



# Revenue and Benefit Service

## Performance Summary Report

June 2019



**Dashboard Performance Summaries for each Council follows below:**

Harborough District Council													2019/20	Year -End 2019/20 target	2018/19 Same month cumulative comparison
<b>BENEFITS</b>	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	5.7	5.3	6.1										5.7	11	
<i>Position for 2018/19</i>	8.9	6.9	8.6	7.0	7.8	6.7	8.0	8.9	10.1	9.1	2.7	7.9			8.2
In month: New Claims (Days)	13.6	14.8	12.0										13.3	17	
<i>Position for 2018/19</i>	17.4	15.7	20.3	15.8	17.3	14.9	17.5	15.5	16.6	16.8	12.7	16.3			17.7
In month: Change Events (Days)	4.9	4.5	5.1										4.8	7	
<i>Position for 2018/19</i>	7.6	5.9	7.4	5.8	6.0	5.5	6.9	8.1	9.1	8.0	2.3	6.1			7.8
Right Time profiled in month target 19/20	8.9	6.9	8.6	7.0	7.8	6.7	8.0	8.9	10.1	9.1	2.7	7.9			
New Claims profiled in month target 19/20	17.4	15.7	20.3	15.8	17.3	14.9	17.5	15.5	16.6	16.8	12.7	16.3			
Change Events profiled in month target 19/20	7.6	5.9	7.4	5.8	6.0	5.5	6.9	8.1	9.1	8.0	2.3	6.1			
<b>COUNCIL TAX</b>	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	11.1%	20.4%	29.6%										29.6%	98.6%	
This years profiled target	11.2%	20.5%	29.8%	39.0%	48.2%	57.6%	67.1%	76.3%	85.3%	94.5%	96.7%	98.6%			
<i>Position for 2018/19</i>	11.2%	20.6%	29.8%	39.0%	48.3%	57.6%	67.1%	76.1%	85.0%	94.2%	96.6%	98.6%			
Arrears Reduction (£m)	£2.3m	£2.2m	£2.2m										£2.2m	INFO	
<i>Position for 2018/19</i>	£2.1m	£2.0m	£1.9m	£1.9m	£1.8m	£1.8m	£1.7m	£1.7m	£1.7m	£1.6m	£1.6m	£1.6m			
<b>NON DOMESTIC RATES</b>	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.2%	19.2%	28.9%										28.9%	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 2018/19</i>	10.2%	20.1%	29.1%	38.2%	46.6%	55.8%	65.5%	74.1%	82.6%	91.9%	96.6%	99.3%			
Arrears Reduction (£m)	£0.31m	£0.28m	£0.25m										£0.25m	INFO	
<i>Position for 2018/19</i>	£0.17m	£0.14m	£0.11m	£0.08m	£0.10m	£0.09m	£0.06m	£0.08m	£0.08m	£0.06m	£0.06m	£0.04m			
<b>HOUSING BENEFIT DEBT</b>	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Capita)	£0.90m	£0.87m	£0.86m										£0.86m	INFO	
<i>Position for 2018/19 (£m)</i>	£0.96m	£0.95m	£0.94m	£0.93m	£0.92m	£0.90m	£0.89m	£0.91m	£0.91m	£0.93m	£0.91m	£0.90m			
HB Overpayments Recovered	3%	6%	9%										9%	31%	
This year sprofiled target	3%	5%	8%	10%	13%	16%	18%	21%	24%	24%	27%	31%			
<i>Position for 2018/19</i>	5%	9%	12%	15%	17%	20%	22%	25%	27%	30%	33%	35%			
<b>FRAUD</b>	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	1	0										1	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
<i>Position for 2018/19</i>	2	1	2	2	0	1	1	0	0	1	0	1	11		

