



**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, 23 JANUARY 2020
Location	The 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**

<b>Item</b>		<b>Pages</b>
<b>1. APOLOGIES FOR ABSENCE</b>		
	To receive and note any apologies for absence.	
<b>2. DECLARATIONS OF INTEREST</b>		
	Under the Code of Conduct members are reminded that in declaring disclosable interests you should make clear the nature of that interest.	
<b>3. MINUTES</b>		
	To confirm and sign the minutes of the meeting held on 5 September 2019	<b>3 - 6</b>

<b>Item</b>	<b>Pages</b>
<b>4. SERVICE PLAN 2020/21</b>	
Report of the Head of Partnership	<b>7 - 20</b>
<b>5. BUDGET SETTING REPORT</b>	
Report of the Section 151 Officer	<b>21 - 28</b>
<b>6. FINANCIAL PERFORMANCE REPORT</b>	
Report of the Section 151 Officer	<b>29 - 32</b>
<b>7. PERFORMANCE REPORT</b>	
Report of the Head of Partnership	<b>33 - 48</b>
<b>8. FORWARD PLAN</b>	
To note the Joint Committee's Forward Plan	<b>49 - 50</b>
<b>9. DATES OF FUTURE MEETINGS</b>	
4.30pm – Thursday, 23 April 2020 – Harborough District Council	
4.30pm – Thursday, 25 June 2020 – North West Leicestershire District Council	
<b>10. EXCLUSION OF PRESS AND PUBLIC</b>	
The officers consider that the press and public should be excluded during consideration of the following items in accordance with Section 100(a) of the Local Government Act 1972 as publicity would be likely to result in disclosure of exempt or confidential information. Members are reminded that they must have regard to the public interest test and must consider, for each item, whether the public interest in maintaining the exemption from disclosure outweighs the public interest in making the item available.	
<b>11. GROWTH OF THE PARTNERSHIP</b>	<b>To Follow</b>
Report of the Head of Partnership	

Circulation:

Councillor R Ashman  
Councillor R D Bayliss (Chairman)  
Councillor D Bill (Deputy Chairman)  
Councillor P Dann  
Councillor J Hallam  
Councillor K Lynch

MINUTES of a meeting of THE LEICESTERSHIRE PARTNERSHIP REVENUES AND BENEFITS JOINT COMMITTEE held in the Room 313, The Symington Building, Adam and Eve Street, Market Harborough on THURSDAY, 5 SEPTEMBER 2019

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

Councillors P Dann (Harborough), J Hallam (Harborough) and K Lynch (Hinckley & Bosworth)

Officers: Mrs C Hammond, Ms B Jolly (HDC), Mrs J Kenny (HBBC), Mrs S O'Hanlon (Leicestershire Partnership - Revenues & Benefits), Mr T Shardlow (NWLDC) and Mr A Wilson (HBBC)

# **11. APOLOGIES FOR ABSENCE**

Apologies were received from Councillors R Ashman and D Bill MBE.

# **12. DECLARATIONS OF INTEREST**

There were no interests declared.

# **13. MINUTES**

Consideration was given to the minutes of the meeting held on 27 June 2019.

It was moved by Councillor R D Bayliss, seconded by Councillor P Dann and

RESOLVED THAT:

The minutes of the meeting held on 27 June 2019 be confirmed as a correct record and signed by the Chairman.

# **14. UNIVERSAL CREDIT - UPDATE**

Mrs S O'Hanlon presented the report to Members.

She advised that since the report was put onto the agenda there was nothing new to update Members on so the report before them was to provide information to the new committee Members on Universal Credit.

She stated that it was no longer the responsibility of Local Authorities to provide Housing Benefit as it now fell under one of the six legacy benefits wrapped up in the one Universal Credit payment, however they will still receive a large number of enquires about it. She informed Members that the authorities had been advised that the rollout was to be completed in 2018 for new claimants and by now those already in receipt of benefits should have been migrated however it was far from happening. A pilot was being carried out to see how full migration would look, however it had come under significant criticism. She highlighted to Members that very little lead in time was given from the DWP along with very little collective working. A significant impact had been seen on the Partnership and officers had actively been encouraging those eligible to claim for council tax support along with a significant amount of real time changes coming through. It was proposed to look at how the administration of Council Tax Support to support claimants long with Discretionary Housing Payment She also noted the level of fraud that had been come apparent.

In response to a question from Councillor J Hallam, Mrs S O'Hanlon advised Members that capital in excess of £16,000 was liquid assets, such as stocks and shares rather than houses or cars, however it would depend on the nature of the claim.

In response to a question from Councillor P Dann, Mrs S O'Hanlon stated that she was unable to comment on a programme to seek to get back payments made through fraud as it was a sole responsibility of the DWP, unless it included Council Tax Support, which would become a joint case.

By affirmation of the meeting it was

RESOLVED THAT:

The content of the report be noted.

## **15. INTERNAL AUDIT PLANNING BRIEF**

Mr A Wilson presented the report to Members.

He passed on the apologies of the Internal Audit Manager and advised Members that the audit plan was to review the memorandum of understanding between the Partnership & DWP. He highlighted that the plan was to ensure suitable controls were in place for the sharing of information between the two. This would include reviewing key documents and policies, speaking to key staff and sample testing. He stated that officers agreed that this was a good area to cover and welcomed the comments of Members. It was noted that some of the dates had passed however, these would be revised and it was hoped that the outcome would be reported to the next Joint Committee Meeting.

Mrs J Kenny advised Members that Internal Audit requested that the Committee signed off the actions before work was started.

By affirmation of the meeting it was

RESOLVED THAT :

The content of the report be noted.

## **16. FINANCIAL PERFORMANCE TO JUNE 2019**

Mr A Wilson presented the report to Members.

He advised Members that the budget had been adjusted following the agreement to reduce the partnership contributions with carry forwards. He drew Members attention to paragraph 3.3 that highlighted an underspend of £45k which was due to vacant posts and that should the post remain vacant there would be a significant underspend by the year-end.

Mrs S O'Hanlon advised that all the posts were now either recruited to or had been advertised. She informed Members that due to ongoing matters on role had been covered by agency but it had now been recruited too. The advertising of all the other posts had now closed and interviews were being held.

Mr A Wilson advised that following the recruitment there may still be a small underspend which may be required for some other pressures including IT support, but an update would be brought to the next meeting.

By affirmation of the meeting it was

RESOLVED THAT :

The financial performance of the Partnership be noted.

## **17. PERFORMANCE SUMMARY REPORT JUNE 2019**

Mrs S O'Hanlon presented the report to Members.

She advised Members that in relation to Benefits all three authorities were meeting their targets for new claims and change event processing, and that they were all below the threshold for LA error. She informed the committee that following a Supreme Court ruling, a report about Discretionary Housing Payment would be taken to the next Management Board meeting, as should officers wish to review payments when taking benefits into account. It was clear that the partnership would require a very robust policy to be in place. She also highlighted a pilot scheme that was being carried out to allow unpaid Council Tax to be recovered through earnings.

In relation to Revenues, Mrs S O'Hanlon the targets were slightly under for Q1 however officers were not concerned as they were confident that it would get back on track following some IT issues with the award of the new enforcement contract, however the targets for NNDR were either above or being met. She advised that the single person discount review was being carried out, that officers were working with the S151 officers to look at forecasting business rates for the year and officers were preparing to carry out a review of all the empty properties.

In relation to sickness officers were managing and in a position where the authorities were either slightly on or below target. Management would be keeping eye on sickness as the winter, along with seasonal illnesses approached.

