



PAPER

# Revenue and Benefit Service

## Performance Summary Report

### May 2021

## Caseload Analysis

| Caseload Data         |                       |                          |                     |                          |                           |                          |                     |                          |                  |                  |                             |                                   |        |
|-----------------------|-----------------------|--------------------------|---------------------|--------------------------|---------------------------|--------------------------|---------------------|--------------------------|------------------|------------------|-----------------------------|-----------------------------------|--------|
| Position at:          | 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 | Position at 31/3/21 | 2020/21 In Year Movement | 2021/22          |                  |                             | Overall Movement since April 2011 |        |
| Council Tax Dwellings |                       |                          |                     |                          |                           |                          |                     |                          | Current Position | In Year Movement | In Year Percentage Movement |                                   |        |
| HBBC                  | 49,906                | 418                      | 50,359              | 453                      | 50,601                    | 242                      | 50,852              | 251                      | 50,886           | 34               | 0.1%                        | 4,714                             | 9.3%   |
| HDC                   | 39,089                | 584                      | 39,739              | 650                      | 40,532                    | 793                      | 41,554              | 1,022                    | 41,754           | 200              | 0.5%                        | 5,831                             | 14.0%  |
| NWLDC                 | 44,207                | 1,003                    | 44,940              | 733                      | 45,564                    | 624                      | 46,277              | 713                      | 46,357           | 80               | 0.2%                        | 6,331                             | 13.7%  |
| Totals                | 133,202               |                          | 135,038             |                          | 136,697                   |                          | 138,683             | Current Total:           | 138,997          |                  |                             | Total Movement:                   | 16,876 |
| NDR Rated Assessments |                       |                          |                     |                          |                           |                          |                     |                          | Current Position | In Year Movement | In Year Percentage          |                                   |        |
| HBBC                  | 3,162                 | 80                       | 3,181               | 19                       | 3,179                     | -2                       | 3,224               | 45                       | 3,229            | 5                | 0.16%                       | 353                               | 10.9%  |
| HDC                   | 3,040                 | 91                       | 3,086               | 46                       | 3,123                     | 37                       | 3,189               | 66                       | 3,183            | -6               | -0.19%                      | 567                               | 17.8%  |
| NWLDC                 | 3,417                 | 130                      | 3,440               | 23                       | 3,519                     | 79                       | 3,563               | 44                       | 3,567            | 4                | 0.11%                       | 385                               | 10.8%  |
| Totals                | 9,619                 |                          | 9,707               |                          | 9,821                     |                          | 9,976               | Current Total:           | 9,979            |                  |                             | Total Movement:                   | 1,305  |
| HB/CTLS Live Caseload |                       |                          |                     |                          |                           |                          |                     |                          | Current Caseload | In Year Movement | Caseload %                  |                                   |        |
| HBBC                  | 5,783                 | -282                     | 5,579               | -204                     | 5,321                     | -258                     | 5,517               | 196                      | 5,476            | -41              |                             | -1,624                            | -29.4% |
|                       |                       |                          |                     |                          | Current Caseload Analysis | Joint HB/CTS             |                     |                          | 2,092            | 2,057            | -35                         | 38%                               |        |
|                       |                       |                          |                     |                          |                           | HB only                  |                     |                          | 360              | 340              | -20                         | 6%                                |        |
|                       |                       |                          |                     |                          |                           | CTS only                 |                     |                          | 3,065            | 3,079            | 14                          | 56%                               |        |
| HDC                   | 3,388                 | -169                     | 3,243               | -145                     | 3,185                     | -58                      | 3,408               | 223                      | 3,384            | -24              |                             | -805                              | -23.8% |
|                       |                       |                          |                     |                          | Current Caseload Analysis | Joint HB/CTS             |                     |                          | 1,411            | 1,369            | -42                         | 6%                                |        |
|                       |                       |                          |                     |                          |                           | HB only                  |                     |                          | 211              | 212              | 1                           | 41%                               |        |
|                       |                       |                          |                     |                          |                           | CTS only                 |                     |                          | 1,786            | 1,803            | 17                          | 53%                               |        |
| NWLDC                 | 5,696                 | -329                     | 5,413               | -283                     | 5,118                     | -295                     | 5,276               | 158                      | 5,253            | -23              |                             | -1,934                            | -36.8% |
|                       |                       |                          |                     |                          | Current Caseload Analysis | Joint HB/CTS             |                     |                          | 2,406            | 2,392            | -14                         | 4%                                |        |
|                       |                       |                          |                     |                          |                           | HB only                  |                     |                          | 237              | 221              | -16                         | 46%                               |        |
|                       |                       |                          |                     |                          |                           | CTS only                 |                     |                          | 2,633            | 2,640            | 7                           | 50%                               |        |
| Totals                | 14,867                |                          | 14,235              |                          | 13,624                    |                          |                     | Current Total:           | 14,113           |                  |                             | Total Movement:                   | -4,363 |

