



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, 26 JANUARY 2017
Location	The Atkins Building, Hinckley
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

Item	Pages
1. APOLOGIES FOR ABSENCE	
To receive and note any apologies for absence.	
2. DECLARATIONS OF INTEREST	
Under the Code of Conduct members are reminded that in declaring disclosable interests you should make clear the nature of that interest.	
3. MINUTES	
To confirm and sign the minutes of the meeting held on 17 November 2016	3 - 6

Item	Pages
4. INTERNAL AUDIT REPORT	
The report of the External Auditor	7 - 28
5. SERVICE PLAN 2017/18	
The report of the Head of Partnership	29 - 42
6. CIPFA BENCHMARKING CLUB 2015/16	
The report of the Head of Partnership	43 - 46
7. PERFORMANCE REPORT NOVEMBER 2016	
The report of the Head of Partnership	47 - 82
8. FINANCIAL PERFORMANCE TO NOVEMBER 2016	
The report of the Section 151 Officer	83 - 88
9. 2017/2018 PROPOSED BUDGET	
The report of the Section 151 Officer	89 - 94
10. FORWARD PLAN	
To note the Joint Committee's forward plan	95 - 98
11. EXCLUSION OF PRESS AND PUBLIC	
The officers consider that the press and public should be excluded during consideration of the following items in accordance with Section 100(a) of the Local Government Act 1972 as publicity would be likely to result in disclosure of exempt or confidential information.	
12. PARTNERSHIP OPPORTUNITIES	
The report of the Head of Partnership	99 - 104
13. DATES OF FUTURE MEETINGS	
4.30pm Thursday, 6 April 2017 at Harborough DC	
4.30pm Thursday, 8 June 2017 at North West Leicestershire DC (Annual Meeting)	

Circulation:

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

MINUTES of a meeting of THE LEICESTERSHIRE PARTNERSHIP REVENUES AND BENEFITS JOINT COMMITTEE held in the Board Room, Council Offices, Coalville on THURSDAY, 17 NOVEMBER 2016

Present: Councillor M Surtees (Hinckley and Bosworth) (in the Chair) in absence of Councillor R D Bayliss

Councillors J Hallam (Harborough), M Hall (Hinckley and Bosworth), P King (Harborough) and T J Pendleton (North West Leicestershire)

Chief Executives: Mr S Atkinson (HBBC)

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

22. APOLOGIES FOR ABSENCE

Apologies were received from Councillor R D Bayliss and Ms C E Fisher.

23. DECLARATIONS OF INTEREST

There were no interests declared.

24. MINUTES

Consideration was given to the minutes of the meeting held on 8 September 2016.

By affirmation of the meeting it was

RESOLVED THAT:

The minutes of the meeting held on 8 September 2016 be approved and signed as a correct record.

25. UNIVERSAL CREDIT ROLLOUT AND IMPLICATIONS

Mrs S O'Hanlon presented the report to Members. She highlighted to Members that information was constantly changing and therefore the report was not up to date. She confirmed that the Partnership had been advised that North West Leicestershire would 'go live' in 2018. She reminded Members that Universal Credit would replace 6 benefits including Housing Benefit and informed Members that any claimant that was in receipt of one of the six benefits would be asked to migrate to the full service by July 2019. However, how this would work would was not decided yet and, should anyone be consulted by the DWP, the Partnership would like to be able to add to the response. She explained that full service would require claimants to manage their benefits digitally. However, there was a note of caution that the platform is digital by default She highlighted a key point that it was not the local authority that would go live but the Job Centre, adding that, due to the geographical area, one postcode in Harborough had gone live and it was expected that three postcodes in the Long Eaton area would go live in May 2017.

Mrs S O'Hanlon stated that many issues were being flagged up and as such the Partnership would have a key contact and detailed notes would be kept of the problems raised, as it was becoming apparent that sites that were live with full service were experiencing issues. She informed Members that the main issue that claimants could experience, which in turn would have a knock on effect for Councils, was the delay in payments due to the time that was taken to process the applications, resulting in tenants not being able to pay their rent on time. Members were advised that claimants could apply

for advanced payments, which would then be recovered from the awards over a six month period.

Following questions from Mr S Atkinson and Councillor M Surtees, Mrs S O'Hanlon confirmed that the rollout could lead to rent arrears issues and that the interim payment would have to be paid back.

Members were advised that all claimants of Universal Credit would need access to an email account and that officers were looking at working closely with other partners to help customers improve IT skills. The issues over rent arrears were to be flagged to housing teams, as they are expected to verify rental income.

Councillor M Hall stated that the authorities had to run with the programme and could only do what they could. He highlighted that it was good that not all the partnership authorities were migrating at the same time and that, with the correct training and signposting, staff should be able to assist customers. He asked if officers were able to identify those that maybe affected by the process and notify them.

Councillor T J Pendleton sought clarification on the number of claimants that would be affected in the DE postcodes, so that the local Ward Members could be informed of the changes to ensure correct signposting.

Ms B Jolly advised that Harborough were in the process of pulling together all the postcodes with support from the surrounding authorities to ensure that residents could be sent to the right Job Centres.

Councillor P King expressed concerns over the issues that could arise from the migration and he felt that all Members and officers concerned needed briefing, along with good communications to all residents. He also highlighted that there would be a backlash from residents, who were unable to access the internet and those who would encounter financial issues, as they had to wait for payments. He asked if the DWP were ready for the process and that political groups should make representations to their MPs, as there could be many people without money before Christmas.

Mr S Atkinson advised Members that, if they had concerns or issues, then they could be registered informally first with the partnership, who would feedback to the Management Board and then escalate if needed.

Councillor M Hall questioned whether a change of circumstance error, taken by the wrong organisation would help or hinder subsidy payments a resident's claim. In response Mrs S O'Hanlon stated that it would depend on the classification if any error was made, and if it was DWP or LA error.

RESOLVED THAT:

The content of the report be noted.

26. PERFORMANCE REPORT SEPTEMBER 2016

Mrs S O'Hanlon presented the report to Members. She advised Members that Council Tax collection rates had been exceeded by all three authorities and that the review of the Single Person Discount had been completed, and all review forms and reminders had been sent out. In respect of NNDR both HBBC and NWLDC remain on track, however due to a couple of businesses relocating, HDC had slipped. She informed Members that the new valuation list would come into force as of 1 April 2017. As a result the Partnership was writing to all the ratepayers to advise them to check their rateable value and to

promote self-service, as well as urging each authority property team to check council properties.

In relation to Benefits, Mrs S O'Hanlon advised Members that the processing of new claims was out of target and it was a better position than at the same stage the previous year. As such the direction of travel was correct. She reminded Members that, at the previous meeting, discussions had taken place about the subsidy position with HDC and, as at the end of October, HDC was in a much better position. She highlighted to Members: that the consultation had been completed on the LCTS scheme and that an update would be brought to the next meeting as part of the service plan; that there had been a positive response to the direct debit service over the web; the work that had been carried out on the empty properties through the new homes bonus; and that there was no long term staff sickness to report.

In response to a question from Councillor M Hall, Mrs S O'Hanlon advised Members that the figures in bold in relation to the NNDR arrears were a better position than previous years.

In response to a question from Councillor J Hallam, Mrs S O'Hanlon confirmed that reminders should be sent within the month.

In response to a question from Councillor P King, Mrs S O'Hanlon and Ms B Jolly explained the position in relation to the outstanding business rates for HDC.

RESOLVED THAT:

The Performance Report September 2016 be noted.

27. FINANCIAL PERFORMANCE TO SEPTEMBER 2016

Mr A Wilson presented the report to Members. He advised Members that the budget was forecasting a small underspend and that there was a salary saving as a result of the current vacancies.

Mrs J Kenny advised Members that, in terms of recruitment, Management Board were considering reintroducing scrutiny of vacancies to see if there was capacity within the existing team to take on the work, especially with the introduction of Universal Credit.

RESOLVED THAT:

The financial performance of the Partnership be noted.

28. FORWARD PLAN

Mrs S O'Hanlon presented the forward plan to Members and highlighted that the Service Plan and Budget proposals for the next year would be brought to the next meeting.

RESOLVED THAT:

The Forward Plan be noted.

29. DATES OF FUTURE MEETINGS

Members noted the date and venue of the future meetings.

Councillor M Surtees announced to the Members that it would be Mr S Atkinson's last meeting as he was retiring at the end of the year. Members took the opportunity to acknowledge and thank Mr S Atkinson for his hard work and contributions to the Committee from day one.

Councillor P King entered the meeting at 4.40pm.

Mr A Wilson entered the meeting at 4.45pm.

The meeting commenced at 4.30 pm

The Chairman closed the meeting at 5.30 pm

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Internal Audit Report 2016/2017

Revenue and Benefits Partnership

*Hinckley and
Bosworth Borough
Council*

January 2017

 Click to launch



pwc



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- B. Terms of reference
- C. Limitations and responsibilities

Distribution list

For action: Sally O'Hanlon, Head of Leicestershire Revenues and Benefits Partnership

For information: Ashley Wilson, Section 151 Officer
Audit Committee



Executive summary (1 of 3)

Report classification

High risk
(16 points)

6

Trend

There is a decline in the overall rating of the report compared with the prior year, however the scope of work is very different



Total number of findings

	Critical	High	Medium	Low	Advisory
Control design	-	1	-	1	-
Operating effectiveness	-	-	1	2	-
Total	-	1	1	3	-

Executive summary (2 of 3)

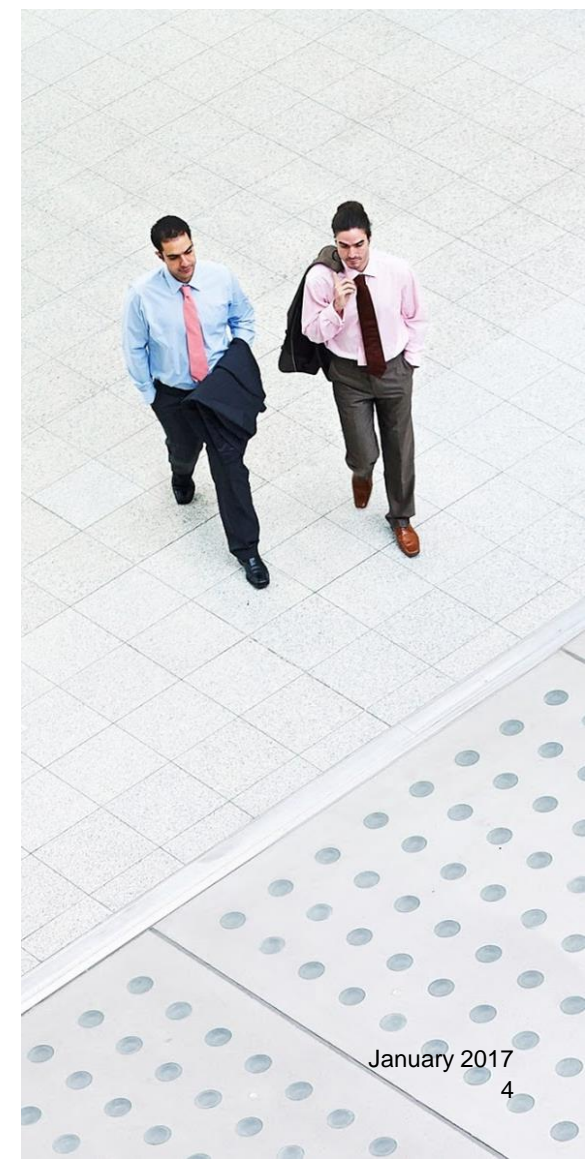


Headlines/summary of findings

This review looked in detail at the processes in the Leicestershire Revenues and Benefits Partnership considering controls over the processing of housing benefit, NNDR, council tax and the current governance structure. The detailed scope of our work is included in our terms of reference, included at Appendix B. This report includes items we identified and consider should be brought to the attention of the Audit Committee.

The outcome is a report with a high risk rating, as there was one high, one medium and three low risk findings:

- **Access to the BACS payment card and online password (high risk):** we identified that the HBBC BACS payment card and online password were too accessible within the department and increases the risk of unauthorised access;
- **Recovery of council tax overpayments (medium risk):** no recoveries have been made since August 2015 which has resulted in some significant arrears across the Partnership Councils;
- **NNDR refund authorisation limits (low risk):** There are currently no authorisation limits for NNDR refunds processed by HDC or NWL. All refunds are processed by the Business Team Leaders regardless of the value;
- **Calculation of earnings (low risk):** 1 of the 25 changes tested identified that earnings had been input incorrectly. The payslip evidence provided had been input as a monthly amount when it was actually a four weekly payslip; and
- **Council Tax reminders (low risk):** 2 instances of the 25 high and 25 low 'risk' rated accounts tested identified instances where the council tax reminder was not issued in line with the expected timescale given the account risk scoring.



Executive summary (3 of 3)



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Headlines/summary of findings (continued)

We identified that there was a change in the process during the year relating to refunds. Claimants must provide written evidence to confirm their bank account details. 1 of the 11 customer forms identified that the claimant had not provided confirmation of their bank details before a refund was processed, instead verbal confirmation was considered appropriate. We confirmed this was before the process was implemented, at which point verbal approval was appropriate. No other instances were identified.