In response to a comment from Councillor P Dann, Mrs S O'Hanlon advised that there were different challenges to collecting business rates, such as large units being claimed as empty to avoid payments and if one unit went bankrupt it would scupper targets. She advised that it was the same for all three authorities, however the team was beyond dedicated and would do all they could to get the money in. She stated that due to national issues, situations could change but officers were keeping close eye on that.

By affirmation of the meeting it was

RESOLVED THAT :

The Performance Summary Report June 2019 be noted.

## **18. FORWARD PLAN**

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

RESOLVED THAT :

The Forward Plan be noted.

## **19. DATES OF FUTURE MEETINGS**

Members noted the dates and venues of future meetings.

The meeting commenced at 4.30 pm  
The Chairman closed the meeting at 4.57 pm

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## **SERVICE PLAN 2020/21**

# **The Leicestershire Partnership Revenues and Benefits**

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## 1 Councils' Aims and Priorities:



- Priority 1
- Priority 2
- Priority 3

### **Harborough District Council**

The Place: a safe enterprising and vibrant place  
The People: a healthy, inclusive and empowered community  
Your Council: creative, proactive and efficient



Hinckley & Bosworth  
Borough Council

*A Borough to be proud of*

- Priority 1
- Priority 2
- Priority 3

### **Hinckley & Bosworth Borough Council**

People - Helping people to stay healthy, active and protected from harm.  
Places - Creating clean and attractive places to live and work.  
Prosperity - Encouraging growth, attracting businesses improving skills and supporting regeneration.



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

### **North West Leicestershire District Council**

Supporting Coalville to be a more vibrant, family town  
Our communities are safe, healthy and connected  
Local people live in high quality, affordable homes  
Supporting businesses and helping people into local jobs  
Developing a clean and green district

<b>OVERALL PURPOSE AND OBJECTIVES OF THE SERVICE</b>	To provide a high quality and secure Revenues and Benefits service to our residents and businesses at an economical cost and in accordance with the principles of continuous improvement and customer requirements.
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<b>Objectives</b>	<ol style="list-style-type: none"> <li>1) To assess and pay Housing Benefit and Council Tax Support accurately and promptly.</li> <li>2) As part of our DWP liaison role to ensure all referrals are made in accordance with the requirements of the DWP.</li> <li>3) To issue accurate and prompt Council Tax and NNDR bills to maximise collection rates, and to deal appropriately with non payers to minimise arrears.</li> <li>4) To provide residents with a choice of how to engage with the service via access channels of their choice e.g. online, e-mail, letter, fax, telephone, face to face or home visit (where appropriate).</li> <li>5) To widely publicise the availability of all discounts, exemptions, reliefs and housing benefit, and to provide informed advice on all Revenues and Benefits matters.</li> <li>6) To ensure that the service observes all statutory requirements including those governing the administration of Revenues and Benefits, Freedom of Information, Data Protection, Human Rights and Health and Safety.</li> <li>7) To adhere to our commitment to promote equality and diversity among our residents and staff.</li> <li>8) To provide and develop innovative facilities for all customers.</li> <li>9) To communicate and consult regularly with our customers and stakeholders, developing our services to meet their changing needs.</li> <li>10) To provide accurate and timely services for our external and internal customers.</li> <li>11) To maximise collection rates whilst having due regard to the difficulties faced by some customers in making their payments.</li> <li>12) Develop our services through well trained, empowered and committed staff who are proud to work for the Leicestershire Revenue and Benefits Service.</li> <li>13) To treat all our customers consistently and fairly.</li> <li>14) To provide Value for Money services by delivering both financial and processing efficiencies.</li> </ol>
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### **Scope of services provided by the partnership**

Council Tax Billing and Enforcement	Housing Benefit administration
NNDR Billing and Enforcement (including BIDs)	Council Tax Reduction Scheme Administration (Council Tax Support)
The investigation of Council Tax Support Fraud	Housing Benefit Overpayment enforcement
Provision of customer support and guidance	Welfare advice and support
DWP Liaison in respect of Housing Benefit Fraud	Supporting the delivery of Universal Credit

### **3. National Agenda Items**

There are currently matters that need to be addressed during 2020 to meet key central government's legislative and operational changes that will be introduced.

The items are:

1. Universal Credit roll out programme
2. Changes to Business Rates
3. Prepare for "cooling off" period changes

### **KEY PROJECTS**

In addition to the 'business as usual' projects we are currently working on a number of new projects during 2020/21

What does this mean	Key deliverables (Action)	Responsible Officer	Task/Milestones for 2020-21			
			Q1	Q2	Q3	Q4
Re-tender for mailing services as existing arrangements come to and end on 16 February 2021	Contract awarded to supply mailing services from September 2020	LB	Commence tender/framework	Contract Awarded	Set up routines and automation inclusive of testing	
One logon to access Capita systems for partnership staff	Install Capita Shared Service Desktop	LB/SC		Preparation	Go Live	
Liasion with DWP	Universal Credit	SC	Monitor impact	Monitor impact	Monitor impact	Monitor impact
Supporting Vulnerable Households	Continue support of households who are facing difficulty and unable to meet their Council Tax/Rent liability feel supported	SC	Monitor impact	Monitor impact	Monitor impact	Monitor impact
Making services available on the web for customers to self serve (Digital Inclusion)	Capita Advantage Digital Modules	SOH		Commence phased approach to install range of online modules E-Claim, E- COC etc		
Capita Ingress 11 & Red Hat upgrades	Test interface routines, batch programs, printing etc. for six databases	LB/SC	Arrange detailed test plan testing commence May 2020	Testing	Go Live - Dec 2020	
Data Protection (GDPR 2018) - personal data removal	Agree rules with partners, testing batch programs and update customer information on websites	LB/SC	Prepare test plans and agree rules	Testing + data redaction and removal on all core software applications		
Promotion and marketing the partnership	Deliver as directed by both management board and joint committee	SOH	Marketing strategy	Deliver strategy		

#### 4. CUSTOMERS

##### Service Standards

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

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## 6 **PERFORMANCE**

All targets will be reviewed following 2019/20 out-turn. The targets below are those for 2019/20.

<b>Hinckley &amp; Bosworth</b>	<b>End of Year Target 2019/20</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Council Tax in year collection rate	98.1%	11.0%	20.3%	29.4%	38.6%	47.8%	57.2%	66.4%	75.7%	84.7%	93.8%	96.2%	98.1%
Combined benefits performance	11	8.3	6.9	8.9	6.1	6.7	7.4	6.9	8.4	9.2	8.5	2.6	7.8
Successful fraud prosecution & sanctions	6	0	1	2	0	1	0	0	1	0	1	0	0
NNDR in year collection rate	98.8%	11.4%	21.1%	30.7%	39.3%	48.7%	58.2%	67.1%	75.5%	84.8%	93.6%	96.5%	98.8%
Housing Benefit overpayments collection rate	36%	5%	8%	11%	13%	16%	19%	21%	22%	26%	27%	30%	36%
Processing new claims	17	18.1	14.3	15.4	11.7	12.8	14.2	13.3	14.7	12.5	13.3	12.1	13.2
Processing of Change of Circumstances	7	7.4	6.1	8.1	5.4	5.8	6.3	5.9	7.5	8.6	7.9	2.2	6.7
Sickness Absence	TBC												

