



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	3.30 pm on Thursday, 24 NOVEMBER 2022
Location	Council Chamber, North West Leicestershire District Council Offices, Coalville
Officer to contact	Democratic Services (01530 454512)

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

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

AGENDA

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 interests you should make clear the nature of that interest and whether it is a disclosable pecuniary interest, registerable interest or other interest.	

Item	Pages
3. MINUTES	
To confirm and sign the minutes of the meeting held on 8 September 2022.	3 - 6
4. FINANCIAL PERFORMANCE TO SEPTEMBER 2022	
Report of the Section 151 Officer.	7 - 10
5. PERFORMANCE REPORT SEPTEMBER 2022	
Report of the Head of Partnership	11 - 30
6. FORWARD PLAN	
To note the Joint Committee's Forward Plan	31 - 32
7. DATES OF FUTURE MEETINGS	
Thursday, 19 January 2023 3.30pm Harborough	
Thursday, 30 March 2023 3.30pm Hinckley	
Thursday, 6 July 2023 3.30pm NWLDC	
8. EXCLUSION OF PRESS AND PUBLIC	
The officers consider that the press and public should be excluded during consideration of the following items in accordance with Section 100(a) of the Local Government Act 1972 as publicity would be likely to result in disclosure of exempt or confidential information. 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.	
9. FUTURE OF THE PARTNERSHIP	
Verbal report of the Head of Partnership	

Circulation:

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

MINUTES of a meeting of THE LEICESTERSHIRE PARTNERSHIP REVENUES AND BENEFITS JOINT COMMITTEE held in the Hinckley Hub, Rugby Road, Hinckley on THURSDAY, 8 SEPTEMBER 2022

Present: Councillor P Dann (Harborough District Council) (Chairman)

Councillors R Ashman (North West Leicestershire), R D Bayliss (North West Leicestershire), D Bill (Hinckley and Bosworth), J Hallam (Harborough) and K Lynch (Hinckley & Bosworth)

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

10. APOLOGIES FOR ABSENCE

There were no apologies received

11. DECLARATIONS OF INTEREST

There were no interests declared.

12. MINUTES

Consideration was given to the minutes of the meeting held on 23 June 2022.

By affirmation of the meeting, it was

RESOLVED THAT:

The minutes of the meeting held on 23 June 2022 be approved and signed by the Chairman as a correct record.

13. FINANCIAL PERFORMANCE TO JUNE 2022

Mr Wilson presented the report and noted to members that by the end of the first quarter there was an underspend due to vacant posts. He drew members attention to the fact that the partnership was still awaiting the final agreement on the pay offer, which once agreed to add £155k of pressure to the budget. He added that it had not been included as a budget change as there were currently underspends expected for the year end on the overall salary budget due to vacancies. Once the final offer was agreed, the budgets would be recalibrated to take it into account.

In response to a question from Councillor Dann, Mr Wilson advised that, in relation to the final agreement on the pay offer, he was not optimistic that a government offer would come forward and that all other savings at the end of the first quarter, they would need to be added in before a firmer view on the pressure of the pay award could be taken.

In response to questions from Councillors, Mr Wilson outlined that due to timing differences with invoicing, there was an underspend for the quarter.

It was highlighted that no pay offer had been accepted yet, but it was felt that the committee needed to be aware of the possible pressure to the budget.

By affirmation of the meeting, it was

RESOLVED THAT:

The financial performance of the Partnership be noted.

14. PERFORMANCE REPORT JULY 2022

Mrs O'Hanlon presented the report to members, noting that the processing of benefit claims was on target, but there were some pressures around collections of Council Tax and Business Rates however, compared to the previous year the targets were in a good place, but were still not back to pre-Covid levels. Members were advised that the team were experiencing an increase in the length of time it took to deal with some complex cases due to cost of living pressures. In terms of business rates, it was noted that there a number of large assessments coming in for NWL, but collections could not be made straight away and that there was an increase in contact from business in relation to their payments. Mrs O'Hanlon advised the committee that there were still several vacant post that they could not recruit to and due to the technical knowledge required to fill some of the vacancies it was difficult to fill those roles. It was highlighted that the team continued to make the CARF payments and that the payments for energy repayments would close on the 30th September.

In response to a question from Councillor Hallam, Mrs O'Hanlon advised that agency staff were being used and that they were seeing more staff going to work for agencies due to the higher hourly pay rate.

In response to questions about the energy rebate, Mrs O'Hanlon advised that there was an 84% take up, but there was still a significant amount that were still uncashed. It was noted that there were a number of reasons as to why the council tax accounts could not be credited automatically and that it was proposed to work with the three partner authorities to encourage take up, such as customer service teams, asking if residents have claimed when they have contact with them.

