



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, 30 NOVEMBER 2017
Location	Room 218, The Symington Building, Adam and Eve Street, Market Harborough
Officer to contact	Democratic Services (01530 454512)

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

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

AGENDA

Item		Pages
1. APOLOGIES FOR ABSENCE	To receive and note any apologies for absence.	
2. ELECTION OF DEPUTY CHAIRMAN	To elect a Deputy Chairman for the remainder of the municipal year.	
3. DECLARATIONS OF INTEREST	Under the Code of Conduct members are reminded that in declaring	

Item	Pages
disclosable interests you should make clear the nature of that interest.	
4. MINUTES	
To confirm and sign the minutes of the meeting held on 7 September 2017.	3 - 6
5. 100% BUSINESS RATES RETENTION/COUNTY REVIEW OF COUNCIL TAX	
Discussion item	
6. INTERNAL AUDIT SCOPING	
Report of the Section 151 Officer	7 - 14
7. FINANCIAL PERFORMANCE TO OCTOBER 2017	
Report of the Section 151 Officer	15 - 18
8. PERFORMANCE SUMMARY REPORT OCTOBER 2017	
Report of the Head of Partnership	19 - 28
9. FORWARD PLAN	
To note the Joint Committee's Forward Plan	29 - 30
10. DATES OF FUTURE MEETINGS	
4.30pm Thursday, 25 January 2018 at Council Offices, North West Leicestershire	
4.30pm Thursday, 26 April 2018 at The Atkins Building, Hinckley	
4.30pm Thursday, 28 June 2018 at The Symington Building, Harborough	

Circulation:

Councillor R Allen
 Councillor R D Bayliss
 Councillor J Hallam
 Councillor M Hall (Chairman)
 Councillor T J Pendleton

MINUTES of a meeting of THE LEICESTERSHIRE PARTNERSHIP REVENUES AND BENEFITS JOINT COMMITTEE held in the The Partridge Suite, Atkins Building, Lower Bond Street, Hinckley on THURSDAY, 7 SEPTEMBER 2017

Present: Councillor M Hall (Hinckley and Bosworth) (Chairman)

Councillors R Allen (Hinckley and Bosworth), R D Bayliss (North West Leicestershire) and J Hallam (Harborough)

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)

In attendance:

17. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors P King and T J Pendleton and Mr B Cullen, Mrs B Smith.

18. DECLARATIONS OF INTEREST

There were no interests declared.

19. MINUTES

Consideration was given to the minutes of the meeting held on 6 July 2017.

By affirmation of the meeting it was

RESOLVED THAT:

The minutes of the meeting held on 6 July 2017 be approved and signed as a correct record.

20. HOUSING BENEFIT OVERPAYMENTS UPDATE

Mrs S O'Hanlon presented the report to Members. She reminded Members that the internal audit report had highlighted concerns in relation to the overpayment of housing benefit and it had been agreed that an update report would be brought to a later meeting. Members were advised that the Management Board had looked at the process and best practice had been received from the DWP. She drew Members' attention to the concern that had been raised in relation to the lack of recovery over a period of time and the report detailed the work that had been done by all three authorities. She advised Members that Housing Benefit was the hardest to recover due to the reason as to why the overpayment was made in the first place. It was highlighted to Members that following the restructure the inefficiencies in dealing with overpayments was picked up and following a request from Councillor P King the recovery processes were attached as appendices to the report.

Mrs S O'Hanlon advised Members that the service was proactive and doing everything it could to recover the payments with intervention, letters and phone calls. Members' attention was brought to the best practice notes at appendix c where there are only five best practice items that were not being done including social media for which very detailed guidance would be required, capturing information which was already being done in a different way and County Court action, where it was intended to develop a process following the recruitment of an additional Senior Council Tax Officer.

In response to a question from Councillor J Hallam, Mrs S O'Hanlon advised Members that officers could look at social media but had to be mindful of legislation and could be classed as surveillance and harassment.

Ms B Jolly advised Members that staff had to bear in mind the Council's RIPA policies.

Mrs J Kenny advised Members that the partnership did what it could when using social media as a tool but it was important not to use it as "covert surveillance".

In response to questions from Members, Mrs S O'Hanlon advised that the Enforcement agency carried out other enforcement work for the Partnership and could provide wider intelligence.

Officers advised Members that fake facebook accounts could not be set up to become friends with debtors to seek information.

In response to a question from Councillor M Hall, Mrs S O'Hanlon advised that the Partnership was seeing a difference in recovering debt and once more customers moved to Universal Credit it would not be a Revenues and Benefits debt.

By affirmation of the meeting it was

RESOLVED THAT:

The Housing Benefit Overpayments Update Report be noted.

