



Revenue and Benefit Service

Performance Summary Report

September 2018

Caseload Analysis

Caseload Data																			
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	01/04/2018	In Year Movement	2018/19		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	49,906	418	50,093	187	3,921	7.8%
HDC	35,923	35,965	42	36,494	529	37,048	554	37,312	264	37,899	587	38,505	606	39,089	584	39,268	179	3,345	8.5%
NWLDC	40,026	40,271	245	40,833	562	41,292	459	41,761	469	42,405	644	43,204	799	44,207	1,003	44,500	293	4,474	10.1%
Totals	122,121	122,741		124,115		125,745		127,208		129,114		131,197			Current Total:	133,861	Movement	11,740	
NDR Rated Assessments																			
HBBC	2,876	2,867	-9	2,932	65	2,968	36	2,985	17	3,067	99	3,082	15	3,162	80	3,166	4	290	9.2%
HDC	2,616	2,730	114	2,762	32	2,835	73	2,894	59	2,909	74	2,949	40	3,040	91	3,059	19	443	14.5%
NWLDC	3,182	3,170	-12	3,175	5	3,210	35	3,223	13	3,249	39	3,287	38	3,417	130	3,431	14	249	7.3%
Totals	8,674	8,767		8,869		9,013		9,102		9,225		9,318			Current Total:	9,656	Movement	982	
HB/CTLS Live Caseload																			
HBBC	7,100	7,579	479	7,555	-24	7,161	-394	6,832	-329	6,459	-702	6,280	-282	5,783		5,642	-141	-1,458	-25.8%
												Current Caseload Analysis	Joint HB/CTS	2,829					
													HB only	450					
													CTS only	2,363					
HDC	4,189	4,246	57	4,345	99	4,274	-71	4,086	-188	3,689	-585	3,599	-169	3,388		3,323	-65	-866	-26.1%
												Current Caseload Analysis	Joint HB/CTS	1,809					
													HB only	270					
													CTS only	1,244					
NWLDC	7,187	7,287	100	7,213	-74	6,770	-443	6,550	-220	6,145	-625	5,955	-329	5,696		5,514	-182	-1,673	-30.3%
												Current Caseload Analysis	Joint HB/CTS	3,365					
													HB only	375					
													CTS only	1,774					
Totals	18,476	19,112		19,113		18,205		17,468		16,293		15,834			Current Total:	14,479	Movement	-3,997	

Dashboard Performance Summaries for each Council follows below:

Harborough District Council													2018/19	Year -End 2018/19 target	2017/18 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	8.9	6.9	8.6	7.0	7.8	6.7							7.7	11	
<i>Position for 2017/18</i>	10.8	9.0	10.8	14.0	11.8	12.4	10.5	8.7	10.2	9.7	2.4	8.0			11.3
In month: New Claims (Days)	17.4	15.7	20.3	15.8	17.3	14.9							17.0	19	
<i>Position for 2017/18</i>	20.6	18.9	20.3	19.1	16.2	15.5	17.9	15.6	15.9	14.2	10.9	15.0			19.1
In month: Change Events (Days)	7.6	5.9	7.4	5.8	6.0	5.5							6.5	9	
<i>Position for 2017/18</i>	9.3	7.9	9.4	13.3	11.1	11.9	9.7	7.4	9.0	9.0	2.2	6.8			10.1
Right Time profiled in month target 18/19	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 18/19	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 18/19	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%	20.6%	29.8%	39.0%	48.3%	57.6%							57.6%	98.6%	
This years profiled target	11.2%	20.5%	29.9%	39.0%	48.2%	57.6%	67.1%	76.3%	85.3%	94.5%	96.7%	98.6%			
<i>Position for 2017/18</i>	11.2%	20.5%	29.9%	39.0%	48.2%	57.6%	67.1%	76.3%	85.3%	94.5%	96.7%	98.6%			
Arrears Reduction (£m)	£2.1m	£2.0m	£1.9m	£1.9m	£1.8m	£1.8m							£1.8m	INFO	
<i>Position for 2017/18</i>	£2.1m	£2.0m	£1.9m	£1.9m	£1.8m	£1.7m	£1.7m	£1.6m	£1.6m	£1.5m	£1.5m	£1.4m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.2%	20.1%	29.1%	38.2%	46.6%	55.8%							55.8%	99.2%	
This years profiled target	9.7%	20.5%	28.7%	37.8%	46.8%	55.3%	65.7%	75.0%	84.2%	92.5%	96.6%	99.2%			
<i>Position for 2017/18</i>	9.7%	20.5%	28.7%	37.8%	46.8%	55.3%	65.7%	75.0%	84.2%	92.5%	96.6%	99.7%			
Arrears Reduction (£m)	£0.17m	£0.14m	£0.11m	£0.08m	£0.10m	£0.09m							£0.09m	INFO	
<i>Position for 2017/18</i>	£0.27m	£0.33m	£0.23m	£0.21m	£0.22m	£0.17m	£0.14m	£0.14m	£0.14m	£0.11m	£0.09m	£0.04m			
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Capita)	£0.96m	£0.95m	£0.94m	£0.93m	£0.92m	£0.90m							£0.90m	INFO	
<i>Position for 2017/18 (£m)</i>	£1.0m	£1.0m	£1.0m	£1.0m	£1.0m	£1.0m	£1.0m	£1.0m	£1.0m	£1.0m	£1.0m	£0.99m			
HB Overpayments Recovered	5%	9%	12%	15%	17%	20%							20%	31%	
This year sprofiled target	3%	5%	8%	10%	13%	16%	18%	21%	24%	24%	27%	31%			
<i>Position for 2017/18</i>	3%	6%	9%	12%	16%	18%	21%	24%	26%	29%	30%	34%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	2	1	2	2	0	1							8	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
<i>Position for 2017/18</i>	0	0	0	0	1	1	0	0	1	0	0	1	4		

