



Revenue and Benefit Service

Performance Report

November 2016

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Summary

Performance – Key Indicators

Collection Rates (Cumulative)

Council Tax in-year

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

HDC: 76.6% *(77.0%)
76.9%

NWLDC: 74.8% *(75.2%)
74.9%

* Brackets the position when compared with November 2015

For your information the following table illustrates the increase in net collectable debit when compared with previous year:

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

Non Domestic Rates

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

HDC: 74.0% *(75.3%)
74.1%

NWLDC: 76.0% *(74.9%)
74.2%

* Brackets the position when compared with November 2015

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

HBBC	2015/16		2016/17				Compared with 2015/16	
	Out-turn		Debit raising	Currently	Additional debit to collect		Monetary Terms	What does that means in % terms
	£29.8m		£31.1m	£33.2m	£2.1m		£3.4m	11.4%
HDC			2016/17				Compared with 2015/16	
	Out-turn		Debit raising	Currently	Additional debit to collect		Monetary Terms	What does that means in % terms
	£38.6m		£39.4m	£40.6m	£1.2m		£2.0m	5.2%
NWLDC			2016/17				Compared with 2015/16	
	Out-turn		Debit raising	Currently	Additional debit to collect		Monetary Terms	What does that means in % terms
	£52.2m		£53.7m	£53.8m	£0.1m		£1.6m	3.1%

HB/CTLS Claims

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

Days shown below are cumulative:

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

New Claims end of year target: 19 Days

Days shown below are cumulative:

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

Change Events end of year target: 9 Days

Days shown below are cumulative

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

Caseload Analysis

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

For your information: Overall movement is when compared with 1/4/11 and current position
Benefits caseload has reduced resulting from the introduction of Council Tax Support in 2013/14

Dashboard Performance Summaries for each Council is shown below:

HBBC													2016/17	Year-End 2016/17 Target	2015/16 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In Year: Right Time (days)	8.5	9.5	12.2	12.4	10.5	9.7	10.5	9.8					10.4	11	11.3
In Year: New Claims (Days)	15.9	24.2	22.1	23.0	19.2	16.9	16.1	16.6					19.1	19	19.4
In Year: Change Events (Days)	7.1	7.4	10.7	10.5	8.6	8.2	9.4	8.6					8.8	9	9.8
Right Time profiled target 16/17	14.1	14.8	14.7	11.0	10.9	10.2	10.8	9.3	10.4	9.8	3.4	10.9			
New Claims profiled target 16/17	19.0	24.0	22.0	22.9	18.4	16.8	16.7	14.4	15.0	16.2	17.5	18.9			
Change Events profiled target 16/17	13.5	13.7	13.2	9.8	9.8	9.1	10.0	8.2	9.0	8.6	2.5	9.4			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	11.0%	20.3%	29.4%	38.6%	48.0%	57.5%	66.5%	75.9%	0.0%	0.0%	0.0%	0.0%	75.9%	98.0%	
This years profiled target	11.0%	20.0%	29.3%	38.4%	47.9%	57.1%	66.3%	75.9%	85.1%	94.2%	96.5%	98.0%			
In Year Arrears Reduction (£)	£2.7m	£2.5m	£2.5m	£2.3m	£2.2m	£2.1m	£2.2m	£2.1m					£2.1m	INFO	
Position for: 2015/16	£2.1m	£2m	£1.9m	£1.9m	£1.8m	£1.8m	£1.8m	£1.7m	£1.7m	£1.7m	£1.6m	£1.5m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.1%	19.0%	28.1%	37.1%	46.0%	55.7%	64.9%	74.1%	0.0%	0.0%	0.0%	0.0%	74.1%	98.3%	
This years profiled target	11.2%	20.0%	28.1%	37.1%	46.0%	55.0%	63.8%	73.0%	82.7%	92.0%	96.5%	98.3%			
Arrears Reduction (£m)	£1.4m	£0.7m	£0.6m	£0.5m	£0.5m	£0.5m	£0.5m	£0.4m					£0.4m	INFO	
Position for: 2015/16	£0.7m	£0.7m	£0.6m	£0.6m	£0.6m	£0.6m	£0.5m	£0.5m	£0.4m	£0.4m	£0.5m	£0.3m			
HB DEBT RECOVERY	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end	£1.4m	£1.4m	£1.4m	£1.4m	£1.4m	£1.4m	£1.5m	£1.5m					£1.5m	INFO	
Position for: 2015/16 (£m)	£1.1m	£1.1m	£1.1m	£1.2m	£1.2m	£1.2m	£1.3m	£1.3m	£1.4m	£1.3m	£1.4m	£1.4m			
HB Overpayments Recovered	4%	7%	10%	12%	15%	18%	20%	21%					21%	36%	
2016/17 profiled target	5%	9%	15%	19%	23%	25%	27%	28%	30%	32%	34%	36%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	2	1	0	1	1	3	1					0	9	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			

