



Revenue and Benefit Service

Performance Summary Report

September 2020

Caseload Analysis

Caseload Data													
Position at:	Position at 31/3/2017	2016/17 In Year Movement	Position at 31/3/2018	2017/18 In Year Movement	Position at 31/3/19	2018/19 In Year Movement	Position at 31/3/20	2019/20 In Year Movement	2020/21			Overall Movement since April 2011	
Council Tax Dwellings									Current Position	In Year Movement	In Year Percentage Movement		
HBBC	49,488	678	49,906	418	50,359	453	50,601	242	50,721	120	0.2%	4,549	9.0%
HDC	38,505	606	39,089	584	39,739	650	40,532	793	40,939	407	1.0%	5,016	12.3%
NWLDC	43,204	799	44,207	1,003	44,940	733	45,564	624	45,851	287	0.6%	5,825	12.7%
Totals	131,197		133,202		135,038		136,697	Current Total:	137,511			Total Movement:	15,390
NDR Rated Assessments													
HBBC	3,082	15	3,162	80	3,181	19	3,179	-2	3,214	35	1.1%	338	10.5%
HDC	2,949	40	3,040	91	3,086	46	3,123	37	3,170	47	1.5%	554	17.5%
NWLDC	3,287	38	3,417	130	3,440	23	3,519	79	3,551	32	0.9%	369	10.4%
Totals	9,318		9,619		9,707		9,821	Current Total:	9,935			Total Movement:	1,261
HB/CTLS Live Caseload													
HBBC	6,280	-282	5,783	-282	5,579	-204	5,321	-258	5,471	150	2.7%	-1,629	-29.8%
			Current Caseload Analysis	Joint HB/CTS		2,290		2,177	40%				
				HB only		364		344	6%				
				CTS only		2,667		2,950	54%				
HDC	3,599	-169	3,388	-169	3,243	-145	3,185	-58	3,334	149	4.6%	-855	-25.6%
			Current Caseload Analysis	Joint HB/CTS		1,529		1,451	44%				
				HB only		225		223	6%				
				CTS only		1,431		1,660	50%				
NWLDC	5,955	-329	5,696	-329	5,413	-283	5,118	-295	5,255	137	2.5%	-1,932	-36.8%
			Current Caseload Analysis	Joint HB/CTS		2,694		2,528	48%				
				HB only		266		241	5%				
				CTS only		2,158		2,486	47%				
Totals	15,834		14,867		14,235		13,624	Current Total:	14,063			Total Movement:	-4,416

Dashboard Performance Summaries for each Council follows below:

Harborough District Council													2020/21	Year -End 2020/21 target	2019/20 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	4.4	7.5	5.4	6.4	6.6	6.6							6.1	11	
Position for 2019/20	5.7	5.3	6.1	5.6	4.6	5.9	5.9	6.8	6.9	6.7	2.3	5.9			5.5
In month: New Claims (Days)	14.7	15.4	11.7	12.7	15.4	15.4							14.2	15	
Position for 2019/20	13.6	14.8	12.0	12.1	10.0	9.9	10.8	10.5	13.7	12	9.6	12.1			12.1
In month: Change Events (Days)	3.2	5.7	4.3	4.4	4.9	4.9							4.4	6	
Position for 2019/20	4.9	4.5	5.1	4.6	3.9	5.4	5.1	6.2	5.8	5.7	2	5.1			4.7
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 (%)	10.6%	19.5%	28.6%	37.5%	46.7%	56.1%							56.1%	98.1%	
This years profiled target															
Position for 2019/20	11.1%	20.4%	29.6%	38.9%	48.1%	57.4%	66.8%	75.8%	84.7%	93.8%	96.3%	98.4%			
Arrears Reduction (£m)	£2.5m	£2.5m	£2.4m	£2.4m	£2.3m	£2.3m							£2.3m	INFO	
Position for 2019/20	£2.3m	£2.2m	£2.2m	£2.0m	£2.0m	£1.9m	£1.9m	£1.9m	£1.8m	£1.8m	£1.6m	£1.6m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	7.1%	13.9%	22.5%	30.6%	38.4%	51.2%							51.2%	99.2%	
This years profiled target															
Position for 2019/20	10.2%	19.2%	28.9%	39.0%	47.5%	56.8%	65.8%	74.5%	82.9%	92.4%	96.0%	99.1%			
Arrears Reduction (£m)	£0.45m	£1.6m	£0.49m	£0.69m	£0.59m	£0.50m							£0.50m	INFO	
Position for 2019/20	£0.31m	£0.28m	£0.25m	£0.32m	£0.16m	£0.21m	£0.29m	£0.27m	£0.25m	n/a	£0.12m	£0.09m			
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Capita)	£0.82m	£0.81m	£0.81m	£0.80m	£0.79m	£0.78m							£0.78m	INFO	
Position for 2019/20 (£m)	£0.90m	£0.87m	£0.86m	£0.85m	£0.84m	£0.84m	£0.84m	£0.86m	£0.86m	£0.84m	£0.83m	£0.82m			
HB Overpayments Recovered	2%	5%	6%	9%	11%	12%							12%	TBC	
This year profiled target															
Position for 2019/20	3%	6%	9%	12%	14%	16%	18%	21%	23%	26%	27%	31%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	0	0	0	0								0	0	
This years profiled target															
Position for 2019/20	0	1	0	0	0	1	1	2	1	0	0	0			