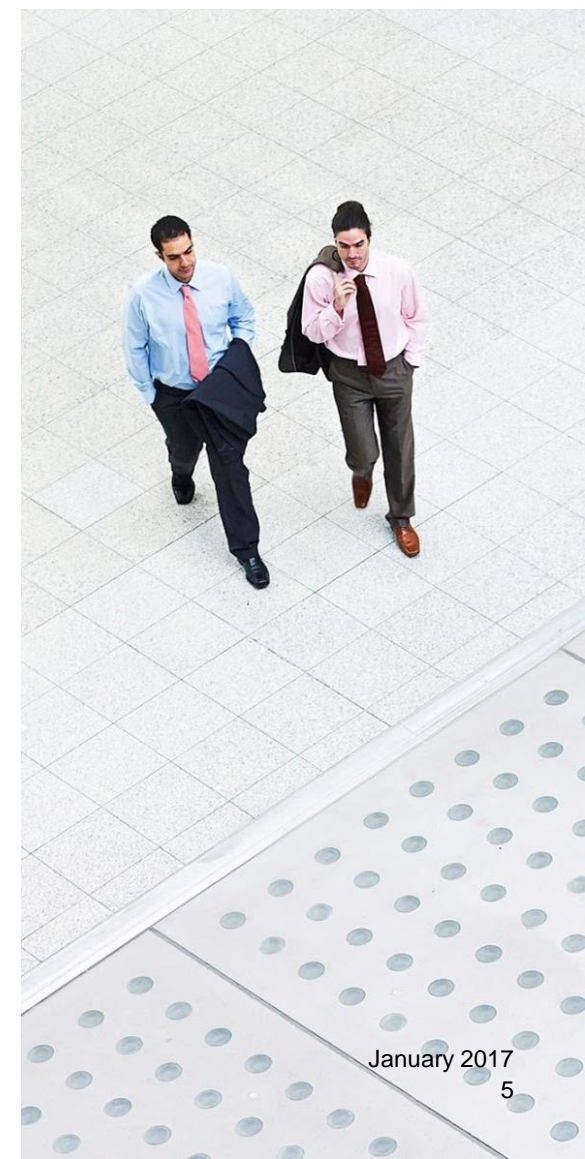
On the whole, the Partnership has in place a strong system of governance and control. Issues identified relate largely to the operation of these controls and examples of non-compliance with the established processes.

To improve the overall efficiency of the Partnership operations points raised regarding the lack of consistent controls and defined procedure notes should be addressed. This will help support staff in the application of controls if they are consistent across all organisations. In addition, the introduction of risk based verification for housing benefit payments should help to streamline processes providing staff with the time to pursue other areas such as the recovery of council tax overpayments.

Whilst there is an established process, the level of housing benefit overpayments in arrears was high at the time of the internal audit. The Partnership is taking steps to address this and we have reviewed the action plan flow chart and consider the planned action to be reasonable.

During the review we identified that the Partnership has a strong reporting framework and regularly reviews collection rates, balances in arrears and time taken for claims to be processed and takes actions to improve these in a timely basis.

We would like to thank all staff involved for their help during the internal audit.



Current year findings (1 of 5)

Access to the BACS payment card and online password

Control design

1

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Finding rating

Rating

High

Finding and root cause

In reviewing the process for the payment of the HBBC housing benefit payment it was noted that the password for accessing the online BACS system is included in the procedure notes and it is very simple and easy to guess. The card itself is kept in a drawer in the office, which during the audit it was felt that this was too accessible and the location should be changed.

Implications

The BACS payment system could be easily accessed by unauthorised individuals and used to process a fraudulent payment.

Action plan

The password for accessing the BACS online payment system should be changed and not made readily available to staff, except those responsible for processing the BACS payments.

Responsible person/title:

Russell York

Target date:

ASAP

The physical payment card should be retained in a more secure location and only made available to those staff responsible for processing the BACS payments.

Since the audit finding was raised this action has already been completed.

Current year findings (2 of 5)

Recovery of council tax overpayments

Operating effectiveness

2

13

Finding and root cause

Where individuals are no longer in receipt of either council tax support or housing benefits any previous council tax overpayments will be recovered by the enforcement team. No recoveries have been made since August 2015 owing to resourcing issues within the department. This has resulted in some significant arrears across the Partnership Councils, at the time of the audit the arrears were:

- HBBC: £1,423,573 (2207 invoices)
- NWL: £1,334,062 (2079 invoices)
- HDC: £948,331 (1303 invoices)

Implications

The Partnership is failing to recover monies owed as a result of claimant overpayments

Finding rating

Rating

Medium

Action plan

The Partnership recommenced the recovery process during November 2016. This process should continue with a focus on reducing the existing level of arrears and then actions required to reduce council tax overpayments going forwards.

Responsible person/title:

Claire Stone – Council tax team leader

Target date:

February 2017

Current year findings (3 of 5)

NNDR Refund authorisation limits

Control design

3

14

Finding rating

Rating

Low

Finding and root cause

There are currently no authorisation limits for NNDR refunds processed by HDC. All refunds are processed by the Business Team Leaders regardless of the value. For HBBC and NWL there are specific authorisation limits, however these vary between the Councils:

- HBBC: Business Team Leader – up to £5000, Head of Leicestershire Revenues and Benefits Partnership – up to £20,000, Section 151 Officer – anything over £20,000
- NWL: Business Team Leader - up to £25,000, Senior Exchequer Services Officer - anything over £25,000

Whilst HBBC do have refund authorisation limits, the testing performed identified a number of instances where refunds were authorised in excess of the levels required, for example the chief executive had authorised a refund of £7295. To maintain efficiency in the process refunds should only be authorised by those at an appropriate level.

Implications

NNDR refunds may not be subject to an adequate level of scrutiny and oversight.

Action plan

Authorisation limits should be introduced for NNDR refunds processed by HDC with consideration given to aligning the authorisation limits across the three individual Councils.

Responsible person/title:

Sally O’Hanlon

Target date:

February 2017

Current year findings (4 of 5)

Calculation of earnings

Operating effectiveness

15

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Finding rating

Rating

Low

Finding and root cause

Recent subsidy audits have highlighted a number of instances where benefits have been claimed incorrectly owing to input errors, especially in the calculation of earnings.

1 of the 25 changes tested identified that earnings had been input incorrectly. The payslip evidence provided had been input as a monthly amount when it was actually a four weekly payslip.

Implications

Individuals maybe paid the incorrect amount of housing benefit.

Continued recurrence of subsidy audit findings and escalation of issues to the DWP.

Action plan

Staff will be provided with updated training highlighting recent subsidy audit findings and the importance of calculating correctly including a reminder on the process for calculating average earnings.

Responsible person/title:

Roger Bowen

Target date:

February 2017

Current year findings (5 of 5)

Council Tax reminders

Operating effectiveness

16

5

Finding rating

Rating

Low

Finding and root cause

2 instances of the 25 high and 25 low 'risc' rated accounts tested identified instances where the council tax reminder was not issued in line with the expected timescale given the account risk scoring. Given this process is automatically driven by the system this will have required manual intervention to prevent a reminder from been issued but we were not able to identify evidence to demonstrate why the reminder had not been issued.

Implications

Inappropriate manual intervention may override the established automatic council tax recovery process without appropriate justification.

Action plan

Staff should be reminded that if a hold is placed on the recovery of council tax adequate documentation should be retained on the account to justify the manual intervention. Since the audit finding was raised this action has already been completed.

Responsible person/title:

Sue Williams - Lee

Target date:

January 2017

General Observations

The following points are not considered to be a specific risk to the Partnership but observations have been noted that we would like to bring to the attention of the Audit Committee:

Corporate Fraud Hub

The Leicestershire Corporate Fraud Hub has been established to support local authorities in pursuing potentially fraudulent housing benefit and council tax claims. Although the Corporate Hub has been fully established, partners have been concerned with the data sharing arrangements and as a result they have only recently signed up to the hub, and are not currently sharing data with the Corporate Fraud Hub. Instead, the Partnership have commissioned work on an ad hoc basis with approval from the relevant Council. A clear steer has been received from the Partnership Management Board that corporate fraud does not sit within the Partnership and therefore if the services offered by the Corporate Fraud Hub are to be utilised then each individual Council needs to review the arrangements in place.

Risk based verification

Risk Based Verification (RBV) is a method of applying different levels of checks to benefit claims according to the risk associated with those claims. The approach allows for a more intense verification activity to be focused on claims more prone to fraud and error. The Management Board and Partnership Joint Committee has approved its RBV policy and started to apply RBV from October 2016 using risk scoring software developed by Xantura and Capita. We have reviewed the policy and it is fit for purpose and largely consistent with the approach undertaken by other authorities who have adopted RBV. However, it will be important to review the policy and ensure it remains relevant going forward. At the time of conducting the review it is too early to ascertain the impact on RBV on housing benefit processing times. We will consider the impact of RBV as part of future internal audit reviews into the Partnership.

Partnership working

This review was not intended to cover the efficiency of the Partnership arrangement, however in the course of our work we identified that there is inconsistency in the processes and controls applied between NWL, HDC and HBBC for some of the different areas included in the scope of our review. Specific examples include: NNDR refunds, council tax refunds and housing benefit payments. To improve the efficiency of the Partnership overall and ensure continued compliance with the established procedures it would be better to have consistency across all Partnership operations.



**Appendix A: Basis of our
classifications**

**Appendix B: Terms of
reference**

**Appendix C: Limitations
and responsibilities**

Appendices

Appendix A: Basis of our classifications

Individual finding ratings

Critical

A finding that could have a:

- **Critical** impact on operational performance; or
- **Critical** monetary or financial statement impact ; or
- **Critical** breach in laws and regulations that could result in material fines or consequences; or
- **Critical** impact on the reputation or brand of the organisation which could threaten its future viability.

High

A finding that could have a:

- **Significant** impact on operational performance; or
- **Significant** monetary or financial statement impact; or
- **Significant** breach in laws and regulations resulting in significant fines and consequences; or
- **Significant** impact on the reputation or brand of the organisation.

Medium

A finding that could have a:

- **Moderate** impact on operational performance; or
- **Moderate** monetary or financial statement impact; or
- **Moderate** breach in laws and regulations resulting in fines and consequences; or
- **Moderate** impact on the reputation or brand of the organisation.

Appendix A: Basis of our classifications

Individual finding ratings

Low

A finding that could have a:

- **Minor** impact on the organisation's operational performance; or
- **Minor** monetary or financial statement impact; or
- **Minor** breach in laws and regulations with limited consequences; or
- **Minor** impact on the reputation of the organisation.

Advisory

A finding that does not have a risk impact but has been raised to highlight areas of inefficiencies or good practice.

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Report classifications

The report classification is determined by allocating points to each of the findings included in the report.

Findings rating	Points	Report classification	Option A	Points
Critical	40 points per finding	<input type="checkbox"/>	Low risk	6 points or less
High	10 points per finding	<input type="checkbox"/>	Medium risk	7 – 15 points
Medium	3 points per finding	<input type="checkbox"/>	High risk	16 – 39 points
Low	1 point per finding	<input type="checkbox"/>	Critical risk	40 points and over

Appendix B: Terms of reference

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Terms of reference

Revenues and Benefits

To: Sally O'Hanlon, Head of Leicestershire Revenues & Benefits Partnership
From: Richard Bacon, Head of Internal Audit

*Hinckley and
Bosworth Borough
Council*
October 2016

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Background and audit objectives



This review is being undertaken as part of the 2016/17 internal audit plan approved by the Audit Committee on 27 June 2016.

Background and audit objectives

Leicestershire Revenues & Benefits Partnership was set up in 2011 as a partnership between Hinckley and Bosworth Borough Council, North West Leicestershire District Council and Harborough District Council. The Partnership is responsible for the collection of Council Tax and National Non-Domestic Rates (NNDR) and for administration of Housing Benefits, on behalf of these three Councils.

This review will evaluate the design and operating effectiveness of controls in the Collection Fund process with the objective of ensuring that all properties are identified, correctly valued and billed so that Council Tax and NNDR revenues are maximised and are accurately reflected in the accounts. It will also consider controls over the Housing Benefits process, but will be limited to control design and will not consider operating effectiveness. The review will provide assurance over the Collection Fund and Housing Benefits for all three partners.



Audit scope and approach (1 of 2)



Scope

We will review the design and operating effectiveness of key controls in place related to the Benefits Partnership during the period April 2016 to the date of audit fieldwork.

The sub-processes and related control objectives included in this review are:

Sub-process	Objectives
Fraud	<ul style="list-style-type: none"> The current set up is clearly defined and there are defined roles and responsibilities with regards to fraud investigations between the individual Councils, Partnership, Corporate Fraud Hub and DWP.
Housing Benefit	<ul style="list-style-type: none"> There are established procedures for processing Housing Benefit payments and these are subject to adequate levels of review and scrutiny before payment Issues identified as a result of previous subsidy audits have been addressed with adequate actions undertaken to reduce the instance of errors in subsequent years The Risk Based Verification Policy has been developed and adequately approved.
Council Tax / NNDR	<ul style="list-style-type: none"> There are clear linkages between Council Tax and Housing Benefit to make sure that any overpayments are identified on both accounts and action taken to recover both Housing Benefit and Council Tax overpayments There is a measured risk based approach to recovery with a claimant's propensity to pay being considered before reminders are issued
Refunds	<ul style="list-style-type: none"> There is a standardised procedure for processing refunds arising as a result of Council Tax, NNDR implemented across the Partnership
Reporting	<ul style="list-style-type: none"> Arrangements are established to monitor performance of the Revenues and Benefits Partnership Management information is adequate for effective governance and performance management

Audit scope and approach (2 of 2)



Limitations of scope

The scope of our work will be limited to those areas outlined above. Our review will be performed in the context of the information provided to us.