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

| Harborough District Council                  |        |        |        |        |        |        |        |        |        |        |        |        | 2021/22    | Year -End<br>2021/22<br>target | 2020/21<br>Same month<br>cumulative<br>comparison |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------|--------------------------------|---|
| BENEFITS                                     | April  | May    | June   | July   | Aug    | Sept   | Oct    | Nov    | Dec    | Jan    | Feb    | Mar    | Cumulative |                                |   |
| In month: Right Time (days)                  | 12.3   | 10.9   |        |        |        |        |        |        |        |        |        |        | 11.6       | 11                             |   |
| Position for 2020/21                         | 4.4    | 7.5    | 5.4    | 6.4    | 6.6    | 6.6    | n/a    | 7.2    | 7.3    | 11.1   | 2.7    | 6.7    |            |                                | 5.9   |
| In month: New Claims (Days)                  | 16.8   | 19.3   |        |        |        |        |        |        |        |        |        |        | 21.3       | 15                             |   |
| Position for 2020/21                         | 14.7   | 15.4   | 11.7   | 12.7   | 15.4   | 15.4   | n/a    | 13.7   | 11.0   | 16.7   | 14.8   | 17.3   |            |                                | 15.1  |
| In month: Change Events (Days)               | 9.3    | 10.1   |        |        |        |        |        |        |        |        |        |        | 10.1       | 6                              |   |
| Position for 2020/21                         | 3.2    | 5.7    | 4.3    | 4.4    | 4.9    | 4.9    | n/a    | 5.4    | 6.5    | 10     | 2.2    | 4.8    |            |                                | 4.2   |
| Right Time profiled in month target 20/21    | 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 20/21    | 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 20/21 | 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 (%)                                  | 10.9%  | 19.8%  |        |        |        |        |        |        |        |        |        |        | 19.8%      | 98.1%                          |   |
| This years profiled target                   |        |        |        |        |        |        |        |        |        |        |        |        |            |                                |   |
| Position for 2020/21                         | 10.6%  | 19.5%  | 28.6%  | 37.5%  | 46.7%  | 56.1%  | 65.2%  | 74.5%  | 83.6%  | 92.6%  | 95.3%  | 97.6%  |            |                                |   |
| Arrears Reduction (£m) end of month          | £3.3m  | £3.0m  |        |        |        |        |        |        |        |        |        |        | £3.0m      | INFO                           |   |
| Position for 2020/21                         | £2.5m  | £2.5m  | £2.4m  | £2.4m  | £2.3m  | £2.3m  | £2.1m  | £2.0m  | £2.0m  | £1.9m  | £1.9m  | £1.8m  |            |                                |   |
| NON DOMESTIC RATES                           | April  | May    | June   | July   | Aug    | Sept   | Oct    | Nov    | Dec    | Jan    | Feb    | Mar    |            |                                |   |
| In Year (%)                                  | 8.3%   | 16.5%  |        |        |        |        |        |        |        |        |        |        | 16.5%      | 99.2%                          |   |
| This years profiled target                   |        |        |        |        |        |        |        |        |        |        |        |        |            |                                |   |
| Position for 2020/21                         | 7.1%   | 13.9%  | 22.5%  | 30.6%  | 38.4%  | 47.5%  | 56.5%  | 65.7%  | 74.1%  | 81.5%  | 86.2%  | 92.0%  |            |                                |   |
| Arrears Reduction (£m) end of month          | £3.4m  | £3.1m  |        |        |        |        |        |        |        |        |        |        | £3.1m      | INFO                           |   |
| Position for 2020/21                         | £0.45m | £1.6m  | £0.49m | £0.69m | £0.59m | £0.50m | £0.49m | £0.41m | £0.46m | £0.55m | £0.85m | £0.45m |            |                                |   |
| HOUSING BENEFIT DEBT                         | April  | May    | June   | July   | Aug    | Sept   | Oct    | Nov    | Dec    | Jan    | Feb    | Mar    |            |                                |   |
| HB Overpayments outstanding                  | £0.76m | £0.74m |        |        |        |        |        |        |        |        |        |        | £0.74m     | INFO                           |   |
| Position for 2020/21 (£m)                    | £0.82m | £0.81m | £0.81m | £0.80m | £0.79m | £0.78m | £0.78m | £0.76m | £0.77m | £0.76m | £0.76m | £0.75m |            |                                |   |
| HB Overpayments Recovered end of month       | 1%     | 3%     |        |        |        |        |        |        |        |        |        |        | 3%         | TBC                            |   |
| This year sprofiled target                   |        |        |        |        |        |        |        |        |        |        |        |        |            |                                |   |
| Position for 2020/21                         | 2%     | 5%     | 6%     | 9%     | 11%    | 12%    | 13%    | 16%    | 17%    | 19%    | 20%    | 27%    |            |                                |   |
| FRAUD  | April  | May    | June   | July   | Aug    | Sept   | Oct    | Nov    | Dec    | Jan    | Feb    | Mar    |            |                                |   |
| CTLS Sanctions gained                        | 0      | 0      |        |        |        |        |        |        |        |        |        |        | 0          | 0                              |   |
| This years profiled target                   |        |        |        |        |        |        |        |        |        |        |        |        |            |                                |   |
| Position for 2020/21                         | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |            |                                |   |

