



Revenue and Benefit Service

Performance Summary Report

October 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	01/04/2017	In Year Movement	2017/18		Overall Movement	
														Latest Data	In Year Movement		%
Council Tax Dwellings																	
HBBC	46,172	46,505	333	46,788	283	47,405	617	48,135	730	48,810	675	49,488	678	49,673	185	3,501	7.0%
HDC	35,923	35,965	42	36,494	529	37,048	554	37,312	264	37,899	587	38,505	606	38,828	323	2,905	7.5%
NWLDC	40,026	40,271	245	40,833	562	41,292	459	41,761	469	42,405	644	43,204	799	43,757	553	3,731	8.5%
Totals	122,121	122,741		124,115		125,745		127,208		129,114		131,197	Current Total:	132,258	Movement	10,137	
NDR Rated Assessments																	
HBBC	2,876	2,867	-9	2,932	65	2,968	36	2,985	17	3,067	99	3,082	15	3,136	54	260	8.3%
HDC	2,616	2,730	114	2,762	32	2,835	73	2,894	59	2,909	74	2,949	40	3,020	71	404	13.4%
NWLDC	3,182	3,170	-12	3,175	5	3,210	35	3,223	13	3,249	39	3,287	38	3,423	136	241	7.0%
Totals	8,674	8,767		8,869		9,013		9,102		9,225		9,318	Current Total:	9,579	Movement	905	
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	5,977	-200	-1,123	-18.8%
										Current Caseload Analysis	Joint HB/CTS		3,270				
											HB only		527				
											CTS only		2,180				
HDC	4,189	4,246	57	4,345	99	4,274	-71	4,086	-188	3,689	-585	3,520	-169	3,458	-62	-731	-21.1%
										Current Caseload Analysis	Joint HB/CTS		1,929				
											HB only		341				
											CTS only		1,188				
NWLDC	7,187	7,287	100	7,213	-74	6,770	-443	6,550	-220	6,145	-625	5,816	-329	5,808	-8	-1,379	-23.7%
										Current Caseload Analysis	Joint HB/CTS		3,819				
											HB only		476				
											CTS only		1,513				
Totals	18,476	19,112		19,113		18,205		17,468		16,293		15,513	Current Total:	15,243	Movement	-3,233	

Dashboard Performance Summaries for each Council follows below:

HBBC													2017/18	Year-End 2017/18 Target	2016/17 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	10.5	9.4	12.6	12.0	12.0	12.2	11.1						11.4	11	
<i>Position for 2016/17</i>	8.5	9.5	12.2	12.4	10.5	9.7	10.5	9.8	11.1	10.8	2.8	9.9			10.5
In month: New Claims (Days)	20.2	21.4	23.3	21.7	19.5	18.4	15.5						19.9	19	
<i>Position for 2016/17</i>	15.9	24.2	22.1	23.0	19.2	16.9	16.1	16.6	16.3	14.5	16.3	17.8			19.4
In month: Change Events (Days)	9.6	8.5	11.2	11.0	10.9	11.3	10.5						10.3	9	
<i>Position for 2016/17</i>	7.1	7.4	10.7	10.5	8.6	8.2	9.4	8.6	10.3	10.1	2.3	8.7			8.8
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 (%)	10.9%	20.3%	29.5%	38.7%	47.9%	57.2%	66.6%						66.6%	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%			
<i>Position for 2016/17</i>	11.0%	20.3%	29.4%	38.6%	48.0%	57.5%	66.5%	75.9%	85.1%	94.3%	96.5%	98.1%			
In Year Arrears Reduction (£)	£2.7m	£2.6m	£2.5m	£2.4m	£2.4m	£2.3m	£2.1m						£2.1m	INFO	
<i>Position for: 2015/16</i>	£2.7m	£2.5m	£2.5m	£2.3m	£2.2m	£2.1m	£2.2m	£2.1m	£2.0m	£1.9m	£1.8m	£1.8m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	11.0%	20.6%	29.9%	39.3%	48.3%	57.3%	66.5%						66.5%	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%			
<i>Position for 2016/17</i>	10.1%	19.0%	28.1%	37.1%	46.0%	55.7%	64.9%	74.1%	83.5%	92.9%	96.9%	98.9%			
Arrears Reduction (£m)	£0.56m	£0.37m	£0.34m	£0.43m	£0.31m	£0.30m	£0.26m						£0.26m	INFO	
<i>Position for: 2016/17</i>	£1.4m	£0.7m	£0.6m	£0.5m	£0.5m	£0.5m	£0.5m	£0.4m	£0.4m	£0.3m	£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)	£1.5m	£1.5m	£1.6m	£1.6m	£1.6m	£1.6m	£1.5m						£1.5m	INFO	
<i>Position for 2016/17</i>	£1.4m	£1.4m	£1.4m	£1.4m	£1.4m	£1.4m	£1.5m	£1.5m	£1.5m	£1.5m	£1.5m	£1.5m			
HB Overpayments Recovered	4%	7%	10%	14%	18%	21%	23%						23%	36%	
2017/18 profiled target	5%	8%	11%	13%	16%	19%	21%	22%	26%	27%	30%	36%			
<i>Position for 2016/17</i>	4%	7%	10%	12%	15%	18%	20%	21%	25%	26%	29%	31%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	1	2	0	1	0	0						4	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
<i>Position for 2016/17</i>	2	1	0	1	1	3	1	2	0	0	0	2			