Audit approach

Our audit approach is as follows:

- Obtain an understanding of the relevant Revenues and Benefits processes through discussions with key personnel, review of systems documentation and walkthrough tests, where appropriate;
- Identify the key risks within the Revenues and Benefits processes;
- Evaluate the design of the controls in place to address the key risks; and
- Test the operating effectiveness of the key controls.

Where the process and controls are consistent across all three Local Authorities of the Partnership these will be considered in totality and testing performed on this basis. Individual testing of each Local Authority will only take place where the controls and processes differ.



Internal audit team and key contacts



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Internal audit team

Name	Role	Contact details
Richard Bacon	Head of Internal Audit	richard.f.bacon@uk.pwc.com 0121 265 5492
Chris Dickens	Internal Audit Senior Manager	chris.dickens@uk.pwc.com 07720 427215
Jodie Stead	Internal Audit Manager	jodie.a.stead@uk.pwc.com 07753 459227
Joanna Loughton	Internal Audit Team Member	joanna.m.loughton@uk.pwc.com

Key contacts – Hinckley & Bosworth Borough Council

Name	Title
Ashley Wilson	Section 151 Officer
Sally O’Hanlon	Head of Leicestershire Revenues & Benefits Partnership



Timetable and information request



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Timetable

Fieldwork start	31 st October 2016
Fieldwork completed	11 th November 2016
Draft report to client	25 th November 2016
Response from client	2 nd December 2016
Final report to client	9 th December 2016

Agreed timescales are subject to the following assumptions:

- All relevant documentation, including source data, reports and procedures, will be made available to us promptly on request.
- Staff and management will make reasonable time available for interviews and will respond promptly to follow-up questions or requests for documentation.

Please note that if Hinckley and Bosworth Borough Council requests the audit timing to be changed at short notice and the audit staff cannot be deployed to other client work, Hinckley and Bosworth Borough Council may still be charged for all/some of this time. PwC will make every effort to redeploy audit staff in such circumstances.

Impact on the Internal Audit Plan

The 2016/17 internal audit plan approved by the Audit Committee on 27 June 2016 includes provision for a 7 day Housing Benefit and 7 day fraud prevention and detection. This review will combine the two areas as well as addressing some Council Tax and NNDR elements.



Appendix C: Limitations and responsibilities

Limitations inherent to the internal auditor's work

We have undertaken this review subject to the limitations outlined below:

Internal control

Internal control systems, no matter how well designed and operated, are affected by inherent limitations. These include the possibility of poor judgment in decision-making, human error, control processes being deliberately circumvented by employees and others, management overriding controls and the occurrence of unforeseeable circumstances.

Future periods

Our assessment of controls is for the period specified only. Historic evaluation of effectiveness is not relevant to future periods due to the risk that:

- The design of controls may become inadequate because of changes in operating environment, law, regulation or other changes; or
- The degree of compliance with policies and procedures may deteriorate.

Responsibilities of management and internal auditors

It is management's responsibility to develop and maintain sound systems of risk management, internal control and governance and for the prevention and detection of irregularities and fraud. Internal audit work should not be seen as a substitute for management's responsibilities for the design and operation of these systems.

We endeavour to plan our work so that we have a reasonable expectation of detecting significant control weaknesses and, if detected, we carry out additional work directed towards identification of consequent fraud or other irregularities. However, internal audit procedures alone, even when carried out with due professional care, do not guarantee that fraud will be detected.

Accordingly, our examinations as internal auditors should not be relied upon solely to disclose fraud, defalcations or other irregularities which may exist.

This document has been prepared only for Hinckley and Bosworth Borough Council and solely for the purpose and on the terms agreed with Hinckley and Bosworth Borough Council in our agreement dated 10 May 2016. We accept no liability (including for negligence) to anyone else in connection with this document, and it may not be provided to anyone else.

Internal audit work was performed in accordance with PwC's Internal Audit methodology which is aligned to Public Sector Internal Audit Standards. As a result, our work and deliverables are not designed or intended to comply with the International Auditing and Assurance Standards Board (IAASB), International Framework for Assurance Engagements (IFAE) and International Standard on Assurance Engagements (ISAE) 3000.

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SERVICE PLAN 2017/18

The Leicestershire Partnership Revenues and Benefits

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1 Councils' Aims and Priorities:



- Priority 1
- Priority 2
- Priority 3

Harborough District Council

Working with Communities to develop places in which to live and be happy
Provide public services which are effective and deliver value for money
Encourage a vibrant and sustainable business community intent on prosperity, employment and learning opportunities



Hinckley & Bosworth
Borough Council

A Borough to be proud of

***Hinckley & Bosworth Borough Council**

- Aim 1
- Aim 2
- Aim 3
- Aim 4

Creating a vibrant place to work and live
Empowering Communities
Supporting Individuals
Providing Value for money and pro-active services

*Please note HBBC's Corporate Plan and aims are currently being redrafted. This will be ratified at full Council in February. All Service Plans will then be aligned to the new aims once agreed.



- Priority 1
- Priority 2
- Priority 3
- Priority 4
- Priority 5

North West Leicestershire District Council

Building confidence in Coalville
Value for money
Business and jobs
Homes and Communities
Green footprints

OVERALL PURPOSE AND OBJECTIVES OF THE SERVICE	To provide a high quality and secure Revenues and Benefits service to our residents and businesses at an economical cost and in accordance with the principles of continuous improvement and customer requirements.
Objectives	<ol style="list-style-type: none"> 1) To assess and pay Housing Benefit and Council Tax Support accurately and, promptly. 2) As part of our role to support DWP investigations into cases of alleged housing benefit fraud we will ensure all referrals are made in accordance with the requirements of the DWP. 3) To investigate allegations of council tax support fraud and where proven to recommend the appropriate sanction.. 4) To support the implementation of UC for both live and full service-to include assisting the DWP with complex housing cost queries and to ensure the closure of the claim gateway to prevent duplication of claims. 5) To issue accurate and prompt Council Tax and NNDR bills to maximise collection rates, and to deal appropriately with non payers to minimise arrears. 6) To provide residents with a choice of how to engage with the service via access channels of their choice e.g. online, e-mail, letter, fax, telephone, face to face or home visit (where appropriate). 7) To widely publicise the availability of all discounts, exemptions, reliefs and housing benefit, and to provide informed advice on all Revenues and Benefits matters. To periodically review all discounts and exemptions to ensure that the public purse is protected. 8) To ensure that the service observes all statutory requirements including those governing the administration of Revenues and Benefits, Freedom of Information, Data Protection, Human Rights and Health and Safety. 9) To adhere to our commitment to promote equality and diversity among our residents and staff. 10) To provide and develop innovative facilities for all customers. 11) To communicate and consult regularly with our customers and stakeholders, developing our

	<p>services to meet their changing needs.</p> <p>12) To provide accurate and timely services for our external and internal customers.</p> <p>13) To maximise collection rates whilst having due regard to the difficulties faced by some customers in making their payments.</p> <p>14) Develop our services through well trained, empowered and committed staff who are proud to work for the Leicestershire Revenue and Benefits Service.</p> <p>15) To treat all our customers consistently and fairly.</p> <p>16) To provide Value for Money services by delivering both financial and processing efficiencies.</p>
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Scope of services provided by the partnership	
Council Tax Billing and Enforcement	Housing Benefit administration
NNDR Billing and Enforcement (including BIDs)	Council Tax Reduction Scheme Administration (Council Tax Support)
The investigation of Council Tax Support (CTS) Fraud	Housing Benefit Overpayment enforcement
Provision of customer support and guidance	Welfare advice and support
DWP Liaison in respect of Housing Benefit Fraud	Supporting the delivery of Universal Credit
To investigate CTS fraud and to support DWP investigations into HB fraud on behalf of O& WBC	The provision of revenues and benefits training for the partner and other LA's

3. **National Agenda Items**

There are currently matters that need to be addressed during 2017 to meet key central government's legislative and operational changes that will be introduced.

The items are:

1. Universal Credit roll out programme
2. Welfare Reform

KEY PROJECTS

In addition to the 'business as usual' projects we are currently working on a number of new projects during 2017/18

What does this mean	Key deliverables (Action)	Responsible Officer	Task/Milestones for 2017/18			
			Q1	Q2	Q3	Q4
Current Capita server that support our key software applications needs to be replaced	Replace server for core revenues and benefits software applications	LB		New server fully tested then applied to live environment		
To meet new rules being imposed by Royal Mail from January 2018. If not undertaken it will mean that we will incur an additional fee for all unsorted mail	Correct postal addresses on each of our databases	LB			Addresses tidy exercise completed	
Liaison with DWP	Universal Credit	SC	Monitor impact	Monitor impact	Monitor impact	Monitor impact
Making Services available on the web for customers to self serve (Channel Shift)	Complete Channel Shift Modules	LB			All modules implemented	
Supporting Vulnerable Households	Continued support of households who are facing difficulty and unable to meet their Council Tax/Rent liability feel supported	SC	Monitor impact	Monitor impact	Monitor impact	Monitor impact

4. CUSTOMERS

Service Standards

- The Leicestershire Partnership aims to demonstrate its commitment to equality, diversity and fairness by:
 - Providing services which are accessible to all and which meet customer needs. We do this by providing information in different languages, in large type or on tape or using British sign language where appropriate. We also offer visits to discuss any aspect of the service with customers and their advisors.
 - Promoting and demonstrating fairness and equality of opportunity in the employment of staff. This is achieved through a corporate approach to recruitment and staff retention that aims to be inclusive.
 - Being proactive in the promotion of equality and diversity with each council and all its operations.
 - Maintaining and improving turnaround times for new claims for Housing Benefit and Council Tax Support.

6 PERFORMANCE

Hinckley & Bosworth	End of Year Target 2017/18	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Council Tax in year collection rate	98%	11%	20%	29.30%	38.40%	48%	57.10%	66.30%	76%	85.10%	94.20%	96.50%	98%
Combined benefits performance	11	14.1	14.8	14.7	11	10.9	10.2	10.8	9.3	10.4	9.8	3.4	10.9
Successful fraud prosecution & sanctions	6	0	0	0	1	1	1	1	1	0	1	0	0
NNDR in year collection rate	98.30%	11.20%	20%	28.10%	37.10%	46.00%	55.00%	63.80%	73.00%	82.70%	92.00%	96.50%	98.30%
Housing Benefit overpayments collection rate	36%	5%	9%	15%	19%	23%	25%	27%	28%	30%	32%	34%	36%
Processing new claims	19	24	22	22.9	18.4	16.8	16.7	14.4	15	16.2	17.5	18.9	18.9
Processing of Change of Circumstances	9	13.5	13.7	13.2	9.8	9.8	9.1	10	8.2	9	8.6	2.5	9.4
Sickness Absence	TBC												

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Harborough	End of Year Target 2017/18	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Council Tax in year collection rate	98.60%	11.30%	20.80%	29.90%	39.00%	48.30%	58%	67.90%	76.90%	86.10%	96.90%	98.40%	98.60%
Combined benefit performance	11	9.8	11.1	11.9	10.1	10.2	10.8	12	10.8	9.6	9.5	3	8
Number of successful fraud prosecution & sanctions	6	0	0	0	1	1	1	1	1	0	1	0	0
NNDR in year collection rate	99.20%	10.60%	19.60%	28.70%	37.60%	46.50%	56.50%	65.30%	74.10%	83.60%	92.40%	96.90%	99.20%
Housing Benefit overpayments collection rate	31%	3%	5%	8%	10%	13%	16%	18%	21%	24%	26%	28%	31%
Processing of new claims	19	20.6	22.6	20.9	18	16.7	18.9	19.3	19.3	19.1	19.2	19.1	19
Processing of Change of Circumstances	9	8.3	9.5	10.2	8.8	8.9	9.4	10.8	8.9	8.5	8.2	3	9
Sickness Absence	TBC												

North West Leicestershire	End of Year Target 2017/18	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Council Tax in year collection rate	97.60%	10.40%	19.50%	28.80%	38%	47.20%	56.40%	65.60%	75%	84.30%	93.70%	96%	97.60%
Combined benefits performance	11	14.9	15.5	15.1	11.5	10.6	9.9	11.1	8.6	10.1	10.2	3	8.3
Number of successful fraud prosecution & sanctions	6	0	0	0	1	1	1	1	1	0	1	0	0
NNDR in year collection rate	99%	11.00%	19.00%	31%	39%	47.30%	56.40%	65.60%	74.20%	82.40%	91%	96%	99%
Housing Benefit overpayments collection rate	34%	4%	4%	11%	16%	19%	20%	23%	24%	26%	29%	31%	34%
Processing of new claims	19	21	23	25.1	20.4	20.3	14.6	16.2	13.7	15.9	16.5	15.4	18.5
Processing of Change of Circumstances	9	13.6	14.3	13.3	10.3	9.1	9.2	10	7.7	8.6	8.9	2.4	6.6
Sickness Absence	TBC												

Risks

It is our intention to manage our business risks in a consistent and cost-effective manner.

How?

- Maintain a robust and consistent risk management approach that will identify and effectively manage strategic, operational, partnership and project risks
- Ensure accountabilities, roles and responsibilities for managing risks are clearly defined and communicated
- Consider risk as an integral part of service improvement planning, key decision making processes, and project and partnership governance
- Communicate risk information effectively through a clear reporting framework.
- Increase understanding and expertise in risk management through targeted training and the sharing of best practice.