Hinckley & Bosworth Borough Council													Cumulative 2020/21	Year-End 2020/21 Target	2019/20 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In month: Right Time (days)	4.4	6.7	6.4	6.2	6.3	7							6.2	11	
Position for 2019/20	6.2	6.1	6.2	5.5	5.7	6.8	6.1	7.2	7.4	6.3	2.3	5.8			6.1
In month: New Claims (Days)	13.6	13.0	11.3	10.6	12.9	14.6							12.7	15	
Position for 2019/20	13.5	14.5	15.4	11.2	11	11.9	9.5	12.0	14.4	9.7	12.5	11.3			12.8
In month: Change Events (Days)	3.5	5.5	5.5	5.2	4.8	5.5							4.8	6	
Position for 2019/20	5.3	5.3	5.2	4.6	5	6	5.5	6.4	6.1	5.7	1.8	5			5.2
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 (%)	10.4%	19.2%	28.3%	37.2%	46.4%	55.9%							55.9%	97.6%	
This years profiled target															
Position for 2019/20	10.9%	20.1%	29.2%	38.5%	47.6%	57.1%	66.3%	75.4%	84.6%	93.6%	96.0%	97.9%			
In Year Arrears Reduction (£)	£3.7m	£3.6m	£3.6m	£3.6m	£3.5m	£3.4m							£3.4m	INFO	
Position for 2019/20	£3.2m	£3.1m	£3.0m	£3.0m	£2.8m	£2.8m	£2.7m	£2.6m	£2.6m	£2.5m	£2.4m	£2.3m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	9.8%	16.8%	24.3%	33.1%	41.3%	50.2%							50.2%	98.8%	
This years profiled target															
Position for 2019/20	11.9%	20.6%	29.9%	38.9%	48.4%	57.9%	66.7%	75.2%	84.3%	93.5%	96.6%	98.5%			
Arrears Reduction (£m)	£0.66m	£0.70m	£0.58m	£0.63m	£0.63m	£0.57m							£0.57m	INFO	
Position for: 2019/20	£0.35m	£0.38m	£0.34m	£0.28m	£0.24m	£0.22m	£0.21m	£0.22m	£0.28m	n/a	£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)	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m							£1.2m	INFO	
Position for 2019/20	£1.4m	£1.4m	£1.4m	£1.4m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.2m			
HB Overpayments Recovered	2%	3%	6%	9%	10%	12%							12%	TBC	
This years profiled target															
Position for 2019/20	3%	6%	9%	13%	15%	18%	20%	25%	27%	34%	35%	37%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	0	0	0	0	0							0	0	
This years profiled target															
Position for 2019/20	1	0	0	1	1	0	0	0	0	1	2	0			