It was noted that any money not claimed from the rebate could not be transferred to the give to rented properties above a category D.

By affirmation of the meeting, it was

RESOLVED THAT:

The report be noted.

15. FORWARD PLAN

Consideration was given to the Joint Committee's forward plan.

RESOLVED THAT:

The Joint Committee's forward plan be noted.

16. DATES OF FUTURE MEETINGS

Members noted the dates and venues of the future meetings.

17. EXCLUSION OF PRESS AND PUBLIC

RESOLVED THAT:

In pursuance of Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the remainder of the meeting on the grounds that the business to be transacted involves the likely disclosure of exempt information as defined in Paragraph 3

of Part 1 of Schedule 12A to the Act and that the public interest in maintaining this exemption outweighs the public interest in disclosing the information.

18. FUTURE OF THE PARTNERSHIP

Mrs O'Hanlon provided members with an update on the work that was being carried out in relation to the future of the Partnership and it was noted that a regular item would be added to the work plan on the work for future meetings.

Members of the committee fully supported the work that was being carried out and welcomed the regular update reports.

The meeting commenced at 3.30 pm

The Chairman closed the meeting at 4.00 pm

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Leicestershire Partnership Revenues & Benefits

Financial Performance to September 2022

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 2022 to September 2022.

2. RECOMMENDATION

- 2.1 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 30 September 2022, the Partnership had a net overspend on the budget of £376,687. After adjusting for net timing difference of £402,544 the remaining net underspend is £25,857. The timing differences will be billed to partners following the quarter end.

Table 1	Budget September 2022	Actual to September 2022	Variance to Date	Timing Differences	Variance after Timing Differences
INCOME	(£1,959,240)	(£1,074,412)	£884,828	(£749,805)	£135,023
EXPENDITURE	£2,051,475	£1,543,334	(£508,141)	£347,261	(£160,880)
Over / (Under) Spend	£92,235	£468,922	£376,687	(£402,544)	(£25,857)

- 3.3 The key variances to the end of September 2022 to bring to the attention of the Joint Committee are:
- Salaries are underspend by £99,000 due to vacant posts
- 3.6 There is a potential for a large year-end overspend on salaries of £55,000, being £155,000 overspend due to the offer the National Employers for local government services final pay offer to the unions for 2022/23, and an underspend due to vacancies of £100,000.
- 3.4 There is a direct link between partner contributions and expenditure incurred and therefore partner contributions have been adjusted by £128,000 to reflect the actual expenditure to date.
- 3.5 The timing difference are due to the first quarter invoices not being issued and payroll costs not yet transferred for inclusion.

Appendix 1: Leicestershire Revenues & Benefits Partnership Monitoring Report to 30th September 2022

Expenditure / Income Type	2022/23 Latest Budget to Date	Actual to Date	Timing Differences	Variance after Timing Differences		2022/23 Total Estimate (Original)		2022/23 Total Estimate (Revised)
	£	£	£	£		£		£
Employees	1,412,132	941,489	345,863	124,780		2,698,460		2,698,460
Premises Related Expenditure	67,219	62,930		4,289		97,220		97,220
Transport Related Expenditure	7,500	2,374	1,263	3,863		20,000		20,000
Supplies & Services	549,024	521,250	135	27,639		853,190		853,190
Central & Administrative Exp	15,600	15,291		309		31,200		31,200
Revenue Income	-1,959,240	-1,074,412	-749,805	-135,023		-3,700,070		-3,700,070
				0		0		0
Sum:	92,235	468,922	-402,544	25,857		0		0

Timing Differences

	HDC	NWLDC	HBBC	Total
Salaries - Quarter 2 2022/23	140,914	204,949		345,863
Mileage & Disturbance Costs - Quarter 2 2022/23	165	1,097		1,263
Supplies & Services - Quarter 2 2022/23	135	0		135
Contributions - Quarter 2 2022/23	-216,656	-252,929	-280,220	-749,805
	-75,442	-46,882	-280,220	-402,544

