16.6 days	Short term	37 days
	<b>Total days lost: 34 days</b>	<b>Totals days lost: 50.4 days</b>	
	FTE average : 1.72 days	FTE average: 3.95 days	
	Profiled FTE Target: 0.62 days	Profiled Target: 3.08 days	



# Leicestershire Partnership Revenues & Benefits

## Financial Performance to September 2016

## 1. PURPOSE OF THE REPORT

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

## 2. RECOMMENDATION

- a) That the financial performance of the Partnership be noted.

## 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.
- 3.2.1 Actual spend as at 30 September 2016 against the profiled budget (adjusted for the removal of £122,000 of salary costs in relation to staff being transferred to the DWP in relation to fraud investigation) to that date is summarised below. As 30 September 2016, the Partnership had underspent against the profiled budget by £146,826. In addition there were £173,394 of timing differences associated with expenditure to the end of September 2016, which will be billed to partners following the quarter end reconciliation, leaving a net under spend of £26,568.

	Budget to Sept 2016	Actual to Sept 2016	Variance to Date (Over) / Under Spend	Timing Differences	Variance after Timing Differences (Over) / Under Spend
	£	£	£	£	£
TOTAL EXPENDITURE	1,743,164	1,331,003	-412,161	360,972	-51,189
INCOME	-1,729,772	-1,170,785	558,987	-534,366	24,621
	13,392	160,218	146,826	-173,394	-26,568

- 3.3 The key variances to bring to the attention of the Management Board are:
- Salary savings of £34,000 as a result of current vacancies
- 3.4 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.
- 3.5 At the request of the Management Board, the forecast outturn position of the Partnership is reviewed on a monthly basis. As at 30 September 2016, the Partnership is forecasting a year end saving of £40,000, in relation to salary savings due to vacant posts.
- 3.5.1 All forecast variances have been reviewed and agreed by the Head of Partnership.
- 3.5.2 A business case is being prepared for the next Joint Committee meeting, with regard to proposed allocation of the previously agreed £100,000 reserve.



**Leicestershire Revenues & Benefits Partnership Monitoring Report to 30th September 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	1,217,138	826,959	351,888	38,291	2,604,010	2,484,010
Premises Related Expenditure	42,287	39,352	0	2,935	79,530	79,530
Transport Related Expenditure	17,510	6,852	5,637	5,020	35,000	35,000
Supplies & Services	450,625	442,439	3,447	4,739	750,110	754,110
Central & Administrative Exp	15,604	15,400	0	204	31,200	31,200
Revenue Income	-1,680,924	-1,109,561	-534,366	-36,997	-3,499,850	-3,280,153
Approved Cfws	0	0	0	0	0	-72,000
Transfer from Reserves	-48,849	-48,849	0	0	0	-97,697
Other Expenditure - FERIS	0	3,632		-3,632	0	66,000
Other Income - FERIS	0	-16,008		16,008	0	0
Sum:	<b>13,392</b>	<b>160,218</b>	<b>-173,394</b>	<b>26,568</b>	<b>0</b>	<b>0</b>

**Timing Differences**

Salaries - Quarter 2 - 2016/17	HDC	158,465
	NWLDC	193,423
Mileage & Disturbance Costs - Quarter 2 - 2016/17	HDC	2,499
	NWLDC	3,138
Supplies & Services - Quarter 2 - 2016/17	HDC	954
	NWLDC	2,493
Contributions - Quarter 2 - 2016/17	HDC	-147,850
	NWLDC	-180,139
	HBBC	-206,377
		<b>-173,394</b>

**Explanations**

	Variance at 30/09/16 (Over) / Under Spend £	Forecast variance (Over) / Under Spend £	Explanation £5k+
Salaries	34,000	40,000	Variance is due to vacant post
Training	4,000		Variance > £5k
Premises Related Expenditure	3,000		Variance > £5k
Car Allowances	5,000		Variance > £5k
Postages	5,000		Variance > £5k
Contributions	-37,000		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 bfwd from 2015/16
	<b>26,000</b>	<b>40,000</b>	

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

### **1st September 2016 to 30<sup>th</sup> June 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 AVAILABLE</b>	<b>Decision Taken By</b>	<b>Contact Officer</b>
Universal Credit Rollout and Implications	To approve the recommendations	17.11.2016	Management Board DWP	Report	Joint Committee	Storme Coop
September Financial Performance	To note the report	17.11.2016	Management Board	Report	Joint Committee	Ashley Wilson
September 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	26.01.2017	Management Board	Report	Joint Committee	Sally O'Hanlon
CIPFA Benchmarking Report	To note outputs and progress	26.01.2017	CIPFA, Management Board	Report and Benchmarking Reports	Joint Committee	Sally O'Hanlon
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	Ashley Wilson
Budget 17/18	To agree the 17/18 Budget	26.01.2017	Management Board, Partnership Management Team	Report	Joint Committee	Ashley Wilson

<b>SUBJECT</b>	<b>EXPECTED DECISION</b>	<b>EXPECTED DATE OF DECISION</b>	<b>CONSULTATIONS</b>	<b>DOCS AVAILABLE</b>	<b>Decision Taken By</b>	<b>Contact Officer</b>
Internal Audit Report	To note the contents of the report	26.01.2017	Management Board, Partnership Management Board	Report	Joint Committee	PWC
Performance Report February 17	To note the report	06.04.2017	Management Board	Report	Joint Committee	Sally O'Hanlon
Financial Performance February 17	To note the report	06.04.2017	Management Board	Report	Joint Committee	Ashley Wilson
FERIS update	To note the report	06.04.2017	Management Board	Report	Joint Committee	Storme Coop
RBV update	To note the report	06.04.2017	Management Board	Report	Joint Committee	Storme Coop
Universal Credit – Update regarding experiences thus far	To note the report	06.04.2017	Management Board	Report	Joint Committee	Storme Coop
Joint Committee meeting dates	To agree the schedule of meetings for the coming year	06.04.2017	Democratic Service teams at each LA	Report	Joint Committee	Clare Hammond
Year end performance report	To note the report	08.06.2017	Management Board	Report	Joint Committee	Sally O'Hanlon
Financial Performance 16//17 outturn	To note the report	08.06.2017	Management Board	Report	Joint Committee	Sally O'Hanlon

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