



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 Wednesday, 28 NOVEMBER 2018
Location	The Partridge Suite, Atkins Building, Lower Bond Street, 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 28 June 2018	3 - 6

Item	Pages
4. REDUCING FRAUD AND ERROR IN HOUSING BENEFITS	
The report of the Benefits Operational Manager	7 - 10
5. UNIVERSAL CREDIT - UPDATE	
The report of the Benefits Operational Manager	11 - 18
6. FINANCIAL PERFORMANCE TO SEPTEMBER 2018	
The report of the Section 151 Officer	19 - 24
7. PERFORMANCE SUMMARY REPORT SEPTEMBER 2018	
The report of the Head of Partnership	25 - 38
8. FORWARD PLAN	
To note the Joint Committee's Forward Plan	39 - 40
9. DATES OF FUTURE MEETINGS	
4.30pm Thursday, 24 January 2018 at The Symington Building, Harborough	
4.30pm Thursday, 25 April 2018 at The Council Offices, Coalville	

Circulation:

Councillor R Allen
Councillor R D Bayliss (Deputy Chairman)
Councillor R Hadkiss (Chairman)
Councillor J Hallam
Councillor C Ladkin
Councillor T J Pendleton

MINUTES of a meeting of THE LEICESTERSHIRE PARTNERSHIP REVENUES AND BENEFITS JOINT COMMITTEE held in the Room 218, The Symington Building, Adam and Eve Street, Market Harborough on THURSDAY, 28 JUNE 2018

Present: Councillor R Hadkiss (Harborough) (in the Chair)

Councillors R D Bayliss (North West Leicestershire), J Hallam (Harborough), C Ladkin (Hinckley and Bosworth) and T J Pendleton (North West Leicestershire)

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

In attendance: Ms J Stead (PricewaterhouseCoopers LLP)

1. ELECTION OF CHAIRMAN

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

RESOLVED THAT:

Councillor R Hadkiss be elected Chairman for the ensuing year.

2. ELECTION OF DEPUTY CHAIRMAN

It was moved by Councillor T J Pendleton, seconded by Councillor R Hadkiss and

RESOLVED THAT:

Councillor R D Bayliss be elected Deputy Chairman for the ensuing year.

3. APOLOGIES FOR ABSENCE

Apologies were received from Councillor R Allen and Mrs J Kenny.

4. DECLARATIONS OF INTEREST

There were no interests declared.

5. MINUTES

Consideration was given to the minutes of the meeting held on 26 April 2018.

It was moved by Councillor R Hadkiss, seconded by Councillor R D Bayliss and

RESOLVED THAT:

The minutes of the meeting held on 26 April 2018 be approved and signed as a correct record.

It was agreed that the Internal Audit Report be moved down agenda.

6. COUNCIL TAX - LOCAL DISCOUNTS

Mr L Butler presented the report to Members. He advised that the district and borough authorities had been asked by LCC to look at Council Tax discounts and that the report outlined the discounts that could be reviewed. Though, this piece of work had already

been scheduled for Quarter 1 for the Partnership. He highlighted that the table on page 36 of the report provided Members with a snap shot of the current discounts applied by each partner authority adding that it was the intention of the Government, that from 2019, would give local authorities additional discretion to increase the premium to 100%.

Mr A Wilson advised that the County had paid a lot of attention to Council Tax collections and felt that a more unified approach would be more appropriate.

Members acknowledge that all three authorities had different schemes and that focus was to bring empty homes back into use which would help some way towards the housing crisis.

Mr L Butler advised that Members that the authorities had a duty to consult on changes, and to be mindful that Council Tax Base needed to be set in December so consideration of any changes would be required around September.

By affirmation of the meeting it was

RESOLVED THAT:

The proposals and engagement plan detailed within the report be agreed.

7. INTERNAL AUDIT REPORT 2017/2018 REVENUES AND BENEFITS PARTNERSHIP

Ms J Stead presented the report to Members. She advised Members that overall it was a low risk report that had identified five low risk findings. She outlined the five findings as detailed in the report and the actions that were required. She informed Members that the Risk Based Verification System had been analysed and that comparison with other organisations and the DWP, the proportion of cases that were expected to be classified were broadly around the same, however when the data was reviewed the distribution of the cases was significantly different to the expected risk model and recommended that officers met with the provider to see what was driving the difference compared to other software users. Ms Stead highlighted that by investing time upfront in the higher risk cases it is saving time and resources later by ensuring that the claims are accurate to begin with.

In relation to Risk Based Verification, Councillor T J Pendleton asked if there were any other authorities that used the same software that a comparison could be carried out on the outturns.

Ms J Stead advised that other authorities used the same software however their outturns were different.

RESOLVED THAT:

The Internal Audit Report 2017/18 Revenues and Benefits Partnership be noted.

8. FINANCIAL PERFORMANCE OUTTURN 2017/18

Mr A Wilson presented the report to Members. He advised Members that there was a net underspend of £197,446 and this was due to salary and FERIS savings. He highlighted that the report outlined various options for the use of the reserves totalling £200,896 following carry forwards and reminded them that it had been agreed in the past that a General Reserve of £50,000 be held for contingency purposes, leaving £150,896. He informed Members that table 3 of the report outlined items that would require attention during the year and therefore an earmarked reserve would require setting up and £106,400 would be put into it to fund the work. This included small ICT kit replacements,

upgraded digital e-claims and e-change in circumstances and GDPR integration. He stated that this would leave £44,496 that could then be used to reduce future partner contributions.

Officers advised Members that some of the IT equipment that would need upgrading would be recording equipment for interviews that could be required as evidence in court cases.

Members felt that option 1 would be the preferred use of the reserves.

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

RESOLVED THAT:

1. The financial performance of the Partnership be noted.
2. Option 1 as set out in the recommendations of the report be approved for the use of the year-end reserves of £200,896.

9. PERFORMANCE SUMMARY REPORT 2017/18 OUT-TURN

Mrs S O'Hanlon presented the report to Members. She advised Members that she could confirm, following the April meeting that all three authorities had met their targets for processing new claims, change events and Council Tax and that the NNDR collection targets had been met and exceeded. She highlighted to Members that all three authorities were below the lower threshold for LA error and that whilst sickness levels all weren't on target, sickness had been managed really well with NWL achieving its target. She informed Members that the Revenues Manager had resigned and plans were being put in place to move forward.

She stated that the report was very positive and that the team had worked really hard towards the end of year to meet the targets.

Mr A Wilson stated that LCC still wanted the targets to move up by half a percent however there was no reasoning on cost or demographics and as such would require additional work.

