



PAPER 2

Revenue and Benefit Service

Performance Summary Report

November 2019

Caseload Analysis

Position at:	01/04/2016	In Year Movement	01/04/2017	In Year Movement	01/04/2018	In Year Movement	01/04/2019	In Year Movement	2019/20		Overall Movement since April 2011	
Council Tax Dwellings									Latest Data	In Year Movement		
HBBC	48,810	675	49,488	678	49,906	418	50,359	453	50,585	226	4,413	8.7%
HDC	37,899	587	38,505	606	39,089	584	39,739	650	40,300	561	4,377	10.9%
NWLDC	42,405	644	43,204	799	44,207	1,003	44,940	733	45,362	422	5,336	11.8%
Totals	129,114		131,197				135,038	Current Total:	136,247	Movement	14,126	
NDR Rated Assessments												
HBBC	3,067	99	3,082	15	3,162	80	3,181	19	3,187	6	311	9.8%
HDC	2,909	74	2,949	40	3,040	91	3,086	46	3,105	19	489	15.7%
NWLDC	3,249	39	3,287	38	3,417	130	3,440	23	3,502	62	320	9.1%
Totals	9,225		9,318					Current Total:	9,794	Movement	1,120	
HB/CTLS Live Caseload												
HBBC	6,459	-702	6,280	-282	5,783		5,579	-204	5,349	-230	-1,751	-32.7%
HDC	3,689	-585	3,599	-169	3,388		3,243	-145	3,201	-42	-988	-30.9%
NWLDC	6,145	-625	5,955	-329	5,696		5,413	-283	5,115	-298	-2,072	-40.5%
Totals	16,293		15,834					Current Total:	13,665	Movement	-4,811	

Dashboard Performance Summaries for each Council follows below:

Harborough 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)	5.7	5.3	6.1	5.6	4.6	5.9	5.9	6.8					5.8	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			7.9
In month: New Claims (Days)	13.6	14.8	12.0	12.1	10.0	9.9	10.8	10.5					11.7	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			16.9
In month: Change Events (Days)	4.9	4.5	5.1	4.6	3.9	5.4	5.1	6.2					4.9	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			6.9
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			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	11.1%	20.4%	29.6%	38.9%	48.1%	57.4%	66.8%	75.8%					75.8%	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	£2.0m	£2.0m	£1.9m	£1.9m						£1.9m	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			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.2%	19.2%	28.9%	39.0%	47.5%	56.8%	65.8%	74.5%					74.5%	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	£0.32m	£0.16m	£0.21m	£0.29m						£0.29m	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			
HOUSING BENEFIT DEBT	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	£0.85m	£0.84m	£0.84m	£0.84m	£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%	12%	14%	16%	18%	21%					21%	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%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	1	0	0	0	1	1	2					5	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	5.5	5.7	6.8	6.1	7.2					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			7.5
In month: New Claims (Days)	13.5	14.5	15.4	11.2	11.0	11.9	9.5	12.0					12.3	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			14.3
In month: Change Events (Days)	5.3	5.3	5.2	4.6	5.0	6.0	5.5	6.4					5.4	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			6.6
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%	38.5%	47.6%	57.1%	66.3%	75.4%					75.4%	98.1%	
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%	98.1%			
<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	£2.8m	£2.8m	£2.7m						£2.7m	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%	38.9%	48.4%	57.9%	66.7%	75.2%					75.2%	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>	11.4%	21.1%	30.7%	39.3%	48.7%	58.2%	67.1%	75.5%	84.8%	93.6%	96.5%	99.2%			
Arrears Reduction (£m)	£0.35m	£0.38m	£0.34m	£0.28m	£0.24m	£0.22m	£0.21m	£0.22m					£0.22m	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	£1.3m	£1.3m	£1.3m	£1.3m					£1.3m	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%	13%	15%	18%	20%	25%					25%	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	1	0	0	0					3	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	5.8	5.4	7.2	6.0	6.9					6.1	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			8.3
In month: New Claims (Days)	12.5	14.7	15.0	12.4	11.2	13.8	11.4	12.5					12.9	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			15.8
In month: Change Events (Days)	5.3	4.7	5.4	4.9	4.7	6.2	5.2	6.0					5.3	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			7.4
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%	38.0%	47.0%	56.0%	65.4%	74.5%					74.5%	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	£3.3m	£3.2m	£3.1m	£3.0m	£3.0m					£3.0m	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%	40.4%	48.3%	57.8%	65.7%	74.0%					74.0%	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	£0.55m	£0.51m	£0.46m	£0.60m					£0.60m	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	£1.2m	£1.2m	£1.2m	£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%	15%	18%	20%	24%	26%					26%	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	2	1	0	0	1					5	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’

