



Revenue and Benefit Service

Performance Summary Report

March 2019

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	50,359	453	4,187	8.3%
HDC	35,923	35,965	42	36,494	529	37,048	554	37,312	264	37,899	587	38,505	606	39,089	584	39,739	650	3,816	9.6%
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	44,940	733	4,914	10.9%
Totals	122,121	122,741		124,115		125,745		127,208		129,114		131,197			Current Total:	135,038	Movement	12,917	
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	3,181	19	305	9.6%
HDC	2,616	2,730	114	2,762	32	2,835	73	2,894	59	2,909	74	2,949	40	3,040	91	3,086	46	470	15.2%
NWLDC	3,182	3,170	-12	3,175	5	3,210	35	3,223	13	3,249	39	3,287	38	3,417	130	3,440	23	258	7.5%
Totals	8,674	8,767		8,869		9,013		9,102		9,225		9,318			Current Total:	9,707	Movement	1,033	
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		5,579	-204	-1,521	-27.3%
												Current Caseload Analysis	Joint HB/CTS	2,593					
													HB only	407					
													CTS only	2,579					
HDC	4,189	4,246	57	4,345	99	4,274	-71	4,086	-188	3,689	-585	3,599	-169	3,388		3,243	-145	-946	-29.2%
												Current Caseload Analysis	Joint HB/CTS	1,671					
													HB only	237					
													CTS only	1,335					
NWLDC	7,187	7,287	100	7,213	-74	6,770	-443	6,550	-220	6,145	-625	5,955	-329	5,696		5,413	-283	-1,774	-32.8%
												Current Caseload Analysis	Joint HB/CTS	3,091					
													HB only	321					
													CTS only	2,001					
Totals	18,476	19,112		19,113		18,205		17,468		16,293		15,834			Current Total:	14,235	Movement	-4,241	