HDC													2017/18	Year -End 2017/18 target	2016/17 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	10.8	9.0	10.8	14.0	11.8	12.4	10.5						11.3	11	
<i>Position for 2016/17</i>	9.1	9.3	12.2	10.4	10.9	11.8	11.3	9.8	12.7	9.5	3.0	8.8			10.7
In month: New Claims (Days)	20.6	18.9	20.3	19.1	16.2	15.5	17.9						18.5	19	
<i>Position for 2016/17</i>	15.5	20.1	22.0	18.1	18.9	20.2	15.3	14.5	22.2	14.7	17.9	18.7			18.5
In month: Change Events (Days)	9.3	7.9	9.4	13.3	11.1	11.9	9.7						10.3	9	
<i>Position for 2016/17</i>	7.8	7.9	10.5	9.3	9.2	10.3	10.7	9.0	11.1	8.6	2.5	7.8			9.3
Right Time profiled in month target 17/18	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 17/18	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 17/18	8.3	9.5	10.2	8.8	8.9	9.4	10.8	8.9	8.5	8.2	3.0	9.0			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	11.2%	20.5%	29.9%	39.0%	48.2%	57.6%	67.1%						67.1%	98.6%	
This years profiled target	11.3%	20.8%	29.9%	39.0%	48.3%	57.7%	67.2%	76.6%	85.7%	94.7%	96.8%	98.6%			
<i>Position for 2016/17</i>	11.3%	20.4%	29.9%	39.1%	48.4%	57.9%	67.2%	76.6%	85.7%	94.7%	96.8%	98.5%			
Arrears Reduction (£m)	£2.1m	£2.0m	£1.9m	£1.9m	£1.8m	£1.7m	£1.7m						£1.7m	INFO	
Position for: 2016/17	£2.2m	£2.2m	£2.1m	£2.0m	£1.9m	£1.9m	£1.9m	£1.8m	£1.7m	£1.6m	£1.5m	£1.5m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	9.7%	20.5%	28.7%	37.8%	46.8%	55.3%	65.7%						65.7%	99.2%	
2017/18 Target	10.6%	19.6%	28.7%	37.6%	46.5%	55.1%	64.0%	74.1%	82.6%	92.8%	96.9%	99.2%			
<i>Position for 2016/17</i>	10.4%	19.9%	28.7%	37.6%	46.7%	55.1%	64.0%	74.0%	82.6%	92.8%	96.9%	99.6%			
Arrears Reduction (£m)	£0.27m	£0.33m	£0.23m	£0.21m	£0.22m	£0.17m	£0.14m						£0.14m	INFO	
Position for: 2016/17	£0.4m	£0.3m	£0.3m	£0.3m	£0.2m	£0.2m	£0.3m	£0.2m	£0.2m	£0.1m	£0.1m	£0.1m			
HB DEBT RECOVERY	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Academy)	£1.0m	£1.0m	£1.0m	£1.0m	£1.0m	£1.0m	£1.0m						£1.0m	INFO	
<i>Position for 2015/16 (£m)</i>	£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%	6%	9%	12%	16%	18%	21%						21%	31%	
2016/17 profiled target	3%	5%	8%	10%	13%	16%	18%	21%	24%	24%	27%	31%			
<i>Position for 2015/16</i>	3%	5%	8%	10%	13%	15%	16%	19%	22%	24%	26%	29%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	0	0	0	1	1	0						2	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
<i>Position for 2016/17</i>	1	0	0	4	0	4	1	1	1	1	2	2			