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£5,143	£9,969	£14,290	£20,508	£25,225	£29,423	£33,772	£38,064				
Upper Threshold	£5,786	£11,215	£16,077	£23,071	£28,378	£33,101	£37,993	£42,822				
Actual	£438	£1,197	£3,712	£5,323	£5,393	£10,370	£11,031	£12,619				
Lower Tolerance	£4,705	£8,772	£10,578	£15,185	£19,832	£19,053	£22,740	£25,445	£0	£0	£0	£0
Upper Tolerance	£5,348	£10,018	£12,364	£17,748	£22,985	£22,731	£26,962	£30,203	£0	£0	£0	£0
HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£3,237	£6,585	£9,505	£12,489	£17,819	£20,636	£23,761	£26,522				
Upper Threshold	£3,641	£7,296	£10,693	£14,050	£20,047	£23,215	£26,731	£29,837				
Actual	£773	£777	£809	£823	£820	£3,382	£3,394	£3,394				
Lower Tolerance	£2,463	£5,809	£8,695	£11,665	£17,000	£17,254	£20,367	£23,128	£0	£0	£0	£0
Upper Tolerance	£2,868	£6,519	£9,883	£13,227	£19,227	£19,833	£23,337	£26,443	£0	£0	£0	£0
NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£5,523	£10,998	£15,786	£20,498	£28,104	£32,671	£37,211	£42,176				
Upper threshold	£6,213	£12,373	£17,760	£23,060	£31,618	£36,755	£41,863	£47,448				
Actual	£2,625	£5,242	£8,838	£10,737	£20,182	£21,973	£22,756	£27,153				
Lower Tolerance	£2,897	£5,757	£6,948	£9,761	£7,923	£10,698	£14,455	£15,023	£0	£0	£0	£0
Upper Tolerance	£3,588	£7,131	£8,922	£12,323	£11,436	£14,782	£19,106	£20,295	£0	£0	£0	£0

HB and CTLS Claim Activity 2019/20

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Cumulative Totals
(SHBE)													
New claims	153	139	127	164	142	142	162	147					1176
Change events	1306	1438	1114	1055	992	925	978	819					8627
Atlas activity	1724	890	798	1141	1013	964	842	863					8235
HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Cumulative Totals
(SHBE)													
New claims	88	70	109	107	80	73	96	67					690
Change events	932	867	660	672	611	512	538	464					5256
Atlas activity	891	582	489	647	565	593	530	492					4789
NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Cumulative Totals
(SHBE)													
New claims	138	142	122	131	127	135	155	130					1080
Change events	1715	1400	1128	1039	1007	971	1108	886					9254
Atlas activity	1865	899	920	1032	1014	1143	896	881					8650

Sickness

Sickness position is given below:

Hinckley & Bosworth Borough Council	Annual Target 8 days		
	Month		
	November		Cumulative
Long Term	19.00		41.00
Short Term	11.00		86.00
Days lost	11.00		127.00
FTE Average	0.94 Days		3.96 Days
Profiled Target Average	0.67 Days		5.36 Days
Harborough District Council	Annual Target 9 days		
	Month		
	November		Cumulative
Long Term	21.00		84.00
Short Term	20.00		53.50
Days lost	41.00		137.50
FTE Average	2.23 Days		7.49 Days
Profiled Target Average	0.75 Days		6.0 Days
North West Leicestershire District Council	Annual Target 8.5 days		
	Month		
	November		Cumulative
Long Term	0.00		12.26
Short Term	4.00		54.60
Days lost	4.00		66.86
FTE Average	0.19 Days		3.13 Days
Profiled Target Average	0.71 Days		5.68 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 meeting their respective targets to be below the lower threshold for LA error.