## Leicestershire Partnership - Revenues and Benefits Performance Indicators

| Hinckley & Bosworth Borough Council          |        |        |        |        |        |        |        |        |        |        |        |        | Cumulative 2021/22 | Year-End 2021/22 Target | 2020/21 Same month cumulative comparison |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------------------|-------------------------|--|
| BENEFITS                                     | April  | May    | June   | July   | Aug    | Sept   | Oct    | Nov    | Dec    | Jan    | Feb    | Mar    |                    |                         |  |
| In month: Right Time (days)                  | 16.5   | 16     |        |        |        |        |        |        |        |        |        |        | 16.2               | 11                      |  |
| Position for 2020/21                         | 4.4    | 6.7    | 6.4    | 6.2    | 6.3    | 7      | 7      | 7.4    | 7.5    | 12.1   | 7      | 7      |                    |                         | 5.6                                      |
| In month: New Claims (Days)                  | 22     | 22     |        |        |        |        |        |        |        |        |        |        | 22.0               | 15                      |  |
| Position for 2020/21                         | 13.6   | 13.0   | 11.3   | 10.6   | 12.9   | 14.6   | 13.9   | 14.2   | 14.5   | 16.1   | 14     | 14     |                    |                         | 13.3                                     |
| In month: Change Events (Days)               | 11     | 10     |        |        |        |        |        |        |        |        |        |        | 10.5               | 6                       |  |
| Position for 2020/21                         | 3.5    | 5.5    | 5.5    | 5.2    | 4.8    | 5.5    | 5.4    | 5.8    | 5.8    | 11.3   | 4      | 4      |                    |                         | 4.3                                      |
| 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 (%)                                  | 10.7%  | 19.7%  |        |        |        |        |        |        |        |        |        |        | 19.7%              | 97.6%                   |  |
| This years profiled target                   |        |        |        |        |        |        |        |        |        |        |        |        |                    |                         |  |
| Position for 2020/21                         | 10.4%  | 19.2%  | 28.3%  | 37.2%  | 46.4%  | 55.9%  | 64.9%  | 74.2%  | 83.2%  | 92.3%  | 95.0%  | 97.2%  |                    |                         |  |
| In Year Arrears Reduction (£) end of month   | £4.8m  | £4.6m  |        |        |        |        |        |        |        |        |        |        | £4.6m              | INFO                    |  |
| Position for 2020/21                         | £3.7m  | £3.6m  | £3.6m  | £3.6m  | £3.5m  | £3.4m  | £3.4m  | £3.3m  | £3.3m  | £3.2m  | £3.1m  | £3.0m  |                    |                         |  |
| NON DOMESTIC RATES                           | April  | May    | June   | July   | Aug    | Sept   | Oct    | Nov    | Dec    | Jan    | Feb    | Mar    |                    |                         |  |
| In Year (%)                                  | 10.8%  | 19.9%  |        |        |        |        |        |        |        |        |        |        | 19.9%              | 98.8%                   |  |
| This years profiled target                   |        |        |        |        |        |        |        |        |        |        |        |        |                    |                         |  |
| Position for 2020/21                         | 9.8%   | 16.8%  | 24.3%  | 33.1%  | 41.3%  | 50.2%  | 59.4%  | 67.9%  | 76.3%  | 84.5%  | 87.1%  | 90.5%  |                    |                         |  |
| Arrears Reduction (£m) end of month          | £2.9m  | £2.8m  |        |        |        |        |        |        |        |        |        |        | £2.8m              | INFO                    |  |
| Position for: 2019/20                        | £0.66m | £0.70m | £0.58m | £0.63m | £0.63m | £0.57m | £0.57m | £0.55m | £0.57m | £0.58m | £0.55m | £0.51m |                    |                         |  |
| HOUSING BENEFIT DEBT                         | April  | May    | June   | July   | Aug    | Sept   | Oct    | Nov    | Dec    | Jan    | Feb    | Mar    |                    |                         |  |
| HB Overpayments outstanding end of month     | £1.1m  | £1.1m  |        |        |        |        |        |        |        |        |        |        | £1.1m              | INFO                    |  |
| Position for 2020/21 £m                      | £1.2m  | £1.2m  | £1.2m  | £1.2m  | £1.2m  | £1.2m  | £1.2m  | £1.2m  | £1.2m  | £1.2m  | £1.1m  | £1.1m  |                    |                         |  |
| HB Overpayments Recovered                    | 2%     | 4%     |        |        |        |        |        |        |        |        |        |        | 2%                 | TBC                     |  |
| This years profiled target                   |        |        |        |        |        |        |        |        |        |        |        |        |                    |                         |  |
| Position for 2020/21                         | 2%     | 3%     | 6%     | 9%     | 10%    | 12%    | 13%    | 15%    | 17%    | 18%    | 21%    | 23%    |                    |                         |  |
| FRAUD  | April  | May    | June   | July   | Aug    | Sept   | Oct    | Nov    | Dec    | Jan    | Feb    | Mar    |                    |                         |  |
| CTLS Sanctions gained                        | 0      | 0      |        |        |        |        |        |        |        |        |        |        | 0                  | 0                       |  |
| This years profiled target                   |        |        |        |        |        |        |        |        |        |        |        |        |                    |                         |  |
| Position for 2020/21                         | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |                    |                         |  |