Harborough	End of Year Target 2019/20	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Council Tax in year collection rate	98.6%	11.2%	20.6%	29.8%	39.0%	48.3%	57.6%	67.1%	76.1%	85.0%	94.2%	96.6%	98.6%
Combined benefit performance	11	8.9	6.9	8.6	7.0	7.8	6.7	8.0	8.9	10.1	9.1	2.7	7.9
Number of successful fraud prosecution & sanctions	4	0	0	0	0	1	1	0	1	0	1	0	0
NNDR in year collection rate	99.2%	10.6%	19.6%	28.7%	37.6%	46.5%	55.1%	64.0%	74.1%	82.6%	92.8%	96.9%	99.2%
Housing Benefit overpayments collection rate	31%	3%	5%	8%	10%	13%	16%	18%	21%	24%	24%	27%	31%
Processing of new claims	17	17.4	15.7	20.3	15.8	17.3	14.9	17.5	15.5	16.6	16.8	12.7	16.3
Processing of Change of Circumstances	7	7.6	5.9	7.4	5.8	6.0	5.5	6.9	8.1	9.1	8.0	2.3	6.1
Sickness Absence	TBC												



North West Leicestershire	End of Year Target 2019/20	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Council Tax in year collection rate	97.8%	10.3%	19.6%	28.7%	37.9%	47.1%	56.1%	65.3%	74.5%	83.6%	92.9%	95.6%	97.8%
Combined benefits performance	11	9.6	7.5	9.4	7.6	7.8	7.7	7.8	8.8	9.7	7.5	2.4	7.5
Number of successful fraud prosecution & sanctions	4	0	0	0	0	1	1	0	1	0	1	0	0
NNDR in year collection rate	99.0%	10.6%	20.8%	29.0%	39.8%	47.4%	56.1%	66.3%	75.5%	84.2%	92.7%	95.8%	99.0%
Housing Benefit overpayments collection rate	34%	4%	8%	11%	16%	19%	20%	23%	24%	26%	29%	31%	34%
Processing of new claims	17	17.3	16.0	18.9	15.0	14.5	14.9	15.4	13.9	17.2	14.5	11.9	13.0
Processing of Change of Circumstances	7	8.7	6.7	8.3	6.6	6.7	6.8	6.5	8.2	8.7	6.7	2.1	6.6
Sickness Absence	TBC												

## **Risks**

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

Risk	Additional Mitigating Actions	Review comments	Last reviewed	Owner
<u>Insufficient Business Continuity arrangements/plans</u>	<u>Business continuity plans developed to ensure minimum resources are available to deliver services</u>  <u>Risk Assessment to prioritise resource against priority/critical services using generic corporate risk assessment</u>	Information provided monthly to the partnership management board	Dec-16	MB
<u>Reduced benefit subsidy as a result of a high level of error within the work sampled</u>	Robust quality checking measures within benefits  Additional refresher training on those areas that were highlighted by the subsidy audit.	QA procedures revised to focus on earnings	Nov-19	SC
Impact of loss of Business rate income (closure of large business , impact of appeals, fluctuations in rating list)	<u>Review and report to stakeholders monthly/quarterly</u>	Finance teams receive monthly detailed analysis	Nov-19	LB
High levels of sickness absence within the partnership	<u>Continue to set absence targets and monitor against targets. Use of preceptors admin grant funding to secure additional resources.</u>	Information provided monthly to the partnership	Nov-19	LB/SC
Failure to bring in projects on time	Effective project management and forward planning of available resources.	Monthly update report provided to partnership management board	Nov-19	SOH
Possible vulnerability with the provision of Revenues and Benefits software due to the financial position of the provider and the exit from the existing contracts by other government bodies	Ensure continual dialogue with provider	Information provided to the partnership management board	Dec-19	SOH

## **How?**

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

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# Leicestershire Partnership Revenues & Benefits

2020/21 Proposed Budget

**Joint Committee**

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

- 1.1 To inform the Joint Committee of the draft budget for 2020/21.

## **2. RECOMMENDATION**

- 2.1 That the 2020/21 budget proposals for the Partnership is approved by the Joint Committee.

## **3. BACKGROUND**

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

1.2 ...on or before 30 November before the start of each Municipal Year the Operational Board shall prepare a draft budget for the following Municipal Year for the consideration of the Joint Committee and Councils.

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

- 3.2 Note section 1.6 of the constitution was formally extended to 31st January in 2013/14. The budget for 2020/21 will therefore be formally approved at the Joint Committee meeting in January 2018.

### Budget overview

- 3.3 In preparing this draft budget for 2020/21 the following factors and assumptions have been taken into account:

- Actual spend for 2019/20 has been used as an indicator where relevant;
- A provision has been made on salaries of a 2% pay award based on the current establishment provided by each Partner;
- In terms of general inflation no provision has been made other than for contractual increases at 2.6% RPI.
- Salary costs also include additional costs associated to pension contributions, annual pay increments due during 2020/21.

- 3.4 The draft 2020/21 budget shows an increase of £34,480 for the Partnership (net of other body contributions), and is detailed below (Table 1).

3.5 The main cause of the increase in 2020/21 is due to increases in pay and employer costs in relation to increased NI and pension contributions.

<b>TABLE 1 Expenditure / Income Type</b>	<b>2019/2020 Budget (OR)</b>	<b>2019/2020 Budget (LA)</b>	<b>2020/21 Draft Budget (2% Vacancy Factor)</b>	<b>Increase/ Decrease on 2019/20 Original</b>	<b>Increase/ Decrease on 2019/20 Revised</b>
		£	£		
Employees	2,731,260	2,777,486	2,718,770	(12,490)	(58,716)
Premises Related Expenditure	88,120	88,120	90,960	2,840	2,840
Transport Related Expenditure	20,000	20,000	20,000	0	0
Supplies & Services	810,700	875,680	854,830	44,130	(20,850)
Central & Administrative Exp	31,200	31,200	31,200	0	0
<b>Total Expenditure</b>	<b>3,681,280</b>	<b>3,792,486</b>	<b>3,715,760</b>	<b>34,480</b>	<b>(76,726)</b>
Partner Contributions	(3,619,030)	(3,498,113)	(3,661,340)	(42,310)	(163,227)
Contributions from Other Bodies	(49,000)	(49,000)	(49,000)	0	0
Contributions from Reserves	(13,250)	(195,767)	(5,420)	7,830	190,347
Contributions from Reserves - C/fwds		(49,606)		0	49,606
<b>Total Funding</b>	<b>(3,681,280)</b>	<b>(3,792,486)</b>	<b>(3,715,760)</b>	<b>(34,480)</b>	<b>76,726</b>
<b>Net (Income)/Expenditure</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

3.6 After allowing for a 2% vacancy factor, the budget for the Partnership will increase expenditure by £34,480, requiring an increased funding from partners of £42,310, with the remaining £7,830 being recovered from reserves.