21. PERFORMANCE SUMMARY REPORT JULY 2017

Mrs S O'Hanlon presented the report to Members. She informed Members that the details in the report were for July but the figures for August had been extracted. She advised Members that there were concerns over the new claims process times but the updated information showed that the times for both HBBC and HDC had reduced in August and NWLDC remained on target. In relation to processing changes there had again been a reduction for all three authorities and it was forecast that all three would be on target at the end of quarter 3.

Mrs S O'Hanlon was pleased to report that Housing Benefit overpayment subsidy was on target for all three authorities which had been an issue in the past and updated Members that in relation to Council Tax and Business Rates, NWLDC was slightly below target on Business rates due to one case but the other 2 authorities were exceeding target. She provided Members with updates on three current schemes – The Pub Scheme, Discretionary Rate Relief Scheme and Supporting Small Businesses Scheme.

Councillor M Hall sought clarification on the number of pubs in the Hinckley area as only 33 had responded to the letters that had been sent out in relation to the Pub Scheme. Mr A Wilson advised that there were only 59 eligible in the area that had been written to. Mrs S O'Hanlon stated there was a criteria that needed to be met in order to be eligible for the rate relief.

By affirmation of the meeting it was

RESOLVED THAT:

The Performance Summary Report July 2017 be noted.

22. FINANCIAL PERFORMANCE TO JULY 2017

Mr A Wilson presented the report to Members. He highlighted that there was an underspend of £38,000 in relation to FERIS due to posts being filled on a part-time basis and that the partner contributions had been adjusted by £11,000 due to the contributions and expenditure incurred. He informed Members that the Partnership was forecasting to breakeven by the end of year, but the position would be reviewed as the year progressed.

In response to a question from Councillor M Hall, Mr A Wilson advised Members that the significant difference between the budget and actual figures for July 2017 was due to expenditure being budgeted for but the money not actually being paid out.

By affirmation of the meeting it was

RESOLVED THAT:

The Financial Performance to July 2017 Report be noted.

23. FORWARD PLAN

Mrs S O'Hanlon presented the forward plan to Members.

Mrs J Kenny advised Members that a report would need to be brought to Committee in relation to review of the committee's Constitution.

Councillor M Hall requested that an update on Universal Credit be brought to a future meeting.

Mr A Wilson advised that the Internal Audit Plan would be brought to the November meeting.

A discussion took place around Business Rate Retention and it was agreed that a report may go to a future meeting updating Members on the position.

RESOLVED THAT:

The Forward Plan be noted and updated and amended as detailed above.

24. DATES OF FUTURE MEETINGS

Members noted the date and venue of the future meetings.

The meeting commenced at 4.30 pm

The Chairman closed the meeting at 5.02 pm

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Terms of reference

Revenues and Benefits Partnership

**Hinckley and
Bosworth Borough
Council**

October 2017

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To: Sally O’Hanlon, Head of Leicestershire Revenues & Benefits Partnership

From: Richard Bacon, Head of Internal Audit

Background and audit objectives



This review is being undertaken as part of the 2017/2018 internal audit plan approved by the Audit Committee.

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 is being undertaken to provide assurance to the Partnership around the proper application of controls in relation to the Council Tax and NNDR processes. There have been limited changes in the overall control environment and officers have not identified any specific areas of concern or heightened risk therefore this review will focus on the key controls to ensure they continue to operate as designed.

Since all authorities within the Partnership are subject to intensive subsidy audits by their external auditors covering key controls each year the Housing Benefits element of this review is focused more towards the application of the Risk Based Verification (RBV) policy. 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 approved its RBV policy and started to apply RBV from October 2016 using risk scoring software developed by Xantura and Capita.

The Partnership has been advised to review the risk scoring algorithm after a full year of implementation and this review will be the first of a series of work focused on assessing the current level of performance compared against the original proposed business case. Where there are variances from expectation we will investigate the causes of this and provide links to other developments in the Partnership such as the level of overpayment, fraud cases and universal credit introduction.

Audit scope and approach (1 of 2)



Scope

We will review the design and operating effectiveness of key controls in place relating to the auditable unit during the period April 2017 to the date of audit testing.