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Risk	Additional Mitigating Actions	Review comments	Last reviewed	Owner
<u>Insufficient Business Continuity arrangements/plans</u>	<u>Business continuity plans developed to ensure minimum resources are available to deliver services</u> <u>Risk Assessment to prioritise resource against priority/critical services using generic corporate risk assessment</u>	Information provided monthly to the partnership management board	Dec-16	MB
<u>Reduced benefit subsidy as a result of a high level of error within the work sampled</u>	Extend the quality checking measures within benefits Refresher training on those areas that were highlighted by the subsidy audit.	QA procedures revised to focus on earnings	Jan-17	SC
Impact of loss of Business rate income (closure of large business , impact of appeals, fluctuations in rating list)	<u>Review and report to stakeholders monthly/quarterly</u>	Finance teams receive monthly detailed analysis	Dec-16	SWL
High levels of sickness absence within the partnership	<u>Continue to set absence targets and monitor against targets. Use of preceptors admin grant funding to secure additional resources.</u>	Information provided monthly to the partnership	Dec-16	Operational Managers
Failure to bring in projects on time	Effective project management and forward planning of available resources.	Monthly update report provided to partnership management board	Dec-16	LB

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Leicestershire Partnership Revenues & Benefits

“CIPFA Benchmarking Club 2015/16”

1. PURPOSE OF THE DOCUMENT

To provide an update with regard to the CIPFA benchmarking exercise that has been undertaken for the financial year 2015/16, and to provide some comparisons to the same exercise that was undertaken for the 2014/15 financial year.

2. RECOMMENDATION

- 2.1 That partners note the many areas of good practice that have been identified as part of the benchmarking exercise.
- 2.2 That areas identified as weak compared to others, are noted together with the work being undertaken to secure a better situation among comparators.
- 2.3 To take a decision to not participate further in the CIPFA benchmarking exercise.

3. BACKGROUND TO THE REPORT

- 3.1 All members of the Leicestershire Partnership Revenues & Benefits (LPRB) elected to participate in the chargeable 2015/16 CIPFA Benchmarking Exercise. This exercise was also undertaken for the financial year 2014/15.
- 3.2 The findings of the earlier exercise were reported to Joint Committee, and it was requested that a further report be bought back to consider the direction of travel of the partnership.
- 3.3 The partnership were previously invited to join the IRRV benchmarking exercise, this invitation was accepted and would have been an ideal place to benchmark against other partnerships. Unfortunately, this invitation hadn't progressed to the formation of a benchmarking club, until very recently. This has developed into a six month free period then a chargeable service in partnership with a third party company (Q2). Further detail has yet to be provided.
- 3.4 The following areas of service were included in the exercise:
 - Council Tax
 - Business Rates
 - Benefits Administration
- 3.5 The latest data that was supplied for comparison was for the financial year 2015/16. It should be noted that a direct comparison between the years won't be possible. The partnership implemented a new structure in April 2015 which sees significant changes to the structure and cost base alike. Therefore, some of the areas highlighted have already been addressed as part of the restructure.
- 3.6 In addition to this, there were areas where data couldn't be provided; primarily due to systems not being able to provide requested information.
- 3.7 The financial data supplied for direct costs was based on apportioned costs and indirect costs actuals for each Local Authority.
- 3.8 A report was produced for each Local Authority for each of the areas detailed above, together with a report for the partnership. Comparator authorities were then selected to compare against; and further reports supplied for each authority for each service area and the same for the partnership. (There were no partnerships in the groups to benchmark against).
- 3.9 The comprehensive reports focus on different areas of administration, cost, and processing to name a few. The key items are as detailed below:

What's Working Well?

Council Tax

- Council Tax collection for the current exercise shows all three authorities are above the average in the group of 97%. The average in the group for the previous exercise was 97.7%, demonstrating a decrease in the average collection figure across the comparators, though not for the partnership.
- Direct Debit averages have increased for the group. The group average is 62.9% for the year in question, compared to a previous year average of 61%. All three authorities have above the average and have increased their Direct Debit take up compared to the previous financial year. Customers are now also able to set up a Direct Debit instruction online.
- Staff Costs were slightly above the group average in 2014/15; this year's exercise has demonstrated that costs for all three authorities fall below the average. This is a positive sign and confirms the prediction that the staff costs would be reduced in their area post the restructure.
- Direct Costs were all significantly below the group average, demonstrating value for money and effective management of the service. **
- The number of collocated flexible workers is significantly above the group average. This is very positive as this helps us to retain staff, improve productivity and reduce the cost of accommodation.

Business Rates

- In year collection was significantly above the group average last year. With similar results this year, though positioning Harborough at the top of the comparator group and NW Leics 4th. This is an excellent position which additionally saw Harborough coming joint 3rd for collection in the country.
- Direct Debit again sees all three above the group average, which is pleasing as this is often not the preferred method of payment for businesses.
- Staff Costs are slightly above the average in the group, though this may be mitigated by the excellent collection figures that are being achieved in an area that provides better financial benefits directly to the authorities by effective collection. It should also be noted that this is an area that prospective customers may be interested in due to the success of the partnership in this area together with weaknesses in some authorities own operating model.

Benefits

- Speed of processing new claims has demonstrated excellent performance again with all three authorities below the group average of 22.4 days. (It should be noted that the group average has increased by 1 day from the previous year, and the group average is in excess of our performance target). This was an area that members were previously concerned about as this is an area that saw a decrease in staff as part of the restructure.
- Appeals lodged per 100 claimants. The partnership continues to have a lower than average number of appeals. By correct decision making and exhausting all options before a claimant goes to appeal ensure the correct emphasis is placed on the rights of the claimant and ensures the resources in this area are used appropriately. Additionally, this has a positive impact reputationally on the authorities.

The above details some excellent areas of good practise, with good performance in these areas continuing to be maintained.

What isn't working quite so well, and what are we doing about it?

- Council Tax dwellings per full time employee (FTE) are above average for all three authorities, in this instance the average has dropped this year, but all three authorities remain above average. This finding has a double meaning. It could be seen as positive that the partnership has fewer staff than the average to deal with more properties per FTE; however this also means that it becomes difficult to manage any unplanned changes within the service. Work continues with regard to individual performance planning and management to ensure this is kept under review, to ensure early recommendations are made to the appropriate boards to ensure performance is not compromised.
- Issue of Council Tax recovery action (reminders, summonses and liability orders are again all below the group average. This has a double meaning in that we achieve our targets with the recovery/enforcement taken, though as we are below average suggests that our policies may not be strict enough to making arrangements without court action. A review of this is to be undertaken to establish if this is the case.
- Issue of Business Rates recovery action is below average, a similar situation to the previous exercise the situation is very similar to Council Tax, though due to the number of Business Rates payers' recovery is more proactive, this demonstrates excellent results, though is more costly. The direction needs to be considered further with regard to an agreed approach
- Benefits Caseload comparison still remains higher than the average, meaning that staff have responsibility for more cases than the average. This suggests that in times of unplanned events there may be reductions in performance as there is no "slack" in the team. The incoming work is closely scrutinised, together with the position of outstanding work with interventions being taken if required.
- ** Indirect costs are generally higher than the benchmark, a separate piece of work of work is ongoing with members of the management board to ensure these costs remain accurate and are upto date. This is particularly important, as it may be one of the questions asked of potential partners.

The areas that are subject to this exercise that are not working so well, are all matters that are and were under review, or there is work ongoing to resolve any areas of perceived weakness.

Whilst the exercise has allowed us to compare with other local authorities, all of the matters detailed were and remain subject to close scrutiny.



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Revenue and Benefit Service

Performance Report

November 2016

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Summary

Performance – Key Indicators

Collection Rates (Cumulative)

Council Tax in-year

HBBC: 75.9% *(76.2%)
Target: 75.9%

HDC: 76.6% *(77.0%)
76.9%

NWLDC: 74.8% *(75.2%)
74.9%

* Brackets the position when compared with November 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 mean in % terms
	£54.1m		£57.1m	£57.6m	£0.5m		£3.5m	6.5%
HDC			2016/17				Compared with 2015/16	
	Out-turn		Debit raising	Currently	Additional debit to collect		Monetary Terms	What does that mean in % terms
	£50.4m		£52.8m	£53.3m	£0.5m		£2.9m	5.8%
NWLDC			2016/17				Compared with 2015/16	
	Out-turn		Debit raising	Currently	Additional debit to collect		Monetary Terms	What does that mean in % terms
	£47.9m		£50.0m	£50.8m	£0.8m		£2.9m	6.0%

Non Domestic Rates

HBBC: 74.1% *(74.9%)
Target: 73.0%

HDC: 74.0% *(75.3%)
74.1%

NWLDC: 76.0% *(74.9%)
74.2%

* Brackets the position when compared with November 2015

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

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
	£29.8m		£31.1m	£33.2m	£2.1m		£3.4m	11.4%
HDC			2016/17				Compared with 2015/16	
	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%
NWLDC			2016/17				Compared with 2015/16	
	Out-turn		Debit raising	Currently	Additional debit to collect		Monetary Terms	What does that means in % terms
	£52.2m		£53.7m	£53.8m	£0.1m		£1.6m	3.1%

HB/CTLS Claims

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

Days shown below are cumulative:

HBBC	10.4 days *(11.3)	HDC	10.6 days *(10.8)	NWLDC	10.9 days *(11.7)
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* Brackets the position when compared with November 2015.

New Claims end of year target: 19 Days

Days shown below are cumulative:

HBBC:	19.1 days *(19.3)	HDC:	18.1 days *(19.6)	NWLDC:	18.7 days *(20.5)
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* Brackets the position when compared with November 2015.

Change Events end of year target: 9 Days

Days shown below are cumulative

HBBC:	8.8 days *(9.8)	HDC:	9.3 days *(9.3)	NWLDC:	9.5 days *(10.2)
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* Brackets the position when compared with November 2015.

Caseload Analysis

Position at:	01/04/2011	01/04/2012	In Year Movement	01/04/2013	In Year Movement	01/04/2014	In Year Movement	01/04/2015	In Year Movement	01/04/2016	In Year Movement	2016/17		Overall Movement	
															%
Council Tax Dwellings												As at 30/11/2016	In Year Movement		
HBBC	46,172	46,505	333	46,788	283	47,405	617	48,135	730	48,810	675	49,352	542	3,180	6.4%
HDC	35,923	35,965	42	36,494	529	37,048	554	37,312	264	37,899	587	38,303	404	2,380	6.2%
NWLDC	40,026	40,271	245	40,833	562	41,292	459	41,761	469	42,405	644	42,924	519	2,898	6.8%
	122,121										Total No.	130,579			
NDR Rated Assessments															
HBBC	2,876	2,867	-9	2,932	65	2,968	36	2,985	17	3,067	99	3,081	14	205	6.7%
HDC	2,616	2,730	114	2,762	32	2,835	73	2,894	59	2,909	74	2,924	15	308	10.5%
NWLDC	3,182	3,170	-12	3,175	5	3,210	35	3,223	13	3,249	39	3,279	30	97	3.0%
	8,674										Total No.	9,284			
HB/CTLS Live Caseload															
HBBC	7,100	7,579	479	7,555	-24	7,161	-394	6,832	-329	6,459	-702	6,264	-195	-836	-13.3%
HDC	4,189	4,246	57	4,345	99	4,274	-71	4,086	-188	3,689	-585	3,624	-65	-565	-15.6%
NWLDC	7,187	7,287	100	7,213	-74	6,770	-443	6,550	-220	6,145	-625	5,902	-243	-1,285	-21.8%
	18,476										Total No.	15,790			

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	10.5	9.8					10.4	11	11.3
In Year: New Claims (Days)	15.9	24.2	22.1	23.0	19.2	16.9	16.1	16.6					19.1	19	19.4
In Year: Change Events (Days)	7.1	7.4	10.7	10.5	8.6	8.2	9.4	8.6					8.8	9	9.8
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%	66.5%	75.9%	0.0%	0.0%	0.0%	0.0%	75.9%	98.0%	
This years profiled target	11.0%	20.0%	29.3%	38.4%	47.9%	57.1%	66.3%	75.9%	85.1%	94.2%	96.5%	98.0%			
In Year Arrears Reduction (£)	£2.7m	£2.5m	£2.5m	£2.3m	£2.2m	£2.1m	£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%	64.9%	74.1%	0.0%	0.0%	0.0%	0.0%	74.1%	98.3%	
This years profiled target	11.2%	20.0%	28.1%	37.1%	46.0%	55.0%	63.8%	73.0%	82.7%	92.0%	96.5%	98.3%			
Arrears Reduction (£m)	£1.4m	£0.7m	£0.6m	£0.5m	£0.5m	£0.5m	£0.5m	£0.4m					£0.4m	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	£1.5m	£1.5m					£1.5m	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%	20%	21%					21%	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	1					0	9	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	11.3	9.8					10.6	11	10.8
In Year: New Claims (Days)	15.5	20.1	22.0	18.1	18.9	20.2	15.3	14.5					18.1	19	19.6
In Year: Change Events (Days)	7.8	7.9	10.5	9.3	9.2	10.3	10.7	9.0					9.3	9	9.3
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%	67.2%	76.6%					76.6%	98.6%	
This years profiled target	11.3%	20.8%	29.9%	39.0%	48.3%	57.7%	67.9%	76.9%	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	£1.8m					£1.8m	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%	64.0%	74.0%					74.0%	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	£0.3m	£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	£1.0m	£1.0m					£1.0m	INFO	
Position for: 2015/16 (£m)	£0.7m	£0.7m	£0.7m	£0.7m	£0.7m	£0.8m	£0.8m	£0.8m	£0.8m	£0.8m	£0.8m	£0.9m			
HB Overpayments Recovered	3%	5%	8%	10%	13%	15%	16%	19%					19%	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	1						10	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	10.8	10.4					10.9	11	11.7
In Year: New Claims (Days)	16.1	19.8	19.1	21.7	22.9	19.2	16.3	14.1					18.7	19	20.5
In Year: Change Events (Days)	9.5	8.1	11.2	9.7	9.1	9.5	9.8	9.8					9.5	9	10.2
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%	65.5%	74.8%					74.8%	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	£2.5m					£2.5m	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%	67.1%	76.0%					76.0%	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	£0.4m	£0.4m					£0.4m	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	£1.3m	£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%	23%	25%					25%	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	1						11	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

When we compare processing times with this time last year all 3 LA's have improved their performance in respect of both new claims and change events.. Currently both NWLDC and HDC are within target for processing new claims and HBBC are only marginally outside of target. In respect of processing changes all 3 LA's have either improved or maintained processing times on the previous month so the direction of travel is positive.