### Partner Contributions

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

- Search and liability expenses which are charged to each partner based on activity. Partners will be billed quarterly for actual costs incurred and will receive any recovered income directly into their own General Fund

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

Table 2	Total	Contributions from Other Bodies	HBBC	HDC	NWLDC
<b>Allocation method %</b>			<b>37.32%</b>	<b>28.87%</b>	<b>33.81%</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Total Partnership Contributions excluding Searches and Liability Orders	<b>3,613,740</b>		<b>1,348,648</b>	<b>1,043,292</b>	<b>1,221,810</b>
Searches	<b>8,700</b>		<b>2,070</b>	<b>1,660</b>	<b>4,970</b>
Liability Order Expenses	<b>38,900</b>		<b>13,240</b>	<b>12,730</b>	<b>12,930</b>
<b>Total Partner contribution</b>	<b>3,661,340</b>		<b>1,363,958</b>	<b>1,057,682</b>	<b>1,239,710</b>
Contributions from Other Bodies	<b>49,000</b>	<b>49,000</b>	<b>0</b>	<b>0</b>	<b>0</b>
Contribution from Reserves	<b>5,420</b>		<b>2,023</b>	<b>1,565</b>	<b>1,833</b>
<b>Total contribution 2020/21</b>	<b>3,715,760</b>	<b>49,000</b>	<b>1,365,981</b>	<b>1,059,247</b>	<b>1,241,543</b>
<b>2019/20 Revised Contribution</b>	<b>-3,498,113</b>		<b>-1,303,044</b>	<b>-1,010,551</b>	<b>-1,184,518</b>
Contributions from Other Bodies	<b>-49,000</b>	<b>-49,000</b>	<b>0</b>	<b>0</b>	<b>0</b>
Contribution from Reserves	<b>-120,917</b>		<b>-45,126</b>	<b>-34,909</b>	<b>-40,882</b>
<b>Difference – Increase/(Decrease)</b>	<b>47,730</b>	<b>0</b>	<b>17,811</b>	<b>13,787</b>	<b>16,143</b>
<b>Actual Increase in partner contributions</b>	<b>163,227</b>	<b>0</b>	<b>60,914</b>	<b>47,131</b>	<b>55,192</b>

3.7.1 Table 3 below gives the overall contribution for the partnership, after adjustments for budget changes, since 2011/12. As can be seen the level of increase since 2011/12 is much lower than compared to inflation pressures. A proactive restructure in 2014/15 and ongoing savings have achieved this. The largest contributing factor to the increase in 2020/21 is due to £128,747 being funded from reserves in the prior year. The staff restructure in 2019/20 has led to savings of 64,620 ( see table 4).

Table 3	HBBC	HDC	NWLDC	Total	CPI	If increased by inflation
2011/12	<b>1,320,640</b>	<b>964,680</b>	<b>1,090,410</b>	<b>3,375,730</b>		<b>3,375,730</b>
2012/13	<b>1,338,560</b>	<b>977,850</b>	<b>1,108,050</b>	<b>3,424,460</b>	<b>3.50%</b>	<b>3,493,881</b>
2013/14	<b>1,395,900</b>	<b>1,005,150</b>	<b>1,139,240</b>	<b>3,540,290</b>	<b>2.80%</b>	<b>3,591,709</b>
2014/15	<b>1,415,880</b>	<b>1,014,350</b>	<b>1,159,010</b>	<b>3,589,240</b>	<b>1.60%</b>	<b>3,649,177</b>
2015/16	<b>1,241,570</b>	<b>948,790</b>	<b>1,115,890</b>	<b>3,306,250</b>	<b>0%</b>	<b>3,649,177</b>
2016/17	<b>1,260,838</b>	<b>960,672</b>	<b>1,129,340</b>	<b>3,350,850</b>	<b>0.50%</b>	<b>3,667,422</b>
2017/18	<b>1,288,520</b>	<b>984,310</b>	<b>1,156,820</b>	<b>3,429,650</b>	<b>2.30%</b>	<b>3,751,773</b>
2018/19	<b>1,340,580</b>	<b>1,024,250</b>	<b>1,199,010</b>	<b>3,563,840</b>	<b>2.50%</b>	<b>3,845,567</b>
2019/20	<b>1,348,170</b>	<b>1,045,460</b>	<b>1,225,400</b>	<b>3,619,030</b>	<b>1.90%</b>	<b>3,918,633</b>
2020/21	<b>1,363,958</b>	<b>1,057,682</b>	<b>1,239,710</b>	<b>3,661,340</b>	<b>1.70%</b>	<b>3,985,250</b>



3.7.2 The increase in contributions is mainly due to staff cost increases, see table 3 below.

<b>Table 4: Cost pressures</b>		<b>£</b>
Pay Award		<b>41,030</b>
Increase/ (decrease) in NI Contribution		<b>-3,230</b>
Pension Contribution		<b>14,530</b>
Increments, Spinal point increase year on year		<b>16,700</b>
Deleted Posts & Changes in Hours		<b>-64,620</b>
other salary variances		<b>-16,950</b>
<b>Total</b>		<b>-12,540</b>
Vacancy factor savings		
Other Budget Variances		<b>47,020</b>
Contributions from Reserves		<b>128,747</b>
<b>Total increase</b>		<b>163,227</b>

## Appendix 1 – Breakdown of budgets

Description	2019/2020 Budget (OR)	2019/2020 Budget (LA)	2020/21 Budget 2% vacancy Factor
Salaries - Full Time	2,711,510	2,711,510	2,698,970
Agency Wages & Salaries	0	46,226	0
Shared Service Employees- Salaries - FERIS	0	0	0
Criminal Records Bureau Checks	770	770	790
Training Incl Conferences & Seminars	18,000	18,000	18,000
Professional Subscriptions	980	980	1,010
Electricity	4,940	4,940	5,000
Gas	2,100	2,100	2,430
Rent	53,450	53,450	53,450
Services Charges	13,620	13,620	14,150
NNDR	10,370	10,370	12,210
Water Metered	1,070	1,070	1,080
Caretaking & Cleaning	2,570	2,570	2,640
Mileage	20,000	20,000	20,000
Equipment Purchase	0	0	0
Computer Equipment	0	0	0
Computer Software Maintenance & Upgrade	443,870	505,470	478,180
Computer Consumables	5,000	5,000	5,000
Flexible Working	43,720	43,720	43,280
Clothes & Uniforms	600	600	600
Printing & Stationery	16,940	16,940	17,380
Library (Other)	1,200	1,200	1,200
Consultancy Fees	2,000	2,000	2,000
Legal Fees	5,000	5,000	5,000
Audit Fees	6,530	6,530	6,700
Liability Order Expenses	38,900	38,900	38,900
Postages	14,140	14,140	14,760
Virtual Mail Room	200,570	200,570	209,400
Modem & Fax Machines	0	0	0
Telephone	6,480	6,480	6,650
Mobile Telephone	1,500	1,500	1,530
Remote Access	5,000	8,380	5,000
Subsistence	500	500	500
Travel Arrangements	1,000	1,000	1,000
Subscriptions	7,250	7,250	7,250
Company Searches	8,700	8,700	8,700
Room Hire & Expenses	500	500	500
Other - Miscellaneous	1,300	1,300	1,300
S151 Officer - Shared Services	12,000	12,000	12,000

Accountancy Support - Shared Services	6,000	6,000	6,000
Democratic Services - Shared Services	1,200	1,200	1,200
Monitoring Officer - Shared Services	12,000	12,000	12,000
<b>Total Costs</b>	<b>3,681,280</b>	<b>3,792,486</b>	<b>3,715,760</b>
Miscellaneous Income	-49,000	-49,000	-49,000
Contributions from Outside Bodies	-3,619,030	-3,619,030	-3,661,340
Contribution from Reserves	-13,250	-195,767	-5,420
Use of Reserves for CFwds	0	-3,379	0
FERIS	0	-46,227	0
<b>Contributions and funding Total</b>	<b>-3,681,280</b>	<b>-3,913,403</b>	<b>-3,715,760</b>

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# Leicestershire Partnership Revenues & Benefits

## Financial Performance to November 2019

**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 – November 2019, and update the Board on the review of recharges

## 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. As at November 2019, the Partnership had a net overspend on budget of £67,226. After adjusting for timing difference of £231,844, the remaining net underspends is £159,442. The timing differences will be billed to partners following the quarter end.

