



Revenue and Benefit Service

Performance Summary Report

March 2017

Caseload Analysis

Position at:	01/04/2011	01/04/2012	In Year Movement	01/04/2013	In Year Movement	01/04/2014	In Year Movement	01/04/2015	In Year Movement	01/04/2016	In Year Movement	2016/17		Overall Movement	
												As at 31/3/2017	In Year Movement		%
Council Tax Dwellings															
HBBC	46,172	46,505	333	46,788	283	47,405	617	48,135	730	48,810	675	49,488	678	3,316	6.7%
HDC	35,923	35,965	42	36,494	529	37,048	554	37,312	264	37,899	587	38,505	606	2,582	6.7%
NWLDC	40,026	40,271	245	40,833	562	41,292	459	41,761	469	42,405	644	43,204	799	3,178	7.4%
	122,121										Total No.	131,197			
NDR Rated Assessments															
HBBC	2,876	2,867	-9	2,932	65	2,968	36	2,985	17	3,067	99	3,082	15	206	6.7%
HDC	2,616	2,730	114	2,762	32	2,835	73	2,894	59	2,909	74	2,949	40	333	11.3%
NWLDC	3,182	3,170	-12	3,175	5	3,210	35	3,223	13	3,249	39	3,287	38	105	3.2%
	8,674										Total No.	9,318			
HB/CTLS Live Caseload															
HBBC	7,100	7,579	479	7,555	-24	7,161	-394	6,832	-329	6,459	-702	6,177	-282	-923	-14.9%
HDC	4,189	4,246	57	4,345	99	4,274	-71	4,086	-188	3,689	-585	3,520	-169	-669	-19.0%
NWLDC	7,187	7,287	100	7,213	-74	6,770	-443	6,550	-220	6,145	-625	5,816	-329	-1,371	-23.6%
	18,476										Total No.	15,513			