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

Sub-process	Risks	Objectives
Valuation	<ul style="list-style-type: none">The Authority is not collecting Council Tax for all relevant properties	<ul style="list-style-type: none">All properties are correctly identified, valued and billed to ensure maximum revenue is received. The totals reconcile to the Valuation Office Directions
Accounting for Council Tax and Business Rates	<ul style="list-style-type: none">The financial records do not reconcile to the underlying systems and cash collected	<ul style="list-style-type: none">Reconciliations between the Academy system and the general ledger are performed and reviewedReconciliations between Academy and the cash collected are performed and reviewed
Discounts and exemptions	<ul style="list-style-type: none">Discounts are awarded that are not warranted or appropriate	<ul style="list-style-type: none">Discounts and exemptions are applied to accounts on an accurate and timely basis and are reviewed regularly
Risk based verification	<ul style="list-style-type: none">The Authority fails to realise the benefits projected through risk based verification	<ul style="list-style-type: none">Actual performance of the Risk Based Verification policy is in line with initial business case. Where there are variances these are monitored and understood by the Authority

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



Internal audit team

Name	Title	Contact details
Richard Bacon	Head of Internal Audit	richard.f.bacon@pwc.com
Jodie Stead	Internal Audit Manager	jodie.a.stead@pwc.com
Mark Vu	Internal Audit team member	bach.h.vu@pwc.com

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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



Timetable

Fieldwork start	4 December 2017
Fieldwork completed	8 December 2017
Closing meeting to discuss findings	21 December 2017
Draft report to client	22 December 2017
Response from client	12 January 2018
Final report to client	19 January 2018

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.

Information request

- Original business case and projected usage for Risk Based Verification
- Latest reports showing actual usage of Risk Based Verification
- Listing of all discounts applied
- Access to Valuation Office Directions
- Access to reconciliations

In the event that, pursuant to a request which Hinckley and Bosworth Borough Council has received under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004 (as the same may be amended or re-enacted from time to time) or any subordinate legislation made thereunder (collectively, the "Legislation"), Hinckley and Bosworth Borough Council is required to disclose any information contained in this document, it will notify PwC promptly and will consult with PwC prior to disclosing such document. Hinckley and Bosworth Borough Council agrees to pay due regard to any representations which PwC may make in connection with such disclosure and to apply any relevant exemptions which may exist under the Legislation to such report. If, following consultation with PwC, Hinckley and Bosworth Borough Council discloses any this document or any part thereof, it shall ensure that any disclaimer which PwC has included or may subsequently wish to include in the information is reproduced in full in any copies disclosed.

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.

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Leicestershire Partnership Revenues & Benefits

'Financial Performance to October 2017

Joint Committee

1. PURPOSE OF THE REPORT

- 1.1 To inform the Joint Committee of the financial performance of the Partnership for the period April - October 2017.

2. RECOMMENDATION

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

3. INFORMATION

Budget Position

- 3.1. The financial position of the Partnership has been outlined in **Appendix 1** to this report. The key headlines have been detailed below for information.
- 3.2. The Joint Committee approved a budget for the Partnership for 2017/2018 that indicated that £3,459,650 would be spent on the Partnership, matched by income from the partners and use of reserves. This has since been agreed that reserves of £105,250 will be used to reduce the level of contributions needed in year from partners.
- 3.3. As at October 2017, the Partnership had underspent against the profiled budget by £247,610. In addition there were £312,218 of timing differences associated with expenditure to the end of October 2017, which will be billed to partners following the quarter end reconciliation, leaving a net underspend of £64,608.

	Budget to Sept 2017	Actual to Sept 2017	Variance to Date	Timing Differences	Variance after Timing Differences
INCOME	(£1,848,727)	(£1,890,140)	(£41,413)	£0	(£41,413)
EXPENDITURE	£2,042,178	£1,862,218	(£179,960)	£119,650	(£60,309)
Net Expenditure Over / (Under) Spend	£193,451	(£27,922)	(£221,373)	£119,650	(£101,722)

- 3.4 The key variances to the end of October 2017 bring to the attention of the Joint Committee are:
- FERIS is underspent by £56,000, mainly due posts being filled on a part-time basis, rather than fulltime due to the nature of the work.
 - Salaries is underspent by £38,000 due to vacant posts, interviews are scheduled.
- 3.5 There is a direct link between partner contributions and expenditure incurred and therefore partner contributions have been adjusted by £15,000 to reflect the actual expenditure to date.
- 3.6 As at 31 October 2017, the Partnership is forecasting saving of £35,000 for salary savings at the year-end. This will be reviewed as the year progresses.

Use of Reserves

- 3.7 Of the £68,000 held in reserves for the costs of purchase and set up of new server capacity £29,000 has been used to date.