Table 2	Budget November 2019	Actual November 2019	Variance to Date	Timing Differences	Variance after Timing Differences
INCOME	-£2,078,990	-£2,064,532	£14,458	£0	£14,458
EXPENDITURE	£2,537,502	£2,131,758	-£405,744	£231,844	-£173,900
Over / (Under) Spend	£458,512	£67,226	-£391,286	£231,844	-£159,442

- 3.3 The key variances to the end of November 2019 to bring to the attention of the Management Board are:
- Salaries are underspent by £115,000 due to vacant posts.
  - Liability expenses are down by £19,000 as courts have reduced summons costs
- 3.4 There is a direct link between partner contributions and expenditure incurred and therefore partner contributions have been adjusted by £14,000 to reflect the actual expenditure to date.
- 3.5 As at 30 November 2019, salary savings at the year-end are expected to be £120,000.

# **Appendix 1: Leicestershire Revenues & Benefits Partnership Monitoring Report to 30th November 2019**

Expenditure / Income Type	2019/20 Latest Budget to Date	Actual to Date	Timing Differences	Variance after Timing Differences		2019/20 Total Estimate (Original)		2019/20 Total Estimate (Revised)
	£	£	£	£		£		£
Employees	1,818,445	1,466,796	227,178	124,472		2,731,260		2,731,260
Premises Related Expenditure	70,028	67,088	0	2,940		88,120		88,120
Transport Related Expenditure	13,340	10,654	2,842	-156		20,000		20,000
Supplies & Services	620,089	571,915	1,825	46,350		810,700		875,680
Central & Administrative Exp	15,600	15,306	0	294		31,200		31,200
Revenue Income	-1,903,708	-1,889,250	0	-14,458		-3,681,280		-3,560,363
Approved Cfwd's	-33,071	-33,071	0	0		0		-49,606
Transfer from Reserves	-80,611	-80,611	0	0		0		-120,917
Transfer from Earmarked Reserves to ICT Costs	-61,600	-61,600	0	0				-61,600
				0				
Other Expenditure - FERIS	22,190	1,600		20,590		0		46,226
Other Income - FERIS	0	0		0		0		0
				0		0		0
Sum:	480,702	68,826	231,844	180,032		0		0

## **Timing Differences**

Salaries - November 19  
 Mileage & Disturbance Costs - November 19  
 Supplies & Services - November 19

HDC	NWLDC	HBBC	Total
100,927	126,251		227,178
1,041	1,801		2,842
390	1,435		1,825
<b>102,357</b>	<b>129,487</b>	<b>0</b>	<b>231,844</b>

## **Explanations**

	Variance at 31/08/19 (Over)/Under Spend £	Forecast variance (Over)/Under Spend £	Explanation £5k+
Salaries	116,000	120,000	Underspend due to a number of Vacant Posts
Training	5,000		Variance > £5k
Other Employee Costs	4,000		Variance > £5k
Premises Related Expenditure	3,000		Variance > £5k
Flexible working costs	5,000		Variance > £5k
Postages	2,000		Variance > £5k
Computer Consumables	3,000		Variance > £5k
Printing & Stationery	5,000		Variance > £5k
Liability Expenses	19,000		The Courts have reduced the summons cost fee per case
Remote Access	4,000		Variance > £5k
Subscriptions	4,000		Variance > £5k
Minor Variances	4,000		Variance > £5k
Contributions	-14,000		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	20,000		Fraud and Error Reduction Incentive Scheme (FERIS) A budget of £46k has been bfwd from 2018/19
	<b>180,000</b>	<b>120,000</b>	

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# Revenue and Benefit Service

## Performance Summary Report

November 2019

Caseload Analysis	
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Position at:	01/04/2016	In Year Movement	01/04/2017	In Year Movement	01/04/2018	In Year Movement	01/04/2019	In Year Movement	2019/20		Overall Movement since April 2011	
Council Tax Dwellings									Latest Data	In Year Movement		
HBBC	48,810	675	49,488	678	49,906	418	50,359	453	50,585	226	4,413	8.7%
HDC	37,899	587	38,505	606	39,089	584	39,739	650	40,300	561	4,377	10.9%
NWLDC	42,405	644	43,204	799	44,207	1,003	44,940	733	45,362	422	5,336	11.8%
Totals	129,114		131,197				135,038	Current Total:	136,247	Movement	14,126	
NDR Rated Assessments												
HBBC	3,067	99	3,082	15	3,162	80	3,181	19	3,187	6	311	9.8%
HDC	2,909	74	2,949	40	3,040	91	3,086	46	3,105	19	489	15.7%
NWLDC	3,249	39	3,287	38	3,417	130	3,440	23	3,502	62	320	9.1%
Totals	9,225		9,318					Current Total:	9,794	Movement	1,120	
HB/CTLS Live Caseload												
HBBC	6,459	-702	6,280	-282	5,783		5,579	-204	5,349	-230	-1,751	-32.7%
					Current Caseload Analysis	Joint HB/CTS HB only CTS only			2,358 350 2,641			
HDC	3,689	-585	3,599	-169	3,388		3,243	-145	3,201	-42	-988	-30.9%
					Current Caseload Analysis	Joint HB/CTS HB only CTS only			1,561 215 1,425			
NWLDC	6,145	-625	5,955	-329	5,696		5,413	-283	5,115	-298	-2,072	-40.5%
					Current Caseload Analysis	Joint HB/CTS HB only CTS only			2,780 270 2,065			
Totals	16,293		15,834					Current Total:	13,665	Movement	-4,811	