North West Leicestershire District Council													2020/21	Year End 2020/21 target	2019/20 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	4.3	6.9	6.6	6.0	6.3	6.8							6.1	11	
Position for 2019/20	5.8	5.7	6.4	5.8	5.4	7.2	6.0	6.9	7.7	7.4	2.7	5.6			6.0
In month: New Claims (Days)	15.2	14.9	13.1	12.3	13.9	14.6							14.1	15	
Position for 2019/20	12.5	14.7	15.0	12.4	11.2	13.8	11.4	12.5	16.2	13.6	13.0	13.3			13.3
In month: Change Events (Days)	3.3	5.3	5.3	4.6	4.8	5.1							4.5	6	
Position for 2019/20	5.3	4.7	5.4	4.9	4.7	6.2	5.2	6.0	6.3	6.3	2.2	4.6			5.2
Right Time profiled in month target 19/20	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 19/20	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 19/20	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 (%)	9.9%	18.6%	27.5%	36.6%	45.7%	54.9%							54.9%	97.3%	
This years profiled target															
Position for 2019/20	10.2%	19.5%	28.5%	38.0%	47.0%	56.0%	65.4%	74.5%	83.7%	92.7%	95.4%	97.6%			
Arrears Reduction (£m)	£4.1m	£4.1m	£4.0m	£3.9m	£3.9m	£3.8m							£3.8m	INFO	
Position for 2019/20	£3.6m	£3.4m	£3.4m	£3.3m	£3.2m	£3.1m	£3.0m	£3.0m	£2.9m	£2.8m	£2.8m	£2.7m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	9.6%	14.1%	20.6%	30.2%	40.9%	50.3%							50.3%	99.0%	
This years profiled target															
Position for 2019/20	10.0%	19.1%	32.0%	40.4%	48.3%	57.8%	65.7%	74.0%	84.1%	92.5%	96.5%	99.2%			
Arrears Reduction (£m)	£0.71m	£1.6m	£1.6m	£1.8m	£1.6m	£0.79m							£0.79m	INFO	
Position for 2019/20	£0.42m	£0.39m	£0.57m	£0.57m	£0.55m	£0.51m	£0.46m	£0.60m	£0.49m	n/a	£0.32m	£0.17m			
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Capita)	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m							£1.2m	INFO	
Position for 2019/20	£1.3m	£1.3m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m			
HB Overpayments Recovered	2%	6%	9%	11%	13%	14%							14%	TBC	
This years profiled target															
Position for 2019/20	4%	8%	11%	15%	18%	20%	24%	26%	27%	29%	31%	33%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	0	0	0	0	0							0	0	
This years profiled target															
Position for 2019/20	0	1	0	2	1	0	0	1	1	1	2	0			

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

HBBC	April	May	June	July	Aug	Sept
Lower Threshold	£4,271	£8,987	£15,142	£19,769	£23,960	£28,274
Upper Threshold	£4,805	£10,110	£17,034	£22,241	£26,955	£31,808
Actual	£384	£1,114	£1,697	£2,236	£2,365	£4,153
Lower Tolerance	£3,887	£7,873	£13,444	£17,534	£21,595	£24,121
Upper Tolerance	£4,421	£8,996	£15,337	£20,005	£24,590	£27,655
HDC	April	May	June	July	Aug	Sept
Lower Threshold	£3,000	£6,055	£8,998	£14,199	£17,241	£20,200
Upper Threshold	£3,375	£6,811	£10,122	£15,973	£19,396	£22,725
Actual	£277	£2,772	£2,959	£3,163	£3,179	£3,259
Lower Tolerance	£2,723	£3,283	£6,038	£11,035	£14,062	£16,941
Upper Tolerance	£3,098	£4,040	£7,163	£12,810	£16,217	£19,466
NWLDC	April	May	June	July	Aug	Sept
Lower Threshold	£4,484	£9,435	£13,907	£21,198	£25,530	£29,863
Upper threshold	£5,044	£10,614	£15,646	£23,848	£28,721	£33,596
Actual	£714	£864	£1,242	£1,983	£5,215	£5,317
Lower Tolerance	£3,770	£8,571	£12,665	£19,215	£20,315	£24,547
Upper Tolerance	£4,330	£9,750	£14,403	£21,865	£23,507	£28,280

HB and CTLS Claim Activity 2020/21

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Cumulative Totals
(SHBE)													
New claims	209	258	194	164	146	159							1130
Change events	2033	1385	1026	760	649	772							6625
Atlas activity	1749	747	741	726	664	789							5416
HDC													Cumulative Totals
(SHBE)													
New claims	153	205	117	147	89	106							817
Change events	1361	911	672	466	454	558							4422
Atlas activity	1131	539	394	507	378	537							3486
NWLDC													Cumulative Totals
(SHBE)													
New claims	206	266	212	171	131	173							1159
Change events	2254	1348	1038	758	681	800							6879
Atlas activity	2182	784	791	766	629	771							5923

Data below for same position in 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	116	135	140	147	1714
Change events	1306	1438	1114	1055	992	925	978	819	629	889	3192	1013	14350
Atlas activity	1724	890	798	1141	1013	964	842	863	662	2458	1771	1154	14280
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	61	94	75	94	1014
Change events	932	867	660	672	611	512	538	464	389	502	1837	710	8694
Atlas activity	891	582	489	647	565	593	530	492	493	1270	1021	750	8323
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	117	153	154	152	1656
Change events	1715	1400	1128	1039	1007	971	1108	886	707	828	2937	1153	14879
Atlas activity	1865	899	920	1032	1014	1143	896	881	895	2117	1757	1410	14829