LCTS

Proposed Council Tax Support schemes in Leicester, Leicestershire and Rutland 06/12/16 (subject to ratification by 31/1/2017)

Council	Current scheme 2016/17 Maximum support	Proposed scheme 2017/18 Possible Maximum support	Current scheme 2016/17 Additional changes to default scheme	Proposed 2017/18 Possible additional changes to default scheme
Blaby	85%	Stay the same	25% taper (compared to default scheme 20%) No second adult rebate	Align scheme to existing Housing Benefit rules and future changes
Charnwood	85%	Stay the same	Scheme aligned to existing Housing Benefit rules and future changes	Stay the same
Harborough	85%	Stay the same	None	Stay the same
Hinckley and Bosworth	88%	Stay the same	None	Stay the same
Leicester City	80%	Stay the same	Scheme aligned to existing Housing Benefit rules and future changes CTS limited to band B liability No CTS if over £6000 capital	Stay the same
Melton	88%	85%	None	Align scheme to existing Housing Benefit rules and future changes Conditionality on seeking support for work.
North West Leicestershire	85%	Stay the same	None	Stay the same
Oadby and Wigston	85%	Stay the same	No second adult rebate 10% annual increase on Non-dependant charges	Align scheme to existing Housing Benefit rules and future changes Limit CTS to band D liability

				No CTS if over £6000 capital
Rutland	75%	Stay the same	No second adult rebate CTS limited to band D liability No CTS if capital over £10,000 Tariff income £1 for every £200 (instead of £1 every £250 in default scheme). Child benefit counted as income (disregarded in default scheme). 10% annual increase on Non-dependant charges	Stay the same

LA error and Subsidy Implications

All three authorities are still below the lower threshold so at this moment in time full subsidy would be paid on the LA error totals.

(NB)

The latest position for HDC (as at 12/1/17) is that the tolerances are looking much healthier

12/1/2017	LA Errors Identified	Lower Threshold (LT)	Upper Threshold (UT)	Subsidy impact of LA errors
January	£35,026.49	£40,786.67	£45,885.01	Full subsidy as LA error below (LT)
Tolerance		£5,760.18	£10,858.52	

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The thresholds are calculated by reference to the total expenditure on housing benefit which for HDC is currently £8,497,223.93. (The lower threshold is 0.48% and the upper threshold is 0.54% of the expenditure.)

- If LA errors exceeds upper threshold no subsidy is paid on the amount identified
- If LA error falls between the lower and upper threshold 40% of the amount identified is paid
- If LA error is below the lower threshold then full subsidy is paid on the value of the LA error

Fraud and Error Reduction Incentive Scheme (FERIS)

It has recently been confirmed that the scheme will continue for 2017/18, albeit with a change of name to Right Benefit Initiative The scheme will continue to provide an upfront Maintenance Fund payment, although no funding details available at the moment. Applications will need to be returned by mid-February. Incentive payments will be made for performance above thresholds as currently.

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

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Cumulative Totals
(SHBE)													
New claims	264	212	212	237	274	260	241	222					1922
Change events	1442	1730	1399	1310	1307	1241	1194	1261					10884
Atlas activity	1895	2253	1739	1914	1978	2001	1531	1815					15126
HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Cumulative Totals
(SHBE)													
New claims	148	133	117	117	160	129	123	125					1052
Change events	768	1082	695	779	745	722	761	777					6329
Atlas activity	964	1131	844	972	1028	926	842	814					7521
NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Cumulative Totals
(SHBE)													
New claims	227	201	210	262	218	264	216	234					1832
Change events	1534	1751	1333	1281	1475	1346	1218	1320					11258
Atlas activity	2245	1886	1735	1866	2109	1804	1926	1680					15251

The tables below shows incoming work position for November 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
31st October 2016	0		0	91	27th Oct 2016	2
7th November 2016	0		0	130	2nd Nov 2016	3
14th November 2016	0	14th Nov 2016	0	96	10th Nov 2016	2
21st November 2016	0	21st Nov 2016	0	157	15th Nov 2016	4
28th November 2016	0	25th Nov 2016	0	204	22nd Nov 2016	4

DWP Atlas Performance:

DWP Real Time Performance (RTI):

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ATLAS PERFORMANCE		
Date	Atlas - number outstanding	Atlas - date being worked on
31st October 2016	28	31st Oct 2016
7th November 2016	102	7th Nov 2016
14th November 2016	74	14th Nov 2016
21st November 2016	157	21st Nov 2016
28th November 2016	33	28th Nov 2016

RTI PERFORMANCE	
RTI - Number Outstanding	RTI - Date being worked on
111	26th Oct 2016
72	26th Oct 2016
0	
0	
110	23rd Nov 2016

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

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£7,224	£14,019	£20,492	£27,613	£36,622	£43,890	£50,311	£57,110				
Upper Threshold	£8,127	£15,772	£23,053	£31,065	£41,199	£49,376	£56,600	£64,249				
Actual	£9,894	£12,412	£14,606	£17,514	£24,570	£25,567	£28,051	£34,647				
Lower Tolerance	-£2,670	£1,608	£5,885	£10,099	£12,052	£18,323	£22,260	£22,463	£0	£0	£0	£0
Upper Tolerance	-£1,767	£3,360	£8,447	£13,551	£16,629	£23,810	£28,549	£29,602	£0	£0	£0	£0
HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£4,102	£7,977	£13,028	£17,016	£21,143	£27,353	£31,231	£34,997				
Upper Threshold	£4,615	£8,974	£14,656	£19,143	£23,786	£30,772	£35,135	£39,371				
Actual	£6,737	£12,393	£17,218	£22,357	£29,014	£29,123	£29,248	£34,422				
Lower Tolerance	-£2,635	-£4,416	-£4,190	-£5,341	-£7,871	-£1,770	£1,984	£575	£0	£0	£0	£0
Upper Tolerance	-£2,122	-£3,419	-£2,562	-£3,214	-£5,228	£1,649	£5,888	£4,950	£0	£0	£0	£0
NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£7,176	£14,045	£20,802	£28,301	£34,966	£45,914	£52,517	£59,037				
Upper threshold	£8,073	£15,801	£23,402	£31,839	£39,337	£51,653	£59,082	£66,417				
Actual	£10,389	£12,008	£16,904	£18,526	£19,561	£22,347	£23,682	£26,272				
Lower Tolerance	-£3,214	£2,037	£3,898	£9,775	£15,406	£23,566	£28,836	£32,765	£0	£0	£0	£0
Upper Tolerance	-£2,316	£3,793	£6,498	£13,313	£19,776	£29,305	£35,400	£40,145	£0	£0	£0	£0

Fraud Investigations Activity

HBBC

11 sanctions administered

Administrative penalty applied £4,913 of which £1,100 has been paid

Council Tax Support fraudulent overpayment raised £24,090

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	£1,472.88	0	0	0	£0.00	
31.07.2016	6	1	8	£0.00	£2,489.73	0	0	1	£795.73	
31.08.2016	3	5	8	£4,891.31	£2,783.26	0	0	1	£552.14	
30.09.2016	1	4	5	£1,098.58	£910.23	1	0	2	£1,737.54	£1,110.00
31.10.2016	2	5	2	£2,034.32	£3,224.46	0	0	1	£549.29	
30.11.2016	1	2	5	£2,323.97	£1,388.79	0	1	1	£904.63	
Total	18	24	38	£11,821.06	£12,269.35	2	1	8	£4,912.55	£1,110.00

HDC

11 sanctions administered

Administrative penalty applied £6,799 of which £959 has been paid

Council Tax Support fraudulent overpayment raised £23,250

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	£2,162.76	0	0	1	£309.06	
31.05.2016	2	1	2	£1,537.72	£1,522.52	0	0	0	£0.00	
30.06.2016	2	1	1	£1,037.51	£2,402.66	0	0	0	£0.00	
31.07.2016	4	5	1	£0.00	£188.66	1	0	3	£2,024.28	
31.08.2016	8	12	7	£0.00	£4,301.78	0	0	0	£0.00	
30.09.2016	0	5	3	£3,049.19	£1,855.36	0	0	4	£3,017.01	£20.00
31.10.2016	4	0	3	£0.00	£0.00	0	0	1	£939.47	£939.47
30.11.2016	11	4	3	£1,714.28	£2,259.20	0	0	1	£509.28	
Total	31	32	6	£8,556.83	£14,692.94	1	0	10	£6,799.10	£959.47

NWLDC

11 sanctions administered
 Administrative penalty applied £5,945
 Council Tax Support fraudulent overpayment raised £31,366

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	£6,138.76	0	0	2	£911.43	
31.05.2016	3	7	5	£5,266.57	£4,508.40	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	£119.13	1	0	0	£0.00	
31.08.2016	10	9	9	£935.81	£783.97	0	0	1	£599.71	
30.09.2016	3	1	5	£0.00		0	0	0	£0.00	£0.00
31.10.2016	2	7	1	£616.59	£477.73	1	0	0		
30.11.2016	0	1	6	£4,988.14	£3,880.42	0	0	0	£0.00	
Total	31	37	44	£15,457.21	£15,908.41	3	1	7	£5,944.74	£0.00

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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
	Net amount paid:	£26,898

Same time last year:

2015/16	Allocation	£46,343
	Total awarded:	£18,862

Hinckley & Bosworth BC:

⌘	2016/17	DWP Allocation:	£98,116
		Net amount paid:	£47,835

Same time last year:

2015/16	Allocation	£78,129
	Total awarded:	£69,978

North West Leicestershire DC:

2016/17	DWP Allocation:	£114,965
	Net amount paid	£60,490

Same time last year:

2015/16	Allocation	£103,678
	Total awarded:	£86,429

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

Council Tax Discretionary Discount Scheme – Amount Awarded

Hinckley & Bosworth BC - Discretionary Discount Scheme - Total awarded £17,048

Annual Allocation	£29,863								
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Totals
Award Amount	£3,211	£3,138	£557	£2,744	£1,501	£1,572	£2,920	£1,406	£17,048
Average	£2,489	£2,489	£2,489	£2,489	£2,489	£2,489	£2,489	£2,489	£29,863
Variance	£-722	£-650	£1,932	£-255	£987	£917	£-432	£1,083	£12,815
Successful	20	31	8	25	9	21	17	16	147
Unsuccessful	8	20	3	4	8	13	2	4	62
Total number of claims	28	51	11	29	17	34	19	20	209
Case average	£160.53	£101.23	£69.62	£109.75	£166.81	£74.83	£171.78	£87.86	£115.98

Harborough DC - Discretionary Discount Scheme - Total awarded £11,464

Annual Allocation	£21,786								
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Totals
Award Amount	£1,748	£2,447	£2,805	£459	£1,821	£1,280	£-276	£1,180	£11,464
Average	£1,816	£1,816	£1,816	£1,816	£1,816	£1,816	£1,816	£1,816	£21,786
Variance	£67	£-632	£-989	£1,356	£-5	£535	£2,091	£636	£10,322
Successful	13	18	6	5	14	9	4	9	78
Unsuccessful	5	5	1	3	4	5	3	2	28
Total number of claims	18	23	7	8	18	14	7	11	106
Case average	£134.49	£135.97	£467.44	£91.83	£130.04	£142.28	£-68.94	£131.07	£146.98

North West Leicestershire DC - Discretionary Discount Scheme - Total awarded £20,329

Annual Allocation	£30,816								
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Totals
Award Amount	£6,328	£8,431	£1,230	£464	£1,361	£674	£805	£1,037	£20,329
Average	£2,568	£2,568	£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	£1,763	£1,531	£10,487
Successful	36	49	13	6	9	20	8	16	157
Unsuccessful	4	14	4	8	4	6	6	6	52
Total number of claims	40	63	17	14	13	26	14	22	209
Case average	£175.78	£172.06	£94.61	£77.28	£151.22	£33.68	£100.63	£64.83	£129.49

Housing Benefit Overpayments Analysis:

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Totals
Debt raised	£70,560	£56,494	£64,490	£68,198	£39,325	£74,563	£67,088	£56,174					£496,891
Partnership collection Rate	4%	7%	10%	12%	16%	18%	20%	21%					
Sundry Debt collection rate													
Combined													
Partnership anticipated collection rate	5%	9%	15%	19%	23%	25%	27%	28%	30%	32%	34%	36%	
HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Totals
Debt raised	£44,797	£71,432	£40,800	£51,766	£23,715	£54,368	£70,850	£86,127					£443,854
Partnership collection Rate	3%	5%	8%	10%	13%	15%	16%	19%					
Sundry Debt collection rate	1%	1%	2%	3%	4%	8%	8%	9%					
Combined	3%	5%	8%	10%	13%	15%	16%	19%					
Partnership anticipated collection rate	3%	7%	11%	15%	17%	18%	21%	23%	25%	26%	29%	31%	
NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Totals
Debt raised	£165,048	£61,129	£60,460	£74,581	£74,765	£83,427	£68,073	£79,156					£666,639
Partnership collection Rate	5%	8%	12%	15%	18%	21%	23%	25%					
Sundry Debt collection rate	1%	2%	3%	4%	5%	6%	7%	8%					
Combined	4%	8%	11%	14%	17%	20%	23%	24%					
Partnership anticipated collection rate	4%	4%	11%	16%	19%	20%	23%	24%	26%	29%	31%	34%	

Revenues Operational Team

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

Performance Update from Sue Williams-Lee – Revenues Operational Manager

Council Tax

The single person discount review has raised additional debt due to the cancellation of discounts going back to 1 April 2015. The collection rates, with the exception of HBBC, are only marginally below target despite most of the additional debt being profiled to March 2017. This is a very positive position following such a large review.