**Dashboard Performance Summaries for each Council follows below:**

Harborough District Council													2019/20	Year -End 2019/20 target	2018/19 Same month cumulative comparison
<b>BENEFITS</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Cumulative</b>		
In month: Right Time (days)	5.7	5.3	6.1	5.6	4.6	5.9	5.9	6.8					5.8	11	
Position for 2018/19	8.9	6.9	8.6	7.0	7.8	6.7	8.0	8.9	10.1	9.1	2.7	7.9			7.9
In month: New Claims (Days)	13.6	14.8	12.0	12.1	10.0	9.9	10.8	10.5					11.7	17	
Position for 2018/19	17.4	15.7	20.3	15.8	17.3	14.9	17.5	15.5	16.6	16.8	12.7	16.3			16.9
In month: Change Events (Days)	4.9	4.5	5.1	4.6	3.9	5.4	5.1	6.2					4.9	7	
Position for 2018/19	7.6	5.9	7.4	5.8	6.0	5.5	6.9	8.1	9.1	8.0	2.3	6.1			6.9
Right Time profiled in month target 19/20	8.9	6.9	8.6	7.0	7.8	6.7	8.0	8.9	10.1	9.1	2.7	7.9			
New Claims profiled in month target 19/20	17.4	15.7	20.3	15.8	17.3	14.9	17.5	15.5	16.6	16.8	12.7	16.3			
Change Events profiled in month target 19/20	7.6	5.9	7.4	5.8	6.0	5.5	6.9	8.1	9.1	8.0	2.3	6.1			
<b>COUNCIL TAX</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>			
In Year (%)	11.1%	20.4%	29.6%	38.9%	48.1%	57.4%	66.8%	75.8%					75.8%	98.6%	
This years profiled target	11.2%	20.5%	29.8%	39.0%	48.2%	57.6%	67.1%	76.3%	85.3%	94.5%	96.7%	98.6%			
Position for 2018/19	11.2%	20.6%	29.8%	39.0%	48.3%	57.6%	67.1%	76.1%	85.0%	94.2%	96.6%	98.6%			
Arrears Reduction (£m)	£2.3m	£2.2m	£2.2m	£2.0m	£2.0m	£1.9m	£1.9m						£1.9m	INFO	
Position for 2018/19	£2.1m	£2.0m	£1.9m	£1.9m	£1.8m	£1.8m	£1.7m	£1.7m	£1.7m	£1.6m	£1.6m	£1.6m			
<b>NON DOMESTIC RATES</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>			
In Year (%)	10.2%	19.2%	28.9%	39.0%	47.5%	56.8%	65.8%	74.5%					74.5%	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%			
Position for 2018/19	10.2%	20.1%	29.1%	38.2%	46.6%	55.8%	65.5%	74.1%	82.6%	91.9%	96.6%	99.3%			
Arrears Reduction (£m)	£0.31m	£0.28m	£0.25m	£0.32m	£0.16m	£0.21m	£0.29m						£0.29m	INFO	
Position for 2018/19	£0.17m	£0.14m	£0.11m	£0.08m	£0.10m	£0.09m	£0.06m	£0.08m	£0.08m	£0.06m	£0.06m	£0.04m			
<b>HOUSING BENEFIT DEBT</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>			
HB Overpayments outstanding at year end (Capita)	£0.90m	£0.87m	£0.86m	£0.85m	£0.84m	£0.84m	£0.84m	£0.86m					£0.86m	INFO	
Position for 2018/19 (£m)	£0.96m	£0.95m	£0.94m	£0.93m	£0.92m	£0.90m	£0.89m	£0.91m	£0.91m	£0.93m	£0.91m	£0.90m			
HB Overpayments Recovered	3%	6%	9%	12%	14%	16%	18%	21%					21%	31%	
This year profiled target	3%	5%	8%	10%	13%	16%	18%	21%	24%	24%	27%	31%			
Position for 2018/19	5%	9%	12%	15%	17%	20%	22%	25%	27%	30%	33%	35%			
<b>FRAUD</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>			
CTLS Sanctions gained	0	1	0	0	0	1	1	2					5	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
Position for 2018/19	2	1	2	2	0	1	1	0	0	1	0	1	11		

Hinckley & Bosworth Borough Council													Cumulativ e2019/20	Year-End 2019/20 Target	2018/19 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In month: Right Time (days)	6.2	6.1	6.2	5.5	5.7	6.8	6.1	7.2					6.2	11	
Position for 2018/19	8.3	6.9	8.9	6.1	6.7	7.4	6.9	8.4	9.2	8.5	2.6	7.8			7.5
In month: New Claims (Days)	13.5	14.5	15.4	11.2	11.0	11.9	9.5	12.0					12.3	17	
Position for 2018/19	18.1	14.3	15.4	11.7	12.8	14.2	13.3	14.7	12.5	13.3	12.1	13.2			14.3
In month: Change Events (Days)	5.3	5.3	5.2	4.6	5.0	6.0	5.5	6.4					5.4	7	
Position for 2018/19	7.4	6.1	8.1	5.4	5.8	6.3	5.9	7.5	8.6	7.9	2.2	6.7			6.6
Right Time profiled in month target 19/20	8.3	6.9	8.9	6.1	6.7	7.4	6.9	8.4	9.2	8.5	2.6	7.8			
New Claims profiled in month target 19/20	18.1	14.3	15.4	11.7	12.8	14.2	13.3	14.7	12.5	13.3	12.1	13.2			
Change Events profiled in month target 19/20	7.4	6.1	8.1	5.4	5.8	6.3	5.9	7.5	8.6	7.9	2.2	6.7			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.9%	20.1%	29.2%	38.5%	47.6%	57.1%	66.3%	75.4%					75.4%	98.1%	
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%	98.1%			
Position for 2018/19	11.0%	20.3%	29.4%	38.6%	47.8%	57.2%	66.4%	75.7%	84.7%	93.8%	96.2%	98.1%			
In Year Arrears Reduction (£)	£3.2m	£3.1m	£3.0m	£3.0m	£2.8m	£2.8m	£2.7m						£2.7m	INFO	
Position for 2017/18	£2.9m	£2.8m	£2.7m	£2.6m	£2.5m	£2.5m	£2.4m	£2.4m	£2.3m	£2.3m	£2.2m	£2.1m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	11.9%	20.6%	29.9%	38.9%	48.4%	57.9%	66.7%	75.2%					75.2%	98.8%	
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%	98.8%			
Position for 2018/19	11.4%	21.1%	30.7%	39.3%	48.7%	58.2%	67.1%	75.5%	84.8%	93.6%	96.5%	99.2%			
Arrears Reduction (£m)	£0.35m	£0.38m	£0.34m	£0.28m	£0.24m	£0.22m	£0.21m	£0.22m					£0.22m	INFO	
Position for: 2018/19	£0.57m	£0.48m	£0.43m	£0.34m	£0.31m	£0.31m	£0.21m	£0.24m	£0.24m	£0.20m	£0.20m	£0.10m			
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	£1.4m	£1.3m	£1.3m	£1.3m	£1.3m					£1.3m	INFO	
Position for 2018/19	£1.5m	£1.5m	£1.5m	£1.5m	£1.5m	£1.5m	£1.4m	£1.4m	£1.4m	£1.4m	£1.4m	£1.4m			
HB Overpayments Recovered	3%	6%	9%	13%	15%	18%	20%	25%					25%	36%	
This years profiled target	5%	8%	11%	13%	16%	19%	21%	22%	26%	27%	30%	36%			
Position for 2018/19	4%	7%	10%	13%	16%	19%	22%	25%	25%	28%	30%	33%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	1	0	0	1	1	0	0	0					3	8	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
Position for 2018/19	0	2	0	1	1	0	0	2	1	0	1	0	8		

North West Leicestershire District Council													2019/20	Year End 2019/20 target	2018/19 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	5.8	5.7	6.4	5.8	5.4	7.2	6.0	6.9					6.1	11	
Position for 2018/19	9.6	7.5	9.4	7.6	7.8	7.7	7.8	8.8	9.7	7.5	2.4	7.5			8.3
In month: New Claims (Days)	12.5	14.7	15.0	12.4	11.2	13.8	11.4	12.5					12.9	17	
Position for 2017/18	17.3	16.0	18.9	15.0	14.5	14.9	15.4	13.9	17.2	14.5	11.9	13.0			15.8
In month: Change Events (Days)	5.3	4.7	5.4	4.9	4.7	6.2	5.2	6.0					5.3	7	
Position for 2017/18	8.7	6.7	8.3	6.6	6.7	6.8	6.5	8.2	8.7	6.7	2.1	6.6			7.4
Right Time profiled in month target 17/18	9.6	7.5	9.4	7.6	7.8	7.7	7.8	8.8	9.7	7.5	2.4	7.5			
New Claims profiled in month target 17/18	17.3	16.0	18.9	15.0	14.5	14.9	15.4	13.9	17.2	14.5	11.9	13.0			
Change Events profiled in month target 17/18	8.7	6.7	8.3	6.6	6.7	6.8	6.5	8.2	8.7	6.7	2.1	6.6			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.2%	19.5%	28.5%	38.0%	47.0%	56.0%	65.4%	74.5%					74.5%	97.8%	
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%	97.8%			
Position for 2018/19	10.3%	19.6%	28.7%	37.9%	47.1%	56.1%	65.3%	74.5%	83.6%	92.9%	95.6%	97.8%			
Arrears Reduction (£m)	£3.6m	£3.4m	£3.4m	£3.3m	£3.2m	£3.1m	£3.0m	£3.0m					£3.0m	INFO	
Position for 2018/19	£3.3m	£3.2m	£3.1m	£3.0m	£2.9m	£2.8m	£2.8m	£2.7m	£2.7m	£2.6m	£2.5m	£2.4m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.0%	19.1%	32.0%	40.4%	48.3%	57.8%	65.7%	74.0%					74.0%	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%			
Position for 2018/19	10.6%	20.8%	29.0%	39.8%	47.4%	56.1%	66.3%	75.5%	84.2%	92.7%	95.8%	99.1%			
Arrears Reduction (£m)	£0.42m	£0.39m	£0.57m	£0.57m	£0.55m	£0.51m	£0.46m	£0.60m					£0.60m	INFO	
Position for 2018/19	£0.51m	£0.57m	£0.53m	£0.33m	£0.37m	£0.30m	£0.27m	£0.26m	£0.26m	£0.33m	£0.32m	£0.27m			
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Capita)	£1.3m	£1.3m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m					£1.2m	INFO	
Position for 2018/19	£1.4m	£1.4m	£1.4m	£1.3m	£1.3m	£1.4m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m			
HB Overpayments Recovered	4%	8%	11%	15%	18%	20%	24%	26%					26%	34%	
This years profiled target	4%	8%	11%	16%	19%	20%	23%	24%	26%	29%	31%	34%			
Position for 2018/19	4%	7%	10%	13%	16%	19%	21%	23%	25%	28%	30%	32%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	1	0	2	1	0	0	1					5	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
Position for 2018/19	0	2	1	0	1	1	0	0	2	1	0	2	10		