Dashboard Performance Summaries for each Council follows 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 month: Right Time (days)	8.5	9.5	12.2	12.4	10.5	9.7	10.5	9.8	11.1	10.8	2.8	9.9	9.8	11	
Position for 2015/16	11.2	11.0	11.8	10.7	9.8	11.1	13.7	10.9	10.5	10.8	3.1	6.9			10.1
In month: New Claims (Days)	15.9	24.2	22.1	23.0	19.2	16.9	16.1	16.6	16.3	14.5	16.3	17.8	18.3	19	
Position for 2015/16	24.0	22.4	16.9	18.3	12.8	20.5	21.7	18.4	12.8	16.2	15.1	16.3			17.9
In month: Change Events (Days)	7.1	7.4	10.7	10.5	8.6	8.2	9.4	8.6	10.3	10.1	2.3	8.7	7.3	9	
Position for 2015/16	9.0	9.2	10.8	9.4	9.3	9.6	12.2	9.3	10.0	9.5	2.4	5.8			7.6
Right Time profiled in month target 16/17	14.1	14.8	14.7	11.0	10.9	10.2	10.8	9.3	10.4	9.8	3.4	10.9			
New Claims profiled in month target 16/17	19.0	24.0	22.0	22.9	18.4	16.8	16.7	14.4	15.0	16.2	17.5	18.9			
Change Events profiled in month target 16/17	13.5	13.7	13.2	9.8	9.8	9.1	10.0	8.2	9.0	8.6	2.5	9.4			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	11.0%	20.3%	29.4%	38.6%	48.0%	57.5%	66.5%	75.9%	85.1%	94.3%	96.5%	98.1%	98.1%	98.0%	
This years profiled target	11.0%	20.0%	29.3%	38.4%	47.9%	57.1%	66.3%	75.9%	85.1%	94.2%	96.4%	98.0%			
Position for 2015/16	11.1%	20.4%	29.7%	38.9%	48.2%	57.6%	66.9%	76.2%	85.4%	94.4%	96.4%	97.7%			
In Year Arrears Reduction (£)	£2.7m	£2.5m	£2.5m	£2.3m	£2.2m	£2.1m	£2.2m	£2.1m	£2.0m	£1.9m	£1.8m	£1.8m	£1.8m	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%	83.5%	92.9%	96.9%	98.9%	98.9%	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%			
Position for 2015/16	11.5%	20.2%	29.7%	38.7%	47.7%	56.8%	65.6%	74.9%	84.3%	93.4%	95.9%	98.5%			
Arrears Reduction (£m)	£1.4m	£0.7m	£0.6m	£0.5m	£0.5m	£0.5m	£0.5m	£0.4m	£0.4m	£0.3m	£0.2m	£0.2m	£0.2m	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	£1.5m	£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%	25%	26%	29%	31%	31%	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	2	0	0	0	2	13	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 month: Right Time (days)	9.1	9.3	12.2	10.4	10.9	11.8	11.3	9.8	12.7	9.5	3.0	8.8	9.9	11	
Position for 2015/16	9.8	11.1	11.9	10.1	10.2	10.8	12.0	10.8	11.8	10.9	3.0	6.1			9.9
In month: New Claims (Days)	15.5	20.1	22.0	18.1	18.9	20.2	15.3	14.5	22.2	14.7	17.9	18.7	18.1	19	
Position for 2015/16	20.6	22.6	20.9	18.0	16.7	18.9	19.3	19.3	13.1	16.4	15.4	17.8			18.5
In month: Change Events (Days)	7.8	7.9	10.5	9.3	9.2	10.3	10.7	9.0	11.1	8.6	2.5	7.8	7.6	9	
Position for 2015/16	8.3	9.5	10.2	8.8	8.9	9.4	10.8	8.9	11.6	9.6	2.4	4.7			7.3
Right Time profiled in month 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 in month 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 in month 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%	85.7%	94.7%	96.8%	98.5%	98.5%	98.6%	
This years profiled target	11.3%	20.8%	29.9%	39.0%	48.3%	57.7%	67.9%	76.9%	86.1%	95.0%	97.0%	98.6%			
Position for 2015/16	11.4%	20.8%	30.4%	39.4%	48.7%	58.1%	67.9%	77.0%	86.2%	95.1%	97.0%	98.4%			
Arrears Reduction (£m)	£2.2m	£2.2m	£2.1m	£2.0m	£1.9m	£1.9m	£1.9m	£1.8m	£1.7m	£1.6m	£1.5m	£1.5m	£1.5m	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%	82.6%	92.8%	96.9%	99.6%	99.6%	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%			
Position for 2015/16	10.8%	19.8%	29.5%	38.8%	47.8%	57.7%	66.5%	75.3%	85.2%	93.9%	97.0%	99.6%			
Arrears Reduction (£m)	£0.4m	£0.3m	£0.3m	£0.3m	£0.2m	£0.2m	£0.3m	£0.2m	£0.2m	£0.1m	£0.1m	£0.1m	£0.1m	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	£1.0m	£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%	22%	24%	26%	29%	29%	31%	
2016/17 profiled target	3%	5%	8%	10%	13%	16%	18%	21%	24%	24%	27%	31%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	1	0	0	4	0	4	1	1	1	1	2	2	17	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			