HDC													2016/17	Year - End 2016/17	2015/16 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In Year: Right Time (days)	9.1	9.3	12.2	10.4	10.9	11.8	11.3	9.8					10.6	11	10.8
In Year: New Claims (Days)	15.5	20.1	22.0	18.1	18.9	20.2	15.3	14.5					18.1	19	19.6
In Year: Change Events (Days)	7.8	7.9	10.5	9.3	9.2	10.3	10.7	9.0					9.3	9	9.3
Right Time profiled target 16/17	9.8	11.1	11.9	10.1	10.2	10.8	12.0	10.8	9.6	9.5	3.0	8.0			
New Claims profiled target 16/17	20.6	22.6	20.9	18.0	16.7	18.9	19.3	19.3	19.1	19.2	19.1	19.0			
Change Events profiled target 16/17	8.3	9.5	10.2	8.8	8.9	9.4	10.8	8.9	8.5	8.2	3.0	9.0			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	11.3%	20.4%	29.9%	39.1%	48.4%	57.9%	67.2%	76.6%					76.6%	98.6%	
This years profiled target	11.3%	20.8%	29.9%	39.0%	48.3%	57.7%	67.9%	76.9%	86.1%	96.9%	98.4%	98.6%			
Arrears Reduction (£m)	£2.2m	£2.2m	£2.1m	£2.0m	£1.9m	£1.9m	£1.9m	£1.8m					£1.8m	INFO	
Position for: 2015/16	£2.0m	£1.9m	£1.8m	£1.8m	£1.7m	£1.7m	£1.6m	£1.6m	£1.6m	£1.5m	£1.5m	£1.5m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.4%	19.9%	28.7%	37.6%	46.7%	55.1%	64.0%	74.0%					74.0%	99.2%	
2016/17 Target	10.6%	19.6%	28.7%	37.6%	46.5%	56.5%	65.3%	74.1%	83.6%	92.4%	96.9%	99.2%			
Arrears Reduction (£m)	£0.4m	£0.3m	£0.3m	£0.3m	£0.2m	£0.2m	£0.3m	£0.2m					£0.2m	INFO	
Position for: 2015/16	£0.6m	£0.6m	£0.6m	£0.8m	£0.8m	£0.4m	£0.3m	£0.3m	£0.2m	£0.2m	£0.2m	£0.2m			
HB DEBT RECOVERY	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Academy)	£0.9m	£0.9m	£0.9m	£0.9m	£0.9m	£0.9m	£1.0m	£1.0m					£1.0m	INFO	
Position for: 2015/16 (£m)	£0.7m	£0.7m	£0.7m	£0.7m	£0.7m	£0.8m	£0.8m	£0.8m	£0.8m	£0.8m	£0.8m	£0.9m			
HB Overpayments Recovered	3%	5%	8%	10%	13%	15%	16%	19%					19%	31%	
2016/17 profiled target	3%	5%	8%	10%	13%	16%	18%	21%	24%	26%	28%	31%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	1	0	0	4	0	4	1						10	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			

NWLDC													2016/17	Year End 2016/17 target	2015/16 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In Year: Right Time (days)	10.4	9.3	12.3	11.7	10.8	11.1	10.8	10.4					10.9	11	11.7
In Year: New Claims (Days)	16.1	19.8	19.1	21.7	22.9	19.2	16.3	14.1					18.7	19	20.5
In Year: Change Events (Days)	9.5	8.1	11.2	9.7	9.1	9.5	9.8	9.8					9.5	9	10.2
Right Time profiled target 16/17	14.9	15.5	15.1	11.5	10.6	9.9	11.1	8.6	10.1	10.2	3.0	8.3			
New Claims profiled target 16/17	21.0	23.0	25.1	20.4	20.3	14.6	16.2	13.7	15.9	16.5	15.4	18.5			
Change Events profiled target 16/17	13.6	14.3	13.3	10.3	9.1	9.2	10.0	7.7	8.6	8.9	2.4	6.6			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.2%	19.6%	28.9%	38.0%	47.3%	56.5%	65.5%	74.8%					74.8%	97.6%	
This years profiled target	10.4%	19.5%	28.8%	37.9%	47.2%	56.4%	65.6%	74.9%	84.3%	93.7%	96.0%	97.6%			
Arrears Reduction (£m)	£3.2m	£3.1m	£2.9m	£2.8m	£2.7m	£2.6m	£2.6m	£2.5m					£2.5m	INFO	
Position for: 2015/16	£2.6m	£2.5m	£2.4m	£2.4m	£2.3m	£2.2m	£2.2m	£2.1m	£2.1m	£2.1m	£2.0m	£2.0m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	9.8%	20.1%	30.9%	39.2%	48.4%	57.1%	67.1%	76.0%					76.0%	99.0%	
This years profiled target	11.0%	19.0%	30.9%	39.2%	47.3%	56.4%	65.6%	74.2%	82.4%	90.7%	96.0%	99.0%			
Arrears Reduction (£m)	£0.9m	£0.8m	£0.7m	£0.6m	£0.5m	£0.5m	£0.4m	£0.4m					£0.4m	INFO	
Position for: 2015/16	£1m	£1.1m	£1.1m	£1.1m	£1.0m	£0.7m	£0.6m	£0.5m	£0.4m	£0.4m	£0.4m	£0.3m			
HB DEBT RECOVERY	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Academy)	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.4m	£1.3m	£1.4m					£1.4m	INFO	
Position for: 2015/16	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.1m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m			
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments Recovered	5%	8%	12%	15%	18%	20%	23%	25%					25%	34%	
2016/17 profiled target	4%	4%	11%	16%	19%	20%	23%	24%	26%	29%	31%	34%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	2	3	3	1	1	0	1						11	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			

Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

Processing

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

LCTS

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

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

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

LA error and Subsidy Implications

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

(NB)

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

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

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

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

Fraud and Error Reduction Incentive Scheme (FERIS)

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

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

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

The tables below shows incoming work position for November to include date we are working from:

WEEKLY DATA FROM INFORMATION @ WORK						
Date	New claims - number outstanding	New claims - date being worked on	New claims - number of working days behind	Changes - number outstanding	Changes - date being worked on	Changes - number of working days behind
31st October 2016	0		0	91	27th Oct 2016	2
7th November 2016	0		0	130	2nd Nov 2016	3
14th November 2016	0	14th Nov 2016	0	96	10th Nov 2016	2
21st November 2016	0	21st Nov 2016	0	157	15th Nov 2016	4
28th November 2016	0	25th Nov 2016	0	204	22nd Nov 2016	4

DWP Atlas Performance:

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

DWP Real Time Performance (RTI):

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

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

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

Fraud Investigations Activity

HBBC

11 sanctions administered

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

Council Tax Support fraudulent overpayment raised £24,090

HBBC Academy										
Month Ending	Number of investigations opened	Number of investigations closed	Referrals received not investigated	Value of CTS fraudulent overpayments 2016/17	Value of CTS fraudulent overpayments from previous	Sanctions Administered				
						Prosecutions	Cautions	Adpens	Administration penalty amounts raised	Administration Penalty Repayments
30.04.2016	2	3	7	£0.00		0	0	2	£373.22	
31.05.2016	2	3	3	£0.00		1	0	0	£0.00	
30.06.2016	1	1	0	£1,472.88	£1,472.88	0	0	0	£0.00	
31.07.2016	6	1	8	£0.00	£2,489.73	0	0	1	£795.73	
31.08.2016	3	5	8	£4,891.31	£2,783.26	0	0	1	£552.14	
30.09.2016	1	4	5	£1,098.58	£910.23	1	0	2	£1,737.54	£1,110.00
31.10.2016	2	5	2	£2,034.32	£3,224.46	0	0	1	£549.29	
30.11.2016	1	2	5	£2,323.97	£1,388.79	0	1	1	£904.63	
Total	18	24	38	£11,821.06	£12,269.35	2	1	8	£4,912.55	£1,110.00

HDC

11 sanctions administered

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

Council Tax Support fraudulent overpayment raised £23,250

HDC Academy										
Month Ending	Number of investigations opened	Number of investigations closed	Referrals received not investigated	Value of CTS fraudulent overpayments for current year	Value of CTS fraudulent overpayments for previous	Sanctions Administered				
						Prosecutions	Cautions	Adpens	Administration penalty amounts raised	Administration Penalty Repayments
30.04.2016	0	4	2	£1,218.13	£2,162.76	0	0	1	£309.06	
31.05.2016	2	1	2	£1,537.72	£1,522.52	0	0	0	£0.00	
30.06.2016	2	1	1	£1,037.51	£2,402.66	0	0	0	£0.00	
31.07.2016	4	5	1	£0.00	£188.66	1	0	3	£2,024.28	
31.08.2016	8	12	7	£0.00	£4,301.78	0	0	0	£0.00	
30.09.2016	0	5	3	£3,049.19	£1,855.36	0	0	4	£3,017.01	£20.00
31.10.2016	4	0	3	£0.00	£0.00	0	0	1	£939.47	£939.47
30.11.2016	11	4	3	£1,714.28	£2,259.20	0	0	1	£509.28	
Total	31	32	6	£8,556.83	£14,692.94	1	0	10	£6,799.10	£959.47

NWLDC

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

Month Ending	Academy									
	Number of investigations opened	Number of investigations closed	Referrals received not investigated	Value of CTS fraudulent overpayments for current year	Value of CTS fraudulent overpayments from previous	Sanctions Administered				
						Prosecutions	Cautions	Adpens	Administration penalty amounts raised	Administration Penalty Repayments
30.04.2016	4	5	5	£3,337.78	£6,138.76	0	0	2	£911.43	
31.05.2016	3	7	5	£5,266.57	£4,508.40	1	0	2	£2,770.53	
30.06.2016	1	4	1	£0.00	£0.00	0	1	2	£1,663.07	
31.07.2016	8	3	12	£312.32	£119.13	1	0	0	£0.00	
31.08.2016	10	9	9	£935.81	£783.97	0	0	1	£599.71	
30.09.2016	3	1	5	£0.00		0	0	0	£0.00	£0.00
31.10.2016	2	7	1	£616.59	£477.73	1	0	0		
30.11.2016	0	1	6	£4,988.14	£3,880.42	0	0	0	£0.00	
Total	31	37	44	£15,457.21	£15,908.41	3	1	7	£5,944.74	£0.00

Discretionary Housing Payments

This scheme is designed to support claimants requiring help with their rent who may be affected by the welfare reform changes and introduction of universal credit. Below is the analysis to include a comparison with last year.