In November the council tax team commenced work on the new overpayment recovery process for all overpayment debts. A project team was established to plan and co-ordinate the work. The team then generated reminder letters to advise customers of their outstanding balance. Reminder notices were sent to debtors with an outstanding overpayment over a period of three weeks. This generated significant telephone contact, which was resourced by the whole team together with benefits team and customer services. Payment arrangements were made and advice was provided to customers that made contact. The project team is reviewing the accounts of the all the debtors who did not make contact to decide the most appropriate course of action. Non-economically viable debts and those where recovery action is not appropriate will be submitted for write off. The remainder will be put through for attachment of earnings, deductions from DWP benefits or sent to an external collection agency. This work will continue to be the focus during December. The new recovery process will be fully operational in January for all newly created overpayments.

NNDR

Collection rates are now either above or only marginally below target due to timing differences with newly billed properties. As previously reported, if a ratepayer is billed after the middle of the month their first instalment does not become due for up to 6 weeks.

The non- payment issues relating to the two large properties on Magna Park have now been resolved. The closing bill for one account was paid in full and the new occupier has commenced making payments. . On the second property, the ratepayer is still occupying the premises and paying as per their bill. They will be vacating in January.

Council Tax

*Gross arrears position:

	<u>*Starting Position</u>	<u>Arrears Reduction</u>	<u>What it means in % terms</u>
HBBC	£2.848m	£794k	27.9%
HDC	£2.346m	£585k	24.9%
NWLDC	£3.331m	£831k	24.9%

* 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:

	<u>Claim category:</u>	<u>Working Age</u>		<u>Elderly</u>	
		<u>Non-passported</u>	<u>Passported</u>	<u>Non-passported</u>	<u>Passported</u>
67	HBBC	54.9%	53.3%	76.7%	73.4%
	HDC	55.3%	57.9%	76.8%	75.8%
	NWLDC	54.2%	53.1%	76.6%	70.5%

Debt recovery analysis:

HBBC number of dwellings 49,352

Percentage - is when compared with the number of dwellings

HBBC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals	Percentage
Documents Issued														
Reminders	1523	1669	939	883	154	675	641	519					7,003	14.2%
Arrangement Reminders	126	71	126	139	124	92	106	96					880	1.8%
Summonses	0	1565	781	594	366	280	370	270					4,226	8.6%
Liability Orders obtained	0	0	1126	458	404	229	169	227					2,613	5.3%
With enforcement agent	0	0	1077	505	187	298	105	126					2,298	4.7%
DWP attachments	8	65	90	75	15	37	41	31					362	0.7%
Attachment of earnings	30	66	119	86	27	46	28	27					429	0.9%
Cases pending next enforcement action														
Cases returned by enforcement agent - Bailiff Return letter Issued	77	38	30	48	38	86	123	281						
At 'Post Liability Order' enforcement stage	1189	441	668	841	642	774	801	994						

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HDC number of dwellings 38,303

Percentage - is when compared with the number of dwellings

HDC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals	Percentage
Documents Issued														
Reminders	915	1084	630	567	67	402	374	388					4,427	11.6%
Arrangement Reminders	2	202	128	66	104	65	75	53					695	1.8%
Summonses	0	969	453	348	190	152	168	159					2,439	6.4%
Liability Orders obtained	0	0	671	260	215	122	79	89					1,436	3.7%
With enforcement agent	0	0	460	483	79	244	37	223					1,526	4.0%
DWP attachments	57	39	63	102	13	26	70	42					412	0.8%
Attachment of earnings	50	24	138	74	25	20	28	46					405	0.8%
Cases pending next enforcement action														
Cases returned by enforcement agent - Bailiff Return letter Issued	206	48	34	78	27	54	73	79						
At 'Post Liability Order' enforcement stage	1196	355	276	730	642	810	804	274						

NWLDC number of dwellings 42,924

Percentage - is when compared with the number of dwellings

NWLDC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals	Percentage
Documents Issued														
Reminders	1633	1489	1018	832	183	773	665	601					7,194	16.8%
Arrangement Reminders	187	93	110	119	157	107	116	92					981	2.3%
Summonses	0	1697	677	542	0	244	327	256					3743	8.7%
Liability Orders obtained	0	1213	0	398	362	231	126	201					2531	5.9%
With enforcement agent	0	0	1378	85	128	138	93	484					2,306	5.4%
DWP attachments	46	107	65	92	13	50	70	74					517	1.0%
Attachment of earnings	22	126	93	76	20	58	42	58					495	1.0%
Cases pending next enforcement action														
Cases returned by enforcement agent - Bailiff Return letter Issued	352	162	240	272	279	206	236	180						
At 'Post Liability Order' enforcement stage	1474	878	1123	1245	1414	1412	1521	903						

Council Tax arrears position:

Hinckley & Bosworth BC

On 1st April 2016 gross arrears opening position was £2.848m and the amount outstanding at the end of November is £2.054m.

Reduction in arrears is £794k which equates in percentage terms to 27.9%.

	31/03/2016	30/04/2016	31/05/2016	30/06/2016	31/07/2016	31/08/2016	30/09/2016	31/10/2016	30/11/2016
*Total Arrears	£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	£2,175,608.35	£2,053,875.45
* Working age LCTS	£313,650.67	£301,019.41	£285,274.58	£274,462.11	£264,422.60	£251,268.72	£247,773.30	£261,426.89	£245,900.34
* Pension age LCTS	£39,686.83	£37,260.61	£35,866.78	£35,896.63	£36,945.64	£36,410.68	£34,484.58	38,434.59	£34,662.82
* Empty & unfurnished	£23,186.95	£20,579.32	£8,528.16	£2,867.76	£2,983.14	£2,002.57	£5,701.74	£6,336.56	£5,550.33
* Structural alteration	£1,917.15	£1,729.51	£264.70	£532.83	£1,134.98	£1,134.98	£1,134.98	£1,134.98	£1,056.43
(* 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	-£881,067.28	-£988,892.40
Write offs against arrears		-£3.90	-£1,003.65	-£960.79	-£2,397.16	-£52,903.02	-£52,357.53	-£52,776.83	-£52,827.91
Charge adjustments against arrears		£29,087.72	£38,376.68	£56,221.45	£56,612.09	£84,403.10	£117,905.04	£227,335.85	£211,580.56
Refunds made against arrears		£1,756.21	£1,860.21	£2,136.83	£2,569.28	£2,569.28	£2,844.00	£2,844.00	£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	£30,888.77	£31,897.77
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	£1,767,649.02	£1,734,112.55
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	£1,359,120.45	£1,301,227.80

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Harborough DC

On 1st April 2016 gross arrears opening position was £2.347m and the amount outstanding at the end of November is £1.761m.

Reduction in arrears is £585k which equates in percentage terms to 24.9%

	31/03/2016	30/04/2016	31/05/2016	30/06/2016	31/07/2016	31/08/2016	30/09/2016	31/10/2016	30/11/2016
*Total Arrears	£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	£1,856,964.78	£1,761,476.92
* Working age LCTS	£244,215.09	£236,179.44	£235,229.73	£214,021.84	£211,309.69	£205,174.57	£204,730.09	£196,647.65	£187,927.35
* Pension age LCTS	£23,627.68	£24,619.00	£25,335.36	£22,142.30	£18,238.42	£17,724.56	£19,199.24	£16,429.09	£18,429.64
* Empty & unfurnished	£6,110.92	£9,117.14	£5,334.05	£7,436.77	£5,362.73	£594.25	£785.73	£2,207.29	£1,568.48
* Structural alteration	£2,399.79	£2,084.70	£2,196.40	£408.28	£0.00	£13.69	£0.00	£0.00	£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	-£672,643.49	-£751,964.70
Write offs against arrears		-£0.91	-£0.91	£54.29	-£35,147.66	-£35,428.42	-£35,428.43	-£35,428.44	-£58,107.46
Charge adjustments against arrears		£37,047.51	£76,225.43	£87,687.19	£94,774.92	£98,127.15	£128,503.76	£202,581.91	£209,026.55
Refunds made against arrears		£0.00	£1,023.58	£963.41	£963.41	£963.42	£1,041.76	£1,041.76	£1,148.99
Cost adjustments against arrears		-£957.74	£4,493.26	£10,796.76	£13,439.55	£14,594.05	£15,140.05	£14,325.05	£14,645.55
Previous years arrears total 2015/16	£2,099,223.53	£1,995,921.04	£1,918,492.31	£1,836,031.44	£1,804,622.43	£1,748,128.01	£1,707,083.33	£1,630,286.18	£1,598,524.14
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	£1,500,554.67	£1,421,936.62

North West Leicestershire DC

On 1st April 2016 gross arrears opening position was £3.331m and the amount outstanding at the end of November is £2.500m.

Reduction in arrears is £831k which equates in percentage terms to 24.9%.

	31/03/2016	30/04/2016	31/05/2016	30/06/2016	31/07/2016	31/08/2016	30/09/2016	31/10/2016	30/11/2016
*Total Arrears	£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	£2,639,565.80	£2,500,636.26
* Working age LCTS	£406,893.73	£393,456.64	£371,160.62	£348,200.40	£346,472.84	£336,691.51	£329,402.18	£327,700.44	£316,318.24
* Pension age LCTS	£33,779.52	£37,368.46	£37,065.08	£33,262.08	£32,396.46	£31,525.99	£30,128.68	£33,750.93	£31,637.10
* Empty & unfurnished	£14,699.34	£17,024.99	£14,331.31	£2,311.92	£4,267.16	£2,784.74	£1,448.42	£2,174.18	£459.20
* Structural alteration	£2,832.98	£777.12	£165.78	£147.75	£40.96	£1.52	£1.52	£1.52	£0.11
(* 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	-£975,164.67	-£1,086,216.17
Write offs against arrears		£77.38	£19.44	-£20,306.52	-£22,439.36	-£22,522.59	-£22,320.67	-£22,552.54	-£45,893.52
Charge adjustments against arrears		£58,359.12	£75,632.08	£89,672.41	£102,697.44	£118,119.03	£162,260.14	£276,158.83	£270,979.77
Refunds made against arrears		£180.00	£180.00	£220.00	£220.00	£2,703.21	£2,703.21	£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	£27,090.72	£27,732.72
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	£2,188,069.43	£2,136,534.01
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	£1,983,035.05	£1,833,259.19

Direct Debit

For Council Tax:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
NWL	73.3%	73.9%	74.1%	74.2%	74.0%	73.8%	73.8%	73.5%
HDC	78.6%	78.8%	79.1%	79.4%	79.1%	79.1%	79.2%	79.0%
HBBC	75.8%	76.6%	76.3%	76.4%	76.4%	76.5%	76.3%	76.2%

Direct Debit over the web (Channel Shift)

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>
73	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
	October	117	1	95	2	104	0
	November	83	0	70	0	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	£63k	£241k	20.7%
***HBBC	£742k	£398k	£440k	53.6%
****NWLDC	£562k	£168k	£394k	29.9%

* 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 £613k

***HBBC new charge added to arrears £1.414m

****NWLDC new charge added to arrears £798k

Debt Recovery Analysis:

HBBC number of assessments 3,081

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	48	51					677	22.0%
Arrangement Reminders	1	2	1	0	1	0	5	8					18	0.6%
Summonses	0	90	36	26	21	18	23	24					238	7.7%
Liability Orders Granted	0	0	16	0	0	16	12	10					54	1.8%
With enforcement agent	4	3	34	14	0	12	4	11					82	2.7%

HDC number of assessments 2,924

Percentage is when compared with the number of assessments

HDC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals	Percentage
Reminders	195	85	56	47	35	39	39	48					544	18.6%
Arrangement Reminders	5	0	0	0	2	0	1	8					16	0.5%
Summonses	0	61	23	25	18	11	8	14					160	5.5%
Liability Orders Granted	0	0	12	0	0	14	7	4					37	1.3%
With enforcement agent	5	4	15	6	0	5	3	7					45	1.5%

NWLDC number of assessments 3,279

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	28	18					569	17.4%
Arrangement Reminders	1	0	3	0	1	0	2	9					16	0.5%
Summonses	0	71	37	24	17	14	17	15					195	5.9%
Liability Orders Granted	0	0	12	0	0	11	7	10					40	1.2%
With enforcement agent	10	0	45	9	0	12	4	8					88	2.7%

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Non Domestic Rate arrears position:

Hinckley & Bosworth BC

On 1st April 2016 arrears opening position was £0.742m and the amount outstanding for these specific arrears is £0.344m and these have been reduced by £398k.