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	10.1	9.1	2.7	7.9	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			9.9
In month: New Claims (Days)	17.4	15.7	20.3	15.8	17.3	14.9	17.5	15.5	16.6	16.8	12.7	16.3	16.4	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			16.8
In month: Change Events (Days)	7.6	5.9	7.4	5.8	6.0	5.5	6.9	8.1	9.1	8.0	2.3	6.1	5.8	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			7.9
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%	85.0%	94.2%	96.6%	98.6%	98.6%	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	£1.7m	£1.7m	£1.7m	£1.6m	£1.6m	£1.6m	£1.6m	£1.6m	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%	65.5%	74.1%	82.6%	91.9%	96.6%	99.3%	99.3%	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	£0.06m	£0.08m	£0.08m	£0.06m	£0.06m	£0.04m	£0.04m	£0.04m	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	£0.89m	£0.91m	£0.91m	£0.93m	£0.91m	£0.90m	£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%	22%	25%	27%	30%	33%	35%	35%	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	1	0	0	1	0	1	11	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 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			
In month: Right Time (days)	8.3	6.9	8.9	6.1	6.7	7.4	6.9	8.4	9.2	8.5	2.6	7.8	7.3	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			9.9
In month: New Claims (Days)	18.1	14.3	15.4	11.7	12.8	14.2	13.3	14.7	12.5	13.3	12.1	13.2	13.8	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			17.6
In month: Change Events (Days)	7.4	6.1	8.1	5.4	5.8	6.3	5.9	7.5	8.6	7.9	2.2	6.7	5.7	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			8.0
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%	84.7%	93.8%	96.2%	98.1%	98.1%	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	£2.3m	£2.3m	£2.2m	£2.1m	£2.1m	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%	84.8%	93.6%	96.5%	99.2%	99.2%	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%			
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	£0.20m	£0.20m	£0.10m	£0.10m	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	£1.4m	£1.4m	£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%	28%	30%	33%	33%	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	1	0	1	0	8	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	9.7	7.5	2.4	7.5	7.8	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			10.0
In month: New Claims (Days)	17.3	16.0	18.9	15.0	14.5	14.9	15.4	13.9	17.2	14.5	11.9	13	15.4	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			17.1
In month: Change Events (Days)	8.7	6.7	8.3	6.6	6.7	6.8	6.5	8.2	8.7	6.7	2.1	6.6	6.1	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			8.2
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%	83.6%	92.9%	95.6%	97.8%	97.8%	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	£2.7m	£2.7m	£2.6m	£2.5m	£2.4m	£2.4m	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%	66.3%	75.5%	84.2%	92.7%	95.8%	99.1%	99.1%	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	£0.27m	£0.26m	£0.26m	£0.33m	£0.32m	£0.27m	£0.27m	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	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	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%	21%	23%	25%	28%	30%	32%	32%	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	0	0	2	1	0	2	10	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	£38,136	£43,157	£47,853	£52,798	£57,344	£61,775
Upper Threshold	£6,395	£11,961	£17,932	£25,813	£31,867	£37,342	£42,903	£48,552	£53,835	£59,398	£64,512	£69,497
Actual	£1,599	£2,113	£14,674	£5,949	£12,986	£13,690	£17,952	£19,812	£21,180	£23,146	£24,931	£26,003
Lower Tolerance	£4,085	£8,519	£1,265	£16,996	£15,340	£19,503	£20,185	£23,346	£26,673	£29,653	£32,413	£35,773
Upper Tolerance	£4,795	£9,848	£3,258	£19,864	£18,880	£23,652	£24,952	£28,740	£32,654	£36,252	£39,581	£43,494
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	£33,262	£36,574	£39,778	£42,880
Upper Threshold	£4,082	£8,312	£12,145	£16,064	£22,749	£26,515	£30,189	£33,913	£37,420	£41,146	£44,750	£48,240
Actual	£904	£1,133	£1,381	£1,588	£1,782	£2,017	£2,514	£5,642	£6,762	£7,136	£8,174	£11,259
Lower Tolerance	£2,724	£6,256	£9,415	£12,692	£18,440	£21,552	£24,321	£24,502	£26,501	£29,438	£31,604	£31,621
Upper Tolerance	£3,178	£7,179	£10,764	£14,477	£20,967	£24,498	£27,675	£28,270	£30,659	£34,009	£36,576	£36,981
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	£54,545	£59,828	£65,627	£70,143
Upper threshold	£7,503	£14,186	£21,391	£27,826	£38,159	£44,310	£50,248	£56,980	£61,363	£67,307	£73,830	£78,911
Actual	£1,872	£2,697	£4,513	£5,805	£6,386	£9,625	£14,303	£21,557	£22,681	£25,722	£27,471	£28,667
Lower Tolerance	£4,797	£9,913	£14,501	£18,929	£27,533	£29,761	£30,362	£29,092	£31,865	£34,106	£38,156	£41,476
Upper Tolerance	£5,631	£11,490	£16,878	£22,021	£31,773	£34,684	£35,945	£35,423	£38,683	£41,585	£46,359	£50,244

Sickness

Sickness for February 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	
		February	Cumulative
Long Term		20.00	93.00
Short Term		17.00	157.50
	Days lost	37.00	287.50
FTE Average		1.15 Days	8.97 Days
Profiled Target Average		0.67 Days	7.37 Days
Harborough District Council		Annual Target 9 days	
		Month	
		February	Cumulative
Long Term		40.00	66.00
Short Term		35.00	101.00
	Days lost	75.00	167.00
FTE Average		4.31 Days	9.60 Days
Profiled Target Average		0.75 Days	8.25 Days
North West Leicestershire District Council		Annual Target 8.5 days	
		Month	
		February	Cumulative
Long Term		10.45	123.03
Short Term		3.00	79.03
	Days lost	13.45	202.06
FTE Average		0.55 Days	8.37 Days
Profiled Target Average		0.71 Days	7.79 Days

Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

Processing

All three authorities will have met their respective targets for processing new claims and change events.

LA error and subsidy

All three authorities have met their respective targets to be below the lower threshold for LA error.

Discretionary Housing Payments

In view of the reduction in DHP funding for 2019/20 it is suggested that we grant awards for 3 months at a time and (historically we have paid DHP in April for 6 months) in doing so this would enable us to have a greater control over our spend and retain the ability to provide more notice to claimants of any potential reductions in awards.

Benefit fraud latest

One of the key drivers behind UC was that it would “dramatically reduce the chances of fraud entering the system. It will cut down on error as it will be much easier to understand and administer” (Lord Freud May 2012). Unfortunately the latest statistics beg to differ and it has recently been revealed that the fraud rate for UC is 5.3% the highest of all DWP administered benefits which compares with 4.5% for HB.

The value of official error for UC is £80m against a spend of £3.3bn which makes even more uncomfortable reading when you compare this with HB whose error value is £90m but has a significantly higher spend of £22.3bn.

