



Revenue and Benefit Service

Performance Summary Report

November 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	50,207	301	4,035	8.0%
HDC	35,923	35,965	42	36,494	529	37,048	554	37,312	264	37,899	587	38,505	606	39,089	584	39,455	366	3,532	9.0%
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	44,737	530	4,711	10.5%
Totals	122,121	122,741		124,115		125,745		127,208		129,114		131,197			Current Total:	134,399	Movement	12,278	
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	3,178	16	302	9.5%
HDC	2,616	2,730	114	2,762	32	2,835	73	2,894	59	2,909	74	2,949	40	3,040	91	3,069	29	453	14.8%
NWLDC	3,182	3,170	-12	3,175	5	3,210	35	3,223	13	3,249	39	3,287	38	3,417	130	3,432	15	250	7.3%
Totals	8,674	8,767		8,869		9,013		9,102		9,225		9,318			Current Total:	9,679	Movement	1,005	
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		5,568	-215	-1,532	-27.5%
												Current Caseload Analysis	Joint HB/CTS		2,733				
													HB only		436				
													CTS only		2,399				
HDC	4,189	4,246	57	4,345	99	4,274	-71	4,086	-188	3,689	-585	3,599	-169	3,388		3,267	-121	-922	-28.2%
												Current Caseload Analysis	Joint HB/CTS		1,747				
													HB only		261				
													CTS only		1,252				
NWLDC	7,187	7,287	100	7,213	-74	6,770	-443	6,550	-220	6,145	-625	5,955	-329	5,696		5,467	-229	-1,720	-31.5%
												Current Caseload Analysis	Joint HB/CTS		3,285				
													HB only		363				
													CTS only		1,819				
Totals	18,476	19,112		19,113		18,205		17,468		16,293		15,834			Current Total:	14,302	Movement	-4,174	