Harborough DC:

2016/17	DWP Allocation:	£51,386
	Net amount paid:	£26,898

Same time last year:

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

Hinckley & Bosworth BC:

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

Same time last year:

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

North West Leicestershire DC:

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

Same time last year:

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

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

Council Tax Discretionary Discount Scheme – Amount Awarded

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

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

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

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

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

Annual Allocation	£30,816								
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Totals
Award Amount	£6,328	£8,431	£1,230	£464	£1,361	£674	£805	£1,037	£20,329
Average	£2,568	£2,568	£2,568	£2,568	£2,568	£2,568	£2,568	£2,568	£30,816
Variance	-£3,760	-£5,863	£1,338	£2,104	£1,207	£1,894	£1,763	£1,531	£10,487
Successful	36	49	13	6	9	20	8	16	157
Unsuccessful	4	14	4	8	4	6	6	6	52
Total number of claims	40	63	17	14	13	26	14	22	209
Case average	£175.78	£172.06	£94.61	£77.28	£151.22	£33.68	£100.63	£64.83	£129.49

Housing Benefit Overpayments Analysis:

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

Revenues Operational Team

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

Performance Update from Sue Williams-Lee – Revenues Operational Manager

Council Tax

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

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

NNDR

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

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

Council Tax

*Gross arrears position:

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

* Further analysis on this is provided below - see pages 20 through to 22

** Starting position represents all outstanding debt carried forward as at 1/4/2016.

Council Tax Support 'In Year' collection (16/17) rate for:

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

Debt recovery analysis:

HBBC number of dwellings 49,352

Percentage - is when compared with the number of dwellings

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

HDC number of dwellings 38,303

Percentage - is when compared with the number of dwellings

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

NWLDC number of dwellings 42,924

Percentage - is when compared with the number of dwellings

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

Council Tax arrears position:

Hinckley & Bosworth BC

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

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

	31/03/2016	30/04/2016	31/05/2016	30/06/2016	31/07/2016	31/08/2016	30/09/2016	31/10/2016	30/11/2016
*Total Arrears	£2,848,383.84	£2,694,762.80	£2,539,317.77	£2,450,657.03	£2,348,880.88	£2,226,464.71	£2,165,627.48	£2,175,608.35	£2,053,875.45
* Working age LCTS	£313,650.67	£301,019.41	£285,274.58	£274,462.11	£264,422.60	£251,268.72	£247,773.30	£261,426.89	£245,900.34
* Pension age LCTS	£39,686.83	£37,260.61	£35,866.78	£35,896.63	£36,945.64	£36,410.68	£34,484.58	38,434.59	£34,662.82
* Empty & unfurnished	£23,186.95	£20,579.32	£8,528.16	£2,867.76	£2,983.14	£2,002.57	£5,701.74	£6,336.56	£5,550.33
* Structural alteration	£1,917.15	£1,729.51	£264.70	£532.83	£1,134.98	£1,134.98	£1,134.98	£1,134.98	£1,056.43
(* of which are included in total arrears)									
Payments against arrears		-£182,830.57	-£357,445.45	-£477,365.80	-£583,389.83	-£684,816.22	-£780,242.64	-£881,067.28	-£988,892.40
Write offs against arrears		-£3.90	-£1,003.65	-£960.79	-£2,397.16	-£52,903.02	-£52,357.53	-£52,776.83	-£52,827.91
Charge adjustments against arrears		£29,087.72	£38,376.68	£56,221.45	£56,612.09	£84,403.10	£117,905.04	£227,335.85	£211,580.56
Refunds made against arrears		£1,756.21	£1,860.21	£2,136.83	£2,569.28	£2,569.28	£2,844.00	£2,844.00	£2,844.00
Cost adjustments against arrears		-£1,630.50	£9,146.14	£22,241.50	£27,102.66	£28,827.73	£29,094.77	£30,888.77	£31,897.77
Previous years arrears total 2015/16	£2,273,000.98	£2,124,833.09	£2,008,289.18	£1,928,773.40	£1,891,550.50	£1,848,554.06	£1,816,246.11	£1,767,649.02	£1,734,112.55
Previous years arrears total 2014/15	£1,984,946.14	£1,845,970.69	£1,736,932.34	£1,666,006.57	£1,566,872.16	£1,506,831.23	£1,467,590.42	£1,359,120.45	£1,301,227.80