## 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	£5,143	£9,969	£14,290	£20,508	£25,225	£29,423	£33,772	£38,064				
Upper Threshold	£5,786	£11,215	£16,077	£23,071	£28,378	£33,101	£37,993	£42,822				
<b>Actual</b>	<b>£438</b>	<b>£1,197</b>	<b>£3,712</b>	<b>£5,323</b>	<b>£5,393</b>	<b>£10,370</b>	<b>£11,031</b>	<b>£12,619</b>				
Lower Tolerance	£4,705	£8,772	£10,578	£15,185	£19,832	£19,053	£22,740	£25,445	£0	£0	£0	£0
Upper Tolerance	£5,348	£10,018	£12,364	£17,748	£22,985	£22,731	£26,962	£30,203	£0	£0	£0	£0
HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£3,237	£6,585	£9,505	£12,489	£17,819	£20,636	£23,761	£26,522				
Upper Threshold	£3,641	£7,296	£10,693	£14,050	£20,047	£23,215	£26,731	£29,837				
<b>Actual</b>	<b>£773</b>	<b>£777</b>	<b>£809</b>	<b>£823</b>	<b>£820</b>	<b>£3,382</b>	<b>£3,394</b>	<b>£3,394</b>				
Lower Tolerance	£2,463	£5,809	£8,695	£11,665	£17,000	£17,254	£20,367	£23,128	£0	£0	£0	£0
Upper Tolerance	£2,868	£6,519	£9,883	£13,227	£19,227	£19,833	£23,337	£26,443	£0	£0	£0	£0
NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£5,523	£10,998	£15,786	£20,498	£28,104	£32,671	£37,211	£42,176				
Upper threshold	£6,213	£12,373	£17,760	£23,060	£31,618	£36,755	£41,863	£47,448				
<b>Actual</b>	<b>£2,625</b>	<b>£5,242</b>	<b>£8,838</b>	<b>£10,737</b>	<b>£20,182</b>	<b>£21,973</b>	<b>£22,756</b>	<b>£27,153</b>				
Lower Tolerance	£2,897	£5,757	£6,948	£9,761	£7,923	£10,698	£14,455	£15,023	£0	£0	£0	£0
Upper Tolerance	£3,588	£7,131	£8,922	£12,323	£11,436	£14,782	£19,106	£20,295	£0	£0	£0	£0

## HB and CTLS Claim Activity 2019/20

<b>HBBC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>	<b>Cumulative Totals</b>
(SHBE)													
New claims	153	139	127	164	142	142	162	147					1176
Change events	1306	1438	1114	1055	992	925	978	819					8627
Atlas activity	1724	890	798	1141	1013	964	842	863					8235
<b>HDC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>	<b>Cumulative Totals</b>
(SHBE)													
New claims	88	70	109	107	80	73	96	67					690
Change events	932	867	660	672	611	512	538	464					5256
Atlas activity	891	582	489	647	565	593	530	492					4789
<b>NWLDC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>	<b>Cumulative Totals</b>
(SHBE)													
New claims	138	142	122	131	127	135	155	130					1080
Change events	1715	1400	1128	1039	1007	971	1108	886					9254
Atlas activity	1865	899	920	1032	1014	1143	896	881					8650

## Sickness

Sickness position is given below:

Hinckley & Bosworth Borough Council		Annual Target 8 days	
	Month		
	November		Cumulative
Long Term	19.00		41.00
Short Term	11.00		86.00
Days lost	11.00		127.00
FTE Average	0.94 Days		3.96 Days
Profiled Target Average	0.67 Days		5.36 Days
Harborough District Council		Annual Target 9 days	
	Month		
	November		Cumulative
Long Term	21.00		84.00
Short Term	20.00		53.50
Days lost	41.00		137.50
FTE Average	2.23 Days		7.49 Days
Profiled Target Average	0.75 Days		6.0 Days
North West Leicestershire District Council		Annual Target 8.5 days	
	Month		
	November		Cumulative
Long Term	0.00		12.26
Short Term	4.00		54.60
Days lost	4.00		66.86
FTE Average	0.19 Days		3.13 Days
Profiled Target Average	0.71 Days		5.68 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 meeting their respective targets to be below the lower threshold for LA error.

### Universal Credit



- It has been confirmed that pensioners will not migrate to universal credit as originally intended; they will continue to receive Housing Benefit.
- The number of people on Universal Credit at October 2019 is 2.6m which leave approximately 6.1m to migrate.
- The DWP have confirmed that they will not implement the High Court Ruling in relation to including two payments within an assessment period until their appeal is heard. (eg. a person receiving a salary on the 1<sup>st</sup> and 31<sup>st</sup> of the month is assumed to have received that income within the month and currently cannot accept that the 31<sup>st</sup> payment was intended for the following month).
- Claimants in receipt of a severe disability premium will continue to receive HB and legacy benefits until January 2021. Those who have already migrated will receive a lump sum payment to cover the period since they moved onto UC and on-going monthly payments to ensure they are not worse off as a result of moving to UC.

### Rents for Social Housing

From 1 April 2020 social housing landlords will be able to apply a rent increase of up to the consumer price index (CPI) plus one percent. This will be for at least five years.

## Revenues Operational Team

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

### Council Tax

In year collection rates position is as follows:

<b>Harborough</b>	In month collection target: 76.1%	Actual:	75.8%
<b>Hinckley &amp; Bosworth</b>	In month collection target: 75.7%	Actual:	75.4%
<b>North West Leicestershire</b>	In month collection target: 74.5%	Met:	74.5%

Below is a summary of key enforcement actions:

	<b><u>Volumes this month:</u></b>
• Issued 21,357 reminder notices	2,021 (HDC: 558 HBBC: 696 NWLDC: 767)
• Issued 2,180 statutory final Notices	252
• Issued 10,209 magistrate court summonses	*0
• Obtained 6,525 liability orders	399 (HDC: 89 HBBC: 155 NWLDC: 155)
• Passed 1,758 cases to DWP for attachment of benefits	242 (HDC: 59 HBBC: 68 NWLDC: 115)
• Passed 917 cases to employers for attachment of earnings	56
• Passed 1,908 cases to enforcement agent	325 (HDC: 80 HBBC: 110 NWLDC: 135)
• Issued 5,683 payment arrangements	652 (HDC: 195 HBBC: 228 NWLDC: 229)

\* Issued on 30<sup>th</sup> October for November court hearing

## **Council Tax Local Tax Base**

Preparations are on the way to ensure local tax base information is provided to each finance team by 5th December.