Sickness

Sickness position is given below:

Hinckley & Bosworth Borough Council			
Annual Target 8 days			
	Month		
	August		Cumulative
Long Term	0.00		20.00
Short Term	15.00		30.50
Days lost	15.00		50.50
FTE Average	0.52 days		1.74 Days
Profiled Target Average	0.67 Days		2.67 Days
Harborough District Council			
Annual Target 9 days			
	Month		
	August		Cumulative
Long Term	17.00		38.00
Short Term	1.00		17.50
Days lost	18.00		55.50
FTE Average	1.04 Days		2.11 Days
Profiled Target Average	0.75 Days		3.00 Days
North West Leicestershire District Council			
Annual Target 8.5 days			
	Month		
	August		Cumulative
Long Term	0.00		0.00
Short Term	6.00		10.98
Days lost	6.00		10.98
FTE Average	0.24 days		0.44 Days
Profiled Target Average	0.71 Days		2.84 Days

Government Initiatives

Test and Trace Isolation Payments

A dedicated project team has been formed to implement the new track and test scheme following the government's announcement on 20th September 2020. The scheme live date is Monday 12th October 2020.

This has involved support from each of our partners to include a number of staff in the partnership in setting up this new scheme. Our project team has been working alongside the Department of Health and Social Care in user acceptance testing with regard to the local authority self-isolation eligibility tracker in ironing out issues.

The key areas covered are as follows;

- Design of standard form for each partner to include sign off
- Wording for website pages
- Dedicated telephone helpline operational in September
- Agreed eligibility for discretionary scheme with partners
- Procedures and process map for staff to include training
- Data capture spreadsheet for capturing applications received for each partner in line with government guidance
- Daily payment to be made via faster payments and process for this agreed
- Communications
- Project team involvement in user acceptance testing of tracker before be rolled out nationally

COVID 19 Business Grants (Small business rate relief and retail, leisure and hospitality)

Since March 2020 through to 30th September payment of £10,000 and £25,000 made to businesses totaling £61.645m.

Award to businesses retail discount for 2020/21 and this amounted to £31.177m and in addition the nursery discount which amounted to £364,798.

Local Restrictions Support Grant Scheme

A team is being formed to focus on the above and this is aimed at businesses where local lockdown has been implemented.

Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

LA error and subsidy

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

Renters

The Government has set out a strategy for “comprehensive support for renters this winter”

This includes

- Emergency legislation has increased (vacation of property) notice periods to 6 months until at least the end of March 2021
- Evictions will not be enforced in local lockdown areas and there will be limited enforcement action allowed over Christmas

The Kickstart scheme

The Kickstart scheme is intended to help those on Universal Credit up to age 25:

Under the scheme employers can offer youngsters aged 16-24 who are claiming Universal Credit a six-month work placement.

The government will fully fund each “Kickstart” job - paying 100% of the age-relevant National Minimum Wage, National Insurance and pension contributions for 25 hours a week.

Employers will be able to top up this wage, while the government will also pay employers £1500 to set up support and training for people on a Kickstart placement, as well as helping pay for uniforms and other set up costs”.

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: (End of year target 98.1%)	Actual: Position last year	56.1% 57.4%
Hinckley & Bosworth	In month collection target: (End of year target 97.6%)	Actual: Position last year:	55.9% 57.1%
North West Leicestershire	In month collection target: (End of year target 97.3%)	Actual: Position last Year:	54.9% 56.0%

Council Tax Enforcement

Council tax soft reminder notices (non statutory) issued is provided in the table below and this exercise has now been completed.

	Harborough	Hinckley & Bosworth	North West Leicestershire
Soft Reminder 1	3,484	4,610	5,329
Soft Reminder 2	1,869	2,955	3,107

COVID 19 – Council Tax Instalments

We have supported council tax payers by re-profiling instalments and the number of payment method changes is provided below:

For HBBC changes made	cash payers 395 and direct debit payers 718
For HDC changes made	cash payers 279 and direct debit payers 318
For NWLDC changes made	cash payers 803 and direct debit payers 873

Council Tax Discounts – National Fraud Initiative (NFI)

The exercise has been completed for NFI purposes and the worksheets that are updated are no longer available to us. The total amounts that have been debited to council tax payer accounts are as follows:

For HBC £129,000 has been recovered

For HDC £165,000 has been recovered

For NWLDC £74,000 has been recovered

Preparation for Council Tax Base (CTB1) Annual Government Return

The visiting officers have reviewed the following categories for long term empty (LTE), second home and long term empty premium (LTEP) cases. The table below outlines achievements made by the team. The importance of this exercise is to ensure our records are up to date as any reduction supports the new homes bonus annual calculation.