Appendix 1: Leicestershire Revenues & Benefits Partnership Monitoring Report to 31st October 2017

Expenditure / Income Type	2017/18 Latest Budget to Date	Actual to Date	Timing Differences	Variance after Timing Differences	2017/18 Total Estimate (Original)	2017/18 Total Estimate (Revised)
	£	£	£	£	£	£
Employees	1,488,585	1,327,294	118,094	43,197	2,551,100	2,558,100
Premises Related Expenditure	40,589	36,219	0	4,370	81,050	81,050
Transport Related Expenditure	16,341	12,296	1,059	2,986	28,000	28,000
Supplies & Services	481,061	471,099	497	9,465	768,300	776,800
Central & Administrative Exp	15,602	15,310	0	292	31,200	31,200
Revenue Income	-1,814,763	-1,800,596	0	-14,167	-3,459,650	-3,354,400
Approved Cfws	0	0	0	0	0	-72,118
Transfer from Reserves	-61,396	-61,396	0	0	0	-105,250
				0		
Other Expenditure - FERIS	27,432	15,013		12,419	0	56,618
Other Income - FERIS	0	-43,161		43,161	0	0
Sum:	193,451	-27,922	119,650	101,722	0	0

Timing Differences

Salaries - October 2017	HDC	49,545
	NWLDC	68,549
Mileage & Disturbance Costs - October 2017	HDC	315
	NWLDC	744
Supplies & Services - October 2017	HDC	380
	NWLDC	117

119,650

Explanations

	Variance at 30/06/16 (Over) / Under Spend £	Forecast variance (Over) / Under Spend £	Explanation £5k+
Salaries	38,000	35,000	Underspend is due to a number of vacant posts, some of which have been vacant since the start of the year but interviews are currently taking place.
Training	5,000		Variance > £5k
Premises Related Expenditure	4,000		Variance > £5k
Car Allowances	3,000		Variance > £5k
Flexible working costs	5,000		Variance > £5k
Postages	5,000		Variance > £5k
Computer Consumables	2,000		Variance > £5k
Printing & Stationery	2,000		Variance > £5k
Liability Expenses	-9,000		Additional Court costs incurred off set against additional each of the partners will receive within the General Fund
Minor Variances	5,000		Variance > £5k
Contributions	-15,000		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	56,000		Fraud and Error Reduction Incentive Scheme (FERIS) this is a ring fenced grant. £43K grant has been recieved so far during 2017/18. A budget of £57k has been bfwd from 2016/17
	101,000	35,000	

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Revenue and Benefit Service

Performance Summary Report

October 2017

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	01/04/2017	In Year Movement	2017/18		Overall Movement	
														Latest Data	In Year Movement		%
Council Tax Dwellings																	
HBBC	46,172	46,505	333	46,788	283	47,405	617	48,135	730	48,810	675	49,488	678	49,673	185	3,501	7.0%
HDC	35,923	35,965	42	36,494	529	37,048	554	37,312	264	37,899	587	38,505	606	38,828	323	2,905	7.5%
NWLDC	40,026	40,271	245	40,833	562	41,292	459	41,761	469	42,405	644	43,204	799	43,757	553	3,731	8.5%
Totals	122,121	122,741		124,115		125,745		127,208		129,114		131,197	Current Total:	132,258	Movement	10,137	
NDR Rated Assessments																	
HBBC	2,876	2,867	-9	2,932	65	2,968	36	2,985	17	3,067	99	3,082	15	3,136	54	260	8.3%
HDC	2,616	2,730	114	2,762	32	2,835	73	2,894	59	2,909	74	2,949	40	3,020	71	404	13.4%
NWLDC	3,182	3,170	-12	3,175	5	3,210	35	3,223	13	3,249	39	3,287	38	3,423	136	241	7.0%
Totals	8,674	8,767		8,869		9,013		9,102		9,225		9,318	Current Total:	9,579	Movement	905	
HB/CTLS Live Caseload																	
HBBC	7,100	7,579	479	7,555	-24	7,161	-394	6,832	-329	6,459	-702	6,177	-282	5,977	-200	-1,123	-18.8%
										Current Caseload Analysis	Joint HB/CTS		3,270				
											HB only		527				
											CTS only		2,180				
HDC	4,189	4,246	57	4,345	99	4,274	-71	4,086	-188	3,689	-585	3,520	-169	3,458	-62	-731	-21.1%
										Current Caseload Analysis	Joint HB/CTS		1,929				
											HB only		341				
											CTS only		1,188				
NWLDC	7,187	7,287	100	7,213	-74	6,770	-443	6,550	-220	6,145	-625	5,816	-329	5,808	-8	-1,379	-23.7%
										Current Caseload Analysis	Joint HB/CTS		3,819				
											HB only		476				
											CTS only		1,513				
Totals	18,476	19,112		19,113		18,205		17,468		16,293		15,513	Current Total:	15,243	Movement	-3,233	

Dashboard Performance Summaries for each Council follows below:

HBBC													2017/18	Year-End 2017/18 Target	2016/17 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	10.5	9.4	12.6	12.0	12.0	12.2	11.1						11.4	11	
<i>Position for 2016/17</i>	8.5	9.5	12.2	12.4	10.5	9.7	10.5	9.8	11.1	10.8	2.8	9.9			10.5
In month: New Claims (Days)	20.2	21.4	23.3	21.7	19.5	18.4	15.5						19.9	19	
<i>Position for 2016/17</i>	15.9	24.2	22.1	23.0	19.2	16.9	16.1	16.6	16.3	14.5	16.3	17.8			19.4
In month: Change Events (Days)	9.6	8.5	11.2	11.0	10.9	11.3	10.5						10.3	9	
<i>Position for 2016/17</i>	7.1	7.4	10.7	10.5	8.6	8.2	9.4	8.6	10.3	10.1	2.3	8.7			8.8
Right Time profiled in month target 16/17	14.1	14.8	14.7	11.0	10.9	10.2	10.8	9.3	10.4	9.8	3.4	10.9			
New Claims profiled in month target 16/17	19.0	24.0	22.0	22.9	18.4	16.8	16.7	14.4	15.0	16.2	17.5	18.9			
Change Events profiled in month target 16/17	13.5	13.7	13.2	9.8	9.8	9.1	10.0	8.2	9.0	8.6	2.5	9.4			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.9%	20.3%	29.5%	38.7%	47.9%	57.2%	66.6%						66.6%	98.0%	
This years profiled target	11.0%	20.0%	29.3%	38.4%	47.9%	57.1%	66.3%	75.9%	85.1%	94.2%	96.4%	98.0%			
<i>Position for 2016/17</i>	11.0%	20.3%	29.4%	38.6%	48.0%	57.5%	66.5%	75.9%	85.1%	94.3%	96.5%	98.1%			
In Year Arrears Reduction (£)	£2.7m	£2.6m	£2.5m	£2.4m	£2.4m	£2.3m	£2.1m						£2.1m	INFO	
<i>Position for: 2015/16</i>	£2.7m	£2.5m	£2.5m	£2.3m	£2.2m	£2.1m	£2.2m	£2.1m	£2.0m	£1.9m	£1.8m	£1.8m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	11.0%	20.6%	29.9%	39.3%	48.3%	57.3%	66.5%						66.5%	98.3%	
This years profiled target	11.2%	20.0%	28.1%	37.1%	46.0%	55.0%	63.8%	73.0%	82.7%	92.0%	96.5%	98.3%			
<i>Position for 2016/17</i>	10.1%	19.0%	28.1%	37.1%	46.0%	55.7%	64.9%	74.1%	83.5%	92.9%	96.9%	98.9%			
Arrears Reduction (£m)	£0.56m	£0.37m	£0.34m	£0.43m	£0.31m	£0.30m	£0.26m						£0.26m	INFO	
<i>Position for: 2016/17</i>	£1.4m	£0.7m	£0.6m	£0.5m	£0.5m	£0.5m	£0.5m	£0.4m	£0.4m	£0.3m	£0.2m	£0.2m			
HB DEBT RECOVERY	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Academy)	£1.5m	£1.5m	£1.6m	£1.6m	£1.6m	£1.6m	£1.5m						£1.5m	INFO	
<i>Position for 2016/17</i>	£1.4m	£1.4m	£1.4m	£1.4m	£1.4m	£1.4m	£1.5m	£1.5m	£1.5m	£1.5m	£1.5m	£1.5m			
HB Overpayments Recovered	4%	7%	10%	14%	18%	21%	23%						23%	36%	
2017/18 profiled target	5%	8%	11%	13%	16%	19%	21%	22%	26%	27%	30%	36%			
<i>Position for 2016/17</i>	4%	7%	10%	12%	15%	18%	20%	21%	25%	26%	29%	31%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	1	2	0	1	0	0						4	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
<i>Position for 2016/17</i>	2	1	0	1	1	3	1	2	0	0	0	2			