Universal Credit

- It has been confirmed that pensioners will not migrate to universal credit as originally intended; they will continue to receive Housing Benefit.
- The number of people on Universal Credit at October 2019 is 2.6m which leave approximately 6.1m to migrate.
- The DWP have confirmed that they will not implement the High Court Ruling in relation to including two payments within an assessment period until their appeal is heard. (eg. a person receiving a salary on the 1st and 31st of the month is assumed to have received that income within the month and currently cannot accept that the 31st payment was intended for the following month).
- Claimants in receipt of a severe disability premium will continue to receive HB and legacy benefits until January 2021. Those who have already migrated will receive a lump sum payment to cover the period since they moved onto UC and on-going monthly payments to ensure they are not worse off as a result of moving to UC.

Rents for Social Housing

From 1 April 2020 social housing landlords will be able to apply a rent increase of up to the consumer price index (CPI) plus one percent. This will be for at least five years.

Revenues Operational Team

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

Council Tax

In year collection rates position is as follows:

Harborough	In month collection target: 76.1%	Actual:	75.8%
Hinckley & Bosworth	In month collection target: 75.7%	Actual:	75.4%
North West Leicestershire	In month collection target: 74.5%	Met:	74.5%

Below is a summary of key enforcement actions:

- Issued 21,357 reminder notices
- Issued 2,180 statutory final Notices
- Issued 10,209 magistrate court summonses
- Obtained 6,525 liability orders
- Passed 1,758 cases to DWP for attachment of benefits
- Passed 917 cases to employers for attachment of earnings
- Passed 1,908 cases to enforcement agent
- Issued 5,683 payment arrangements

Volumes this month:

2,021 (HDC: 558 HBBC: 696 NWLDC: 767)
252
*0
399 (HDC: 89 HBBC: 155 NWLDC: 155)
242 (HDC: 59 HBBC: 68 NWLDC: 115)
56
325 (HDC: 80 HBBC: 110 NWLDC: 135)
652 (HDC: 195 HBBC: 228 NWLDC: 229)

* Issued on 30th October for November court hearing

Council Tax Local Tax Base

Preparations are on the way to ensure local tax base information is provided to each finance team by 5th December.

Potential new build data has been supplied which will enable the setting of the local tax base.

Annual billing / Benefits uprating 2020/21

Internal discussions are taking place in its planning which includes testing before the actual process in late February 2020. This includes a number of key activities including rent annual uprating, DWP benefit uprating's, council tax new charges, new customer notices, business rates, bar codes for use at various outlets that take payments on our behalf etc.

Enhancements

Updated and revised notification to council tax payers following the granting a liability order. This is to encourage completion of form to enable setting up a payment plan as well as preventing the debt being referred to the enforcement agents for collection.

NNDR (Business Rates)

In year collection rates position is as follows:

Harborough	In month collection target: 74.1%	Target exceeded: 74.5%
Hinckley & Bosworth	In month collection target: 75.5%	Actual: 75.2%
North West Leicestershire	In month collection target: 75.5%	Actual: *74.0%

- Timing difference as cash for both 30/11/19 and 1/12/19 was posted on 2nd December this amounted to £303k.

This year we have:

- Issued 1,560 reminder notices
- Issued 505 magistrate court summonses
- Obtained 268 liability orders
- Passed 76 cases to enforcement agent

Volumes this month:

119
60
36
0

Discretionary Rates Review

To shortly commence full review of ratepayers in receipt of 100% discretionary rate relief to ensure that they are in rateable occupation. This applies only to both Harborough and Hinckley & Bosworth Councils.