Potential new build data has been supplied which will enable the setting of the local tax base.

## **Annual billing / Benefits uprating 2020/21**

Internal discussions are taking place in its planning which includes testing before the actual process in late February 2020. This includes a number of key activities including rent annual uprating, DWP benefit uprating's, council tax new charges, new customer notices, business rates, bar codes for use at various outlets that take payments on our behalf etc.

## **Enhancements**

Updated and revised notification to council tax payers following the granting a liability order. This is to encourage completion of form to enable setting up a payment plan as well as preventing the debt being referred to the enforcement agents for collection.

## NNDR (Business Rates)

In year collection rates position is as follows:

<b>Harborough</b>	In month collection target: 74.1%	Target exceeded: 74.5%
<b>Hinckley &amp; Bosworth</b>	In month collection target: 75.5%	Actual: 75.2%
<b>North West Leicestershire</b>	In month collection target: 75.5%	Actual: *74.0%

- Timing difference as cash for both 30/11/19 and 1/12/19 was posted on 2<sup>nd</sup> December this amounted to £303k.

This year we have:

- Issued 1,560 reminder notices
- Issued 505 magistrate court summonses
- Obtained 268 liability orders
- Passed 76 cases to enforcement agent

Volumes this month:

119  
60  
36  
0

### Discretionary Rates Review

To shortly commence full review of ratepayers in receipt of 100% discretionary rate relief to ensure that they are in rateable occupation. This applies only to both Harborough and Hinckley & Bosworth Councils.

For North West Leicestershire the current guidelines are to be reviewed and following this ratepayers will be advised of the new guidelines in March 2020. The effective date of this change (subject to elected member approval) will be 1<sup>st</sup> April 2021 as one years notice has to be given.

## Housing Benefit Overpayments

### Harborough

- Debt raised this year £199,875
- Overall debt reduced by £231,813
- Collection rate against all debt (arrears and new) 21%
- Overall Debt stands at £857,331

### Hinckley & Bosworth

- Debt raised this year £349,287
- Overall debt reduced by £431,551
- Collection rate against all debt (arrears and new) 25%
- Overall debt stands at £1.29m

### North West Leicestershire

- Debt raised this year £383,027
- Overall debt reduced by £426,121
- Collection rate against all debt (arrears and new) 26%
- Overall debt stands at £1.2m

## Channel Shift Analysis (Digital Service)

Tables below illustrate how customers are transacting online for setting up direct debits to include payment arrangements, council tax change of address as well as viewing their own records for council tax, housing benefit, council tax support and business rates.

Connect Stats - HDC				
Service Subscriptions				
	September	October	November	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	2759	2848	2937	89
Housing Benefit Online	206	208	212	4
Landlord Online	45	45	46	1
Business Rates Online	66	67	68	1
E-Billing and E-Notifications				
	September	October	November	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	848	872	896	24
Housing Benefit Online	81	82	84	2
Landlord Online	25	25	25	0
Business Rates Online	30	30	30	0
Direct Debits over the Web				
	September	October	November	
Application	Total Number of DD's Set Up			Difference Since Last Month
Council Tax Online	150	152	110	-42
Business Rates Online	6	0	0	0
Change of Address				
	September	October	November	Total Since Live (02/10/2018)
Total for the Month	78	100	102	694

March-17  
HDC

### Service Subscriptions

Application	Subscriptions
Council Tax Online	275
Housing Benefit Online	30
Landlord Online	25
Business Rates Online	22

### E-billing & E-notifications

Application	Subscriptions
Council Tax Online	94
Business Rates Online	6
Landlord Online	9
Housing Benefit Online	10

Connect Stats - HBBC				
Service Subscriptions				
	September	October	November	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	4716	4825	4958	133
Housing Benefit Online	259	266	268	2
Landlord Online	86	87	87	0
Business Rates Online	82	83	83	0
E-Billing and E-Notifications				
	September	October	November	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	1607	1695	1787	92
Housing Benefit Online	105	109	110	1
Landlord Online	27	28	28	0
Business Rates Online	28	28	28	0
Direct Debits over the Web				
	September	October	November	
Application	Total Number of DD's Set Up			Difference Since Last Month
Council Tax Online	205	170	182	12
Business Rates Online	2	0	1	1
Change of Address				
	September	October	November	Total Since Live (04/10/2018)
Total for the Month	221	281	251	1740

### March-17 HBBC

#### Service Subscriptions

Application	Subscriptions
Council Tax Online	1705
Housing Benefit Online	70
Landlord Online	58
Business Rates Online	34

#### E-billing & E-notifications

Application	Subscriptions
Council Tax Online	163
Business Rates Online	9
Landlord Online	4
Housing Benefit Online	8

Connect Stats - NWLDC				
Service Subscriptions				
	September	October	November	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	2807	2890	3014	124
Housing Benefit Online	270	273	275	2
Landlord Online	67	67	68	1
Business Rates Online	57	56	57	1
E-Billing and E-Notifications				
	September	October	November	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	1694	1759	1840	81
Housing Benefit Online	152	152	154	2
Landlord Online	33	33	33	0
Business Rates Online	34	34	34	0
Direct Debits over the Web				
	September	October	November	
Application	Total Number of DD's Set Up			Difference Since Last Month
Council Tax Online	120	84	115	31
Business Rates Online	0	0	0	0
Change of Address				
	September	October	November	Total Since Live (05/10/2018)
Total for the Month	164	288	263	1606

March-17

NWL

**Service Subscriptions**

Application	Subscriptions
Council Tax Online	195
Housing Benefit Online	21
Landlord Online	19
Business Rates Online	4

**E-billing & E-notifications**

Application	Subscriptions
Council Tax Online	58
Business Rates Online	1
Landlord Online	4
Housing Benefit Online	7



# FORWARD PLAN FOR JOINT COMMITTEE 2019-2020

Decision	Date of Decision (approx.)	Contacts
Budget Setting Report	23 January 2020	Ashley Wilson – Section 151 Officer
Financial Performance Report	23 January 2020	Ashley Wilson – Section 151 Officer
Service Plan 2020/21	23 January 2020	Sally O’Hanlon – Head of Partnership
Performance Report	23 January 2020	Sally O’Hanlon – Head of Partnership
Growth of the Partnership	23 January 2020	Sally O’Hanlon – Head of Partnership
Financial Performance Report	23 April 2020	Ashley Wilson – Section 151 Officer
Performance Report	23 April 2020	Sally O’Hanlon – Head of Partnership
Internal Audit Report	23 April 2020	Tbc – Internal Audit
Marketing Plan	23 April 2020	Sally O’Hanlon – Head of Partnership
<b>Annual Meeting</b>		
Schedule of meetings	25 June 2020	Clare Hammond – Democratic Support Officer
Year End Performance Report	25 June 2020	Sally O’Hanlon – Head of Partnership
Year End Financial Report	25 June 2020	Ashley Wilson – Section 151 Officer

Last update 14/06/19 – SOH

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