Hinckley & Bosworth Borough Council													Cumulative e2018/19	Year-End 2018/19 Target	2017/18 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In month: Right Time (days)	8.3	6.9	8.9	6.1	6.7	7.4							7.4	11	
<i>Position for 2017/18</i>	10.5	9.4	12.6	12.0	12.0	12.2	11.1	9.6	9.8	9.1	2.7	8.2			11.3
In month: New Claims (Days)	18.1	14.3	15.4	11.7	12.8	14.2							14.4	19	
<i>Position for 2017/18</i>	20.2	21.4	23.3	21.7	19.5	18.4	15.5	16.4	11.2	14.3	13.8	15.4			21.2
In month: Change Events (Days)	7.4	6.1	8.1	5.4	5.8	6.3							6.6	9	
<i>Position for 2017/18</i>	9.6	8.5	11.2	11.0	10.9	11.3	10.5	8.7	9.6	8.5	2.3	7.0			10.1
Right Time profiled in month target 18/19	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 18/19	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 18/19	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%	47.8%	57.2%							57.2%	98.0%	
This years profiled target	10.9%	20.3%	29.5%	38.7%	47.9%	57.2%	66.6%	75.8%	84.9%	94.0%	96.4%	98.0%			
<i>Position for 2017/18</i>	10.9%	20.3%	29.5%	38.7%	47.9%	57.2%	66.6%	75.8%	84.9%	94.0%	96.4%	98.1%			
In Year Arrears Reduction (£)	£2.9m	£2.8m	£2.7m	£2.6m	£2.5m	£2.5m							£2.5m	INFO	
<i>Position for 2017/18</i>	£2.7m	£2.6m	£2.5m	£2.4m	£2.4m	£2.3m	£2.1m	£2.1m	£2.0m	£2.0m	£1.9m	£1.8m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	11.4%	21.1%	30.7%	39.3%	48.7%	58.2%							58.2%	98.3%	
This years profiled target	11.0%	20.6%	29.9%	39.3%	48.3%	57.3%	66.5%	75.9%	85.3%	94.2%	96.6%	98.3%			
<i>Position for 2017/18</i>	11.0%	20.6%	29.9%	39.3%	48.3%	57.3%	66.5%	75.9%	85.3%	94.2%	96.6%	98.9%			
Arrears Reduction (£m)	£0.57m	£0.48m	£0.43m	£0.34m	£0.31m	£0.31m							£0.31m	INFO	
<i>Position for: 2017/18</i>	£0.56m	£0.37m	£0.34m	£0.43m	£0.31m	£0.30m	£0.26m	£0.25m	£0.23m	£0.30m	£0.30m	£0.23m			
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Capita)	£1.5m	£1.5m	£1.5m	£1.5m	£1.5m	£1.5m							£1.5m	INFO	
<i>Position for 2017/18</i>	£1.5m	£1.5m	£1.6m	£1.6m	£1.6m	£1.6m	£1.5m	£1.6m	£1.6m	£1.6m	£1.5m	£1.5m			
HB Overpayments Recovered	4%	7%	10%	13%	16%	19%							19%	36%	
This years profiled target	5%	8%	11%	13%	16%	19%	21%	22%	26%	27%	30%	36%			
<i>Position for 2017/18</i>	4%	7%	10%	14%	18%	21%	23%	26%	28%	30%	32%	34%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	2	0	1	1	0							4	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
<i>Position for 2017/18</i>	0	1	2	0	1	0	0	0	0	1	4	1	10		