NWLDC													2017/18	Year End 2017/18 target	2016/17 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	11.0	9.8	11.0	11.2	10.8	10.9	12.5						11.0	11	
<i>Position for 2016/17</i>	10.4	9.3	12.3	11.7	10.8	11.1	10.8	10.4	11.7	11.6	3.4	8.9			10.9
In month: New Claims (Days)	18.9	21.4	16.9	16.4	17.3	15.9	17.3						17.8	19	
<i>Position for 2016/17</i>	16.1	19.8	19.1	21.7	22.9	19.2	16.3	14.1	16.4	18.1	15.3	18.5			19.3
In month: Change Events (Days)	9.5	8.3	10.3	10.3	9.8	10.2	11.7						9.9	9	
<i>Position for 2016/17</i>	9.5	8.1	11.2	9.7	9.1	9.5	9.8	9.8	10.7	10.2	2.8	7.7			9.5
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%	19.5%	28.6%	37.7%	46.9%	55.9%	65.4%						65.4%	97.6%	
This years profiled target	10.4%	19.5%	28.8%	37.9%	47.2%	56.5%	65.5%	74.8%	84.1%	93.1%	95.7%	97.6%			
<i>Position for 2016/17</i>	10.2%	19.6%	28.9%	38.0%	47.3%	56.5%	65.5%	74.8%	84.1%	93.1%	95.7%	97.8%			
Arrears Reduction (£m)	£3.2m	£3.0m	£2.9m	£2.8m	£2.8m	£2.7m	£2.6m						£2.6m	INFO	
<i>Position for: 2016/17</i>	£3.2m	£3.1m	£2.9m	£2.8m	£2.7m	£2.6m	£2.6m	£2.5m	£2.4m	£2.4m	£2.2m	£2.1m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.0%	20.3%	29.0%	38.7%	48.5%	57.2%	66.2%						66.2%	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%			
<i>Position for 2016/17</i>	9.8%	20.1%	30.9%	39.2%	48.4%	57.1%	67.1%	76.0%	84.8%	91.6%	95.2%	99.3%			
Arrears Reduction (£m)	£0.68m	£0.52m	£0.53m	£0.40m	£0.40m	£0.44m	£0.57m						£0.57m	INFO	
<i>Position for: 2016/17</i>	£0.9m	£0.8m	£0.7m	£0.6m	£0.5m	£0.5m	£0.4m	£0.4m	£0.4m	£0.3m	£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)	£1.5m	£1.5m	£1.5m	£1.5m	£1.5m	£1.4m	£1.5m						£1.5m	INFO	
<i>Position for 2016/17</i>	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.4m	£1.3m	£1.4m	£1.4m	£1.4m	£1.4m	£1.5m			
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments Recovered	4%	9%	13%	17%	20%	25%	28%						28%	34%	
2017/18 profiled target	4%	8%	11%	16%	19%	20%	23%	24%	26%	29%	31%	34%			
<i>Position for 2016/17</i>	5%	8%	12%	15%	18%	20%	23%	25%	27%	29%	31%	33%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	0	0	0	1	1	0						2	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
<i>Position for 2016/17</i>	2	3	3	1	1	0	1	0	0	0	0	4			

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	£6,554	£13,027	£19,420	£25,040	£33,030	£39,263	£44,938					
Upper Threshold	£7,486	£14,655	£21,848	£28,170	£37,159	£44,171	£50,555					
Actual	£6,882	£8,139	£9,461	£19,017	£27,412	£33,515	£42,979					
Lower Tolerance	-£328	£4,887	£9,959	£6,023	£5,619	£5,748	£1,958	£0	£0	£0	£0	£0
Upper Tolerance	£604	£6,516	£12,387	£9,153	£9,747	£10,656	£7,575	£0	£0	£0	£0	£0
HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£3,888	£7,708	£12,220	£15,783	£21,501	£25,231	£29,026					
Upper Threshold	£4,374	£8,671	£13,748	£17,756	£24,188	£28,385	£32,654					
Actual	£916	£2,580	£3,879	£6,411	£7,164	£11,810	£16,174					
Lower Tolerance	£2,971	£5,128	£8,341	£9,372	£14,337	£13,421	£12,852	£0	£0	£0	£0	£0
Upper Tolerance	£3,457	£6,091	£9,869	£11,344	£17,025	£16,575	£16,480	£0	£0	£0	£0	£0
NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£6,906	£13,236	£20,315	£26,630	£36,152	£43,144	£49,204					
Upper threshold	£7,770	£14,891	£22,854	£29,959	£40,671	£48,537	£55,354					
Actual	£2,905	£5,593	£9,664	£11,880	£14,594	£33,463	£43,393					
Lower Tolerance	£4,002	£7,643	£10,651	£14,749	£21,558	£9,681	£5,811	£0	£0	£0	£0	£0
Upper Tolerance	£4,865	£9,298	£13,190	£18,078	£26,077	£15,074	£11,961	£0	£0	£0	£0	£0