Mrs S O'Hanlon stated that if a half percent increase was added to the target then there would be a cost as more resources would be required to ensure the new targets could be met.

Councillor J Hallam stated that the team had done extremely well but felt that if the targets were raised the team would be chasing a never ending goal and thought that the targets should be realistic.

Councillor R Hadkiss stated that it was an exceptional performance for the whole team and asked that the Committee's thanks be passed to them all.

RESOLVED THAT:

The performance summary report 2017/18 out-turn be noted.

10. SCHEDULE OF MEETINGS 2018/19

Mrs C Hammond presented the report to Members. She highlighted that there were two proposed schedules for Members to consider the best way forward following a request at the last meeting,

Members felt that the best option would be to schedule the meetings quarterly and then through discussions between officers and the Chairman, if it was felt that a meeting was not required it would be postponed.

By affirmation of the meeting it was

RESOLVED THAT:

That the schedule attached at appendix 1 be agreed.

The meeting commenced at 4.30 pm

The Chairman closed the meeting at 5.23 pm



Leicestershire Partnership Revenues & Benefits

Reducing Fraud and Error in Housing Benefits

November 2018

1. PURPOSE OF THE REPORT.

- 1.1 To provide the Joint Committee with details of the Department for Work and Pensions latest initiative to reduce fraud and error within Housing Benefit (HB).

2. RECOMMENDATION

- 2.1 That the content of the report be noted.

3. BACKGROUND

3.1 The Self Employed

DWP analysts have highlighted that HB cases with self-employed earnings continue to be a source of significant fraud and error and have identified that 45% of current HB claims with declared self-employed income have remained unchanged for at least 12 months – approximately 75,000 cases in total across Great Britain.

DWP has recently led a small test in three volunteer LA's. The LAs were provided with a sample list of 'unchanged' self-employed cases, and were then asked to carry out normal review action in accordance with existing guidance. Preliminary results indicate that many of the claims were incorrect; several were suspended as no response was received to requests for information, and many were likely to be terminated in due course. DWP believe that there are significant opportunities to correct HB in these cases.

The initiative required each LA to review their non-passported self-employed caseload, where there has been no change in self-employed income recorded in the last 12 months.

DWP will support this activity by providing appropriate funding (based on the data collected in the small test), and a one-off list of cases is to be delivered to LAs in late August/early September 2018 and smaller periodic scans to pick up 'new' cases starting December 2018. Reviews need to be completed by the end of the current financial year.

Like most of their initiatives the DWP's approach was to allow LA's to opt out but obviously hoped that all LAs would participate once they were made aware of the likely volumes and indicative funding.

3.2 History of DWP initiative's

Since 2015, there have been a number of funded initiatives put forward by the Department for Work and Pension to combat fraud and error within Housing Benefit.

- FERIS (the Fraud & Error Reduction Incentive Scheme)
- Mandatory RTI (Real time information)
- Optional RTI (Real time information with a choice to opt in)

- VEP (Verification of Earnings and Pension)

All of the initiatives detailed have been (and in the case of VEP is currently) funded by the Department for Work and Pensions. However by their very nature these initiatives are short term and can be difficult to resource. The expectation from the Department for Work and Pensions is that funding is used to employ the necessary resources to effectively carry out these initiatives. However, due to the temporary nature of the roles, and the fact that the high level of assessment skills required to carry out the initiatives are no different to that of an experienced assessor, it is incredibly difficult to attract skilled staff on this temporary basis.

This has been evidenced most recently whilst advertising the VEP role's.

3.3 Measuring the success of DWP initiatives

Since the transfer of Housing Benefit fraud to the DWP as part of the SFIS project in March 2016, figures published by the Department for Work and Pensions show that the amount of overpayments raised nationally due to fraud have increased twofold, from a level as low as 1.8% of the total expenditure paid out for housing benefit in 2013, to a current level of 4.6%. Whilst this is a substantial increase, it is hard to determine the reasons for the increase.

For example do these statistics mean that since HB fraud was transferred to SFIS there is more fraud occurring as low level fraud is not routinely investigated by the DWP. The DWP's threshold for prosecuting cases is where the amount involved exceeds £5,000. Or conversely have the levels of overpayments identified increased because of the initiatives above and our focus changing to actively seek out fraud and error.

Perhaps a fairer comparison is to consider the fraud and error overpayments identified within the housing benefit caseload nationally. This has shown an increase of 0.1% every year since 2013, with it currently at 2.1% of total expenditure.

4. EFFECTS ON CURRENT PROCESSING

4.1 Self employed work already undertaken

Our current housing benefit caseload consists of the following number of self employed cases currently in payment

HBBC	HDC	NWL
123	77	113

Between September 2017 and January 2018, as part of the FERIS initiative, we actively sought to review our self employed caseload, ensuring that all cases which had not been reviewed in the past 12 months were sent a review form and the resulting self employed earnings declared amended. This was approximately 40% of total cases with self employed earnings.

Because of the nature of self employed businesses and the income fluctuations that can occur we already have in place a robust verification regime that ensures cases are

closely monitored ,with new businesses reviewed after 3-6 months of trading, and other more established businesses reviewed every 12 months (in line with when they receive their annual accounts).

Taking our previous efforts into account it was our belief that the self employed initiative would not pick up many cases that have been unchanged in the past 12 months, therefore the impact on our resources would be minimal.

4.2 Actual cases requiring reviews

The subsequent number of self employed cases provided by the Department for Work and Pensions (DWP) requiring reviews were as follows :-

	HBBC	HDC	NWL
Indicative numbers provided by DWP	107	78	104
Actual numbers	26	19	11

These cases (56 in total) were all completed by 25th September 2018.

October 2018



Leicestershire Partnership Revenues & Benefits

Universal Credit – Update

1. PURPOSE OF THE REPORT

- 1.1 To provide an update to Joint Committee on the DWP arrangements for the managed migration of working age claimants onto Universal Credit

2. RECOMMENDATION

- 2.1 That the content of the report is noted.

3. BACKGROUND

- 3.1 Currently those moving onto Universal Credit will do so as a consequence of making a new claim or having a change in their circumstances. The migration thus far has been carefully managed as it has been determined by postcodes within a jobcentre.

That leaves those 2.87 million claimants who are currently on legacy benefits and it's the DWP's intention to have the migration regulations in place by 2019 that will allow those claimants on the following benefits to migrate over a four year period between 2019 and 2023:

- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- income-related Employment and Support Allowance
- Housing Benefit
- Working Tax Credit and
- Child Tax Credit

From January 2019, the DWP had intended to start testing the full managed migration process on a small scale, with the intention of increasing volumes by July 2019. This will enable them to evaluate the initial process to ensure that it supports claimants effectively.