Leicestershire Partnership - Revenues and Benefits Performance Indicators

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 month: Right Time (days)	10.4	9.3	12.3	11.7	10.8	11.1	10.8	10.4	11.7	11.6	3.4	8.9	10.2	11	
Position for 2015/16	12.3	10.5	14.2	11.3	11.4	11.6	10.3	12.4	11.7	11.1	3.0	5.5			10.4
In month: New Claims (Days)	16.1	19.8	19.1	21.7	22.9	19.2	16.3	14.1	16.4	18.1	15.3	18.5	18.1	19	
Position for 2015/16	23.8	22.2	20.8	20.0	17.6	19.7	20.7	19.4	18.8	15.1	16.2	14.0			19.1
In month: Change Events (Days)	9.5	8.1	11.2	9.7	9.1	9.5	9.8	9.8	10.7	10.2	2.8	7.7	7.8	9	
Position for 2015/16	10.5	8.9	12.9	9.5	10.5	10.1	8.9	10.9	10.5	10.2	2.4	4.3			7.9
Right Time profiled in month target 16/17	14.9	15.5	15.1	11.5	10.6	9.9	11.1	8.6	10.1	10.2	3.0	8.3			
New Claims profiled in month target 16/17	21.0	23.0	25.1	20.4	20.3	14.6	16.2	13.7	15.9	16.5	15.4	18.5			
Change Events profiled in month target 16/17	13.6	14.3	13.3	10.3	9.1	9.2	10.0	7.7	8.6	8.9	2.4	6.6			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.2%	19.6%	28.9%	38.0%	47.3%	56.5%	65.5%	74.8%	84.1%	93.1%	95.7%	97.8%	97.8%	97.6%	
This years profiled target	10.4%	19.5%	28.8%	37.9%	47.2%	56.4%	65.6%	74.9%	84.3%	93.3%	95.8%	97.6%			
Position for 2015/16	10.5%	19.7%	29.0%	38.2%	47.4%	56.7%	65.9%	75.2%	84.6%	93.7%	95.8%	97.4%			
Arrears Reduction (£m)	£3.2m	£3.1m	£2.9m	£2.8m	£2.7m	£2.6m	£2.6m	£2.5m	£2.4m	£2.4m	£2.2m	£2.1m	£2.1m	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%	84.8%	91.6%	95.2%	99.3%	99.3%	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%			
Position for 2015/16	10.8%	20.2%	29.5%	38.6%	46.9%	56.8%	65.6%	74.9%	84.5%	93.0%	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	£0.3m	£0.2m	£0.2m	£0.2m	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	£1.4m	£1.4m	£1.5m	£1.5m	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%	27%	29%	31%	33%	33%	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	0	0	0	0	4	15	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			

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	£64,031	£70,768	£77,031	£83,237
Upper Threshold	£8,127	£15,772	£23,053	£31,065	£41,199	£49,376	£56,600	£64,249	£72,035	£79,615	£86,660	£93,641
Actual	£9,894	£12,412	£14,606	£17,514	£24,570	£25,567	£28,051	£34,647	£39,673	£43,867	£51,584	£58,754
Lower Tolerance	-£2,670	£1,608	£5,885	£10,099	£12,052	£18,323	£22,260	£22,463	£24,359	£26,901	£25,447	£24,483
Upper Tolerance	-£1,767	£3,360	£8,447	£13,551	£16,629	£23,810	£28,549	£29,602	£32,363	£35,747	£35,076	£34,888
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	£39,440	£43,356	£47,294	£51,754
Upper Threshold	£4,615	£8,974	£14,656	£19,143	£23,786	£30,772	£35,135	£39,371	£44,370	£48,775	£53,206	£58,223
Actual	£6,737	£12,393	£17,218	£22,357	£29,014	£29,123	£29,248	£34,422	£34,586	£35,297	£35,023	£35,410
Lower Tolerance	-£2,635	-£4,416	-£4,190	-£5,341	-£7,871	-£1,770	£1,984	£575	£4,854	£8,059	£12,271	£16,344
Upper Tolerance	-£2,122	-£3,419	-£2,562	-£3,214	-£5,228	£1,649	£5,888	£4,950	£9,784	£13,478	£18,183	£22,813
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	£64,745	£71,091	£78,262	£84,006
Upper threshold	£8,073	£15,801	£23,402	£31,839	£39,337	£51,653	£59,082	£66,417	£72,838	£79,977	£88,045	£94,507
Actual	£10,389	£12,008	£16,904	£18,526	£19,561	£22,347	£23,682	£26,272	£31,013	£32,437	£38,241	£42,729
Lower Tolerance	-£3,214	£2,037	£3,898	£9,775	£15,406	£23,566	£28,836	£32,765	£33,732	£38,654	£40,021	£41,277
Upper Tolerance	-£2,316	£3,793	£6,498	£13,313	£19,776	£29,305	£35,400	£40,145	£41,826	£47,540	£49,804	£51,778

Sickness

Sickness for March is given below:

HBBC	Annual Target 8 days		
	Month		
	March		Cumulative
Long Term	0		145
Short Term	7		226
Days lost	7		371.00
FTE Average	0.21 Days		11.31 Days
Profiled Target Average	0.67 Days		8:00 Days
HDC	Annual Target 7.6 days		
	Month		
	March		Cumulative
Long Term	15		163.5
Short Term	3		93.5
Days lost	18		257.00
FTE Average	0.86 Days		12.31 Days
Profiled Target Average	0.63 Days		7.6 Days
NWLDC	Annual Target 7.4 days		
	Month		
	March		Cumulative
Long Term	0		78
Short Term	7.5		62.65
Days lost	7.5		140.65
FTE Average	0.33 Days		6.29 Days
Profiled Target Average	0.62 Days		7.39 Days

Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

Processing

All three authorities met target for processing new claims and change events.