Sickness

Sickness for September is given below:

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

HBBC	Annual Target 8 days		
	Month		
	September		Cumulative
Long Term	0 Days		27.00 Days
Short Term	12 Days		121.5 Days
Days lost	11 Days		148.5 Days
FTE Average	0.35 Days		4.33 Days
Profiled Target Average	0.66 Days		3.99 Days
HDC	Annual Target 9 days		
	Month		
	August		Cumulative
Long Term	Data currently not available		
Short Term			
Days lost			
FTE Average			
Profiled Target Average	0.75 Days		4.5 Days
NWLDC	Annual Target 8.5 days		
	Month		
	September		Cumulative
Long Term	0 Days		35.86 Days
Short Term	9 Days		104.21 Days
Days lost	9 Days		140.07 Days
FTE Average	0.58 Days		7.29 Days
Profiled Target Average	0.71 Days		4.26 Days

Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

Processing

All three authorities are meeting target for new claims processing.

In terms of processing times for change events, whilst we are not yet meeting target, HBBC and HDC have reported the lowest number of days to process since June and July respectively.

In an attempt to have a clearer understanding of the fluctuations in performance we have set up a new report in Anite which looks at all of the assessors trays on a daily basis. Primarily it shows the date an item of work was allocated to them, and if it is showing as new still a day after allocation we are questioning why it hasn't been actioned and ensuring it is. At the time of finalising the comments in the report (13 November) we are up to date with the automated files and the backlog of correspondence has been cleared.

Universal Credit

As previously advised the roll out of UC is set to continue, but rumours abound that the 6 week waiting limit is to be reduced to four weeks, however there is no information on how this will be achieved.

NWLDC are due to go live on the 7th February 2018 and so far we have been advised that the following postcodes will be affected DE12 7; LE67 1; LE67 6 and LE67 9.

Subsidy thresholds

Currently all 3 LA's are below the lower threshold so currently full subsidy will be paid on the level of overpayments.

Revenues Operational Team

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

Council Tax

The collection rates for council tax are above target (HBBC) or within tolerance of the profiled target.

With regard to recruitment previously reported: of the two offers made during the September council tax recruitment, we have a start date for the part time officer of 1st November. The full time post is to be re-advertised in November. The offer was withdrawn due to the non-return of references and concerns about the candidate's recent work history.

NNDR

The collection rates for NNDR are currently above the profiled targets for all three councils.

Supporting Small Businesses Rate Relief Scheme (SSB) – Following system testing of the new software the scheme was implemented in October 2017.

Further work is required on the Discretionary Rate Relief Schemes.

Channel Shift Analysis

HDC					NWL					HBBC				
Service Subscriptions	August	September	October			August	September	October			August	September	October	
Application	Total No of Subscriptions			Increase since previous month	Application	Total No of Subscriptions			Increase since previous month	Application	Total No of Subscriptions			Increase since previous month
Council Tax Online	696	780	857	77	Council Tax Online	515	572	612	40	Council Tax Online	2031	2088	2149	61
Housing Benefit Online	76	79	87	8	Housing Benefit Online	67	77	86	9	Housing Benefit Online	97	102	105	3
Landlord Online	38	38	38	0	Landlord Online	25	30	31	1	Landlord Online	68	68	70	2
Business Rates Online	29	31	32	1	Business Rates Online	14	16	16	0	Business Rates Online	38	39	39	0
Ebiling & Enotifications														
Application	Total No of Subscriptions				Application	Total No of Subscriptions				Application	Total No of Subscriptions			
Council Tax Online	172	191	206	15	Council Tax Online	151	165	173	8	Council Tax Online	242	256	271	15
Business Rates Online	9	11	12	1	Business Rates Online	5	7	7	0	Business Rates Online	9	10	10	0
Landlord Online	19	19	19	0	Landlord Online	10	11	11	0	Landlord Online	8	8	8	0
Housing Benefit Online	23	23	23	0	Housing Benefit Online	23	23	24	1	Housing Benefit Online	17	19	23	4