Explanations

	Variance at 30/09/22(Over) / Under Spend £	Year End £	Explanation £5k+
Salaries	99,000	100,000	Underspend due vacant posts which are currently being appointed to
Salaries - Pay Award	25,000	-155,000	Underspend due to budgeting for pay award of 1.75% however that hasn't been approved yet, latest proposal is that there will be an award of £1,925 (plus oncosts) per FTE which is likely to result in a large overspend
Premises Related Expenditure	5,000		Variance > £5k
Car Allowances	4,000		Variance > £5k
Printing & Stationery	5,000		Variance > £5k
Audit Fees (Additional Fees)	-12,000		Additional Audit Fees incurred relating to Grant verifications
Postages	12,000		Postage costs lower than anticipated due to lower volumes and posting unit costs have not increased as much as anticipated
Liability Expenses	17,000		The Courts have reduced the summons cost fee per case
Minor Variances	6,000		Other Minor Variances
Contributions	-128,000		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.
	33,000	-55,000	



Revenue and Benefit Service

Performance Report September 2022

Caseload Analysis

Banded Council Tax Dwellings									Current Position	In Year Movement	In Year Percentage Movement		
HBBC	50,359	453	50,601	242	50,852	251	51,232	380	51,547	315	0.6%	5,375	10.4%
HDC	39,739	650	40,532	793	41,554	1,022	42,590	1,036	43,123	533	1.3%	7,200	16.7%
NWLDC	44,940	733	45,564	624	46,277	713	47,189	912	47,573	384	0.8%	7,547	15.9%
Totals	135,038		136,697		138,683			Current Total:	142,243			Total Movement:	20,122
NDR Rated Assessments									Current Position	In Year Movement	In Year Percentage		
HBBC	3,181	19	3,179	-2	3,224	45	3,262	38	3,290	28	0.86%	414	12.6%
HDC	3,086	46	3,123	37	3,189	66	3,246	57	3,270	24	0.74%	654	20.0%
NWLDC	3,440	23	3,519	79	3,563	44	3,554	-9	3,577	23	0.65%	395	11.0%
Totals	9,707		9,821		9,976			Current Total:	10,137			Total Movement:	1,463
HB/CTLS Live Caseload									Current Caseload	In Year Movement	Caseload %		
HBBC	5,579	-204	5,321	-258	5,257	-64	5,257	-260	5,229	-28		-1,871	-35.6%
					Current Caseload Analysis	Joint HB/CTS	1,892	1,905	13	37%			
						HB only	301	309	8	6%			
						CTS only	3,019	3,015	-4	57%			
HDC	3,243	-145	3,185	-58	3,210	25	3,210	-198	3,146	-64		-1,043	-33.2%
					Current Caseload Analysis	Joint HB/CTS	1,322	1,284	-38	41%			
						HB only	196	185	-11	6%			
						CTS only	1,692	1,677	-15	53%			
NWLDC	5,413	-283	5,118	-295	4,964	-154	4,964	-312	4,939	-25		-2,248	-45.5%
					Current Caseload Analysis	Joint HB/CTS	2,195	2,148	-47	44%			
						HB only	224	209	-15	4%			
						CTS only	2,545	2,582	37	52%			
Totals	14,235		13,624			Current Total:			13,314			Total Movement:	-5,162

Dashboard Performance Summaries for each Council follows below:

Harborough District Council													2022/23	Year -End 2022/23 target	2021/22 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	6.9	7.1	8.9	7.3	5.3	9.4							7.5	6	
Position for 2021/22	12.3	10.9	12.3	7.8	7.1	7.4	5.9	6.6	6.1	7.5	2.1	4.9			9.6
In month: New Claims (Days)	14.7	13.9	16.1	15.5	11.9	17.1							14.9	15	
Position for 2021/22	16.8	19.3	15.9	12.0	12.4	17.1	14.0	15.2	14.0	14.0	10.5	12.4			16.8
In month: Change Events (Days)	5.5	6.5	8.1	5.5	4.2	8.1							6.3	6	
Position for 2021/22	9.3	10.1	12.0	7.2	6.2	6.1	5.1	5.6	4.5	6.2	1.6	3.9			9.1
Right Time profiled in month target 20/21	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 20/21	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 20/21	7.6	5.9	7.4	5.8	6.0	5.5	6.9	8.1	9.1	8.0	2.3	6.1			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.8%	20.0%	29.2%	38.2%	47.2%	56.4%							56.4%	98.1%	
This years profiled target															
Position for 2019/20	11.1%	20.4%	29.6%	38.9%	48.1%	57.4%	66.8%	75.8%	84.7%	93.8%	96.3%	98.4%			
Position for 2021/22	10.9%	19.8%	28.9%	38.0%	47.1%	56.3%	65.4%	74.5%	83.5%	92.5%	95.5%	98.1%			
Arrears Reduction (£m) end of month	£3.2m	£3.1m	£3.0m	£2.9m	£2.8m	£2.7m							£2.7m	INFO	
Position for 2021/22	£3.3m	£3.0m	£2.9m	£2.8m	£2.7m	£2.6m	£2.5m	£2.4m	£2.4m	£2.3m	£2.2m	£2.1m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	9.5%	18.5%	28.4%	37.7%	47.2%	56.6%							56.6%	99.2%	
This years profiled target															
Position for 2019/20	10.2%	19.2%	28.9%	39.0%	47.5%	56.8%	65.8%	74.5%	82.9%	92.4%	96.0%	99.1%			
Position for 2021/22	8.3%	16.5%	24.2%	33.5%	42.7%	52.2%	61.4%	72.6%	81.4%	89.8%	95.0%	99.2%			
Arrears Reduction (£m) end of month	£1.4m	£0.71m	£0.69m	£0.68m	£0.59m	£0.57m							£0.57m	INFO	
Position for 2020/21	£3.4m	£3.1m	£2.7m	£2.6m	£2.1m	£1.6m	£1.2m	£0.49m	£0.44m	£0.57m	£0.49m	£0.46m			
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding	£0.75m	£0.75m	£0.75m	£0.76m	£0.74m	£0.74m							£0.74m	INFO	
Position for 2020/21 (£m)	£0.76m	£0.74m	£0.74m	£0.75m	£0.75m	£0.75m	£0.75m	£0.75m	£0.74m	£0.75m	£0.76m	£0.75m			
HB Overpayments Recovered end of month	1%	3%	4%	6%	10%	11%							11%	31%	
This year sprofiled target															
Position for 2020/21	2%	5%	6%	9%	11%	12%	13%	16%	17%	19%	20%	27%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	0	2	1	0	0							3	6	
This years profiled target															
Position for 2021/22	0	0	0	0	0	0	0	0	0	0	0	0			

Hinckley & Bosworth Borough Council													Cumulative e2022/23	Year-End 2022/23 Target	2021/22 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In month: Right Time (days)	6.5	6.9	8.7	6.9	6	9.3							7.4	6	
Position for 2021/22	11.0	10.7	12.5	8.7	7.6	7.1	5.6	6.4	6.0	7.9	2.1	5.7			9.6
In month: New Claims (Days)	15.4	14.8	14.8	14.0	12.3	18.9							15.0	15	
Position for 2021/22	21.5	19.8	15.4	12.7	14.4	17.1	13.5	15.4	10.2	13.2	10.1	11.6			16.9
In month: Change Events (Days)	5.4	6.1	7.9	5.4	4.8	7.4							6.2	6	
Position for 2021/22	9.3	9.7	12.3	8.1	6.4	5.4	4.7	5.4	5.3	6.7	1.7	4.6			9.2
Right Time profiled in month target 20/21	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 20/21	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 20/21	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 (%)	10.6%	19.7%	28.8%	37.8%	47.0%	56.2%							56.2%	97.6%	
This years profiled target															
Position for 2019/20	10.9%	20.1%	29.2%	38.5%	47.6%	57.1%	66.3%	75.4%	84.6%	93.6%	96.0%	97.9%			
Position for 2021/22	10.7%	19.7%	28.8%	37.9%	47.0%	56.2%	65.4%	74.5%	83.4%	92.5%	95.2%	97.5%			
In Year Arrears Reduction (£) end of month	£5.2m	£5.0m	£4.9m	£4.7m	£4.5m								£4.5m	INFO	
Position for 2021/22	£4.8m	£4.6m	£4.5m	£4.4m	£4.2m	£4.1m	£4.1m	£4.0m	£3.9m	£3.8m	£3.7m	£3.5m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.4%	18.9%	26.2%	37.1%	46.0%	55.8%							55.8%	98.8%	
This years profiled target															
Position for 2019/20	11.9%	20.6%	29.9%	38.9%	48.4%	57.9%	66.7%	75.2%	84.3%	93.5%	96.6%	98.5%			
Position for 2021/22	10.8%	19.9%	26.2%	35.1%	43.8%	51.6%	58.8%	67.2%	76.1%	85.6%	94.0%	97.3%			
Arrears Reduction (£m) end of month	£1.3m	£1.3m	£2.3m	£2.2m	£1.4m	£1.3m							£1.3m	INFO	
Position for 2021/22	£2.9m	£2.8m	£2.3m	£2.2m	£2.1m	£2.0m	£2.0m	£1.7m	£2.0m	£0.78m	£0.78m	£0.76m			
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding end of month	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m							£1.1m	INFO	
Position for 2021/22 £m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.2m	£1.1m	£1.1m	£1.1m			
HB Overpayments Recovered	2%	4%	5%	6%	7%	8%							8%	36%	
This years profiled target															
Position for 2020/21	2%	3%	6%	9%	10%	12%	13%	15%	17%	18%	21%	23%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	2	0	0	0	1	2							5	6	
This years profiled target															
Position for 2021/22	0	0	0	0	0	1	0	0	0	1	0	0			