HDC													2017/18	Year -End 2017/18 target	2016/17 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	10.8	9.0	10.8	14.0	11.8	12.4	10.5						11.3	11	
<i>Position for 2016/17</i>	9.1	9.3	12.2	10.4	10.9	11.8	11.3	9.8	12.7	9.5	3.0	8.8			10.7
In month: New Claims (Days)	20.6	18.9	20.3	19.1	16.2	15.5	17.9						18.5	19	
<i>Position for 2016/17</i>	15.5	20.1	22.0	18.1	18.9	20.2	15.3	14.5	22.2	14.7	17.9	18.7			18.5
In month: Change Events (Days)	9.3	7.9	9.4	13.3	11.1	11.9	9.7						10.3	9	
<i>Position for 2016/17</i>	7.8	7.9	10.5	9.3	9.2	10.3	10.7	9.0	11.1	8.6	2.5	7.8			9.3
Right Time profiled in month target 17/18	9.8	11.1	11.9	10.1	10.2	10.8	12.0	10.8	9.6	9.5	3.0	8.0			
New Claims profiled in month target 17/18	20.6	22.6	20.9	18.0	16.7	18.9	19.3	19.3	19.1	19.2	19.1	19.0			
Change Events profiled in month target 17/18	8.3	9.5	10.2	8.8	8.9	9.4	10.8	8.9	8.5	8.2	3.0	9.0			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	11.2%	20.5%	29.9%	39.0%	48.2%	57.6%	67.1%						67.1%	98.6%	
This years profiled target	11.3%	20.8%	29.9%	39.0%	48.3%	57.7%	67.2%	76.6%	85.7%	94.7%	96.8%	98.6%			
<i>Position for 2016/17</i>	11.3%	20.4%	29.9%	39.1%	48.4%	57.9%	67.2%	76.6%	85.7%	94.7%	96.8%	98.5%			
Arrears Reduction (£m)	£2.1m	£2.0m	£1.9m	£1.9m	£1.8m	£1.7m	£1.7m						£1.7m	INFO	
<i>Position for: 2016/17</i>	£2.2m	£2.2m	£2.1m	£2.0m	£1.9m	£1.9m	£1.9m	£1.8m	£1.7m	£1.6m	£1.5m	£1.5m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	9.7%	20.5%	28.7%	37.8%	46.8%	55.3%	65.7%						65.7%	99.2%	
2017/18 Target	10.6%	19.6%	28.7%	37.6%	46.5%	55.1%	64.0%	74.1%	82.6%	92.8%	96.9%	99.2%			
<i>Position for 2016/17</i>	10.4%	19.9%	28.7%	37.6%	46.7%	55.1%	64.0%	74.0%	82.6%	92.8%	96.9%	99.6%			
Arrears Reduction (£m)	£0.27m	£0.33m	£0.23m	£0.21m	£0.22m	£0.17m	£0.14m						£0.14m	INFO	
<i>Position for: 2016/17</i>	£0.4m	£0.3m	£0.3m	£0.3m	£0.2m	£0.2m	£0.3m	£0.2m	£0.2m	£0.1m	£0.1m	£0.1m			
HB DEBT RECOVERY	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Academy)	£1.0m	£1.0m	£1.0m	£1.0m	£1.0m	£1.0m	£1.0m						£1.0m	INFO	
<i>Position for 2015/16 (£m)</i>	£0.7m	£0.7m	£0.7m	£0.7m	£0.7m	£0.8m	£0.8m	£0.8m	£0.8m	£0.8m	£0.8m	£0.9m			
HB Overpayments Recovered	3%	6%	9%	12%	16%	18%	21%						21%	31%	
2016/17 profiled target	3%	5%	8%	10%	13%	16%	18%	21%	24%	24%	27%	31%			
<i>Position for 2015/16</i>	3%	5%	8%	10%	13%	15%	16%	19%	22%	24%	26%	29%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	0	0	0	1	1	0						2	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
<i>Position for 2016/17</i>	1	0	0	4	0	4	1	1	1	1	2	2			