Harborough DC

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

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

	31/03/2016	30/04/2016	31/05/2016	30/06/2016	31/07/2016	31/08/2016	30/09/2016	31/10/2016	30/11/2016
*Total Arrears	£2,346,727.99	£2,243,418.18	£2,173,960.05	£2,096,295.00	£1,973,970.58	£1,902,151.21	£1,867,878.86	£1,856,964.78	£1,761,476.92
* Working age LCTS	£244,215.09	£236,179.44	£235,229.73	£214,021.84	£211,309.69	£205,174.57	£204,730.09	£196,647.65	£187,927.35
* Pension age LCTS	£23,627.68	£24,619.00	£25,335.36	£22,142.30	£18,238.42	£17,724.56	£19,199.24	£16,429.09	£18,429.64
* Empty & unfurnished	£6,110.92	£9,117.14	£5,334.05	£7,436.77	£5,362.73	£594.25	£785.73	£2,207.29	£1,568.48
* Structural alteration	£2,399.79	£2,084.70	£2,196.40	£408.28	£0.00	£13.69	£0.00	£0.00	£0.00
(* of which is included in total arrears)									
Payments against arrears		-£139,398.67	-£254,508.70	-£349,934.64	-£446,787.63	-£522,832.98	-£588,106.27	-£672,643.49	-£751,964.70
Write offs against arrears		-£0.91	-£0.91	£54.29	-£35,147.66	-£35,428.42	-£35,428.43	-£35,428.44	-£58,107.46
Charge adjustments against arrears		£37,047.51	£76,225.43	£87,687.19	£94,774.92	£98,127.15	£128,503.76	£202,581.91	£209,026.55
Refunds made against arrears		£0.00	£1,023.58	£963.41	£963.41	£963.42	£1,041.76	£1,041.76	£1,148.99
Cost adjustments against arrears		-£957.74	£4,493.26	£10,796.76	£13,439.55	£14,594.05	£15,140.05	£14,325.05	£14,645.55
Previous years arrears total 2015/16	£2,099,223.53	£1,995,921.04	£1,918,492.31	£1,836,031.44	£1,804,622.43	£1,748,128.01	£1,707,083.33	£1,630,286.18	£1,598,524.14
Previous years arrears total 2014/15	£2,093,364.55	£1,962,162.71	£1,857,824.93	£1,782,139.19	£1,711,740.32	£1,597,250.21	£1,555,541.87	£1,500,554.67	£1,421,936.62

North West Leicestershire DC

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

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

	31/03/2016	30/04/2016	31/05/2016	30/06/2016	31/07/2016	31/08/2016	30/09/2016	31/10/2016	30/11/2016
*Total Arrears	£3,331,330.25	£3,193,407.10	£3,051,710.38	£2,910,175.74	£2,813,146.00	£2,704,535.03	£2,645,233.76	£2,639,565.80	£2,500,636.26
* Working age LCTS	£406,893.73	£393,456.64	£371,160.62	£348,200.40	£346,472.84	£336,691.51	£329,402.18	£327,700.44	£316,318.24
* Pension age LCTS	£33,779.52	£37,368.46	£37,065.08	£33,262.08	£32,396.46	£31,525.99	£30,128.68	£33,750.93	£31,637.10
* Empty & unfurnished	£14,699.34	£17,024.99	£14,331.31	£2,311.92	£4,267.16	£2,784.74	£1,448.42	£2,174.18	£459.20
* Structural alteration	£2,832.98	£777.12	£165.78	£147.75	£40.96	£1.52	£1.52	£1.52	£0.11
(* of which is included in total arrears)									
Payments against arrears		-£195,016.60	-£361,734.04	-£506,758.41	-£622,007.27	-£750,413.81	-£855,091.89	-£975,164.67	-£1,086,216.17
Write offs against arrears		£77.38	£19.44	-£20,306.52	-£22,439.36	-£22,522.59	-£22,320.67	-£22,552.54	-£45,893.52
Charge adjustments against arrears		£58,359.12	£75,632.08	£89,672.41	£102,697.44	£118,119.03	£162,260.14	£276,158.83	£270,979.77
Refunds made against arrears		£180.00	£180.00	£220.00	£220.00	£2,703.21	£2,703.21	£2,703.21	£2,703.21
Cost adjustments against arrears		-£1,523.05	£6,282.65	£16,018.01	£23,344.94	£25,318.94	£26,352.72	£27,090.72	£27,732.72
Previous years arrears total 2015/16	£2,786,095.65	£2,641,030.60	£2,537,510.48	£2,454,241.92	£2,364,763.25	£2,276,046.37	£2,224,151.27	£2,188,069.43	£2,136,534.01
Previous years arrears total 2014/15	£2,708,667.36	£2,558,126.73	£2,436,252.98	£2,306,579.72	£2,200,353.88	£2,106,432.36	£2,036,332.60	£1,983,035.05	£1,833,259.19

Direct Debit

For Council Tax:

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

Direct Debit over the web (Channel Shift)

Number of Direct Debits received and processed by the partnership is as follows, rather than through customer service teams:

<u>Month</u>	<u>HBBC</u>		<u>HDC</u>		<u>NWLDC</u>	
	<u>Council Tax</u>	<u>NNDR</u>	<u>Council Tax</u>	<u>NNDR</u>	<u>Council Tax</u>	<u>NNDR</u>
April	237	1	151	3	163	14
May	196	0	140	4	177	6
June	140	0	110	1	131	3
July	165	0	105	0	131	0
August	121	0	107	0	103	0
September	112	0	86	2	98	0
October	117	1	95	2	104	0
November	83	0	70	0	98	0

Non Domestic Rates (Business Rates)

	<u>*Starting Position</u>	<u>Arrears Reduction / Increase</u>	<u>Current Position</u>	<u>In % terms</u>
**HDC	£304k	£63k	£241k	20.7%
***HBBC	£742k	£398k	£440k	53.6%
****NWLDC	£562k	£168k	£394k	29.9%

* Starting position represents all outstanding debt carried forward as at 1/4/2016.