The DWP had estimated that, by the end of the process, 2.09m households would have been migrated, involving 2.87m individuals, the majority of whom would have come from either tax credits (54 per cent) or ESA (36 per cent).

The government also announced that it will not begin the incorporation of Housing Benefit for pensioners into Pension Credit until the completion of the Universal Credit timetable so we can expect to be delivering HB for pensioners for some years to come.

HMRC have now set out their plans to end tax credits which is now given as 2025 due mainly to the DWP's approach to rolling out Universal Credit.

- 3.2 The Claimant

To prepare them for the transition to UC the claimant will be given a period of around four to six months to get used to the idea that they are moving from legacy benefits and will need to make a claim for UC. They will also be provided with advice outlining any additional support they can access during their migration to help them make a UC claim and what activities they can undertake prior to that migration to help them make their new UC claim, e.g. open a bank account or ensure that they have appropriate means of identification. They will also be warned that their existing entitlement to legacy benefits will be ending. Subsequently, a deadline date of at least one month

will be set by the Department who will engage with claimants to help them through the process of claiming UC.

If, however, no claim for UC had been made by the deadline date (extended by a possible one month if grounds for backdating could be established), any award of an existing legacy benefit would be terminated. Any subsequent claim for UC would be dealt with in the normal way, but would not have any of the transitional protections available to those who made a claim on time.

3.3 Transitional Protection

Transitional protection (TP) means that a monetary sum would be included within the UC award to ensure that, in cases where UC entitlement would otherwise have been less than the entitlement to legacy benefits at the point of change, entitlement would remain at the same level. The intention behind the TP rules was to follow the UC ethos of keeping it simple, so that, although the amount could be recalculated if required, a straightforward one-off comparison between legacy benefit entitlement and an indicative UC entitlement at the point of migration would provide the basis for the TP calculation. Tax credit claimants with capital in excess of £16,000 would have their capital above £16,000 disregarded for a period of 12 months in order to avoid being disentitled to UC on the grounds of failing to meet the financial conditions of entitlement.

3.4 The requirement to claim

The decision to require people to make a claim for UC rather than simply transfer them has been taken because the DWP wanted to make sure that a claimant's circumstances had been accurately captured at the start of their UC award.

It was feasible that the information historically held in relation to existing awards of legacy benefits would be insufficient for the DWP to make a UC assessment. For example, no information on capital or other benefits received is held in respect of claimants in receipt of tax credits.

The information provided in connection with a new claim for UC might also bring out some existing errors where, for example, previous changes of circumstance had not been declared. It would also allow the DWP to inform claimants more fully as to what the new UC regime would entail for them, since it was likely to be very different from their existing benefit arrangements..

Additionally, the DWP could not simply assume that all existing claimants would want to claim UC - some form of formal consent from a claimant was needed, and requiring a claim did that.

3.5 Engagement - a significant challenge!

One of the most difficult challenges for the DWP is to ensure that claimants engage particularly those who might not have had any previous contact with the DWP, or who are anxious about the changes. There are no two ways about it this is going to be a massive exercise, encouraging millions of people to make a brand new claim, provide all the evidence about their personal circumstances, rent and identity all by a set date.

However as with the UC programme itself, we understand a 'test and learn' approach will be applied to the migration process with small volumes in the initial phase, followed by a slow but increasing acceleration over time when considered safe to do so. It is anticipated that the DWP will not be committing to a detailed timetable until it is known how people react to the migration process

3.6 No way back!

The DWP have confirmed that once a claim to UC has been made the gateway to legacy benefits is closed. In practice, the UC claim triggers the termination notice (known as an HB Stop Notice). Even if a claimant withdraws or ends their UC claim (regardless of whether they have received payment), they cannot choose to claim, re-claim or seek re-instatement of a legacy benefit. This continues to apply irrespective of whether the legacy benefit termination has been actioned 'on time'.

3.7 Those not migrating

In addition to pensioners and those living in temporary accommodation claimants entitled to the Severe Disability Premium (SDP) as a component part of their existing benefit will not be migrating to UC as part of the managed migration.

3.8 Backdating

The requirement to make a new claim is pretty unique in migrating claimants from one benefit to another and representations were made to the DWP about making the backdating provisions more generous. .

The DWP has, however, taken the view that a deadline was needed in order to achieve the desired result. The approach was therefore to provide the necessary support before the deadline was reached but still allow a one month backdate if appropriate. However it's likely that there will be flexibility for this period to be extended, if it is identified that certain claimants require a longer time to make a new UC claim, e.g., those who are vulnerable or have complex needs.

4.0 Impact on Partnership

Requests to the LA for information and the sharing of Universal Credit award details are received via an electronic file as part of the Universal Credit Data Share arrangements (UCDS) .

The work required on receipt of a UCDS file requires one of the following actions :-

- The cancelling of HB as soon as we are aware a claim for UC has been made (stop notice received)
- Identify cases where UC has been claimed and invite an application for council tax support (CTS).
- Identify cases where UC has been awarded but CTS is not in payment – if they would qualify for CTS, invite a claim.

- Compare the information held in the file received with other evidence we may already have available and liaise with the Work Coach Team at DWP if discrepancies are found (i.e. incorrect rent figure detailed)
- Where a customer is in receipt of Council Tax support, ensure the universal credit data contained within individual files is loaded correctly onto the Academy system and inform the CTS recipient of their subsequent award.

In the past 12 months since 1st August 2017, we have received and actioned 19,222 UCDS files received in relation to customers within the Hinckley and Bosworth and Harborough area. This equates to 370 per week / 74 per working day.

Since we started receiving UCDS files for North West Leicestershire (Feb 18) up to the current date we have received and actioned 3292 in this 6 month period. This equates to 126 per week / 25 per working day).

We currently allocate 3 FTE's to deal with the average of 99 files received per day

5.0 The National Audit Office

In my previous report I mentioned that the NAO had serious misgivings about the roll out of UC their opinion has not changed and in June 2018 they issued a critical report stating that despite more than £1bn in investment, eight years in development and a much hyped digital-only approach to transforming welfare, is still in many respects unwieldy, inefficient and reliant on basic, manual processes.

The report notes that despite recent improvements, one-fifth of new claimants in March 2018 did not receive their full entitlement on time. Some 13% received no payment on time.