NWLDC													2017/18	Year End 2017/18 target	2016/17 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	11.0	9.8	11.0	11.2	10.8	10.9	12.5						11.0	11	
<i>Position for 2016/17</i>	10.4	9.3	12.3	11.7	10.8	11.1	10.8	10.4	11.7	11.6	3.4	8.9			10.9
In month: New Claims (Days)	18.9	21.4	16.9	16.4	17.3	15.9	17.3						17.8	19	
<i>Position for 2016/17</i>	16.1	19.8	19.1	21.7	22.9	19.2	16.3	14.1	16.4	18.1	15.3	18.5			19.3
In month: Change Events (Days)	9.5	8.3	10.3	10.3	9.8	10.2	11.7						9.9	9	
<i>Position for 2016/17</i>	9.5	8.1	11.2	9.7	9.1	9.5	9.8	9.8	10.7	10.2	2.8	7.7			9.5
Right Time profiled in month target 16/17	14.9	15.5	15.1	11.5	10.6	9.9	11.1	8.6	10.1	10.2	3.0	8.3			
New Claims profiled in month target 16/17	21.0	23.0	25.1	20.4	20.3	14.6	16.2	13.7	15.9	16.5	15.4	18.5			
Change Events profiled in month target 16/17	13.6	14.3	13.3	10.3	9.1	9.2	10.0	7.7	8.6	8.9	2.4	6.6			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.2%	19.5%	28.6%	37.7%	46.9%	55.9%	65.4%						65.4%	97.6%	
This years profiled target	10.4%	19.5%	28.8%	37.9%	47.2%	56.5%	65.5%	74.8%	84.1%	93.1%	95.7%	97.6%			
<i>Position for 2016/17</i>	10.2%	19.6%	28.9%	38.0%	47.3%	56.5%	65.5%	74.8%	84.1%	93.1%	95.7%	97.8%			
Arrears Reduction (£m)	£3.2m	£3.0m	£2.9m	£2.8m	£2.8m	£2.7m	£2.6m						£2.6m	INFO	
<i>Position for: 2016/17</i>	£3.2m	£3.1m	£2.9m	£2.8m	£2.7m	£2.6m	£2.6m	£2.5m	£2.4m	£2.4m	£2.2m	£2.1m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.0%	20.3%	29.0%	38.7%	48.5%	57.2%	66.2%						66.2%	99.0%	
This years profiled target	11.0%	19.0%	30.9%	39.2%	47.3%	56.4%	65.6%	74.2%	82.4%	90.7%	96.0%	99.0%			
<i>Position for 2016/17</i>	9.8%	20.1%	30.9%	39.2%	48.4%	57.1%	67.1%	76.0%	84.8%	91.6%	95.2%	99.3%			
Arrears Reduction (£m)	£0.68m	£0.52m	£0.53m	£0.40m	£0.40m	£0.44m	£0.57m						£0.57m	INFO	
<i>Position for: 2016/17</i>	£0.9m	£0.8m	£0.7m	£0.6m	£0.5m	£0.5m	£0.4m	£0.4m	£0.4m	£0.3m	£0.2m	£0.2m			
HB DEBT RECOVERY	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Academy)	£1.5m	£1.5m	£1.5m	£1.5m	£1.5m	£1.4m	£1.5m						£1.5m	INFO	
<i>Position for 2016/17</i>	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.4m	£1.3m	£1.4m	£1.4m	£1.4m	£1.4m	£1.5m			
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments Recovered	4%	9%	13%	17%	20%	25%	28%						28%	34%	
2017/18 profiled target	4%	8%	11%	16%	19%	20%	23%	24%	26%	29%	31%	34%			
<i>Position for 2016/17</i>	5%	8%	12%	15%	18%	20%	23%	25%	27%	29%	31%	33%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	0	0	0	1	1	0						2	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
<i>Position for 2016/17</i>	2	3	3	1	1	0	1	0	0	0	0	4			

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

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£6,554	£13,027	£19,420	£25,040	£33,030	£39,263	£44,938					
Upper Threshold	£7,486	£14,655	£21,848	£28,170	£37,159	£44,171	£50,555					
Actual	£6,882	£8,139	£9,461	£19,017	£27,412	£33,515	£42,979					
Lower Tolerance	-£328	£4,887	£9,959	£6,023	£5,619	£5,748	£1,958	£0	£0	£0	£0	£0
Upper Tolerance	£604	£6,516	£12,387	£9,153	£9,747	£10,656	£7,575	£0	£0	£0	£0	£0
HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£3,888	£7,708	£12,220	£15,783	£21,501	£25,231	£29,026					
Upper Threshold	£4,374	£8,671	£13,748	£17,756	£24,188	£28,385	£32,654					
Actual	£916	£2,580	£3,879	£6,411	£7,164	£11,810	£16,174					
Lower Tolerance	£2,971	£5,128	£8,341	£9,372	£14,337	£13,421	£12,852	£0	£0	£0	£0	£0
Upper Tolerance	£3,457	£6,091	£9,869	£11,344	£17,025	£16,575	£16,480	£0	£0	£0	£0	£0
NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£6,906	£13,236	£20,315	£26,630	£36,152	£43,144	£49,204					
Upper threshold	£7,770	£14,891	£22,854	£29,959	£40,671	£48,537	£55,354					
Actual	£2,905	£5,593	£9,664	£11,880	£14,594	£33,463	£43,393					
Lower Tolerance	£4,002	£7,643	£10,651	£14,749	£21,558	£9,681	£5,811	£0	£0	£0	£0	£0
Upper Tolerance	£4,865	£9,298	£13,190	£18,078	£26,077	£15,074	£11,961	£0	£0	£0	£0	£0

Sickness

Sickness for September is given below:

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

HBBC	Annual Target 8 days		
	Month		
	September		Cumulative
Long Term	0 Days		27.00 Days
Short Term	12 Days		121.5 Days
Days lost	11 Days		148.5 Days
FTE Average	0.35 Days		4.33 Days
Profiled Target Average	0.66 Days		3.99 Days
HDC	Annual Target 9 days		
	Month		
	August		Cumulative
Long Term	Data currently not available		
Short Term			
Days lost			
FTE Average			
Profiled Target Average	0.75 Days		4.5 Days
NWLDC	Annual Target 8.5 days		
	Month		
	September		Cumulative
Long Term	0 Days		35.86 Days
Short Term	9 Days		104.21 Days
Days lost	9 Days		140.07 Days
FTE Average	0.58 Days		7.29 Days
Profiled Target Average	0.71 Days		4.26 Days

Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

Processing

All three authorities are meeting target for new claims processing.