Leicestershire Partnership - Revenues and Benefits Performance Indicators

North West Leicestershire District Council													2022/23	Year End 2022/23 target	2021/22 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In month: Right Time (days)	7.0	6.9	9.2	6.8	5.5	9.2							7.4	6	
Position for 2021/22	13.0	11.1	12.1	8.7	8.0	7.2	6.1	6.6	7.7	7.7	2.2	5.2			10.0
In month: New Claims (Days)	15.4	13.9	17.2	15.2	12.6	20.4							15.8	15	
Position for 2021/22	21.2	19.7	19.2	13.1	15.1	14.5	14.6	15.2	17.0	14.6	9.4	11.7			17.3
In month: Change Events (Days)	5.8	6.2	8.3	5.1	4.5	7.1							6.1	6	
Position for 2021/22	11.8	10.3	11.5	8.1	6.8	6.0	5.2	5.5	5.8	6.5	1.9	4.2			9.6
Right Time profiled in month target 20/21	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 20/21	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 20/21	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 (%)	10.0%	19.1%	28.1%	37.1%	46.1%	55.1%							55.4%	97.3%	
This years profiled target															
Position for 2019/20	10.2%	19.5%	28.5%	38.0%	47.0%	56.0%	65.4%	74.5%	83.7%	92.7%	95.4%	97.6%			
Position for 2021/22	10.3%	19.3%	28.2%	37.1%	46.1%	55.2%	64.2%	73.4%	82.4%	91.2%	94.2%	96.9%			
Arrears Reduction (£m) end of month	£6.2m	£5.6m	£5.5m	£5.3m	£5.2m	£5.1m							£5.1m	INFO	
Position for 2021/22	£5.4m	£5.2m	£5.1m	£5.0m	£4.7m	£4.6m	£4.5m	£4.4m	£4.3m	£4.3m	£4.1m	£4.0m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.0%	18.5%	28.1%	37.9%	46.2%	55.4%							55.4%	99.0%	
This years profiled target															
Position for 2019/20	10.0%	19.1%	32.0%	40.4%	48.3%	57.8%	65.7%	74.0%	84.1%	92.5%	96.5%	99.2%			
Position for 2021/22	9.3%	18.4%	25.9%	35.3%	43.1%	51.5%	59.8%	68.0%	74.8%	85.8%	93.2%	98.5%			
Arrears Reduction (£m) end of month	£1.7m	£1.1m	£1.2m	£1.1m	£1.0m	£0.98m							£0.98m	INFO	
Position for 2021/22	£2.5m	£4.3m	£3.9m	£3.2m	£4.6m	£4.3m	£4.5m	£2.7m	£2.6m	£2.4m	£1.84m	£0.39m			
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding end of month	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m							£1.2m	INFO	
Position for 2021/22 (£m)	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m			
HB Overpayments Recovered	5%	10%	11%	14%	14%	16%							16%	34%	
This years profiled target															
Position for 2021/22	1%	3%	5%	7%	8%	9%	10%	11%	12%	13%	14%	15%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	0	1	0	1	0							2	6	
This years profiled target															
Position for 2021/22	0	0	0	0	0	0	0	0	0	0	0	1			

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	£4,388	£10,345	£14,448	£18,945	£23,188	£27,574						
Upper Threshold	£4,936	£11,638	£16,254	£21,313	£26,086	£31,021						
Actual	£719	£941	£1,965	£2,180	£3,972	£5,674						
Lower Tolerance	£3,669	£9,404	£12,483	£16,765	£19,216	£21,900	£0	£0	£0	£0	£0	£0
Upper Tolerance	£4,218	£10,697	£14,289	£19,133	£22,114	£25,347	£0	£0	£0	£0	£0	£0
HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£2,722	£7,657	£10,478	£13,217	£16,119	£19,068						
Upper Threshold	£3,063	£8,615	£11,787	£14,869	£18,134	£21,451						
Actual	£9	£197	£43	£43	£51	£291						
Lower Tolerance	£2,713	£7,460	£10,435	£13,174	£16,068	£18,776	£0	£0	£0	£0	£0	£0
Upper Tolerance	£3,053	£8,418	£11,744	£14,826	£18,083	£21,160	£0	£0	£0	£0	£0	£0
NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£4,264	£8,281	£14,418	£18,921	£22,850	£27,279						
Upper threshold	£4,797	£9,316	£16,221	£21,287	£25,706	£30,689						
Actual	£48	£5,135	£5,747	£6,118	£5,949	£9,308						
Lower Tolerance	£4,216	£3,146	£8,672	£12,803	£16,901	£17,971	£0	£0	£0	£0	£0	£0
Upper Tolerance	£4,749	£4,181	£10,474	£15,169	£19,757	£21,381	£0	£0	£0	£0	£0	£0