Separately, the High Court has ruled that government's failure to protect benefit rates for severely disabled people migrating to universal credit is unlawful. This dealt with the huge losses being suffered by disabled claimants and may be why the decision has ultimately been made not to migrate those in receipt of a severe disability premium for the present.

. 6.0 Personal Budgeting Support

The Secretary of State for Work and Pensions has recently announced a new partnership between the DWP and Citizens Advice Bureau to deliver universal support from April 2019. Currently this support is provided by LA's and a total of £51m will be paid to the CAB partly to help them get ready for delivery next year.

Concerns have been raised by the LGA because LA's were not given advance notice of the announcement nor were they asked for their views on the proposals. This is particular galling for those LA's who have invested a significant amount of time and effort into putting internal processes in place to provide support and advice on a wide range of budgeting challenges that clients transitioning to UC face.

7.0 The Future

The DWP have confirmed that the fundamental principles behind UC including the monthly assessment period, the principle of digital by default and claimant responsibility for managing their own finances will not be changing.

However the timetable for implementation has been beset by problems UC should have been up and running by April 2017 and is now not expected to be fully operational until December 2023.

The government was intending to begin moving almost four million people onto universal credit from January 2019, initially in small batches. Larger scale movements were due to start July 2019.

The latest is that initial testing has been pushed back to next summer, and large-scale movement won't begin until November 2020 at the earliest which may mean that a further nine months is added to the final deadline which takes us to September 2024. .

The revised timetable is of course highly dependent upon the Government not bowing to increasing pressure to either halt or delay the managed migration still further.

All three LA's have experienced a reduction in their overall caseload which is detailed in the performance report. The current numbers in receipt of UC can only be identified at a local level if they are in receipt of council tax support and have given UC as their source of income.

The number of UC live claims (in receipt of LCTS) for the partnership is:

NWLDC : 435
HDC : 335
HBBC : 735

8.0 The Budget

The Chancellor has announced that the Treasury will provide an additional £6.6 billion over the next six years to smooth the introduction of UC.

The changes will include:

- the amount that households with children, and people with disabilities can earn before their Universal Credit award begins to be withdrawn – the Work Allowance – will be increased by £1,000 from April 2019. This means that 2.4 million households will keep an extra £630 of income each year
- Building on the Autumn Budget 2017 announcement that Housing Benefit claimants will receive an additional payment providing a fortnight's worth of support during their transition to Universal Credit, the government will extend this provision to cover the income-related elements of Jobseeker's Allowance and Employment and Support Allowance, and Income Support. This will be effective from July 2020, and benefit around 1.1 million claimants.
- From October 2019, the government will reduce the maximum rate at which deductions can be made from a Universal Credit award from 40%

to 30% of the standard allowance. This will ensure that those on Universal Credit are supported to repay debts in a more sustainable and manageable way. From October 2021, the government will also increase the period over which advances will be recovered, from 12 to 16 months.

November 2018

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Leicestershire Partnership Revenues & Benefits

Financial Performance to September 2018

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 – September 2018, and update to the contribution split needed for 2019/20

2. RECOMMENDATION

- a) That the financial performance of the Partnership be noted, and
- b) The changes to the contribution percentages are agreed for 2019/20

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 for 2018/19 approved a expenditure budget of £3,595,010 for the partnership, to be funded by £3,563,840 of contribution income from the partners and £31,170 from other bodies. It has since been agreed to use reserves of £44,496 to reduce the level of contributions needed in year from partners (See table 1 below).

Table 1	2018/19 Budget	2018/19 Budget (Revised)
Expenditure / Income Type	£	£
Total Expenditure	3,595,010	3,595,010
Partner Contributions	(3,563,840)	(3,519,344)
Contributions from Other Bodies	(31,170)	(31,170)
Contributions from Reserves	0	(44,496)
Total Funding	(3,595,010)	(3,595,010)

- 3.3. As at September 2018, the Partnership had overspent against the profiled budget by £198,391. In addition there were £235,439 of timing differences associated with expenditure to the end of September 2018, which will be billed to partners following the quarter end reconciliation, leaving a net underspend of £19,344.

Table 2	Budget September 2018	Actual to September 2018	Variance to Date	Timing Differences	Variance after Timing Differences
INCOME	(£1,865,920)	(£1,179,432)	£686,488	(£593,330)	£93,158
EXPENDITURE	£1,848,216	£1,377,823	(£470,393)	£357,891	(£112,502)
Over / (Under) Spend	(£17,704)	£198,391	£216,095	(£235,439)	(£19,344)

- 3.4 The key variances to the end of September 2018 to bring to the attention of the Management Board are:

- FERIS is underspent by £27,000, as a further grant of £14,000 has been received in year and posts continue to be filled on a part-time as opposed to full-time basis.
- Salaries are underspent by £84,000 due to vacant posts for much of the year.

- 3.5 There is a direct link between partner contributions and expenditure incurred and therefore partner contributions have been adjusted by £120,000 to reflect the actual expenditure to date.
- 3.6 As at 30 September 2018, if the salary saving continue at the same rate, there will be the year-end savings in the region of £141,000 on salaries for the partnership. The table below gives the potential savings by partner.

	Total	HBBC	HDC	NWLDC
Allocation method %	100%	37.69%	28.72%	33.59%
	£	£	£	£
Potential year end salary savings	140,989	53,139	40,492	47,358

Review of contributions

- 3.7 The basis for the level of contributions for each partner is based on caseload information. This is periodically updated to ensure the correct contribution level is maintained to reflect the level of work required to service each partners needs. The last review was completed four years age and is overdue. The current positions is that there is a small adjustments required to the contribution levels to correct the 2019/20 positions. The table below give the impact that this would have had on the 2018/19 position if it had been in place, to demonstrate the potential level of impact on each partner.