In terms of processing times for change events, whilst we are not yet meeting target, HBBC and HDC have reported the lowest number of days to process since June and July respectively.

In an attempt to have a clearer understanding of the fluctuations in performance we have set up a new report in Anite which looks at all of the assessors trays on a daily basis. Primarily it shows the date an item of work was allocated to them, and if it is showing as new still a day after allocation we are questioning why it hasn't been actioned and ensuring it is. At the time of finalising the comments in the report (13 November) we are up to date with the automated files and the backlog of correspondence has been cleared.

Universal Credit

As previously advised the roll out of UC is set to continue, but rumours abound that the 6 week waiting limit is to be reduced to four weeks, however there is no information on how this will be achieved.

NWLDC are due to go live on the 7th February 2018 and so far we have been advised that the following postcodes will be affected DE12 7; LE67 1; LE67 6 and LE67 9.

Subsidy thresholds

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

Revenues Operational Team

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

Council Tax

The collection rates for council tax are above target (HBBC) or within tolerance of the profiled target.

With regard to recruitment previously reported: of the two offers made during the September council tax recruitment, we have a start date for the part time officer of 1st November. The full time post is to be re-advertised in November. The offer was withdrawn due to the non-return of references and concerns about the candidate's recent work history.

NNDR

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

Supporting Small Businesses Rate Relief Scheme (SSB) – Following system testing of the new software the scheme was implemented in October 2017.

Further work is required on the Discretionary Rate Relief Schemes.

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Channel Shift Analysis

HDC					NWL					HBBC				
Service Subscriptions	August	September	October			August	September	October			August	September	October	
Application	Total No of Subscriptions			Increase since previous month	Application	Total No of Subscriptions			Increase since previous month	Application	Total No of Subscriptions			Increase since previous month
Council Tax Online	696	780	857	77	Council Tax Online	515	572	612	40	Council Tax Online	2031	2088	2149	61
Housing Benefit Online	76	79	87	8	Housing Benefit Online	67	77	86	9	Housing Benefit Online	97	102	105	3
Landlord Online	38	38	38	0	Landlord Online	25	30	31	1	Landlord Online	68	68	70	2
Business Rates Online	29	31	32	1	Business Rates Online	14	16	16	0	Business Rates Online	38	39	39	0
Ebiling & Enotifications														
Application	Total No of Subscriptions				Application	Total No of Subscriptions				Application	Total No of Subscriptions			
Council Tax Online	172	191	206	15	Council Tax Online	151	165	173	8	Council Tax Online	242	256	271	15
Business Rates Online	9	11	12	1	Business Rates Online	5	7	7	0	Business Rates Online	9	10	10	0
Landlord Online	19	19	19	0	Landlord Online	10	11	11	0	Landlord Online	8	8	8	0
Housing Benefit Online	23	23	23	0	Housing Benefit Online	23	23	24	1	Housing Benefit Online	17	19	23	4

FORWARD PLAN FOR JOINT COMMITTEE 2017-2018

Decision	Date of Decision (approx)	Contacts
Financial Performance October 2017	30 November 2017	Ashley Wilson - Section 151 Officer
Performance Report	30 November 2017	Sally O’Hanlon – Head of Partnership
100% Business Rates Retention/County Review of Council Tax – Discussion	30 November 2017	Ashley Wilson – Section 151 Officer
Internal Audit Scoping Document	30 November 2017	Ashley Wilson – Section 151 Officer
Financial Performance November 2017	25 January 2018	Ashley Wilson - Section 151 Officer
Performance Report	25 January 2018	Sally O’Hanlon – Head of Partnership
Internal Audit Report	25 January 2018	Price Waterhouse Cooper
Budget 2018/19	25 January 2018	Ashley Wilson – Section 151 Officer
Risk Based Verification Update	25 January 2018	Storme Coop – Benefit Operational Manger
Service Plan 2018/2019	25 January 2018	Sally O’Hanlon – Head of Partnership
Universal Credit Update	25 January 2018	Storme Coop – Benefit Operational Manger
Constitution Update	25 January 2018	Julie Kenny - Monitoring Officer
Financial Performance February 2018	26 April 2018	Ashley Wilson – Section 151 Officer
Performance Report	26 April 2018	Sally O’Hanlon – Head of Partnership

Schedule of meetings	28 June 2018	Clare Hammond – Democratic Support Officer
Year End Performance Report	28 June 2018	Sally O’Hanlon – Head of Partnership
Year End Financial Report	28 June 2018	Ashley Wilson – Section 151 Officer