Please note:

** HDC new charge added to arrears £613k

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

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

Debt Recovery Analysis:

HBBC number of assessments 3,081

Percentage is when compared with the number of assessments

HBBC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals	Percentage
Reminders	240	123	44	50	58	63	48	51					677	22.0%
Arrangement Reminders	1	2	1	0	1	0	5	8					18	0.6%
Summonses	0	90	36	26	21	18	23	24					238	7.7%
Liability Orders Granted	0	0	16	0	0	16	12	10					54	1.8%
With enforcement agent	4	3	34	14	0	12	4	11					82	2.7%

HDC number of assessments 2,924

Percentage is when compared with the number of assessments

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

NWLDC number of assessments 3,279

Percentage is when compared with the number of assessments

NWLDC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals	Percentage
Reminders	193	130	64	55	30	51	28	18					569	17.4%
Arrangement Reminders	1	0	3	0	1	0	2	9					16	0.5%
Summonses	0	71	37	24	17	14	17	15					195	5.9%
Liability Orders Granted	0	0	12	0	0	11	7	10					40	1.2%
With enforcement agent	10	0	45	9	0	12	4	8					88	2.7%

Non Domestic Rate arrears position:

Hinckley & Bosworth BC

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

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

The net movement to arrears

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

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

£0.440m

The table below illustrates the debt movement by financial year:

Business Rates		Hinckley & Bosworth BC												
Recovery Year		Opening Position	30th April 2016	31st May 2016	30th June 2016	31st Jul 2016	31st Aug 2016	30th Sept 2016	31st Oct 2016	30th Nov 2016	31st Dec 2016	31st Jan 2017	28th Feb 2017	31st Mar 2017
By Debt														
2007		£630.00	£600.00	£570.00	£540.00	£510.00	£480.00	£450.00	£420.00	£390.00	£0.00	£0.00	£0.00	£0.00
2008		£365.00	£365.00	£365.00	£365.00	£365.00	£365.00	£365.00	£365.00	£365.00	£0.00	£0.00	£0.00	£0.00
2009		£1,310.22	£1,427.97	£1,398.22	£806.85	£828.35	£803.34	£803.34	£803.34	£803.34	£0.00	£0.00	£0.00	£0.00
2010		£2,531.69	£2,413.94	£2,413.94	£1,489.59	£1,453.09	£1,453.09	£1,453.09	£1,453.09	£1,453.09	£0.00	£0.00	£0.00	£0.00
2011		£9,810.31	£13,979.23	£13,873.69	£9,928.03	£9,738.94	£9,684.52	£9,634.52	£9,584.52	£9,532.52	£0.00	£0.00	£0.00	£0.00
2012		£33,031.72	£39,198.40	£38,212.90	£34,542.95	£34,771.79	£33,829.00	£33,829.00	£33,835.69	£33,878.32	£0.00	£0.00	£0.00	£0.00
2013		£98,621.42	£91,637.72	£83,100.37	£78,354.32	£75,999.19	£74,653.25	£71,167.05	£67,711.86	£64,894.69	£0.00	£0.00	£0.00	£0.00
2014		£173,545.27	£179,279.77	£152,265.98	£141,135.52	£142,800.84	£141,425.99	£127,700.37	£119,849.36	£111,719.78	£0.00	£0.00	£0.00	£0.00
2015		£422,827.90	£1,088,812.54	£394,620.80	£286,335.40	£258,062.61	£260,013.96	£240,151.75	£229,400.29	£217,509.78	£0.00	£0.00	£0.00	£0.00
TOTAL		£742,673.54	£1,417,714.58	£686,820.91	£553,497.67	£524,529.83	£522,708.15	£485,554.12	£463,423.15	£440,546.52	£0.00	£0.00	£0.00	£0.00

Recovery Year		Opening Position	30th April 2016	31st May 2016	30th June 2016	31st Jul 2016	31st Aug 2016	30th Sept 2016	31st Oct 2016	30th Nov 2016	31st Dec 2016	31st Jan 2017	28th Feb 2017	31st Mar 2017
Amount Recovered														
In Month														
2007		£630.00	£30.00	-£30.00	-£30.00	-£30.00	-£30.00	-£30.00	-£30.00	-£30.00				
2008		£365.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00				
2009		£1,310.22	-£117.75	-£29.75	-£591.37	£21.50	-£25.01	£0.00	£0.00	£0.00				
2010		£2,531.69	£117.75	£0.00	-£924.35	-£36.50	£0.00	£0.00	£0.00	£0.00				
2011		£9,810.31	-£4,168.92	-£105.54	-£3,945.66	-£189.09	-£54.42	-£50.00	-£50.00	-£52.00				
2012		£33,031.72	-£6,166.68	-£985.50	-£3,669.95	£228.84	-£942.79	£0.00	£6.69	£42.63				
2013		£98,621.42	£6,983.70	-£8,537.35	-£4,746.05	-£2,355.13	-£1,345.94	-£3,486.20	-£3,455.19	-£2,817.17				
2014		£173,545.27	-£5,734.50	-£27,013.79	-£11,130.46	£1,665.32	-£1,374.85	-£13,725.62	-£7,851.01	-£8,129.58				
2015		£422,827.90	-£665,984.64	-£694,191.74	-£108,285.40	-£28,272.79	£1,951.35	-£19,862.21	-£10,751.46	-£11,890.51				
TOTAL REDUCTION			-£675,041.04	-£730,893.67	-£133,323.23	-£28,967.86	-£1,821.67	-£37,154.03	-£22,130.97	-£22,876.63	£0.00	£0.00	£0.00	£0.00