	HBBC	HDC	NWL	Total
Current split	37.69%	28.72%	33.59%	100%
Updated split	37.32%	28.87%	33.81%	100%
	-0.37%	0.15%	0.22%	0%
	Saving	Cost	Cost	
Change in contribution	-£10,390	£4,564	£5,826	£0

Further information is available in appendix 2

Appendix 1: Leicestershire Revenues & Benefits Partnership Monitoring Report to 30th September 2018

Expenditure / Income Type	2018/19 Latest Budget to Date	Actual to Date	Timing Differences	Variance after Timing Differences	2018/19 Total Estimate (Original)	2018/19 Total Estimate (Revised)
	£	£	£	£	£	£
Employees	1,337,233	895,158	353,092	88,983	2,672,160	2,677,560
Premises Related Expenditure	39,671	35,495	0	4,176	83,510	83,510
Transport Related Expenditure	12,000	5,913	2,442	3,645	24,000	24,000
Supplies & Services	443,712	426,257	2,358	15,097	784,140	794,800
Central & Administrative Exp	15,600	15,000	0	600	31,200	31,200
Revenue Income	-1,825,604	-1,112,074	-593,330	-120,200	-3,595,010	-3,550,514
Approved Cfws	-38,155	-38,155	0	0	0	-76,310
Transfer from Reserves	-22,248	-22,248	0	0	0	-44,496
				0		
Other Expenditure - FERIS	20,087	7,003		13,084	0	60,250
Other Income - FERIS	0	-13,957		13,957	0	0
				0		0
Sum:	-17,704	198,391	-235,439	19,344	0	0

Timing Differences

	HDC	NWLDC	HBBC	Total
Salaries - Quarter 2 - 2018/19	153,791	199,301		353,092
Mileage & Disturbance Costs - Quarter 2 - 2018/19	611	1,831		2,442
Supplies & Services - Quarter 2 - 2018/19	576	1,782		2,358
Contributions - Quarter 2 - 2018/19	-163,201	-200,508	-229,620	-593,330
	-8,223	2,405	-229,620	-235,439

Explanations

	Variance at 30/09/18 (Over) / Under Spend £	Forecast variance (Over) / Under Spend £	Explanation £5k+
Salaries	84,000	141	Underspend is due to a number of vacant posts
Training	4,000		Variance > £5k
Premises Related Expenditure	4,000		Variance > £5k
Car Allowances	4,000		Variance > £5k
Postages	4,000		Variance > £5k
Computer Consumables	4,000		Variance > £5k
Flexible working costs	5,000		Variance > £5k
Minor Variances	2,000		Variance > £5k
Central & Administrative Exp	1,000		Variance > £5k
Contributions	-120,000		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	27,000		Fraud and Error Reduction Incentive Scheme (FERIS) this is a ring fenced grant. £14K grant has been recieved so far during 2018/19. A budget of £60k has been bfwd from 2017/18
	19,000	141	

Appendix 2 – contribution level proposed for 2019/20

<u>Proposed New % Split from April 2019</u>				
(Based on Caseload @ 01/04/2018)				
	Total	HBBC	HDC	NWLDC
<u>Benefit claims</u>				
	14,867	5,783	3,388	5,696
%age of Benefit Claims		38.90%	22.79%	38.31%
<u>Revenues</u>				
CT	133,202	49,906	39,089	44,207
NNDR	9,619	3,162	3,040	3,417
	142,821	53,068	42,129	47,624
%age of Revenue Cases		37.16%	29.50%	33.35%
<u>Joint</u>				
	157,688	58,851	45,517	53,320
%age of Combined Benefits & Claims		37.32%	28.87%	33.81%
Current % Split		37.69%	28.72%	33.59%
Change in %age Split		-0.37%	0.15%	0.22%
2018/19 Budget Based on Original Split		1,323,809	1,011,471	1,184,064
2018/19 Budget Based on New Split		1,313,419	1,016,035	1,189,890
Change in Contribution - 2018/19		10,390	-4,564	-5,826

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Revenue and Benefit Service

Performance Summary Report

September 2018

Caseload Analysis

Caseload Data																			
Position at:	01/04/2011	01/04/2012	In Year Movement	01/04/2013	In Year Movement	01/04/2014	In Year Movement	01/04/2015	In Year Movement	01/04/2016	In Year Movement	01/04/2017	In Year Movement	01/04/2018	In Year Movement	2018/19		Overall Movement	
																Latest Data	In Year Movement	%	
Council Tax Dwellings																			
HBBC	46,172	46,505	333	46,788	283	47,405	617	48,135	730	48,810	675	49,488	678	49,906	418	50,093	187	3,921	7.8%
HDC	35,923	35,965	42	36,494	529	37,048	554	37,312	264	37,899	587	38,505	606	39,089	584	39,268	179	3,345	8.5%
NWLDC	40,026	40,271	245	40,833	562	41,292	459	41,761	469	42,405	644	43,204	799	44,207	1,003	44,500	293	4,474	10.1%
Totals	122,121	122,741		124,115		125,745		127,208		129,114		131,197			Current Total:	133,861	Movement	11,740	
NDR Rated Assessments																			
HBBC	2,876	2,867	-9	2,932	65	2,968	36	2,985	17	3,067	99	3,082	15	3,162	80	3,166	4	290	9.2%
HDC	2,616	2,730	114	2,762	32	2,835	73	2,894	59	2,909	74	2,949	40	3,040	91	3,059	19	443	14.5%
NWLDC	3,182	3,170	-12	3,175	5	3,210	35	3,223	13	3,249	39	3,287	38	3,417	130	3,431	14	249	7.3%
Totals	8,674	8,767		8,869		9,013		9,102		9,225		9,318			Current Total:	9,656	Movement	982	
HB/CTLS Live Caseload																			
HBBC	7,100	7,579	479	7,555	-24	7,161	-394	6,832	-329	6,459	-702	6,280	-282	5,783		5,642	-141	-1,458	-25.8%
												Current Caseload Analysis	Joint HB/CTS	2,829					
													HB only	450					
													CTS only	2,363					
HDC	4,189	4,246	57	4,345	99	4,274	-71	4,086	-188	3,689	-585	3,599	-169	3,388		3,323	-65	-866	-26.1%
												Current Caseload Analysis	Joint HB/CTS	1,809					
													HB only	270					
													CTS only	1,244					
NWLDC	7,187	7,287	100	7,213	-74	6,770	-443	6,550	-220	6,145	-625	5,955	-329	5,696		5,514	-182	-1,673	-30.3%
												Current Caseload Analysis	Joint HB/CTS	3,365					
													HB only	375					
													CTS only	1,774					
Totals	18,476	19,112		19,113		18,205		17,468		16,293		15,834			Current Total:	14,479	Movement	-3,997	

Dashboard Performance Summaries for each Council follows below:

Harborough District Council													2018/19	Year -End 2018/19 target	2017/18 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	8.9	6.9	8.6	7.0	7.8	6.7							7.7	11	
<i>Position for 2017/18</i>	10.8	9.0	10.8	14.0	11.8	12.4	10.5	8.7	10.2	9.7	2.4	8.0			11.3
In month: New Claims (Days)	17.4	15.7	20.3	15.8	17.3	14.9							17.0	19	
<i>Position for 2017/18</i>	20.6	18.9	20.3	19.1	16.2	15.5	17.9	15.6	15.9	14.2	10.9	15.0			19.1
In month: Change Events (Days)	7.6	5.9	7.4	5.8	6.0	5.5							6.5	9	
<i>Position for 2017/18</i>	9.3	7.9	9.4	13.3	11.1	11.9	9.7	7.4	9.0	9.0	2.2	6.8			10.1
Right Time profiled in month target 18/19	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 18/19	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 18/19	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%	20.6%	29.8%	39.0%	48.3%	57.6%							57.6%	98.6%	
This years profiled target	11.2%	20.5%	29.9%	39.0%	48.2%	57.6%	67.1%	76.3%	85.3%	94.5%	96.7%	98.6%			
<i>Position for 2017/18</i>	11.2%	20.5%	29.9%	39.0%	48.2%	57.6%	67.1%	76.3%	85.3%	94.5%	96.7%	98.6%			
Arrears Reduction (£m)	£2.1m	£2.0m	£1.9m	£1.9m	£1.8m	£1.8m							£1.8m	INFO	
<i>Position for 2017/18</i>	£2.1m	£2.0m	£1.9m	£1.9m	£1.8m	£1.7m	£1.7m	£1.6m	£1.6m	£1.5m	£1.5m	£1.4m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.2%	20.1%	29.1%	38.2%	46.6%	55.8%							55.8%	99.2%	
This years profiled target	9.7%	20.5%	28.7%	37.8%	46.8%	55.3%	65.7%	75.0%	84.2%	92.5%	96.6%	99.2%			
<i>Position for 2017/18</i>	9.7%	20.5%	28.7%	37.8%	46.8%	55.3%	65.7%	75.0%	84.2%	92.5%	96.6%	99.7%			
Arrears Reduction (£m)	£0.17m	£0.14m	£0.11m	£0.08m	£0.10m	£0.09m							£0.09m	INFO	
<i>Position for 2017/18</i>	£0.27m	£0.33m	£0.23m	£0.21m	£0.22m	£0.17m	£0.14m	£0.14m	£0.14m	£0.11m	£0.09m	£0.04m			
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Capita)	£0.96m	£0.95m	£0.94m	£0.93m	£0.92m	£0.90m							£0.90m	INFO	
<i>Position for 2017/18 (£m)</i>	£1.0m	£1.0m	£1.0m	£1.0m	£1.0m	£1.0m	£1.0m	£1.0m	£1.0m	£1.0m	£1.0m	£0.99m			
HB Overpayments Recovered	5%	9%	12%	15%	17%	20%							20%	31%	
This year sprofiled target	3%	5%	8%	10%	13%	16%	18%	21%	24%	24%	27%	31%			
<i>Position for 2017/18</i>	3%	6%	9%	12%	16%	18%	21%	24%	26%	29%	30%	34%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	2	1	2	2	0	1							8	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
<i>Position for 2017/18</i>	0	0	0	0	1	1	0	0	1	0	0	1	4		

Hinckley & Bosworth Borough Council													Cumulative e2018/19	Year-End 2018/19 Target	2017/18 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In month: Right Time (days)	8.3	6.9	8.9	6.1	6.7	7.4							7.4	11	
<i>Position for 2017/18</i>	10.5	9.4	12.6	12.0	12.0	12.2	11.1	9.6	9.8	9.1	2.7	8.2			11.3
In month: New Claims (Days)	18.1	14.3	15.4	11.7	12.8	14.2							14.4	19	
<i>Position for 2017/18</i>	20.2	21.4	23.3	21.7	19.5	18.4	15.5	16.4	11.2	14.3	13.8	15.4			21.2
In month: Change Events (Days)	7.4	6.1	8.1	5.4	5.8	6.3							6.6	9	
<i>Position for 2017/18</i>	9.6	8.5	11.2	11.0	10.9	11.3	10.5	8.7	9.6	8.5	2.3	7.0			10.1
Right Time profiled in month target 18/19	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 18/19	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 18/19	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%	47.8%	57.2%							57.2%	98.0%	
This years profiled target	10.9%	20.3%	29.5%	38.7%	47.9%	57.2%	66.6%	75.8%	84.9%	94.0%	96.4%	98.0%			
<i>Position for 2017/18</i>	10.9%	20.3%	29.5%	38.7%	47.9%	57.2%	66.6%	75.8%	84.9%	94.0%	96.4%	98.1%			
In Year Arrears Reduction (£)	£2.9m	£2.8m	£2.7m	£2.6m	£2.5m	£2.5m							£2.5m	INFO	
<i>Position for 2017/18</i>	£2.7m	£2.6m	£2.5m	£2.4m	£2.4m	£2.3m	£2.1m	£2.1m	£2.0m	£2.0m	£1.9m	£1.8m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	11.4%	21.1%	30.7%	39.3%	48.7%	58.2%							58.2%	98.3%	
This years profiled target	11.0%	20.6%	29.9%	39.3%	48.3%	57.3%	66.5%	75.9%	85.3%	94.2%	96.6%	98.3%			
<i>Position for 2017/18</i>	11.0%	20.6%	29.9%	39.3%	48.3%	57.3%	66.5%	75.9%	85.3%	94.2%	96.6%	98.9%			
Arrears Reduction (£m)	£0.57m	£0.48m	£0.43m	£0.34m	£0.31m	£0.31m							£0.31m	INFO	
<i>Position for: 2017/18</i>	£0.56m	£0.37m	£0.34m	£0.43m	£0.31m	£0.30m	£0.26m	£0.25m	£0.23m	£0.30m	£0.30m	£0.23m			
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Capita)	£1.5m	£1.5m	£1.5m	£1.5m	£1.5m	£1.5m							£1.5m	INFO	
<i>Position for 2017/18</i>	£1.5m	£1.5m	£1.6m	£1.6m	£1.6m	£1.6m	£1.5m	£1.6m	£1.6m	£1.6m	£1.5m	£1.5m			
HB Overpayments Recovered	4%	7%	10%	13%	16%	19%							19%	36%	
This years profiled target	5%	8%	11%	13%	16%	19%	21%	22%	26%	27%	30%	36%			
<i>Position for 2017/18</i>	4%	7%	10%	14%	18%	21%	23%	26%	28%	30%	32%	34%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	2	0	1	1	0							4	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
<i>Position for 2017/18</i>	0	1	2	0	1	0	0	0	0	1	4	1	10		