	TOTAL LTE REVIEWED	TOTAL LTE REMOVED	TOTAL LTEP REVIEWED	TOTAL LTEP REMOVED	TOTAL SECOND HOME REVIEWED	TOTAL SECOND HOME REMOVED
NWLDC	345	61	118	10	163	29
HBBC	305	80	109	8	153	52
HDC	431	53	122	2	206	17

NNDR (Business Rates)

In year collection rates position is as follows:

Harborough	In month collection target: (End of year target 99.2%)	Actual: Position last year:	51.2% 56.8%
Hinckley & Bosworth	In month collection target: (End of year target 98.8%)	Actual: Position last year:	50.2% 57.9%
North West Leicestershire	In month collection target: (End of year target 99.0%)	Actual: Position last year:	50.3% 57.8%

The COVID19 business rates grants scheme final payments have been paid to meet deadline being 30th September 2020.

Non Domestic Rates Enforcement

Soft reminder notices (non statutory) issued is provided in the table below and final 2nd reminders for Harborough will be issued on 9th October.

	Harborough	Hinckley & Bosworth	North West Leicestershire
Soft Reminder 1	373	313	480
Soft Reminder 2	To be issued on 9th Oct	195	322

Discretionary Rates Relief Review – NWLDC

On 2nd October 104 review forms to include accompanying letter will be issued inviting ratepayers to apply for this relief. The deadline for receipt of application forms is 31st October which will allow us to inform them of our decision based on the new policy/guidelines.

Ongoing Projects

Work is also being done on other significant projects including working in conjunction with Capita on migrating servers as part of the RedHat/Ingres upgrade and the Information at Work upgrade.

Housing Benefit Overpayments

Harborough

- Debt raised this year £70,628
- Overall debt reduced by £108,014
- Collection rate against all debt (arrears and new) 12%
- Overall debt position is: £783,387

Hinckley & Bosworth

- Debt raised this year £133,617
- Overall debt reduced by £132,813
- Collection rate against all debt (arrears and new) 12%
- Overall debt position is: £1.20m

North West Leicestershire

- Debt raised this year £180,847
- Overall debt reduced by £188,332
- Collection rate against all debt (arrears and new) 14%
- Overall debt position is: £1.21m

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				
	July	August	September	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	4058	4206	4359	153
Housing Benefit Online	249	255	259	4
Landlord Online	46	46	47	1
Business Rates Online	165	169	175	6
E-Billing and E-Notifications				
	July	August	September	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	1183	1222	1255	33
Housing Benefit Online	95	97	97	0
Landlord Online	25	25	25	0
Business Rates Online	56	58	58	0
Direct Debits over the Web				
	July	August	September	
Application	Total Number of DD's Set Up			Difference Since Last Month
Council Tax Online	152	192	199	7
Business Rates Online	2	4	3	-1
Change of Address				
	July	August	September	Total Since Live (02/10/2018)
Total for the Month	104	188	204	1872

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				
Service Subscriptions				
	July	August	September	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	6343	6494	6656	162
Housing Benefit Online	309	311	316	5
Landlord Online	91	91	92	1
Business Rates Online	432	432	438	6
E-Billing and E-Notifications				
	July	August	September	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	2764	2852	2948	96
Housing Benefit Online	136	137	140	3
Landlord Online	30	30	31	1
Business Rates Online	370	370	374	4
Direct Debits over the Web				
	July	August	September	
Application	Total Number of DD's Set Up			Difference Since Last Month
Council Tax Online	161	202	246	44
Business Rates Online	1	0	1	1
Change of Address				
	July	August	September	Total Since Live (04/10/2018)
Total for the Month	157	159	202	3118

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				
	July	August	September	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	4188	4340	4486	146
Housing Benefit Online	299	300	306	6
Landlord Online	70	70	70	0
Business Rates Online	167	168	172	4
E-Billing and E-Notifications				
	July	August	September	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	2574	2661	2743	82
Housing Benefit Online	171	171	173	2
Landlord Online	33	33	33	0
Business Rates Online	121	122	128	6
Direct Debits over the Web				
	July	August	September	
Application	Total Number of DD's Set Up			Difference Since Last Month
Council Tax Online	165	197	195	-2
Business Rates Online	1	0	5	5
Change of Address				
	July	August	September	Total Since Live (05/10/2018)
Total for the Month	329	334	463	4392

**March-17
NWL**

Service Subscriptions

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

Ebilling & Enotifications

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