## Leicestershire Partnership - Revenues and Benefits Performance Indicators

| North West Leicestershire District Council   |        |       |       |       |       |        |        |        |        |        |        |        | 2021/22    | Year End 2021/22 target | 2020/21 Same month cumulative comparison |
|--|--------|-------|-------|-------|-------|--------|--------|--------|--------|--------|--------|--------|------------|-------------------------|--|
| BENEFITS                                     | April  | May   | June  | July  | Aug   | Sept   | Oct    | Nov    | Dec    | Jan    | Feb    | Mar    | Cumulative |                         |  |
| In month: Right Time (days)                  | 15.5   | 15    |       |       |       |        |        |        |        |        |        |        | 15.2       | 11                      |  |
| Position for 2020/21                         | 4.3    | 6.9   | 6.6   | 6.0   | 6.3   | 6.8    | 6.9    | 7.7    | n/a    | 12.8   | 2.4    | 6      |            |                         | 5.6                                      |
| In month: New Claims (Days)                  | 21     | 20    |       |       |       |        |        |        |        |        |        |        | 20.5       | 15                      |  |
| Position for 2020/21                         | 15.2   | 14.9  | 13.1  | 12.3  | 13.9  | 14.6   | 12.9   | 13.5   | n/a    | 17.7   | 15.1   | 15     |            |                         | 15.0                                     |
| In month: Change Events (Days)               | 10     | 10    |       |       |       |        |        |        |        |        |        |        | 10.0       | 6                       |  |
| Position for 2020/21                         | 3.3    | 5.3   | 5.3   | 4.6   | 4.8   | 5.1    | 5.3    | 6.4    | n/a    | 11.7   | 1.9    | 4      |            |                         | 3.3                                      |
| Right Time profiled in month target 20/21    | 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 20/21    | 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 20/21 | 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 (%)                                  | 10.3%  | 19.3% |       |       |       |        |        |        |        |        |        |        | 19.3%      | 97.3%                   |  |
| This years profiled target                   |        |       |       |       |       |        |        |        |        |        |        |        |            |                         |  |
| Position for 2020/21                         | 9.9%   | 18.6% | 27.5% | 36.6% | 45.7% | 54.9%  | 63.9%  | 73.0%  | 82.2%  | 91.1%  | 94.1%  | 96.6%  |            |                         |  |
| Arrears Reduction (£m) end of month          | £5.4m  | £5.2m |       |       |       |        |        |        |        |        |        |        | £5.2m      | INFO                    |  |
| Position for 2020/21                         | £4.1m  | £4.1m | £4.0m | £3.9m | £3.9m | £3.8m  | £3.8m  | £3.7m  | £3.7m  | £3.6m  | £3.6m  | £3.5m  |            |                         |  |