The amount of new charge added to arrears amounts to £1.414m.

The net movement to arrears

B/fwd. position: £0.742m - current position is £0.344m)

New debt added position: £1.414m - current position is £0.096m)

£0.440m

The table below illustrates the debt movement by financial year:

Business Rates		Hinckley & Bosworth BC												
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														
2007		£630.00	£600.00	£570.00	£540.00	£510.00	£480.00	£450.00	£420.00	£390.00	£0.00	£0.00	£0.00	£0.00
2008		£365.00	£365.00	£365.00	£365.00	£365.00	£365.00	£365.00	£365.00	£365.00	£0.00	£0.00	£0.00	£0.00
2009		£1,310.22	£1,427.97	£1,398.22	£806.85	£828.35	£803.34	£803.34	£803.34	£803.34	£0.00	£0.00	£0.00	£0.00
2010		£2,531.69	£2,413.94	£2,413.94	£1,489.59	£1,453.09	£1,453.09	£1,453.09	£1,453.09	£1,453.09	£0.00	£0.00	£0.00	£0.00
2011		£9,810.31	£13,979.23	£13,873.69	£9,928.03	£9,738.94	£9,684.52	£9,634.52	£9,584.52	£9,532.52	£0.00	£0.00	£0.00	£0.00
2012		£33,031.72	£39,198.40	£38,212.90	£34,542.95	£34,771.79	£33,829.00	£33,829.00	£33,835.69	£33,878.32	£0.00	£0.00	£0.00	£0.00
2013		£98,621.42	£91,637.72	£83,100.37	£78,354.32	£75,999.19	£74,653.25	£71,167.05	£67,711.86	£64,894.69	£0.00	£0.00	£0.00	£0.00
2014		£173,545.27	£179,279.77	£152,265.98	£141,135.52	£142,800.84	£141,425.99	£127,700.37	£119,849.36	£111,719.78	£0.00	£0.00	£0.00	£0.00
2015		£422,827.90	£1,088,812.54	£394,620.80	£286,335.40	£258,062.61	£260,013.96	£240,151.75	£229,400.29	£217,509.78	£0.00	£0.00	£0.00	£0.00
TOTAL		£742,673.54	£1,417,714.58	£686,820.91	£553,497.67	£524,529.83	£522,708.15	£485,554.12	£463,423.15	£440,546.52	£0.00	£0.00	£0.00	£0.00

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
Amount Recovered														
In Month														
2007		£630.00	£30.00	-£30.00	-£30.00	-£30.00	-£30.00	-£30.00	-£30.00	-£30.00				
2008		£365.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00				
2009		£1,310.22	-£117.75	-£29.75	-£591.37	£21.50	-£25.01	£0.00	£0.00	£0.00				
2010		£2,531.69	£117.75	£0.00	-£924.35	-£36.50	£0.00	£0.00	£0.00	£0.00				
2011		£9,810.31	-£4,168.92	-£105.54	-£3,945.66	-£189.09	-£54.42	-£50.00	-£50.00	-£52.00				
2012		£33,031.72	-£6,166.68	-£985.50	-£3,669.95	£228.84	-£942.79	£0.00	£6.69	£42.63				
2013		£98,621.42	£6,983.70	-£8,537.35	-£4,746.05	-£2,355.13	-£1,345.94	-£3,486.20	-£3,455.19	-£2,817.17				
2014		£173,545.27	-£5,734.50	-£27,013.79	-£11,130.46	£1,665.32	-£1,374.85	-£13,725.62	-£7,851.01	-£8,129.58				
2015		£422,827.90	-£665,984.64	-£694,191.74	-£108,285.40	-£28,272.79	£1,951.35	-£19,862.21	-£10,751.46	-£11,890.51				
TOTAL REDUCTION			-£675,041.04	-£730,893.67	-£133,323.23	-£28,967.86	-£1,821.67	-£37,154.03	-£22,130.97	-£22,876.63	£0.00	£0.00	£0.00	£0.00

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Harborough DC

On 1st April 2016 arrears opening position was £0.304m and the amount outstanding for these specific arrears is £0.119m and these have been reduced by 184k.

The amount of new charge added to arrears amounts to £613k.

The net movement to arrears is as follows:

B/fwd. position:	£0.304m	-	current position is £0.119m)	<u>£0.241m</u>
New debt added position:	£0.613m	-	current position is £0.122m)	

The table below illustrates the debt movement by financial year:

Business Rates Harborough DC		Recovery Year												
By Debt		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
2006	£870.59	£850.59	£830.59	£830.59	£790.60	£770.59	£750.59	£730.59	£710.59					
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	£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	£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	£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	£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	£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	£15,264.95	£15,128.95					
2013	£39,516.73	£47,118.53	£39,739.22	£38,770.97	£32,449.72	£34,277.59	£22,356.66	£24,780.23	£24,199.12					
2014	£54,970.32	£68,872.47	£79,053.90	£75,547.86	£64,858.23	£67,257.23	£48,883.54	£32,928.38	£29,661.24					
2015	£153,016.20	£221,366.88	£169,491.92	£151,945.60	£131,454.05	£84,395.64	£95,997.92	£152,093.67	£144,232.44					
TOTAL	£303,553.24	£395,414.27	£340,345.17	£318,162.22	£277,104.58	£229,334.44	£210,493.30	£253,019.50	£241,154.02	£0.00	£0.00	£0.00	£0.00	£0.00

Recovery Year		Amount Recovered In Month												
		@ 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
2006	£870.59	-£20.00	-£20.00	£0.00	-£39.99	-£20.01	-£20.00	-£20.00	-£20.00					
2007	£2,914.75	£0.00	£0.00	£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	£0.00	£0.00					
2009	£5,705.25	£0.00	£0.00	£0.00	£0.01	-£0.01	£0.00	£0.00	£0.00					
2010	£6,853.78	-£414.56	-£304.77	-£29.94	-£290.68	-£1,369.74	£0.00	£0.00	£0.00					
2011	£12,266.39	£1,234.36	-£2,060.35	£0.00	-£1,125.80	-£1,538.51	£0.00	£0.00	£0.00					
2012	£22,057.73	£1,206.60	-£3,611.14	-£132.40	-£2,098.80	-£2,010.28	-£128.80	-£17.96	-£136.00					
2013	£39,516.73	£7,601.80	-£7,379.31	-£968.25	-£6,321.25	£1,827.87	-£11,920.93	£2,423.57	-£581.11					
2014	£54,970.32	£13,902.15	£10,181.43	-£3,506.04	-£10,689.63	£2,399.00	-£18,373.69	-£15,955.16	-£3,267.14					
2015	£153,016.20	£68,350.68	-£51,874.96	-£17,546.32	-£20,491.55	-£47,058.41	£11,602.28	£56,095.75	-£7,861.23					
TOTAL REDUCTION		£91,861.03	-£55,069.10	-£22,182.90	-£41,057.74	-£47,770.09	-£18,841.14	£42,526.20	-£11,865.48	£0.00	£0.00	£0.00	£0.00	£0.00

North West Leicestershire DC

On 1st April 2016 arrears opening position was £0.562m and the amount outstanding for these specific arrears is £0.217m and these have been reduced by £345k.

The amount of new charge added to arrears amounts to £798k.

The net movement to arrears

B/fwd. position:	£0.562m	-	current position is £0.217m)	<u>£0.394m</u>
New debt added position:	£0.798m	-	current position is £0.177m)	

The table below illustrates the debt movement by financial year:

Business Rates North West Leicestershire DC

Recovery Year

By Debt

	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
2005	£0.00	£0.01	£0.00	£0.00	£0.00	£0.00	£0.01	£0.00	£0.00				
2007	£23.30	£0.00	£0.00	£0.00	£0.01	£0.00	£0.01	£0.00	£0.00				
2008	£4,179.25	£4,179.25	£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	£6,062.13	£6,062.13				
2010	£18,734.68	£25,159.14	£24,331.12	£24,394.12	£8,615.12	£8,615.11	£8,617.07	£8,615.06	£8,447.76				
2011	£5,360.79	£15,284.89	£24,960.01	£13,577.42	£13,340.75	£13,066.69	£10,168.83	£10,168.84	£10,088.97				
2012	£33,557.00	£36,268.33	£35,336.02	£34,559.73	£25,766.96	£25,591.20	£25,531.68	£25,531.68	£25,467.52				
2013	£66,503.94	£73,489.81	£72,489.34	£67,938.31	£55,137.53	£55,009.53	£54,290.03	£51,585.88	£49,031.59				
2014	£136,012.63	£154,183.28	£145,227.37	£136,673.18	£121,939.36	£117,065.19	£104,072.84	£83,199.00	£74,176.31				
2015	£294,365.50	£558,191.45	£502,457.61	£424,927.78	£315,463.67	£264,420.07	£252,025.70	£225,497.58	£216,685.09				
TOTAL	£564,799.23	£872,818.30	£815,042.85	£712,311.92	£550,504.79	£494,009.17	£464,947.56	£414,839.42	£394,138.62	£0.00	£0.00	£0.00	£0.00

Recovery Year

Amount Recovered

In Month

	@ 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
2005	£0.00	£0.00	£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	-£0.01	£0.00				
2008	£4,179.25	£0.00	£0.00	£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	-£0.01	£0.00				
2010	£18,734.68	-£6,424.46	-£828.02	£63.00	-£15,779.00	-£0.01	£1.96	-£2.01	-£167.30				
2011	£5,360.79	-£9,924.10	£9,675.12	-£11,382.59	-£236.67	-£274.06	-£2,897.86	£0.01	-£79.87				
2012	£33,557.00	-£2,711.33	-£932.31	-£776.29	-£8,792.77	-£175.76	-£59.52	£0.00	-£64.16				
2013	£66,503.94	-£6,985.87	-£1,000.47	-£4,551.03	-£12,800.78	-£128.00	-£719.50	-£2,704.15	-£2,554.29				
2014	£136,012.63	-£18,170.65	-£8,955.91	-£8,554.19	-£14,733.82	-£4,874.17	-£12,992.35	-£20,873.84	-£9,022.69				
2015	£294,365.50	-£263,825.95	-£55,733.84	-£77,529.83	-£109,464.11	-£51,043.60	-£12,394.37	-£26,528.12	-£8,812.49				
TOTAL COLLECTED		-£308,042.37	-£57,775.44	-£102,730.93	-£161,807.13	-£56,495.61	-£29,061.63	-£50,108.13	-£20,700.80	£0.00	£0.00	£0.00	£0.00

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
Service Area: Revenues																	
MP enquiries	0	0	0	0	0	0	0	0	0	0		0				0	0
Complaints	1	1	1	3	1	0	0	1	3	1		4				0	8
Complaints position in 2015/16	1	2	1	4	0	0	0	0	1	0	0	1	1	0	0	1	6
Service Area: Benefits																	
MP Enquiries	0	0	0	0	0	0	0	0	0	0		0				0	0
Complaints	0	0	0	0	1	0	0	1	0	1		1				0	2
Complaints position in 2015/16	0	0	1	1	1	0	0	1	0	0	0	0	1	0	0	1	3

HDC

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HDC	April	May	June	QTR1	July	Aug	Sep	QTR2	Oct	Nov	Dec	QTR3	Jan	Feb	March	QTR4	Totals
Service Area: Revenues																	
MP enquiries	0	0	0	0	0	0	0	0	0	0		0				0	0
Complaints	1	0	1	2	2	0	0	2	2	1		3				0	7
Complaints position in 2015/16	1	3	1	5	2	0	1	3	1	0	2	3	0	2	0	2	13
Service Area: Benefits																	
MP Enquiries	0	0	0	0	0	0	0	0	0	0		0				0	0
Complaints	0	0	1	1	1	0	1	2	1	0		1				0	4
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
Service Area: Revenues																	
MP enquiries	2	1	0	3	0	0		0	1	0		1				0	4
Complaints	1	0	5	6	4	3		7	0	1		1				0	14
Complaints position in 2015/16	1	2	1	4	1	1	0	2	0	0	1	1	2	0	4	6	13
Service Area: Benefits																	
MP Enquiries	0	0	0	0	0	1		1	0	0		0				0	1
Complaints	1	0	0	1	0	1		1	0	0		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

Current Long Term Sickness

Harborough DC

1 **Benefits Officer**

Hinckley & Bosworth BC

1 **Council Tax Officer**

North West Leicestershire DC

None



Sickness

Sickness for October is given below
(Data cannot be provided in time to meet report deadline and therefore reported 1 month in arrears)

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	<u>October</u>	<u>Cumulative</u>	
HBBC Annual Target 8 days			
Long term	21days	Long term	113 days
Short term	8 days	Short term	147 days
	Total days lost: 29 days	Total days lost: 260 days	
	FTE average: 0.59 days	FTE average: 8.04 days	
	Profiled FTE target: 0.67 days	Profiled FTE target: 4.66 days	
HDC Annual Target 7.6 days			
Long term	21 days	Long term	96.5 days
Short term	3 days	Short term	46 days
	Total days lost: 24 days	Total days lost: 142.5 days	
	FTE average: 1.0 days	FTE average: 6.79 days	
	Profiled FTE target: 0.63 days	Profiled FTE target: 4.41 days	
NWLDC Annual Target 7.4 days			

Long term	0 days	Long term	42 days
Short term	1.2 days	Short term	59.1 days
Total days lost:	10.9 days	Totals days lost:	101.1 days
FTE average :	0.06 days	FTE average:	5.57 days
Profiled FTE Target:	0.62 days	Profiled Target	6.20 days



Leicestershire Partnership Revenues & Benefits

'Financial Performance to November 2016

1. PURPOSE OF THE REPORT

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

2. RECOMMENDATION

- a) That the financial performance of the Partnership be noted.
b) That the Joint Committee approves the use of the Restructure and Efficiency reserve to fund the server migration costs.