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	8.0	8.9					7.9	11	
Position for 2017/18	10.8	9.0	10.8	14.0	11.8	12.4	10.5	8.7	10.2	9.7	2.4	8.0			11.0
In month: New Claims (Days)	17.4	15.7	20.3	15.8	17.3	14.9	17.5	15.5					16.9	19	
Position for 2017/18	20.6	18.9	20.3	19.1	16.2	15.5	17.9	15.6	15.9	14.2	10.9	15.0			18.1
In month: Change Events (Days)	7.6	5.9	7.4	5.8	6.0	5.5	6.9	8.1					6.7	9	
Position for 2017/18	9.3	7.9	9.4	13.3	11.1	11.9	9.7	7.4	9.0	9.0	2.2	6.8			9.9
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%	67.1%	76.1%					76.1%	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%			
Position for 2017/18	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	£1.7m	£1.7m					£1.7m	INFO	
Position for 2017/18	£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%	65.5%	74.1%					74.1%	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%			
Position for 2017/18	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	£0.06m	£0.08m					£0.08m	INFO	
Position for 2017/18	£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	£0.89m	£0.91m					£0.91m	INFO	
Position for 2017/18 (£m)	£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%	22%	25%					25%	31%	
This year sprofiled target	3%	5%	8%	10%	13%	16%	18%	21%	24%	24%	27%	31%			
Position for 2017/18	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	1	0					9	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
Position for 2017/18	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	6.9	8.4					7.5	11	
Position for 2017/18	10.5	9.4	12.6	12.0	12.0	12.2	11.1	9.6	9.8	9.1	2.7	8.2			11.2
In month: New Claims (Days)	18.1	14.3	15.4	11.7	12.8	14.2	13.3	14.7					14.3	19	
Position for 2017/18	20.2	21.4	23.3	21.7	19.5	18.4	15.5	16.4	11.2	14.3	13.8	15.4			19.5
In month: Change Events (Days)	7.4	6.1	8.1	5.4	5.8	6.3	5.9	7.5					6.6	9	
Position for 2017/18	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%	66.4%	75.7%					75.7%	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%			
Position for 2017/18	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	£2.4m	£2.4m					£2.4m	INFO	
Position for 2017/18	£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%	67.1%	75.5%					75.5%	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%			
Position for 2017/18	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	£0.21m	£0.24m					£0.24m	INFO	
Position for: 2017/18	£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	£1.4m	£1.4m					£1.4m	INFO	
Position for 2017/18	£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%	22%	25%					25%	36%	
This years profiled target	5%	8%	11%	13%	16%	19%	21%	22%	26%	27%	30%	36%			
Position for 2017/18	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	0	2					6	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
Position for 2017/18	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	7.8	8.8					8.3	11	
Position for 2017/18	11.0	9.8	11.0	11.2	10.8	10.9	12.5	9.6	11.0	10.9	3.3	8.4			10.9
In month: New Claims (Days)	17.3	16.0	18.9	15.0	14.5	14.9	15.4	13.9					15.8	19	
Position for 2017/18	18.9	21.4	16.9	16.4	17.3	15.9	17.3	14.1	19.8	14.8	14.1	17.8			17.4
In month: Change Events (Days)	8.7	6.7	8.3	6.6	6.7	6.8	6.5	8.2					7.4	9	
Position for 2017/18	9.5	8.3	10.3	10.3	9.8	10.2	11.7	9.0	9.3	10.2	2.7	7.2			9.8
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%	65.3%	74.5%					74.5%	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%			
Position for 2017/18	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	£2.7m					£2.7m	INFO	
Position for 2017/18	£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%	66.3%	75.5%					75.5%	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%			
Position for 2017/18	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	£0.27m	£0.26m					£0.26m	INFO	
Position for 2017/18	£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	£1.3m	£1.3m					£1.3m	INFO	
Position for 2017/18	£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%	21%	23%					23%	34%	
This years profiled target	4%	8%	11%	16%	19%	20%	23%	24%	26%	29%	31%	34%			
Position for 2017/18	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	0	0					5	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
Position for 2017/18	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	£38,136	£43,157				
Upper Threshold	£6,395	£11,961	£17,932	£25,813	£31,867	£37,342	£42,903	£48,552				
Actual	£1,599	£2,113	£14,674	£5,949	£12,986	£13,690	£17,952	£19,812				
Lower Tolerance	£4,085	£8,519	£1,265	£16,996	£15,340	£19,503	£20,185	£23,346	£0	£0	£0	£0
Upper Tolerance	£4,795	£9,848	£3,258	£19,864	£18,880	£23,652	£24,952	£28,740	£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	£26,835	£30,145				
Upper Threshold	£4,082	£8,312	£12,145	£16,064	£22,749	£26,515	£30,189	£33,913				
Actual	£904	£1,133	£1,381	£1,588	£1,782	£2,017	£2,514	£5,642				
Lower Tolerance	£2,724	£6,256	£9,415	£12,692	£18,440	£21,552	£24,321	£24,502	£0	£0	£0	£0
Upper Tolerance	£3,178	£7,179	£10,764	£14,477	£20,967	£24,498	£27,675	£28,270	£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	£44,665	£50,649				
Upper threshold	£7,503	£14,186	£21,391	£27,826	£38,159	£44,310	£50,248	£56,980				
Actual	£1,872	£2,697	£4,513	£5,805	£6,386	£9,625	£14,303	£21,557				
Lower Tolerance	£4,797	£9,913	£14,501	£18,929	£27,533	£29,761	£30,362	£29,092	£0	£0	£0	£0
Upper Tolerance	£5,631	£11,490	£16,878	£22,021	£31,773	£34,684	£35,945	£35,423	£0	£0	£0	£0

Sickness

Sickness for October 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		
	October		Cumulative
Long Term	23.00		36.00
Short Term	20.00		86.50
Days lost	43.00		122.50
FTE Average	1.38 Days		3.95 Days
Profiled Target Average	0.67 Days		4.66 Days
Harborough District Council		Annual Target 9 days	
	Month		
	October		Cumulative
Long Term	0.00		0.00
Short Term	2.00		43.00
Days lost	2.00		43.00
FTE Average	0.11 Days		2.40 Days
Profiled Target Average	0.75 Days		5.25 Days
North West Leicestershire District Council		Annual Target 8.5 days	
	Month		
	October		Cumulative
Long Term	0.00		77.00
Short Term	24.70		85.10
Days lost	24.70		162.10
FTE Average	1.01 Days		6.89 Days
Profiled Target Average	0.71 Days		4.97 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

The government was intending to begin migrating almost four million people onto universal credit from next January initially in small batches and larger scale movements were due to start July.2019.

However the latest is that initial testing has been pushed back to next summer, and large-scale migration won't begin until November 2020 at the earliest which may mean that a further nine months is added to the final deadline which takes us to September 2024.

It is anticipated that transitional protection, provided to those claimants who are part of the managed migration so they are no worse off, will cost the treasury £3.1billion.