| NON DOMESTIC RATES                           | April  | May   | June  | July  | Aug   | Sept   | Oct    | Nov    | Dec    | Jan    | Feb    | Mar    |            |                         |  |
| In Year (%)                                  | 9.3%   | 19.4% |       |       |       |        |        |        |        |        |        |        | 19.4%      | 99.0%                   |  |
| This years profiled target                   |        |       |       |       |       |        |        |        |        |        |        |        |            |                         |  |
| Position for 2020/21                         | 9.6%   | 14.1% | 20.6% | 30.2% | 40.9% | 50.3%  | 61.9%  | 70.4%  | 80.6%  | 87.6%  | 92.0%  | 96.6%  |            |                         |  |
| Arrears Reduction (£m) end of month          | £2.5m  | £4.3m |       |       |       |        |        |        |        |        |        |        | £4.3m      | INFO                    |  |
| Position for 2020/21                         | £0.71m | £1.6m | £1.6m | £1.8m | £1.6m | £0.79m | £0.74m | £0.71m | £0.70m | £0.74m | £0.68m | £0.64m |            |                         |  |
| HOUSING BENEFIT DEBT                         | April  | May   | June  | July  | Aug   | Sept   | Oct    | Nov    | Dec    | Jan    | Feb    | Mar    |            |                         |  |
| HB Overpayments outstanding end of month     | £1.2m  | £1.2m |       |       |       |        |        |        |        |        |        |        | £1.2m      | INFO                    |  |
| Position for 2020/21 (£m)                    | £1.2m  | £1.2m | £1.2m | £1.2m | £1.2m | £1.2m  | £1.2m  | £1.2m  | £1.2m  | £1.2m  | £1.2m  | £1.2m  |            |                         |  |
| HB Overpayments Recovered                    | 1%     | 3%    |       |       |       |        |        |        |        |        |        |        | 1%         | TBC                     |  |
| This years profiled target                   |        |       |       |       |       |        |        |        |        |        |        |        |            |                         |  |
| Position for 2020/21                         | 2%     | 6%    | 9%    | 11%   | 13%   | 14%    | 15%    | 17%    | 18%    | 19%    | 20%    | 22%    |            |                         |  |
| FRAUD  | April  | May   | June  | July  | Aug   | Sept   | Oct    | Nov    | Dec    | Jan    | Feb    | Mar    |            |                         |  |
| CTLS Sanctions gained                        | 0      | 0     |       |       |       |        |        |        |        |        |        |        | 0          | 0                       |  |
| This years profiled target                   |        |       |       |       |       |        |        |        |        |        |        |        |            |                         |  |
| Position for 2020/21                         | 0      | 0     | 0     | 0     | 0     | 0      | 0      | 0      | 0      | 0      | 0      | 0      |            |                         |  |