Hinckley & Bosworth Borough Council													Cumulative e2019/20	Year-End 2019/20 Target	2018/19 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In month: Right Time (days)	6.2	6.1	6.2										6.2	11	
<i>Position for 2018/19</i>	8.3	6.9	8.9	6.1	6.7	7.4	6.9	8.4	9.2	8.5	2.6	7.8			8.0
In month: New Claims (Days)	13.5	14.5	15.4										14.4	17	
<i>Position for 2018/19</i>	18.1	14.3	15.4	11.7	12.8	14.2	13.3	14.7	12.5	13.3	12.1	13.2			15.9
In month: Change Events (Days)	5.3	5.3	5.2										5.3	7	
<i>Position for 2018/19</i>	7.4	6.1	8.1	5.4	5.8	6.3	5.9	7.5	8.6	7.9	2.2	6.7			7.1
Right Time profiled in month target 19/20	8.3	6.9	8.9	6.1	6.7	7.4	6.9	8.4	9.2	8.5	2.6	7.8			
New Claims profiled in month target 19/20	18.1	14.3	15.4	11.7	12.8	14.2	13.3	14.7	12.5	13.3	12.1	13.2			
Change Events profiled in month target 19/20	7.4	6.1	8.1	5.4	5.8	6.3	5.9	7.5	8.6	7.9	2.2	6.7			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.9%	20.1%	29.2%										29.2%	98.1%	
This years profiled target	11.0%	20.3%	29.4%	38.6%	47.8%	57.2%	66.4%	75.7%	84.7%	93.8%	96.2%	98.1%			
<i>Position for 2018/19</i>	11.0%	20.3%	29.4%	38.6%	47.8%	57.2%	66.4%	75.7%	84.7%	93.8%	96.2%	98.1%			
In Year Arrears Reduction (£)	£3.2m	£3.1m	£3.0m										£3.0m	INFO	
<i>Position for 2017/18</i>	£2.9m	£2.8m	£2.7m	£2.6m	£2.5m	£2.5m	£2.4m	£2.4m	£2.3m	£2.3m	£2.2m	£2.1m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	11.9%	20.6%	29.9%										29.9%	98.8%	
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%	98.8%			
<i>Position for 2018/19</i>	11.0%	20.6%	29.9%	39.3%	48.3%	57.3%	66.5%	75.9%	85.3%	94.2%	96.6%	98.8%			
Arrears Reduction (£m)	£0.35m	£0.38m	£0.34m										£0.34m	INFO	
<i>Position for: 2018/19</i>	£0.57m	£0.48m	£0.43m	£0.34m	£0.31m	£0.31m	£0.21m	£0.24m	£0.24m	£0.20m	£0.20m	£0.10m			
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										£1.4m	INFO	
<i>Position for 2018/19</i>	£1.5m	£1.5m	£1.5m	£1.5m	£1.5m	£1.5m	£1.4m	£1.4m	£1.4m	£1.4m	£1.4m	£1.4m			
HB Overpayments Recovered	3%	6%	9%										9%	36%	
This years profiled target	5%	8%	11%	13%	16%	19%	21%	22%	26%	27%	30%	36%			
<i>Position for 2018/19</i>	4%	7%	10%	13%	16%	19%	22%	25%	25%	28%	30%	33%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	1	0	0										1	8	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
<i>Position for 2018/19</i>	0	2	0	1	1	0	0	2	1	0	1	0	8		