North West Leicestershire District Council													2018/19	Year End 2018/19 target	2017/18 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	9.6	7.5	9.4	7.6	7.8	7.7							8.3	11	
<i>Position for 2017/18</i>	11.0	9.8	11.0	11.2	10.8	10.9	12.5	9.6	11.0	10.9	3.3	8.4			11.0
In month: New Claims (Days)	17.3	16.0	18.9	15.0	14.5	14.9							16.1	19	
<i>Position for 2017/18</i>	18.9	21.4	16.9	16.4	17.3	15.9	17.3	14.1	19.8	14.8	14.1	17.8			18.3
In month: Change Events (Days)	8.7	6.7	8.3	6.6	6.7	6.8							7.4	9	
<i>Position for 2017/18</i>	9.5	8.3	10.3	10.3	9.8	10.2	11.7	9.0	9.3	10.2	2.7	7.2			9.6
Right Time profiled in month target 17/18	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 17/18	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 17/18	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 (%)	10.3%	19.6%	28.7%	37.9%	47.1%	56.1%							56.1%	97.6%	
This years profiled target	10.2%	19.5%	28.6%	37.7%	46.9%	55.9%	65.4%	74.6%	83.7%	93.0%	95.7%	97.6%			
<i>Position for 2017/18</i>	10.2%	19.5%	28.6%	37.7%	46.9%	55.9%	65.4%	74.6%	83.7%	93.0%	95.7%	97.8%			
Arrears Reduction (£m)	£3.3m	£3.2m	£3.1m	£3.0m	£2.9m	£2.8m							£2.8m	INFO	
<i>Position for 2017/18</i>	£3.2m	£3.0m	£2.9m	£2.8m	£2.8m	£2.7m	£2.6m	£2.5m	£2.4m	£2.4m	£2.3m	£2.2m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.6%	20.8%	29.0%	39.8%	47.4%	56.1%							56.1%	99.0%	
This years profiled target	10.0%	20.3%	29.0%	38.7%	48.5%	57.2%	66.2%	75.5%	84.4%	92.7%	96.1%	99.0%			
<i>Position for 2017/18</i>	10.0%	20.3%	29.0%	38.7%	48.5%	57.2%	66.2%	75.5%	84.4%	92.7%	96.1%	99.4%			
Arrears Reduction (£m)	£0.51m	£0.57m	£0.53m	£0.33m	£0.37m	£0.30m							£0.30m	INFO	
<i>Position for 2017/18</i>	£0.68m	£0.52m	£0.53m	£0.40m	£0.40m	£0.44m	£0.57m	£0.55m	£0.36m	£0.46m	£0.42m	£0.21m			
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Capita)	£1.4m	£1.4m	£1.4m	£1.3m	£1.3m	£1.4m							£1.4m	INFO	
<i>Position for 2017/18</i>	£1.5m	£1.5m	£1.5m	£1.5m	£1.5m	£1.4m	£1.5m	£1.5m	£1.5m	£1.4m	£1.4m	£1.4m			
HB Overpayments Recovered	4%	7%	10%	13%	16%	19%							13%	34%	
This years profiled target	4%	8%	11%	16%	19%	20%	23%	24%	26%	29%	31%	34%			
<i>Position for 2017/18</i>	4%	9%	13%	17%	20%	25%	28%	30%	33%	35%	38%	40%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	2	1	0	1	1							5	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
<i>Position for 2017/18</i>	0	0	0	0	1	1	0	0	0	3	2	2	9		