Harborough DC

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

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

The net movement to arrears is as follows:

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

The table below illustrates the debt movement by financial year:

Business Rates Harborough DC													
Recovery Year													
By Debt	Opening Position	30th April 2016	31st May 2016	30th June 2016	31st Jul 2016	31st Aug 2016	30th Sept 2016	31st Oct 2016	30th Nov 2016	31st Dec 2016	31st Jan 2017	28th Feb 2017	31st Mar 2017
2006	£870.59	£850.59	£830.59	£830.59	£790.60	£770.59	£750.59	£730.59	£710.59				
2007	£2,914.75	£2,914.75	£2,914.75	£2,914.75	£2,914.75	£2,914.75	£2,914.75	£2,914.75	£2,914.75				
2008	£5,381.50	£5,381.50	£5,381.50	£5,381.50	£5,381.50	£5,381.50	£5,381.50	£5,381.50	£5,381.50				
2009	£5,705.25	£5,705.25	£5,705.25	£5,705.25	£5,705.25	£5,705.25	£5,705.25	£5,705.25	£5,705.25				
2010	£6,853.78	£6,439.22	£6,134.45	£6,104.51	£5,813.83	£4,444.09	£4,444.09	£4,444.09	£4,444.09				
2011	£12,266.39	£13,500.75	£11,440.40	£11,440.40	£10,314.60	£8,776.09	£8,776.09	£8,776.09	£8,776.09				
2012	£22,057.73	£23,264.33	£19,653.19	£19,520.79	£17,421.99	£15,411.71	£15,282.91	£15,264.95	£15,128.95				
2013	£39,516.73	£47,118.53	£39,739.22	£38,770.97	£32,449.72	£34,277.59	£22,356.66	£24,780.23	£24,199.12				
2014	£54,970.32	£68,872.47	£79,053.90	£75,547.86	£64,858.23	£67,257.23	£48,883.54	£32,928.38	£29,661.24				
2015	£153,016.20	£221,366.88	£169,491.92	£151,945.60	£131,454.05	£84,395.64	£95,997.92	£152,093.67	£144,232.44				
TOTAL	£303,553.24	£395,414.27	£340,345.17	£318,162.22	£277,104.58	£229,334.44	£210,493.30	£253,019.50	£241,154.02	£0.00	£0.00	£0.00	£0.00

Recovery Year													
Amount Recovered													
In Month	@ 1st Apr 2016	@ 30th Apr 2016	@ 31st May 2016	@ 30th Jun 2016	@ 31st Jul 2016	@ 31st Aug 2016	@ 30th Sep 2016	@ 31st Oct 2016	@ 30th Nov 2016	@ 31st Dec 2016	@ 31st Jan 2017	@ 28th Feb 2017	@ 31st Mar 2017
2006	£870.59	-£20.00	-£20.00	£0.00	-£39.99	-£20.01	-£20.00	-£20.00	-£20.00				
2007	£2,914.75	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00				
2008	£5,381.50	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00				
2009	£5,705.25	£0.00	£0.00	£0.00	£0.01	-£0.01	£0.00	£0.00	£0.00				
2010	£6,853.78	-£414.56	-£304.77	-£29.94	-£290.68	-£1,369.74	£0.00	£0.00	£0.00				
2011	£12,266.39	£1,234.36	-£2,060.35	£0.00	-£1,125.80	-£1,538.51	£0.00	£0.00	£0.00				
2012	£22,057.73	£1,206.60	-£3,611.14	-£132.40	-£2,098.80	-£2,010.28	-£128.80	-£17.96	-£136.00				
2013	£39,516.73	£7,601.80	-£7,379.31	-£968.25	-£6,321.25	£1,827.87	-£11,920.93	£2,423.57	-£581.11				
2014	£54,970.32	£13,902.15	£10,181.43	-£3,506.04	-£10,689.63	£2,399.00	-£18,373.69	-£15,955.16	-£3,267.14				
2015	£153,016.20	£68,350.68	-£51,874.96	-£17,546.32	-£20,491.55	-£47,058.41	£11,602.28	£56,095.75	-£7,861.23				
TOTAL REDUCTION		£91,861.03	-£55,069.10	-£22,182.90	-£41,057.74	-£47,770.09	-£18,841.14	£42,526.20	-£11,865.48	£0.00	£0.00	£0.00	£0.00

North West Leicestershire DC

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

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

The net movement to arrears

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

The table below illustrates the debt movement by financial year:

Business Rates North West Leicstershire DC													
Recovery Year													
By Debt	Opening Position	30th April 2016	31st May 2016	30th June 2016	31st Jul 2016	31st Aug 2016	30th Sept 2016	31st Oct 2016	30th Nov 2016	31st Dec 2016	31st Jan 2017	29th Feb 2017	31st Mar 2017
2005	£0.00	£0.01	£0.00	£0.00	£0.00	£0.00	£0.01	£0.00	£0.00				
2007	£23.30	£0.00	£0.00	£0.00	£0.01	£0.00	£0.01	£0.00	£0.00				
2008	£4,179.25	£4,179.25	£4,179.25	£4,179.25	£4,179.25	£4,179.25	£4,179.25	£4,179.25	£4,179.25				
2009	£6,062.14	£6,062.14	£6,062.13	£6,062.13	£6,062.14	£6,062.13	£6,062.14	£6,062.13	£6,062.13				
2010	£18,734.68	£25,159.14	£24,331.12	£24,394.12	£8,615.12	£8,615.11	£8,617.07	£8,615.06	£8,447.76				
2011	£5,360.79	£15,284.89	£24,960.01	£13,577.42	£13,340.75	£13,066.69	£10,168.83	£10,168.84	£10,088.97				
2012	£33,557.00	£36,268.33	£35,336.02	£34,559.73	£25,766.96	£25,591.20	£25,531.68	£25,531.68	£25,467.52				
2013	£66,503.94	£73,489.81	£72,489.34	£67,938.31	£55,137.53	£55,009.53	£54,290.03	£51,585.88	£49,031.59				
2014	£136,012.63	£154,183.28	£145,227.37	£136,673.18	£121,939.36	£117,065.19	£104,072.84	£83,199.00	£74,176.31				
2015	£294,365.50	£558,191.45	£502,457.61	£424,927.78	£315,463.67	£264,420.07	£252,025.70	£225,497.58	£216,685.09				
TOTAL	£564,799.23	£872,818.30	£815,042.85	£712,311.92	£550,504.79	£494,009.17	£464,947.56	£414,839.42	£394,138.62	£0.00	£0.00	£0.00	£0.00

Recovery Year													
Amount Recovered In Month	@ 1st Apr 2016	@ 30th Apr 2016	@ 31st May 2016	@ 30th Jun 2016	@ 31st Jul 2016	@ 31st Aug 2016	@ 30th Sep 2016	@ 31st Oct 2016	@ 30th Nov 2016	@ 31st Dec 2016	@ 31st Jan 2017	@ 28th Feb 2017	@ 31st Mar 2017
2005	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00				
2007	£23.30	£0.00	£0.00	£0.00	£0.01	-£0.01	£0.01	-£0.01	£0.00				
2008	£4,179.25	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00				
2009	£6,062.14	£0.00	-£0.01	£0.00	£0.01	-£0.01	£0.01	-£0.01	£0.00				
2010	£18,734.68	-£6,424.46	-£828.02	£63.00	-£15,779.00	-£0.01	£1.96	-£2.01	-£167.30				
2011	£5,360.79	-£9,924.10	£9,675.12	-£11,382.59	-£236.67	-£274.06	-£2,897.86	£0.01	-£79.87				
2012	£33,557.00	-£2,711.33	-£932.31	-£776.29	-£8,792.77	-£175.76	-£59.52	£0.00	-£64.16				
2013	£66,503.94	-£6,985.87	-£1,000.47	-£4,551.03	-£12,800.78	-£128.00	-£719.50	-£2,704.15	-£2,554.29				
2014	£136,012.63	-£18,170.65	-£8,955.91	-£8,554.19	-£14,733.82	-£4,874.17	-£12,992.35	-£20,873.84	-£9,022.69				
2015	£294,365.50	-£263,825.95	-£55,733.84	-£77,529.83	-£109,464.11	-£51,043.60	-£12,394.37	-£26,528.12	-£8,812.49				
TOTAL COLLECTED		-£308,042.37	-£57,775.44	-£102,730.93	-£161,807.13	-£56,495.61	-£29,061.63	-£50,108.13	-£20,700.80	£0.00	£0.00	£0.00	£0.00

Complaints

Each Council have there own mechanism for recording complaints.
Below is a summary of complaints for the 2 key service areas for each council:

HBBC

HBBC	April	May	June	QTR1	July	Aug	Sep	QTR2	Oct	Nov	Dec	QTR3	Jan	Feb	March	QTR4	Totals
Service Area: Revenues																	
MP enquiries	0	0	0	0	0	0	0	0	0	0		0				0	0
Complaints	1	1	1	3	1	0	0	1	3	1		4				0	8
Complaints position in 2015/16	1	2	1	4	0	0	0	0	1	0	0	1	1	0	0	1	6
Service Area: Benefits																	
MP Enquiries	0	0	0	0	0	0	0	0	0	0		0				0	0
Complaints	0	0	0	0	1	0	0	1	0	1		1				0	2
Complaints position in 2015/16	0	0	1	1	1	0	0	1	0	0	0	0	1	0	0	1	3

HDC

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

NWLDC

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

Current Long Term Sickness

Harborough DC

1 **Benefits Officer**

Hinckley & Bosworth BC

1 **Council Tax Officer**

North West Leicestershire DC

None



Sickness

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

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

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