North West Leicestershire District Council													2019/20	Year End 2019/20 target	2018/19 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	5.8	5.7	6.4										6.0	11	
<i>Position for 2018/19</i>	9.6	7.5	9.4	7.6	7.8	7.7	7.8	8.8	9.7	7.5	2.4	7.5			8.8
In month: New Claims (Days)	12.5	14.7	15.0										14.1	17	
<i>Position for 2017/18</i>	17.3	16.0	18.9	15.0	14.5	14.9	15.4	13.9	17.2	14.5	11.9	13.0			17.3
In month: Change Events (Days)	5.3	4.7	5.4										5.1	7	
<i>Position for 2017/18</i>	8.7	6.7	8.3	6.6	6.7	6.8	6.5	8.2	8.7	6.7	2.1	6.6			7.8
Right Time profiled in month target 17/18	9.6	7.5	9.4	7.6	7.8	7.7	7.8	8.8	9.7	7.5	2.4	7.5			
New Claims profiled in month target 17/18	17.3	16.0	18.9	15.0	14.5	14.9	15.4	13.9	17.2	14.5	11.9	13.0			
Change Events profiled in month target 17/18	8.7	6.7	8.3	6.6	6.7	6.8	6.5	8.2	8.7	6.7	2.1	6.6			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.2%	19.5%	28.5%										28.5%	97.8%	
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%	97.8%			
<i>Position for 2018/19</i>	10.3%	19.6%	28.7%	37.9%	47.1%	56.1%	65.3%	74.5%	83.6%	92.9%	95.6%	97.8%			
Arrears Reduction (£m)	£3.6m	£3.4m	£3.4m										£3.4m	INFO	
<i>Position for 2018/19</i>	£3.3m	£3.2m	£3.1m	£3.0m	£2.9m	£2.8m	£2.8m	£2.7m	£2.7m	£2.6m	£2.5m	£2.4m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.0%	19.1%	32.0%										32.0%	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 2018/19</i>	10.6%	20.8%	29.0%	39.8%	47.4%	56.1%	66.3%	75.5%	84.2%	92.7%	95.8%	99.1%			
Arrears Reduction (£m)	£0.42m	£0.39m	£0.57m										£0.57m	INFO	
<i>Position for 2018/19</i>	£0.51m	£0.57m	£0.53m	£0.33m	£0.37m	£0.30m	£0.27m	£0.26m	£0.26m	£0.33m	£0.32m	£0.27m			
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Capita)	£1.3m	£1.3m	£1.2m										£1.2m	INFO	
<i>Position for 2018/19</i>	£1.4m	£1.4m	£1.4m	£1.3m	£1.3m	£1.4m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m			
HB Overpayments Recovered	4%	8%	11%										11%	34%	
This years profiled target	4%	8%	11%	16%	19%	20%	23%	24%	26%	29%	31%	34%			
<i>Position for 2018/19</i>	4%	7%	10%	13%	16%	19%	21%	23%	25%	28%	30%	32%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	1	0										1	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			
<i>Position for 2018/19</i>	0	2	1	0	1	1	0	0	2	1	0	2	10		

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

<b>HBBC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>
Lower Threshold	£5,143	£9,969	£14,290									
Upper Threshold	£5,786	£11,215	£16,077									
<b>Actual</b>	<b>£438</b>	<b>£1,197</b>	<b>£3,712</b>									
Lower Tolerance	£4,705	£8,772	£10,578	£0	£0	£0	£0	£0	£0	£0	£0	£0
Upper Tolerance	£5,348	£10,018	£12,364	£0	£0	£0	£0	£0	£0	£0	£0	£0
<b>HDC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>
Lower Threshold	£3,237	£6,585	£9,505									
Upper Threshold	£3,641	£7,296	£10,693									
<b>Actual</b>	<b>£773</b>	<b>£777</b>	<b>£809</b>									
Lower Tolerance	£2,463	£5,809	£8,695	£0	£0	£0	£0	£0	£0	£0	£0	£0
Upper Tolerance	£2,868	£6,519	£9,883	£0	£0	£0	£0	£0	£0	£0	£0	£0
<b>NWLDC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>
Lower Threshold	£5,523	£10,998	£15,786									
Upper threshold	£6,213	£12,373	£17,760									
<b>Actual</b>	<b>£2,625</b>	<b>£5,242</b>	<b>£8,838</b>									
Lower Tolerance	£2,897	£5,757	£6,948	£0	£0	£0	£0	£0	£0	£0	£0	£0
Upper Tolerance	£3,588	£7,131	£8,922	£0	£0	£0	£0	£0	£0	£0	£0	£0

## Sickness

Sickness for June is given below:

<b>Hinckley &amp; Bosworth Borough Council</b>		<b>Annual Target 8 days</b>	
		<b>Month</b>	
		<b>June</b>	<b>Cumulative</b>
<b>Long Term</b>		0.00	12.00
<b>Short Term</b>		6.00	17.00
	<b>Days lost</b>	6.00	29.00
<b>FTE Average</b>		<b>0.21 Days</b>	<b>0.79 Days</b>
<b>Profiled Target Average</b>		0.67 Days	2.01 Days
<b>Harborough District Council</b>		<b>Annual Target 9 days</b>	
		<b>Month</b>	
		<b>June</b>	<b>Cumulative</b>
<b>Long Term</b>		0.00	15.00
<b>Short Term</b>		9.00	13.00
	<b>Days lost</b>	9.00	28.00
<b>FTE Average</b>		<b>0.49 Days</b>	<b>1.52 Days</b>
<b>Profiled Target Average</b>		0.75 Days	2.25 Days
<b>North West Leicestershire District Council</b>		<b>Annual Target 8.5 days</b>	
		<b>Month</b>	
		<b>June</b>	<b>Cumulative</b>
<b>Long Term</b>		12.26	12.26
<b>Short Term</b>		7.00	14.53
	<b>Days lost</b>	19.26	26.79
<b>FTE Average</b>		<b>0.79 Days</b>	<b>1.10 Days</b>
<b>Profiled Target Average</b>		0.71 Days	2.13 Days