North West Leicestershire District Council													2018/19	Year End 2018/19 target	2017/18 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	9.6	7.5	9.4	7.6	7.8	7.7							8.3	11	
<i>Position for 2017/18</i>	11.0	9.8	11.0	11.2	10.8	10.9	12.5	9.6	11.0	10.9	3.3	8.4			11.0
In month: New Claims (Days)	17.3	16.0	18.9	15.0	14.5	14.9							16.1	19	
<i>Position for 2017/18</i>	18.9	21.4	16.9	16.4	17.3	15.9	17.3	14.1	19.8	14.8	14.1	17.8			18.3
In month: Change Events (Days)	8.7	6.7	8.3	6.6	6.7	6.8							7.4	9	
<i>Position for 2017/18</i>	9.5	8.3	10.3	10.3	9.8	10.2	11.7	9.0	9.3	10.2	2.7	7.2			9.6
Right Time profiled in month target 17/18	14.9	15.5	15.1	11.5	10.6	9.9	11.1	8.6	10.1	10.2	3.0	8.3			
New Claims profiled in month target 17/18	21.0	23.0	25.1	20.4	20.3	14.6	16.2	13.7	15.9	16.5	15.4	18.5			
Change Events profiled in month target 17/18	13.6	14.3	13.3	10.3	9.1	9.2	10.0	7.7	8.6	8.9	2.4	6.6			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.3%	19.6%	28.7%	37.9%	47.1%	56.1%							56.1%	97.6%	
This years profiled target	10.2%	19.5%	28.6%	37.7%	46.9%	55.9%	65.4%	74.6%	83.7%	93.0%	95.7%	97.6%			
<i>Position for 2017/18</i>	10.2%	19.5%	28.6%	37.7%	46.9%	55.9%	65.4%	74.6%	83.7%	93.0%	95.7%	97.8%			
Arrears Reduction (£m)	£3.3m	£3.2m	£3.1m	£3.0m	£2.9m	£2.8m							£2.8m	INFO	
<i>Position for 2017/18</i>	£3.2m	£3.0m	£2.9m	£2.8m	£2.8m	£2.7m	£2.6m	£2.5m	£2.4m	£2.4m	£2.3m	£2.2m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.6%	20.8%	29.0%	39.8%	47.4%	56.1%							56.1%	99.0%	
This years profiled target	10.0%	20.3%	29.0%	38.7%	48.5%	57.2%	66.2%	75.5%	84.4%	92.7%	96.1%	99.0%			
<i>Position for 2017/18</i>	10.0%	20.3%	29.0%	38.7%	48.5%	57.2%	66.2%	75.5%	84.4%	92.7%	96.1%	99.4%			
Arrears Reduction (£m)	£0.51m	£0.57m	£0.53m	£0.33m	£0.37m	£0.30m							£0.30m	INFO	
<i>Position for 2017/18</i>	£0.68m	£0.52m	£0.53m	£0.40m	£0.40m	£0.44m	£0.57m	£0.55m	£0.36m	£0.46m	£0.42m	£0.21m			
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Capita)	£1.4m	£1.4m	£1.4m	£1.3m	£1.3m	£1.4m							£1.4m	INFO	
<i>Position for 2017/18</i>	£1.5m	£1.5m	£1.5m	£1.5m	£1.5m	£1.4m	£1.5m	£1.5m	£1.5m	£1.4m	£1.4m	£1.4m			
HB Overpayments Recovered	4%	7%	10%	13%	16%	19%							13%	34%	
This years profiled target	4%	8%	11%	16%	19%	20%	23%	24%	26%	29%	31%	34%			
<i>Position for 2017/18</i>	4%	9%	13%	17%	20%	25%	28%	30%	33%	35%	38%	40%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	2	1	0	1	1							5	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
<i>Position for 2017/18</i>	0	0	0	0	1	1	0	0	0	3	2	2	9		

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	£5,684	£10,632	£15,939	£22,945	£28,326	£33,193						
Upper Threshold	£6,395	£11,961	£17,932	£25,813	£31,867	£37,342						
Actual	£1,599	£2,113	£14,674	£5,949	£12,986	£13,690						
Lower Tolerance	£4,085	£8,519	£1,265	£16,996	£15,340	£19,503	£0	£0	£0	£0	£0	£0
Upper Tolerance	£4,795	£9,848	£3,258	£19,864	£18,880	£23,652	£0	£0	£0	£0	£0	£0
HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£3,628	£7,389	£10,796	£14,279	£20,221	£23,569						
Upper Threshold	£4,082	£8,312	£12,145	£16,064	£22,749	£26,515						
Actual	£904	£1,133	£1,381	£1,588	£1,782	£2,017						
Lower Tolerance	£2,724	£6,256	£9,415	£12,692	£18,440	£21,552	£0	£0	£0	£0	£0	£0
Upper Tolerance	£3,178	£7,179	£10,764	£14,477	£20,967	£24,498	£0	£0	£0	£0	£0	£0
NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£6,669	£12,610	£19,014	£24,734	£33,919	£39,386						
Upper threshold	£7,503	£14,186	£21,391	£27,826	£38,159	£44,310						
Actual	£1,872	£2,697	£4,513	£5,805	£6,386	£9,625						
Lower Tolerance	£4,797	£9,913	£14,501	£18,929	£27,533	£29,761	£0	£0	£0	£0	£0	£0
Upper Tolerance	£5,631	£11,490	£16,878	£22,021	£31,773	£34,684	£0	£0	£0	£0	£0	£0

Sickness

Sickness for August is given below:

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

Hinckley & Bosworth Borough Council		Annual Target 8 days	
		Month	
		August	Cumulative
Long Term		0.00	0.00
Short Term		6.00	50.00
	Days lost	6.00	50.00
FTE Average		0.19 Days	1.61 Days
Profiled Target Average		0.67 Days	3.32 Days
Harborough District Council		Annual Target 9 days	
		Month	
		August	Cumulative
Long Term		0.00	0.00
Short Term		9.00	33.00
	Days lost	2.00	33.00
FTE Average		0.11 Days	1.85 Days
Profiled Target Average		0.75 Days	3.75 Days
North West Leicestershire District Council		Annual Target 8.5 days	
		Month	
		August	Cumulative
Long Term		0.00	77.00
Short Term		7.00	34.95
	Days lost	7.00	111.95
FTE Average		0.30 Days	4.79 Days
Profiled Target Average		0.71 Days	3.55 Days

Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

Processing

All three authorities are meeting their respective targets for processing new claims and change events.

LA error and subsidy

All three authorities are below the lower threshold for LA error.

Universal credit and personal budgeting support (PBS)

The Secretary of State for Work and Pensions has announced a new partnership between the DWP and Citizens Advice Bureau to deliver universal support from April 2019. Currently this support is provided by LA's but it has been suggested that support is not consistent nationwide hence the change in direction.