### 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 | £4,474        | £8,504        |      |      |     |      |     |     |     |     |     |       |
| Upper Threshold | £5,034        | £9,567        |      |      |     |      |     |     |     |     |     |       |
|                 |               |               |      |      |     |      |     |     |     |     |     |       |
| <b>Actual</b>   | <b>£557</b>   | <b>£1,989</b> |      |      |     |      |     |     |     |     |     |       |
|                 |               |               |      |      |     |      |     |     |     |     |     |       |
| Lower Tolerance | £3,918        | £6,515        | £0   | £0   | £0  | £0   | £0  | £0  | £0  | £0  | £0  | £0    |
|                 |               |               |      |      |     |      |     |     |     |     |     |       |
| Upper Tolerance | £4,477        | £7,578        | £0   | £0   | £0  | £0   | £0  | £0  | £0  | £0  | £0  | £0    |
|                 |               |               |      |      |     |      |     |     |     |     |     |       |
| HDC             | April         | May           | June | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March |
| Lower Threshold | £2,856        | £5,735        |      |      |     |      |     |     |     |     |     |       |
| Upper Threshold | £3,213        | £6,452        |      |      |     |      |     |     |     |     |     |       |
|                 |               |               |      |      |     |      |     |     |     |     |     |       |
| <b>Actual</b>   | <b>£188</b>   | <b>£97</b>    |      |      |     |      |     |     |     |     |     |       |
|                 |               |               |      |      |     |      |     |     |     |     |     |       |
| Lower Tolerance | £2,668        | £5,638        | £0   | £0   | £0  | £0   | £0  | £0  | £0  | £0  | £0  | £0    |
|                 |               |               |      |      |     |      |     |     |     |     |     |       |
| Upper Tolerance | £3,025        | £6,355        | £0   | £0   | £0  | £0   | £0  | £0  | £0  | £0  | £0  | £0    |
|                 |               |               |      |      |     |      |     |     |     |     |     |       |
| NWLDC           | April         | May           | June | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March |
| Lower Threshold | £4,596        | £8,759        |      |      |     |      |     |     |     |     |     |       |
| Upper threshold | £5,170        | £9,854        |      |      |     |      |     |     |     |     |     |       |
|                 |               |               |      |      |     |      |     |     |     |     |     |       |
| <b>Actual</b>   | <b>£1,706</b> | <b>£2,186</b> |      |      |     |      |     |     |     |     |     |       |
|                 |               |               |      |      |     |      |     |     |     |     |     |       |
| Lower Tolerance | £2,891        | £6,572        | £0   | £0   | £0  | £0   | £0  | £0  | £0  | £0  | £0  | £0    |
|                 |               |               |      |      |     |      |     |     |     |     |     |       |
| Upper Tolerance | £3,464        | £7,667        | £0   | £0   | £0  | £0   | £0  | £0  | £0  | £0  | £0  | £0    |