## **Processing**

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

## **LA error and subsidy**

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

## **Discretionary Housing Payments**

The Supreme Court has unanimously ruled that Birmingham City Council was wrong to make a finding of intentional homelessness where the applicant had failed to make up the shortfall between her housing benefit and total rent. The council decided that Ms Samuels was intentionally homeless, on the grounds that the accommodation in West Bromwich was affordable and that the main reason for the loss was the result of her deliberately failing to pay the full rent. In allowing the appeal the Court noted “the question was not whether, faced with that shortfall, she could somehow manage her finances to bridge the gap; but what were her reasonable living expenses (other than rent), that being determined having regard to both her needs and those of the children”.

It's clear the Courts are simply not going to allow Councils to make this argument that claimants should somehow cope....especially where there are children involved. Taking into account benefit income and therefore reducing a DHP award is going to be very difficult to justify.

## **Attachments**

A government pilot scheme to recover unpaid council tax through earnings has recently started in 30 local authorities. HMRC will provide employment details for the debtor and thus allow deductions to be made from earnings. Its highly likely that the scheme will be rolled out in the future.



## Revenues Operational Team

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

### Council Tax

In year collection rates position is as follows:

<b>Harborough</b>	In month collection target: 29.8%	Actual:	29.6%
<b>Hinckley &amp; Bosworth</b>	In month collection target: 29.4%	Actual:	29.2%
<b>North West Leicestershire</b>	In month collection target: 28.6%	Actual:	28.5%

This year we have:

	Volumes this month
• Issued 10,493 reminder notices	1,610
• Issued 4,778 magistrate court summonses	948
• Obtained 2,712 liability orders	1,613
• Passed 797 cases to DWP for attachment of benefits	255
• Passed 649 cases to employers for attachment of earnings	314
• Passed Nil cases to enforcement agent	Nil
• Issued 1,689 payment arrangements	658

<b>Harborough</b>	Current net collectable debit for 2019/20:	£64.18m
<b>Hinckley &amp; Bosworth</b>	Current net collectable debit for 2019/20:	£68.71m
<b>North West Leicestershire</b>	Current net collectable debit for 2019/20:	£62.20m
	<b>Total collectable:</b>	<b>£195.09m</b>

## **Council Tax Single Person Review**

Data files have been validated with 3<sup>rd</sup> party supplier and where customers have confirmed that they are no longer living on their own the single person discount has been removed. There were 41 cases for Harborough, 45 for Hinckley & Bosworth and 65 cases for North West Leicestershire. We are awaiting the data sets for those cases that will need to be reviewed before the discount is removed it is envisaged there will be around 1,400 for all 3 Councils.

## **Council Tax Base/Forecasting**

Tax base calculations have been extracted and shared with all 3 finance teams to monitor council tax collection funds.

## **Quarterly returns**

QRC1 – in year collection central government return will be submitted next month.

Council tax monitoring spreadsheets will be shared with all finance teams and covers financial and position statements for net collectable debit, arrears, council tax support awarded and discretionary discount awards made.

## **Enforcement Agents**

New cases will be passed next month to both Jacobs and Marston Holdings. New routines have been established with both agents for handling new cases, cases where changes have occurred, posting of income and returned cases.

Liaison meetings are to be arranged with both parties to monitor cases and performance on a quarterly basis

## **Empty Property Review**

Preparations are on the way whereby the visiting team next month will be reviewing empty and second home properties. This is in preparation for central government CTB1 return due in October 2019.