HB and CTLS Claim Activity 2022/23

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Cumulative Totals
(SHBE)													
New claims	133	160	156	146	144	123							862
Change events	1095	1597	1329	734	803	645							6203
Atlas activity	1122	1005	800	780	894	846							5447

HDC													Cumulative Totals
(SHBE)													
New claims	113	90	88	96	87	78							552
Change events	631	958	698	440	558	437							3722
Atlas activity	674	609	491	496	485	468							3223

NWLDC													Cumulative Totals
(SHBE)													
New claims	158	152	154	136	116	129							845
Change events	1073	1487	1311	659	790	679							5999
Atlas activity	1115	1181	756	822	964	845							5683

Data below for same position for last year

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Cumulative Totals
(SHBE)													
New claims	162	159	146	163	146	133	162	152	100	171	149	161	1804
Change events	944	1427	1647	962	834	778	1453	1284	581	765	2690	864	14229
Atlas activity	927	826	727	770	772	785	795	779	738	2962	1506	1251	12838

HDC													Cumulative Totals
(SHBE)													
New claims	141	88	96	104	91	74	90	89	69	99	94	94	1129
Change events	702	882	1116	685	540	534	923	713	342	479	1648	696	9260
Atlas activity	611	544	507	469	477	479	509	502	494	1779	1077	842	8290

NWLDC													Cumulative Totals
(SHBE)													
New claims	178	140	141	147	135	135	140	163	119	139	133	175	1745
Change events	1188	1519	1673	987	835	860	1471	1275	591	769	2807	1060	15035
Atlas activity	1060	930	761	747	821	858	891	789	780	2372	1933	1359	13301

Sickness

Latest sickness position is given below:

Hinckley & Bosworth Borough Council		Annual Target 8 days	
	Month		
	July		Cumulative
Long Term	13.00		63.00
Short Term	8.00		26.00
Days lost	21.00		89.00
FTE Average	0.75 days		3.18 Days
Profiled Target Average	0.67 Days		2.65 Days
Harborough District Council		Annual Target 9 days	
	Month		
	August		Cumulative
Long Term	23.00		83.00
Short Term	4.00		8.50
Days lost	27.00		91.50
FTE Average	1.90 Days		6.44 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		32.00
Short Term	5.93		39.73
Days lost	5.93		71.73
FTE Average	0.29 Days		3.45 Days
Profiled Target Average	0.71 Days		3.55 Days

Position regarding vacancies advertised

- Business Development Team Leader – advertised – no suitable applicants
- Benefits Officer – readvertised twice – back out to advert
- Revenues Reconciliation Officer x 2 – appointment made commence 25/10/22
- Revenues Control Officer – re-advertised twice – back out to advert
- Administration Officer – re-advertised twice/job offered turned down – back out to advert
- Business Development Officer – advertised – no suitable applicants
- Benefits Control Officer 17hrs – interviews take place on 5/10/22
- NDR Officer – appointment made

Government Initiatives

COVID-19 Additional Relief Fund (CARF) ended 30/9/22

➤ Position for Harborough

Amount awarded £1,757,889

➤ Position for Hinckley & Bosworth

Amount awarded £2,269,492

➤ Position for North West Leicestershire

Amount awarded £1,563,867

Energy Rebate £150 Main Scheme ended 30/9/22

➤ **Encashed Post Office Voucher/Letters**

- Harborough 6,324
- Hinckley & Bosworth 9,941
- North West Leicestershire 9,663

➤ **Paid via BACS**

- Harborough 20,537 + 242 manuals
- Hinckley & Bosworth 30,816 + 222 manuals
- North West Leicestershire 27,191 + 348 manuals

➤ **Direct credit to council tax accounts**

- Harborough 638 automated + 16 manuals
- Hinckley & Bosworth 949 automated + 10 manuals
- North West Leicestershire 966 automated + 9 manuals

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Energy Rebate £150 Discretionary Scheme ending 30/11/22