For North West Leicestershire the current guidelines are to be reviewed and following this ratepayers will be advised of the new guidelines in March 2020. The effective date of this change (subject to elected member approval) will be 1st April 2021 as one years notice has to be given.

Housing Benefit Overpayments

Harborough

- Debt raised this year £199,875
- Overall debt reduced by £231,813
- Collection rate against all debt (arrears and new) 21%
- Overall Debt stands at £857,331

Hinckley & Bosworth

- Debt raised this year £349,287
- Overall debt reduced by £431,551
- Collection rate against all debt (arrears and new) 25%
- Overall debt stands at £1.29m

North West Leicestershire

- Debt raised this year £383,027
- Overall debt reduced by £426,121
- Collection rate against all debt (arrears and new) 26%
- Overall debt stands at £1.2m

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.

Connect Stats - HDC				
Service Subscriptions				
	September	October	November	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	2759	2848	2937	89
Housing Benefit Online	206	208	212	4
Landlord Online	45	45	46	1
Business Rates Online	66	67	68	1
E-Billing and E-Notifications				
	September	October	November	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	848	872	896	24
Housing Benefit Online	81	82	84	2
Landlord Online	25	25	25	0
Business Rates Online	30	30	30	0
Direct Debits over the Web				
	September	October	November	
Application	Total Number of DD's Set Up			Difference Since Last Month
Council Tax Online	150	152	110	-42
Business Rates Online	6	0	0	0
Change of Address				
	September	October	November	Total Since Live (02/10/2018)
Total for the Month	78	100	102	694

March-17 HDC	
Service Subscriptions	
Application	Subscriptions
Council Tax Online	275
Housing Benefit Online	30
Landlord Online	25
Business Rates Online	22
E-billing & E-notifications	
Application	Subscriptions
Council Tax Online	94
Business Rates Online	6
Landlord Online	9
Housing Benefit Online	10

Connect Stats - HBBC

Connect Stats - HBBC				
Service Subscriptions				
	September	October	November	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	4716	4825	4958	133
Housing Benefit Online	259	266	268	2
Landlord Online	86	87	87	0
Business Rates Online	82	83	83	0
E-Billing and E-Notifications				
	September	October	November	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	1607	1695	1787	92
Housing Benefit Online	105	109	110	1
Landlord Online	27	28	28	0
Business Rates Online	28	28	28	0
Direct Debits over the Web				
	September	October	November	
Application	Total Number of DD's Set Up			Difference Since Last Month
Council Tax Online	205	170	182	12
Business Rates Online	2	0	1	1
Change of Address				
	September	October	November	Total Since Live (04/10/2018)
Total for the Month	221	281	251	1740

**March-17
HBBC**

Service Subscriptions

Application	Subscriptions
Council Tax Online	1705
Housing Benefit Online	70
Landlord Online	58
Business Rates Online	34

E-billing & E-notifications

Application	Subscriptions
Council Tax Online	163
Business Rates Online	9
Landlord Online	4
Housing Benefit Online	8

Connect Stats - NWLDC

Service Subscriptions				
	September	October	November	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	2807	2890	3014	124
Housing Benefit Online	270	273	275	2
Landlord Online	67	67	68	1
Business Rates Online	57	56	57	1
E-Billing and E-Notifications				
	September	October	November	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	1694	1759	1840	81
Housing Benefit Online	152	152	154	2
Landlord Online	33	33	33	0
Business Rates Online	34	34	34	0
Direct Debits over the Web				
	September	October	November	
Application	Total Number of DD's Set Up			Difference Since Last Month
Council Tax Online	120	84	115	31
Business Rates Online	0	0	0	0
Change of Address				
	September	October	November	Total Since Live (05/10/2018)
Total for the Month	164	288	263	1606

March-17

NWL

Service Subscriptions

Application	Subscriptions
Council Tax Online	195
Housing Benefit Online	21
Landlord Online	19
Business Rates Online	4

E-billing & E-notifications

Application	Subscriptions
Council Tax Online	58
Business Rates Online	1
Landlord Online	4
Housing Benefit Online	7