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. This has since been adjusted down by £122,000 as detailed below.
- 3.2.1 Actual spend as at 30 November 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 November 2016, the Partnership had underspent against the profiled budget by £324,573. In addition there were £230,860 of timing differences associated with expenditure to the end of November 2016, which will be billed to partners following the quarter end reconciliation, leaving a net under spend of £93,713.

	Budget to Nov 2016	Actual to Nov 2016	Variance to Date (Over) / Under Spend	Timing Differences	Variance after Timing Differences (Over) / Under Spend
	£	£	£	£	£
TOTAL EXPENDITURE	2,225,919	1,922,647	303,272	230,860	72,412
INCOME	-1,804,257	-1,825,558	21,301	0	21,301
	421,662	97,089	324,573	230,860	93,713

- 3.3 The key variances to bring to the attention of the Management Board are:
- Salary savings of £55,000 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 31 November 2016, the Partnership is forecasting a year end saving of £58,000, 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.

Restructure and Efficiency reserve

- 3.6 At the end of November no amounts have been charged to the Restructure and Efficiency reserve of balance of £100,000.
- 3.6.1 It is proposed that this reserve is used to fund the costs of migration to the new server. This will require an initial outlay of £68,000 in year one, but will lead to ongoing savings of £12,500 (Appendix 2).
- 3.6.2 Additional costs in year four are expected of £5,000 to cover warranty costs.
- 3.6.3 The remaining balance to be held as a contingency for future cost pressures.

Leicestershire Revenues & Benefits Partnership Monitoring Report to 30th November 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	1,620,532	1,336,298	227,076	57,157	2,604,010	2,484,010
Premises Related Expenditure	50,687	46,524	0	4,163	79,530	79,530
Transport Related Expenditure	23,344	13,529	3,194	6,621	35,000	35,000
Supplies & Services	515,752	510,896	589	4,267	750,110	754,110
Central & Administrative Exp	15,604	15,400	0	204	31,200	31,200
Revenue Income	-1,739,125	-1,752,159	0	13,033	-3,499,850	-3,280,153
Approved Cfwd	0	0	0	0	0	-72,000
Transfer from Reserves	-65,131	-65,131	0	0	0	-97,697
Other Expenditure - FERIS	0	13,048		-13,048	0	66,000
Other Income - FERIS	0	-21,316		21,316	0	0
Sum:	421,662	97,089	230,860	93,713	0	0

Timing Differences

Salaries - October & November 16	HDC	106,843
	NWLDC	120,233
Mileage & Disturbance Costs - October & November 16	HDC	1,562
	NWLDC	1,632
Supplies & Services - October & November 16	HDC	200
	NWLDC	389
		230,860

Explanations

	Variance at 30/11/16 (Over) / Under Spend £	Forecast variance (Over) / Under Spend £	Explanation £5k+
Salaries	55,000	58,000	Variance is due to vacant post
Training	3,000		Variance > £5k
Premises Related Expenditure	4,000		Variance > £5k
Car Allowances	7,000		Mileage lower than anticipated, a proportion of which will be due to mileage no longer being claimed by Fraud Staff
Computer Software Maintenance Costs	-3,000		Variance > £5k
Postages	5,000		Variance > £5k
Liability Expenses	-2,000		Variance < £5k
Flexible Working	2,000		Variance > £5k
Audit Fees	2,000		Variance > £5k
Subscription	3,000		Variance > £5k
Other Minor Variances	-3,000		Variance > £5k
Contributions	13,000		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	8,000		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
	94,000	58,000	

Appendix 2: Server Migration Costs

Initial outlay

Item	Description	Cost (est)	Note	Yr 4 cost
1	Installation & Migration support (3x LA's) *note 1 (Capita)	£21,000	This would be incurred if we moved from Solaris 10 to 11	
2	Script rewriting and support (one off fixed charge) (Capita)	£8,000	Capita bespoke interfaces	
3	Three Years support for RHEL (6x nodes)	£4,000		
4	Hardware (Storage for 3x LA's, Live/Test/Train systems)	£15,000	Solaris replacement server would cost £100k	
5	Warranty to support new hardware /mainetenace costs Yr 4 onwards	n/a	Aditional cost from yr4	£5,000
6	Internal costs	£10,000	Cost of resource for testing and implementation	
7	Interfaces	£10,000	In house written SY export/import routines	
	Total	£68,000		£5,000

Savings moving forward

Item	Description	Saving 2018/19	Note
1	Support & Maintenance DR/DB current Solaris environment	-£12,500	Once new server set up has been completed

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Leicestershire Partnership Revenues & Benefits

2017/2018 Proposed Budget

1. PURPOSE OF THE REPORT

- 1.1 To inform the Management Board of the initial draft budget for 2017/18 ahead of submission to the Joint Committee for approval.

2. RECOMMENDATION

- 2.1 That the 2017/2018 budget proposals for the Partnership are approved by the Joint Committee.

3. BACKGROUND

- 3.1 The timetables for budget setting for the Partnership are outlined in the Schedule 3 of the Partnership agreement as follows:

1.2 ...on or before 31 November before the start of each Municipal Year the Operational Board shall prepare a draft budget for the following Municipal Year for the consideration of the Joint Committee and Councils.

1.6 The Councils shall approve the draft budget on or before 31 December in each Municipal Year

- 3.2 Management Board will recall that section 1.6 of the constitution was formally extended to 31st January in 2013/14. The budget for 2017/2018 will therefore be formally approved at the Joint Committee meeting in January 2017.

Budget overview

- 3.3 In preparing this draft budget for 2017/2018 the following factors and assumptions have been taken into account:

- Actual spend for 2016/2017 has been used as an indicator where relevant;
- A provision has been made on salaries of a 1% pay award based on the current establishment provided by each Partner.
- In terms of general inflation no provision has been made other than for contractual increases at 2.1% RPI. This assumption has been applied to the budgets for utility & cleaning costs, computer software, telephone & flexible working costs and contributes to £13,470 increase in budget (gross).
- The virtual mail room and postage budgets have been increased by 6% following notification from the mail room supplier and contribute to £11,390 increase in budget (gross).
- Salary costs also include additional costs associated to pension contributions, annual pay increments due during 2017/18

- 3.4 The draft 2017/18 budget shows an increase of £78,800 for the Partnership (net of other body contributions), and is detailed below (Table 1).

3.5 The main cause of the increase in 2017/18 is due to increases in pay and employer costs in relation to increased NI and pension contributions.

Table 1: Expenditure / Income Type	2016/2017 Budget (Original)	2016/2017 Budget (Post Transfer of Fraud Posts)	2017/18 Draft Budget (2% Vacancy Factor)	Increase/ Decrease on 2016/17 Revised	Increase/ Decrease on 2016/17 Original
	£	£	£	£	£
Employees	2,604,010	2,482,010	2,551,100	69,090	-52,910
Premises Related Expenditure	79,530	79,530	81,050	1,520	1,520
Transport Related Expenditure	35,000	35,000	28,000	-7,000	-7,000
Supplies & Services	750,110	750,110	768,300	18,190	18,190
Central & Administrative Exp	31,200	31,200	31,200	0	0
Total Expenditure	3,499,850	3,377,850	3,459,650	81,800	-40,200
Partner Contributions	-3,472,850	-3,253,153	-3,429,650	-176,497	43,200
Contributions from Other Bodies	-27,000	-27,000	-30,000	-3,000	-3,000
Contributions from Reserves	0	-97,697	0	97,697	0
Total Funding	-3,499,850	-3,377,850	-3,459,650	-81,800	40,200
Net (income)/expenditure	0	0	0	0	0

3.6 After allowing for a 2% vacancy factor, the budget for the Partnership will increase expenditure by £81,800, requiring an increased funding from partners of £78,800, with the remaining £3,000 being recovered from Oadby & Wigston to cover an increased Capita cost. Some of the 2016/17 funding was covered from a £97,697 underspend brought forward from prior years that had been included in reserves. For the 2017/18 year all the contributions will fall on the general fund expenditure of the partners.

Partner Contributions

3.7 Partner contributions have been calculated on the basis of the budget and split in accordance with the Partnership Agreement: The only exception to this split are:

- Search and liability expenses which are charged to each partner based on activity. Partners will be billed quarterly for actual costs incurred and will receive any recovered income directly into their own General Fund
- As agreed by the Joint Committee, salary protection payments (for those officers appointed to a lower grade as a result of the restructure) will be charged to the employing partner in accordance with individual terms and conditions. No cost to HDC included as salary protection does not apply and notice period costs were covered in 15/16, Protection for HBBC staff ends at the end of April 2017.

3.8 Based on this methodology, the estimated contributions for each partner are detailed below for a budget with a vacancy factors at 2%.

2% Vacancy factor	Total	HBBC	HDC	NWLDC
Allocation method %		37.69%	28.72%	33.59%
	£	£	£	£
Total Partnership contributions excluding searches and liability orders	3,377,150	1,272,850	969,920	1,134,380
Searches	8,700	2,070	1,660	4,970
Liability Order Expenses	38,900	13,240	12,730	12,930
Total contribution	3,424,750	1,288,160	984,310	1,152,280
Salary Protection	4,900	360	0	4,540
Contributions from Other Bodies	30,000	0	0	0
Total contribution 2017/18 - After Protection	3,459,650	1,288,520	984,310	1,156,820
2016/17 Total Contributions	-3,253,153	-1,226,113	-934,306	-1,092,734
Contributions from Other Bodies	-27,000	0	0	0
2016/17 funding from reserves	-97,697	-36,822	-28,059	-32,816
Difference – Increase/(Decrease)	81,800	27,682	23,638	27,480

3.9 The increase in contributions is mainly due to staff cost increases, see table 2 below.

Table 2: Cost pressures	£
1% Pay Award	24,620
Increase in NI Contribution	490
Pension Contribution	32,590
Increments, Spinal point increase year on year	20,310
other salary variances	-8,940
Total	69,070
Vacancy factor savings	
Other Budget Variances	12,730
Total Increase	81,800

Appendix 1 – Breakdown of budgets

Detail Code Name	2016/17 Budget (OR)	2016/17 Budget (LA)	2017/18 Budget 2% vacancy Factor
Salaries - Full Time	2,584,370	2,462,370	2,531,440
Criminal Records Bureau Checks	750	750	750
Training Incl Conferences & Seminars	18,000	18,000	18,000
Professional Subscriptions	890	890	910
Electricity	2,530	2,530	2,580
Gas	2,020	2,020	2,060
Rent	53,450	53,450	53,450
Services Charges	12,140	12,140	12,450
NNDR	6,300	6,300	7,180
Water Metered	730	730	920
Caretaking & Cleaning	2,360	2,360	2,410
Mileage	35,000	35,000	28,000
Computer Software Maintenance & Upgrade	398,420	398,420	413,270
Computer Consumables	5,000	5,000	5,000
Flexible Working	44,180	44,180	45,110
Clothes & Uniforms	600	600	600
Printing & Stationery	16,940	16,940	16,940
Library (Other)	1,200	1,200	1,200
Consultancy Fees	5,000	5,000	2,000
Legal Fees	5,000	5,000	5,000
Audit Fees	10,000	10,000	8,000
Liability Order Expenses	38,900	38,900	38,900
Postages	12,500	12,500	13,250
Virtual Mail Room	177,330	177,330	187,970
Modem & Fax Machines	300	300	300
Telephone	7,080	7,080	6,070
Mobile Telephone	1,710	1,710	1,740
Remote Access	7,500	7,500	5,000
Subsistence	500	500	500
Subscriptions	7,250	7,250	7,250
Company Searches	8,700	8,700	8,700
Room Hire & Expenses	1,000	1,000	500
Other - Miscellaneous	1,000	1,000	1,000
S151 Officer - Shared Services	12,000	12,000	12,000
Accountancy Support - Shared Services	6,000	6,000	6,000

Democratic Services - Shared Services	1,200	1,200	1,200
Monitoring Officer - Shared Services	12,000	12,000	12,000
Total Costs	3,499,850	3,377,850	3,459,650
Miscellaneous Income	-27,000	-27,000	-30,000
Contributions from Outside Bodies	-3,472,850	-3,253,153	-3,429,650
Contribution from Reserves	0	-97,697	0
Contributions and funding Total	-3,499,850	-3,383,850	-3,459,650

LEICESTERSHIRE REVENUES & BENEFITS FORWARD PLAN

1st January 2017 to 30th 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.

SUBJECT	EXPECTED DECISION	EXPECTED DATE OF DECISION	CONSULTATIONS	DOCS AVAILABLES	Decision Taken By	Contact Officer
Partnership Opportunities	To note the report and approve any recommendations	26.01.2017	Management Board	Report	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
CIPFA Benchmarking Report	To note outputs and progress	26.01.2017	CIPFA, Management Board	Report and Benchmarking Reports	Joint Committee	Sally O'Hanlon
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	C 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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Likely to contain exempt information under paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

Agenda Item 12.

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