➤ **Post Office Vouchers/Letters**



- Harborough 242 issued – cashed 82%
 - ✓ 196 cashed
 - ✓ 2 paid by BACS
- Hinckley & Bosworth 156 issued – cashed 74%
 - ✓ 112 cashed
 - ✓ 3 paid by BACS
- North West Leicestershire issued 133 – cashed 73%
 - ✓ 95 cashed
 - ✓ 2 paid by BACS

➤ ***By direct application***

- Harborough - None
- Hinckley & Bosworth - None
- North West Leicestershire
 - ✓ 22 applications received
 - of which 11 rejected
 - of which 10 approved
 - of which 1 pending

Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

Speed of Processing

We are marginally behind our processing targets. The loss of experienced staff is having an impact and we are waiting to see what the latest round of recruitment delivers but will need to consider temporary support if the situation does not improve.

LA Error and Subsidy

There has been no negative impact on subsidy as all LA's are below the lower threshold for LA error.

The mini budget and impact on UC

The Growth Plan 2022 issued with the mini budget contained some key changes to UC. You can only be asked to look for more work if you are a Universal Credit claimant who is not exempt from work related requirements AND whose earnings are below a certain amount – known as the 'administrative earnings threshold'. Following changes announced within the budget around 120,000 more universal credit claimants who are in work on low earnings will be moved from the Light Touch labour market regime to the Intensive Work Search labour market regime. They will be expected to actively search for work and attend weekly or fortnightly appointments at a jobcentre in order to secure more or better paid work, or *they could have their benefits reduced*.

Alongside these changes to the administrative earnings threshold, the government will be *strengthening the sanctions regime* to set clear work expectations - including applying for jobs, attending interviews or increasing the hours - in return for receiving universal credit. Claimants who do not fulfil their job-search commitment without good reason could have their benefits reduced.

Revenues Operational Team

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

Council Tax

In year collection rates position is as follows:

Harborough

In-month collection target:	Current Position: 56.4%	End of year target	98.1%
		<i>Position for last year</i>	56.3%

Hinckley & Bosworth

In-month collection target:	Current Position: 56.2%	End of year target	97.6%
		<i>Position for last year</i>	56.2%

North West Leicestershire

In-month collection target:	Current Position: 55.1%	End of year target	97.3%
		<i>Position for last Year:</i>	55.2%

Other matters

- Key recovery documentation Issued this month

	Reminders	Statutory Finals	Summonses
For Harborough	478	94	590
<i>22/23 Cumulative:</i>	<i>4,873</i>	<i>948</i>	<i>2,653</i>
For Hinckley & Bosworth	729	115	844
<i>22/23 Cumulative:</i>	<i>6,748</i>	<i>1,277</i>	<i>3,619</i>
For North West Leicestershire	743	326	100
<i>22/23 Cumulative:</i>	<i>6,721</i>	<i>1,350</i>	<i>3,048</i>

NNDR (Business Rates)

In year collection rates position is as follows:

Harborough

In-month collection target:	Current Position:	56.6%	End of year target	99.2%
			<i>Position for last year</i>	52.2%

Hinckley & Bosworth

In-month collection target:	Current Position:	55.8%	End of year target	98.8%
			<i>Position for last year</i>	51.6%

North West Leicestershire

In-month collection target:	Current Position:	55.4%	End of year target	99.0%
			<i>Position for last year</i>	51.5%

Last month reported that Leicestershire County Council have not paid half yearly rates due for all three Councils. Remittance advices have been provided but waiting for Council bank accounts to be credited.

Other matters

- Key recovery documentation issued this month

	Reminders	Final Notice	Summonses
▪ For Harborough	55	20	7
<i>22/23 Cumulative:</i>	<i>447</i>	<i>289</i>	<i>122</i>
▪ For Hinckley & Bosworth	56	19	11
<i>22/23 Cumulative:</i>	<i>580</i>	<i>315</i>	<i>177</i>
▪ For North West Leicestershire	40	21	22
<i>22/23 Cumulative</i>	<i>494</i>	<i>277</i>	<i>157</i>

Housing Benefit Overpayments

Harborough

- Debt raised this year £78,595
- Overall debt reduced by £90,094
- Collection rate against all debt (arrears and new) 11%
- Overall debt position is: £737,834

Hinckley & Bosworth

- Debt raised this year £99,481
- Overall debt reduced by £101,753
- Collection rate against all debt (arrears and new) 8%
- Overall debt position is: £1.094m

North West Leicestershire

- Debt raised this year £278,114
- Overall debt reduced by £233,534
- Collection rate against all debt (arrears and new) 16%
- Overall debt position is: £1.233m

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. This also includes viewing their own records for council tax, housing benefit, council tax support and business rates.