## NNDR (Business Rates)

In year collection rates position is as follows:

<b>Harborough</b>	In month collection target: 28.7%	Target exceeded: 28.9%
<b>Hinckley &amp; Bosworth</b>	In month collection target: 29.9%	Target met: 29.9%
<b>North West Leicestershire</b>	In month collection target: 29.0%	Target exceeded: 32.0%

This year we have:

- Issued 835 reminder notices
- Issued 240 magistrate court summonses
- Obtained 108 liability orders
- Passed no cases to enforcement agent

Volumes this month:

143  
70  
108  
Nil

<b>Harborough</b>	Current net collectable debit for 2019/20:	£46.09m
<b>Hinckley &amp; Bosworth</b>	Current net collectable debit for 2019/20:	£34.23m
<b>North West Leicestershire</b>	Current net collectable debit for 2019/20:	£62.36m
<b>Total Collectable:</b>		<b>£142.68m</b>

### Quarterly Returns

Each finance team has been provided with a position statement for quarter 1 regarding net collectable debit to include list of refunds made for valuation appeals.

In addition completion of data sets for both County Council and finance teams on forecast monitoring and pooling arrangements.

QRC1 – in year collection central government return will be submitted next month.

## **Enforcement Agents**

New cases will be passed next month to both Jacobs and Marston Holdings. New routines have been established with both agents for handling new cases, records where changes have occurred, posting of income and returned cases.

Liaison meetings are to be arranged with both parties to monitor cases and performance on a quarterly basis.

## **Housing Benefit Overpayments**

### **Harborough**

- Debt raised this year £55,418
- Overall debt reduced by £87,638
- Collection rate against all debt (arrears and new) 9%
- Overall Debt stands at £857,976

### **Hinckley & Bosworth**

- Debt raised this year £116,389
- Overall debt reduced by £144,748
- Collection rate against all debt (arrears and new) 9%
- Overall debt stands at £1.39m

### **North West Leicestershire**

- Debt raised this year £126,326
- Overall debt reduced by £155,086
- Collection rate against all debt (arrears and new) 11%
- Overall debt stands at £1.24m

## Channel Shift Analysis (Digital Service)

Tables below illustrate how customers are transacting online for setting up direct debits to include payment arrangements, council tax change of address as well as viewing their own records for council tax, housing benefit, council tax support and business rates.

HDC				
Service Subscriptions	April	May	June	
Application	Total No of Subscriptions			Increase since previous month
Council Tax Online	2408	2470	2540	132
Housing Benefit Online	193	198	200	7
Landlord Online	42	42	43	1
Business Rates Online	60	60	62	2
Ebiling & Enotifications				
Application	Total No of Subscriptions			
Council Tax Online	728	744	765	21
Business Rates Online	29	29	29	0
Landlord Online	24	24	24	0
Housing Benefit Online	78	80	80	0
				<b>Total COA</b>
<b>Change of Address</b>	29	44	46	315
DD over the Web				
Council Tax	246	207	153	
Business Rates	6	4	2	

HBBC				
Service Subscriptions				
	April	May	June	
Application	Total No of Subscriptions			Increase since previous month
Council Tax Online	4057	4190	4320	130
Housing Benefit Online	234	243	246	3
Landlord Online	81	82	83	1
Business Rates Online	70	72	76	4
Ebiling & Enotifications				
Application	Total No of Subscriptions			
Council Tax Online	1170	1249	1332	83
Business Rates Online	22	23	25	2
Landlord Online	24	24	25	1
Housing Benefit Online	88	95	96	1
				<b>Total COA</b>
<b>Change of Address</b>	75	86	123	449
DD over the Web				
Council Tax	226	213	217	
Business Rates	1	0	0	

NWL				
Service Subscriptions				
	April	May	June	
Application	Total No of Subscriptions			Increase since previous month
Council Tax Online	2381	2468	2518	50
Housing Benefit Online	250	253	257	4
Landlord Online	61	62	65	3
Business Rates Online	55	56	56	0
Ebiling & Enotifications				
Application	Total No of Subscriptions			
Council Tax Online	1422	1486	1518	32
Business Rates Online	34	34	34	0
Landlord Online	30	31	32	1
Housing Benefit Online	134	141	145	4
				<b>Total COA</b>
<b>Change of Address</b>	57	94	139	387
<b>DD over the Web</b>				
Council Tax	280	219	154	
Business Rates	2	0	0	