A total of £51m will be paid to the CAB partly to help them get ready for delivery next year. The dilemma for LA's is that a significant amount of work has already been taken to put processes in place to provide support and advice on a wide range of budgeting challenges that clients transitioning to UC face.

Self employed review funding

The DWP have confirmed the amount of funding that will be paid to those LA's participating in the review of self employed cases. All cases have been allocated to the assessment team to review entitlement .

HDC	£2,430 (19 cases)
HBBC	£3,334 (26 cases)
NWLDC	£3,240 (11 cases)

Revenues Operational Team

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

Council Tax

In year collection rates position is as follows:

Harborough	Same month last year 57.6% this year 57.6% on target
Hinckley & Bosworth	Same month last year 57.2% this year 57.2% on target
North West Leicestershire	Same month last year 55.9% this year 56.1% slightly up by 0.2%

This year we have:

- Issued 21,162 reminder notices
- Issued 8,710 magistrate court summonses
- Obtained 6,138 liability orders
- Passed 1,008 cases to DWP for attachment of benefits
- Passed 939 cases to employers for attachment of earnings
- Passed 1,748 cases to enforcement agent

NNDR (Business Rates)

In year collection rates position is as follows:

Harborough	Same month last year 55.3% this year 55.8% slightly up by 0.5%
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Hinckley & Bosworth

Same month last year 57.3% this year 58.2% up by 0.9%

North West Leicestershire

Same month last year 57.2% this year 56.1% down by 0.9%

There is a pending write off due to a CVA amounting to £269k for the charge for 2018/19

This year we have:

- Issued 564 reminder notices
- Issued 417 magistrate court summonses
- Obtained 235 liability orders
- Passed 89 cases to enforcement agent

Housing Benefit Overpayments

Harborough

- Debt raised this year £139,630
- Overall debt reduced by £223,937
- Collection rate against all debt (arrears and new) 20%

Hinckley & Bosworth

- Debt raised this year £288,520
- Overall debt reduced by £342,984
- Collection rate against all debt (arrears and new) 19%

North West Leicestershire

- Debt raised this year £242,205
- Overall debt reduced by £308,759
- Collection rate against all debt (arrears and new) 19%

Other Matters

- Visiting team have completed review for long term empty properties and second homes to ensure correct status in readiness for CTB1 return due in October. First week in October Section 151 Officers will receive CTB1 returns requiring sign off. Total number of properties reviewed was 1,568 of which 248 were visited. The outcome of their work is given below

Harborough: Long term empty reduced by 109
Second homes reduced by 27

Hinckley & Bosworth: Long term empty reduced by 115
Second homes reduced by 41

North West Leicestershire: Long term empty reduced by 97
Second Homes had already been reviewed as part of inspection cycle

- Enforcement agent contract ceases on 31st January 2019 and draft competition template and associated documents has been shared with 'YPO'. The intention is that this will be made available to all bidders 2nd week of October 2018. In November these will be evaluated and the new contract will be in place for two enforcement companies and will commence in December 2018.
- Non Domestic Rates, local discretionary scheme proposals have been shared with S151 Officers. HBBC has been completed, both HDC and NWLDC have agreed and work is underway to make the awards with expected completion date being October 2018.
- The mailroom contract further direct award has been made covering period from 17th February 2019 for 6 months plus six months. Now waiting to receive signed contract from mailing house and upon receipt will then be signed by lead authority on behalf of the partnership.
- Preparing time table for annual billing for 2019/2020 which needs to be shared with the mailing house next month as they will be scheduling requests from 80 billing authorities they provide this service for. They will confirm

dispatch slots before Christmas which will be shared with the customer service teams.

- Council Tax change of address digital online form will be made available on all three websites on 2 October 2018. Customer services have been advised in advance of this.

Channel Shift Analysis

Harborough District Council				
Service Subscriptions				
	July	August	September	
Application	Total No of Subscriptions			Increase since previous month
Council Tax Online	1662	1745	1832	87
Housing Benefit Online	154	159	161	2
Landlord Online	41	42	42	0
Business Rates Online	45	48	51	3
Ebilling & Enotifications				
Application	Total No of Subscriptions			
Council Tax Online	455	487	521	34
Business Rates Online	22	22	53	31
Landlord Online	24	24	24	0
Housing Benefit Online	56	59	61	2

Hinckley & Bosworth Borough Council				
	July	August	September	
Application	Total No of Subscriptions			Increase since previous month
Council Tax Online	2907	2988	3071	83
Housing Benefit Online	179	182	188	6
Landlord Online	73	73	73	0
Business Rates Online	57	57	57	0
Application	Total No of Subscriptions			
Council Tax Online	476	502	527	25
Business Rates Online	18	18	18	0
Landlord Online	15	16	16	0
Housing Benefit Online	50	52	58	6

North West Leicestershire DC

	July	August	September	
Application	Total No of Subscriptions			Increase since previous month
Council Tax Online	1445	1535	1637	102
Housing Benefit Online	183	191	200	9
Landlord Online	47	51	54	3
Business Rates Online	42	42	50	8
Application	Total No of Subscriptions			
Council Tax Online	713	779	851	72
Business Rates Online	28	28	29	1
Landlord Online	22	24	25	1
Housing Benefit Online	77	81	87	6

FORWARD PLAN FOR JOINT COMMITTEE 2018-2019

Decision	Date of Decision (approx.)	Contacts
September Performance Report	28 November 2018	Sally O’Hanlon – Head of Partnership
September Financial Performance Report	28 November 2018	Ashley Wilson – Section 151 Officer
Fraud Initiative Update	28 November 2018	Storme Coop – Benefits Operational Manager
Universal Credit Update	28 November 2018	Storme Coop – Benefits Operational Manager
November Performance Report	24 January 2019	Sally O’Hanlon – Head of Partnership
November Financial Performance Report	24 January 2019	Ashley Wilson – Section 151 Officer
Internal Audit Report	24 January 2019	Internal Audit – presenter tbc
Budget Setting 2019/2020	24 January 2019	Ashley Wilson – Section 151 Officer
Service Plan 2019/2020	24 January 2019	Sally O’Hanlon – Head of Partnership
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February Performance Report	25 April 2019	Sally O’Hanlon – Head of Partnership
February Financial Performance Report	25 April 2019	Ashley Wilson – Section 151 Officer
Annual Meeting		
Schedule of meetings	27 June 2019	Clare Hammond – Democratic Support Officer
Year End Performance Report	27 June 2019	Sally O’Hanlon – Head of Partnership
Year End Financial Report	27 June 2019	Ashley Wilson – Section 151 Officer

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