Connect Stats - HDC				
Service Subscriptions (figures up to & including that month)				
	July	August	September	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	8890	9003	9149	146
Housing Benefit Online	351	352	353	1
Landlord Online	48	48	48	0
Business Rates Online	266	266	268	2
E-Billing and E-Notifications (figures up to & including that month)				
	July	August	September	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	2770	2833	2904	71
Housing Benefit Online	153	154	154	0
Landlord Online	26	26	27	1
Business Rates Online	91	91	91	0
Direct Debits over the Web (figures for that month only)				
	July	August	September	
Application	Total Number of DDs Set Up			Difference Since Last Month
Council Tax Online	294	321	354	33
Business Rates Online	3	2	3	1
Change of Address (figures for that month only)				
	July	August	September	Total Since Live (02/10/2018)
Total for the Month	282	411	415	11177

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 (figures up to & including that month)				
	July	August	September	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	10470	10629	10756	127
Housing Benefit Online	374	377	378	1
Landlord Online	97	97	97	0
Business Rates Online	514	515	516	1
E-Billing and E-Notifications (figures up to & including that month)				
	July	August	September	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	5217	5318	5405	87
Housing Benefit Online	169	169	169	0
Landlord Online	35	35	35	0
Business Rates Online	405	405	405	0
Direct Debits over the Web (figures for that month only)				
	July	August	September	
Application	Total Number of DDs Set Up			Difference Since Last Month
Council Tax Online	217	269	221	-48
Business Rates Online	3	1	2	1
Change of Address (figures for that month only)				
	July	August	September	Total Since Live (04/10/2018)
Total for the Month	361	396	395	9361

March-17 HBBC

Service Subscriptions

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

Ebiling & Enotifications

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

Connect Stats - NWLDC				
Service Subscriptions (figures up to & including that month)				
	July	August	September	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	8343	8462	8569	107
Housing Benefit Online	347	347	349	2
Landlord Online	79	79	79	0
Business Rates Online	274	280	281	1
E-Billing and E-Notifications (figures up to & including that month)				
	July	August	September	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	4820	4889	4958	69
Housing Benefit Online	201	202	203	1
Landlord Online	33	33	33	0
Business Rates Online	172	173	173	0
Direct Debits over the Web (figures for that month only)				
	July	August	September	
Application	Total Number of DDs Set Up			Difference Since Last Month
Council Tax Online	217	201	181	-20
Business Rates Online	1	2	0	-2
Change of Address (figures for that month only)				
	July	August	September	Total Since Live (05/10/2018)
Total for the Month	430	420	457	14678

March-17

NWL

Service Subscriptions

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

Ebiling & Enotifications

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

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FORWARD PLAN FOR JOINT COMMITTEE 2022-23

Decision	Date of Decision (approx.)	Contacts
Financial Performance Report	November 2022	Ashley Wilson – Section 151 Officer
Performance Report	November 2022	Sally O’Hanlon – Head of Partnership
Future of the Partnership (Confidential Item)	November 2022	Sally O’Hanlon – Head of Partnership
Budget Setting Report	January 2023	Ashley Wilson – Section 151 Officer
Financial Performance Report	January 2023	Ashley Wilson – Section 151 Officer
Service Plan 2023/24	January 2023	Sally O’Hanlon – Head of Partnership
Performance Report	January 2023	Sally O’Hanlon – Head of Partnership
Future of the Partnership (Confidential Item)	January 2023	Sally O’Hanlon – Head of Partnership
Financial Performance Report	March 2023	Ashley Wilson – Section 151 Officer
Performance Report	March 2023	Sally O’Hanlon – Head of Partnership
Future of the Partnership (Confidential Item)	March 2023	Sally O’Hanlon – Head of Partnership
Annual Meeting		
Schedule of meetings	July 2023	Democratic Services
Year End Performance Report	July 2023	Sally O’Hanlon – Head of Partnership
Year End Financial Report	July 2023	Ashley Wilson – Section 151 Officer
Future of the Partnership (Confidential Item)	July 2023	Sally O’Hanlon – Head of Partnership
Financial Performance Report	September 2023	Ashley Wilson – Section 151 Officer

Decision	Date of Decision (approx.)	Contacts
Performance Report	September 2023	Sally O’Hanlon – Head of Partnership
Future of the Partnership (Confidential Item)	September 2023	Sally O’Hanlon – Head of Partnership