LA error and subsidy

All three authorities are below the lower threshold.

Changes on the horizon

Right Benefit Initiative (formerly FERIS)

There will be no requirement to submit a bid for funding local authorities will need to opt into the initiative by 21 April and by doing so it will be confirming that the funding will be used to enable resources (staffing) to be put in place to review earnings cases identified by right time initiative referrals. For those LA's opting in it is anticipated that funding will be received late April 2017 and indicative funding levels are as follows:

NWLDC	£17,403
HDC	£9,335
HBBC	£13,897

Wider Use or Real Time Information Project (WURTI)

Failure to declare earnings and employment continues to be the main cause of fraud and claimant error overpayments of Housing Benefit (HB). The Real Time Information Service will enable us to view earnings and pensions data on desktops to use as evidence when assessing entitlement to HB. The project is being rolled out across the Country and the partnership will be going live in July.

Revenues Operational Team

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

Performance Update from Sue Williams-Lee – Revenues Operational Manager

Council Tax and NNDR

We have achieved excellent in year collection results for both Council Tax and NNDR. These results are the highest we have achieved since the Partnership was formed in 2011. All targets were exceeded except HDC's for Council Tax. However, HDC's collection has still improved compared to the 2015/16 results. It was only marginally below the target and is remains the highest of the three Partners. HDC's NNDR result was on a par with last year's outstanding outturn, where HDC came joint third in the Country for NNDR collection.

NNDR previous years arrears targets were all met. The outstanding arrears for all three councils are very low. HBBC's arrears are overstated by approximately £141,000 as the over £10,000 Write Offs, scheduled to go the Executive meeting for approval in March 2017, could not be actioned on the system as the meeting was cancelled and approval had not been given.

We made significant progress in collecting Council Tax arrears. This was partly due to the introduction of the 2016/17 'RISC' strategy and the automation of cases to the Enforcement Agents after each Court hearing. By improving these 'in year' collection processes we created capacity for the team to concentrate on older debts. In 2017/18 we plan to reshape the team to create additional capacity at the senior level. This will allow officers to develop new post Liability Order procedures for actions such as Committal, Charging Orders and Bankruptcy for the older/larger debts.

Housing Benefit Overpayments

The new housing benefit overpayment recovery process was implemented at the end of January 2017. The process for deducting payments from DWP benefits, which was subject to technical issues, has also now been implemented. Currently we have three experts working on these more complicated processes. In the coming months, this knowledge will be shared with the rest of the team to ensure that everyone becomes fully generic. As a result of these developments, we expect to see further improvements in overpayment collection in 2017/18.

System Issues affecting both revenues and benefits

Since the 17th January 2017 we have been maintaining a systems issues log detailing occasions where users have been unable to work because the system has either frozen or crashed. To date there have been 117 reported incidents which, until resolved, will continue to have a detrimental effect on our ability to meet the needs of our customers and partners.

Projects Update

Council Tax Arrangement Manager

The above product is being tested covering both elements; via the website and secondly where payment plans set up by officers using the main software application. As for the website council tax payers will have to register for online access first before they can set up payment arrangements. The key ingredient is that they must supply employer and gross earnings information without this the application will not proceed.

The deadline for testing is expected to be completed by early May 2017. Following this training guidance will be provided to both partnership and customer service staff. It is envisaged that this will be live from early June 2017.

Council Tax Change of Address (Website)

Phase 1 will purely focus on capturing information for a 'simple' change of address. This product is currently being tested and is expected to be completed by end of May 2017. It is envisaged this will be made available for use by end of June 2017.