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

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£5,684	£10,632	£15,939	£22,945	£28,326	£33,193						
Upper Threshold	£6,395	£11,961	£17,932	£25,813	£31,867	£37,342						
Actual	£1,599	£2,113	£14,674	£5,949	£12,986	£13,690						
Lower Tolerance	£4,085	£8,519	£1,265	£16,996	£15,340	£19,503	£0	£0	£0	£0	£0	£0
Upper Tolerance	£4,795	£9,848	£3,258	£19,864	£18,880	£23,652	£0	£0	£0	£0	£0	£0
HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£3,628	£7,389	£10,796	£14,279	£20,221	£23,569						
Upper Threshold	£4,082	£8,312	£12,145	£16,064	£22,749	£26,515						
Actual	£904	£1,133	£1,381	£1,588	£1,782	£2,017						
Lower Tolerance	£2,724	£6,256	£9,415	£12,692	£18,440	£21,552	£0	£0	£0	£0	£0	£0
Upper Tolerance	£3,178	£7,179	£10,764	£14,477	£20,967	£24,498	£0	£0	£0	£0	£0	£0
NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£6,669	£12,610	£19,014	£24,734	£33,919	£39,386						
Upper threshold	£7,503	£14,186	£21,391	£27,826	£38,159	£44,310						
Actual	£1,872	£2,697	£4,513	£5,805	£6,386	£9,625						
Lower Tolerance	£4,797	£9,913	£14,501	£18,929	£27,533	£29,761	£0	£0	£0	£0	£0	£0
Upper Tolerance	£5,631	£11,490	£16,878	£22,021	£31,773	£34,684	£0	£0	£0	£0	£0	£0

Sickness

Sickness for August is given below:

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

Hinckley & Bosworth Borough Council		Annual Target 8 days	
		Month	
		August	Cumulative
Long Term		0.00	0.00
Short Term		6.00	50.00
	Days lost	6.00	50.00
FTE Average		0.19 Days	1.61 Days
Profiled Target Average		0.67 Days	3.32 Days
Harborough District Council		Annual Target 9 days	
		Month	
		August	Cumulative
Long Term		0.00	0.00
Short Term		9.00	33.00
	Days lost	2.00	33.00
FTE Average		0.11 Days	1.85 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	77.00
Short Term		7.00	34.95
	Days lost	7.00	111.95
FTE Average		0.30 Days	4.79 Days
Profiled Target Average		0.71 Days	3.55 Days

Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

Processing

All three authorities are meeting their respective targets for processing new claims and change events.

LA error and subsidy

All three authorities are below the lower threshold for LA error.

Universal credit and personal budgeting support (PBS)

The Secretary of State for Work and Pensions has announced a new partnership between the DWP and Citizens Advice Bureau to deliver universal support from April 2019. Currently this support is provided by LA's but it has been suggested that support is not consistent nationwide hence the change in direction.

A total of £51m will be paid to the CAB partly to help them get ready for delivery next year. The dilemma for LA's is that a significant amount of work has already been taken to put processes in place to provide support and advice on a wide range of budgeting challenges that clients transitioning to UC face.

Self employed review funding

The DWP have confirmed the amount of funding that will be paid to those LA's participating in the review of self employed cases. All cases have been allocated to the assessment team to review entitlement .

HDC	£2,430 (19 cases)
HBBC	£3,334 (26 cases)
NWLDC	£3,240 (11 cases)

Revenues Operational Team

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

Council Tax

In year collection rates position is as follows:

Harborough	Same month last year 57.6% this year 57.6% on target
Hinckley & Bosworth	Same month last year 57.2% this year 57.2% on target
North West Leicestershire	Same month last year 55.9% this year 56.1% slightly up by 0.2%

This year we have:

- Issued 21,162 reminder notices
- Issued 8,710 magistrate court summonses
- Obtained 6,138 liability orders
- Passed 1,008 cases to DWP for attachment of benefits
- Passed 939 cases to employers for attachment of earnings
- Passed 1,748 cases to enforcement agent