Council Tax Discretionary Fund

A straw poll has been conducted to ascertain whether Districts within Leicestershire will be funding their own discretionary scheme and it appears that all will be doing so and basing any new arrangements on the existing scheme. Apart from supporting the most vulnerable the availability of a fund also has the potential to 'ward off' potential legal challenge from those groups inadvertently/unduly affected by any changes to the council tax local scheme.

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 76.3% this year 76.1% slightly down by 0.2%
Hinckley & Bosworth	Same month last year 75.9% this year 75.5% down by 0.4%
North West Leicestershire	Same month last year 75.5% this year 75.5% on target

This year we have:

	Volumes this month
• Issued 25,271 reminder notices	2,102
• Issued 10,147 magistrate court summonses	645
• Obtained 7,153 liability orders	495
• Passed 1,436 cases to DWP for attachment of benefits	164
• Passed 1,296 cases to employers for attachment of earnings	204
• Passed 2,559 cases to enforcement agent	634

NNDR (Business Rates)

In year collection rates position is as follows:

Harborough	Same month last year 75.0% this year 74.1% down by *0.9%
Hinckley & Bosworth	Same month last year 75.9% this year 75.5% down by 0.4%
North West Leicestershire	Same month last year 75.5% this year 75.5% on target

*New assessment has not paid empty rate charge amounting to £148k, next action if not paid is that a magistrate court summons will be issued.

This year we have:

Volumes this month:

• Issued 762 reminder notices	100
• Issued 574 magistrate court summonses	49
• Obtained 336 liability orders	24
• Passed 117 cases to enforcement agent	11

Housing Benefit Overpayments

Harborough

- Debt raised this year £250,337
- Overall debt reduced by £314,242
- Collection rate against all debt (arrears and new) 26%

Hinckley & Bosworth

- Debt raised this year £404,284
- Overall debt reduced by £450,773
- Collection rate against all debt (arrears and new) 24%

North West Leicestershire

- Debt raised this year £378,091
- Overall debt reduced by £407,436
- Collection rate against all debt (arrears and new) 23%

Other Matters

- Enforcement agent contract ceases on 31st January 2019 evaluation has been undertaken and a decision will be made early next month on who are the two successful companies.
- Non Domestic Rates, Small Business Rates review is being undertaken to ensure our records are accurate.
- The mailroom contract further direct award covering period from 17th February 2019 for 6 months plus six months. The contract direct award is now with the supplier for agreement and signature.
- Timetable for 2019/2020 annual billing is with mailing house and awaiting confirmation of dispatch slots. Indicative dates have been shared with each customer service team.

- Council Tax local 2019/20 tax base will commence early next month and have shared potential growth figures with Section 151 Officers.

Channel Shift Analysis

The information now includes activity following the introduction of council tax change of address online form. This will be publicised in 2019/20 annual billing by its inclusion on demand notices and a separate leaflet promoting 'paperfree'.

Harborough				
Service Subscriptions				
	September	October	November	
Application	Total No of Subscriptions			Increase since previous month
Council Tax Online	1832	1889	1945	56
Housing Benefit Online	161	167	170	3
Landlord Online	42	42	42	0
Business Rates Online	51	51	51	0
E-billing & E-notifications				
Application	Total No of Subscriptions			
Council Tax Online	521	538	556	18
Business Rates Online	23	23	23	0
Landlord Online	24	24	24	0
Housing Benefit Online	61	64	66	2
Council Tax Change of Address			65	

Hinckley & Bosworth				
Service Subscriptions	September	October	November	
Application	Total No of Subscriptions			Increase since previous month
Council Tax Online	3071	3133	3183	50
Housing Benefit Online	188	191	196	5
Landlord Online	73	73	76	3
Business Rates Online	57	58	59	1
E-billing & E-notifications				
Application	Total No of Subscriptions			
Council Tax Online	527	547	563	16
Business Rates Online	18	18	18	0
Landlord Online	16	17	19	2
Housing Benefit Online	58	63	63	0
Council Tax Change of Address			20	

North West Leicestershire				
Service Subscriptions	September	October	November	
Application	Total No of Subscriptions			Increase since previous month
Council Tax Online	1637	1719	1829	110
Housing Benefit Online	200	212	218	6
Landlord Online	54	55	56	1
Business Rates Online	50	51	51	0
E-billing & E-notifications				
Application	Total No of Subscriptions			
Council Tax Online	851	904	1000	96
Business Rates Online	29	30	30	0
Landlord Online	25	25	25	0
Housing Benefit Online	87	94	103	9
Council Tax Change of Address			61	