Revenues Operational Team

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

Council Tax

In year collection rates position is as follows:

Harborough	In year collection target met - 98.6%
Hinckley & Bosworth	In year collection target exceeded by 0.1% - achieved 98.1% (Target 98.0%)
North West Leicestershire	In year collection target met – 97.8%

This year we have:

	Volumes this month
• Issued 30,053 reminder notices	1,458
• Issued 13,863 magistrate court summonses	1,028
• Obtained 9,116 liability orders	890
• Passed 1,877 cases to DWP for attachment of benefits	98
• Passed 1,719 cases to employers for attachment of earnings	140
• Passed 3,284 cases to enforcement agent	Nil

Harborough	2018/19 Net collectable debit	£60.393m	Collected	£59.661m
Hinckley & Bosworth	2018/19 Net collectable debit	£64.901m	Collected	£63,676m
North West Leicestershire	2018/19 Net collectable debit	£58.320m	Collected	£57.062m

NDR (Business Rates)

In year collection rates position is as follows:

Harborough	In year collection target exceeded by 0.1% - achieved 99.3% (Target 99.2%)
Hinckley & Bosworth	In year collection target exceeded by 0.9% - achieved 99.2% (Target 98.3%)
North West Leicestershire	In year collection target exceeded by 0.1% - achieved 99.1% (Target 99.0%).

This year we have:

- Issued 1,148 reminder notices
- Issued 594 magistrate court summonses
- Obtained 376 liability orders
- Passed 159 cases to enforcement agent

Volumes this month:

17
Nil
Nil
Nil

Harborough	2018/19 Net collectable debit	£44.284m	Collected	£43.979m
Hinckley & Bosworth	2018/19 Net collectable debit	£33.413m	Collected	£33.155m
North West Leicestershire	2018/19 Net collectable debit	£61.412m	Collected	£60.875m

Housing Benefit Overpayments

Harborough

- Debt raised this year £395,279
- Overall debt reduced by £476,174
- Collection rate against all debt (arrears and new) 35%

Hinckley & Bosworth

- Debt raised this year £623,694
- Overall debt reduced by £690,664
- Collection rate against all debt (arrears and new) 33%

North West Leicestershire

- Debt raised this year £536,309
- Overall debt reduced by £605,823
- Collection rate against all debt (arrears and new) 32%

Channel Shift Analysis

The information now includes activity following the introduction of council tax change of address online form and it can be seen below that this has increased since the issue of council tax notices in mid March.

Also customers have switched to go paperfree as well as viewing notices online – see below.

HDC				
Service Subscriptions				
	January	February	March	
Application	Total No of Subscriptions			Increase since previous month
Council Tax Online	2100	2176	2336	160
Housing Benefit Online	178	182	190	8
Landlord Online	42	42	42	0
Business Rates Online	54	58	60	2
Ebiling & Enotifications				
Application	Total No of Subscriptions			
Council Tax Online	618	638	703	65
Business Rates Online	25	25	29	4
Landlord Online	24	24	24	0
Housing Benefit Online	71	74	77	3
Change of Address	30	23	43	20
Total have used this new service				196

HBBC				
Service Subscriptions				
	January	February	March	
Application	Total No of Subscriptions			Increase since previous month
Council Tax Online	3376	3522	3884	362
Housing Benefit Online	206	215	229	14
Landlord Online	80	80	80	0
Business Rates Online	66	68	69	1
Ebilling & Enotifications				
Application	Total No of Subscriptions			
Council Tax Online	689	805	1059	254
Business Rates Online	20	21	22	1
Landlord Online	23	23	23	0
Housing Benefit Online	70	76	86	10
Change of Address	9	21	110	89
Total have used this new service				165

NWL				
Service Subscriptions				
	January	February	March	
Application	Total No of Subscriptions			Increase since previous month
Council Tax Online	2032	2104	2282	178
Housing Benefit Online	227	234	243	9
Landlord Online	61	61	61	0
Business Rates Online	51	51	53	2
Ebilling & Enotifications				
Application	Total No of Subscriptions			
Council Tax Online	1158	1227	1359	132
Business Rates Online	30	30	32	2
Landlord Online	30	30	30	0
Housing Benefit Online	111	117	130	13
Change of Address	44	47	49	2
Total have used this new service				236