NNDR (Business Rates)

In year collection rates position is as follows:

Harborough	Same month last year 55.3% this year 55.8% slightly up by 0.5%
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Hinckley & Bosworth

Same month last year 57.3% this year 58.2% up by 0.9%

North West Leicestershire

Same month last year 57.2% this year 56.1% down by 0.9%

There is a pending write off due to a CVA amounting to £269k for the charge for 2018/19

This year we have:

- Issued 564 reminder notices
- Issued 417 magistrate court summonses
- Obtained 235 liability orders
- Passed 89 cases to enforcement agent

Housing Benefit Overpayments**Harborough**

- Debt raised this year £139,630
- Overall debt reduced by £223,937
- Collection rate against all debt (arrears and new) 20%

Hinckley & Bosworth

- Debt raised this year £288,520
- Overall debt reduced by £342,984
- Collection rate against all debt (arrears and new) 19%

North West Leicestershire

- Debt raised this year £242,205
- Overall debt reduced by £308,759
- Collection rate against all debt (arrears and new) 19%

Other Matters

- Visiting team have completed review for long term empty properties and second homes to ensure correct status in readiness for CTB1 return due in October. First week in October Section 151 Officers will receive CTB1 returns requiring sign off. Total number of properties reviewed was 1,568 of which 248 were visited. The outcome of their work is given below

Harborough: Long term empty reduced by 109
Second homes reduced by 27

Hinckley & Bosworth: Long term empty reduced by 115
Second homes reduced by 41

North West Leicestershire: Long term empty reduced by 97
Second Homes had already been reviewed as part of inspection cycle

- Enforcement agent contract ceases on 31st January 2019 and draft competition template and associated documents has been shared with 'YPO'. The intention is that this will be made available to all bidders 2nd week of October 2018. In November these will be evaluated and the new contract will be in place for two enforcement companies and will commence in December 2018.
- Non Domestic Rates, local discretionary scheme proposals have been shared with S151 Officers. HBBC has been completed, both HDC and NWLDC have agreed and work is underway to make the awards with expected completion date being October 2018.
- The mailroom contract further direct award has been made covering period from 17th February 2019 for 6 months plus six months. Now waiting to receive signed contract from mailing house and upon receipt will then be signed by lead authority on behalf of the partnership.
- Preparing time table for annual billing for 2019/2020 which needs to be shared with the mailing house next month as they will be scheduling requests from 80 billing authorities they provide this service for. They will confirm

dispatch slots before Christmas which will be shared with the customer service teams.

- Council Tax change of address digital online form will be made available on all three websites on 2 October 2018. Customer services have been advised in advance of this.

Channel Shift Analysis

Harborough District Council				
Service Subscriptions				
	July	August	September	
Application	Total No of Subscriptions			Increase since previous month
Council Tax Online	1662	1745	1832	87
Housing Benefit Online	154	159	161	2
Landlord Online	41	42	42	0
Business Rates Online	45	48	51	3
Ebilling & Enotifications				
Application	Total No of Subscriptions			
Council Tax Online	455	487	521	34
Business Rates Online	22	22	53	31
Landlord Online	24	24	24	0
Housing Benefit Online	56	59	61	2

Hinckley & Bosworth Borough Council				
	July	August	September	
Application	Total No of Subscriptions			Increase since previous month
Council Tax Online	2907	2988	3071	83
Housing Benefit Online	179	182	188	6
Landlord Online	73	73	73	0
Business Rates Online	57	57	57	0
Application	Total No of Subscriptions			
Council Tax Online	476	502	527	25
Business Rates Online	18	18	18	0
Landlord Online	15	16	16	0
Housing Benefit Online	50	52	58	6

North West Leicestershire DC				
	July	August	September	
Application	Total No of Subscriptions			Increase since previous month
Council Tax Online	1445	1535	1637	102
Housing Benefit Online	183	191	200	9
Landlord Online	47	51	54	3
Business Rates Online	42	42	50	8
Application	Total No of Subscriptions			
Council Tax Online	713	779	851	72
Business Rates Online	28	28	29	1
Landlord Online	22	24	25	1
Housing Benefit Online	77	81	87	6