### HB and CTLS Claim Activity 2021/22

| HBBC           | April | May | June | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | Cumulative Totals        |
|----------------|-------|-----|------|------|-----|------|-----|-----|-----|-----|-----|-------|--------------------------|
| (SHBE)         |       |     |      |      |     |      |     |     |     |     |     |       |                          |
| New claims     |       |     |      |      |     |      |     |     |     |     |     |       | 0                        |
| Change events  |       |     |      |      |     |      |     |     |     |     |     |       | 0                        |
| Atlas activity | 927   | 826 |      |      |     |      |     |     |     |     |     |       | 1753                     |
| <b>HDC</b>     |       |     |      |      |     |      |     |     |     |     |     |       | <b>Cumulative Totals</b> |
| (SHBE)         |       |     |      |      |     |      |     |     |     |     |     |       |                          |
| New claims     | 141   | 88  |      |      |     |      |     |     |     |     |     |       | 229                      |
| Change events  | 702   | 882 |      |      |     |      |     |     |     |     |     |       | 1584                     |
| Atlas activity | 611   | 544 |      |      |     |      |     |     |     |     |     |       | 1155                     |
| <b>NWLDC</b>   |       |     |      |      |     |      |     |     |     |     |     |       | <b>Cumulative Totals</b> |
| (SHBE)         |       |     |      |      |     |      |     |     |     |     |     |       |                          |
| New claims     |       |     |      |      |     |      |     |     |     |     |     |       | 0                        |
| Change events  |       |     |      |      |     |      |     |     |     |     |     |       | 0                        |
| Atlas activity | 1060  | 930 |      |      |     |      |     |     |     |     |     |       | 1990                     |

### Data below for same position in 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  | 168 | 183  | 146 | 150  | n/a  | n/a   | 1777                     |
| Change events  | 2033  | 1385 | 1026 | 760  | 649 | 772  | 714 | 793  | 606 | 739  | n/a  | n/a   | 9477                     |
| Atlas activity | 1749  | 747  | 741  | 726  | 664 | 789  | 773 | 1713 | 681 | 1944 | 1477 | 1364  | 13368                    |
| <b>HDC</b>     |       |      |      |      |     |      |     |      |     |      |      |       | <b>Cumulative Totals</b> |
| (SHBE)         |       |      |      |      |     |      |     |      |     |      |      |       |                          |
| New claims     | 153   | 205  | 117  | 147  | 89  | 106  | n/a | 131  | 77  | 96   | 91   | 123   | 1335                     |
| Change events  | 1361  | 911  | 672  | 466  | 454 | 558  | n/a | 496  | 359 | 493  | 1862 | 685   | 8317                     |
| Atlas activity | 1131  | 539  | 394  | 507  | 378 | 537  | 572 | 937  | 394 | 1183 | 1008 | 882   | 8462                     |
| <b>NWLDC</b>   |       |      |      |      |     |      |     |      |     |      |      |       | <b>Cumulative Totals</b> |
| (SHBE)         |       |      |      |      |     |      |     |      |     |      |      |       |                          |
| New claims     | 206   | 266  | 212  | 171  | 131 | 173  | 183 | 174  | n/a | 162  | 133  | n/a   | 1811                     |
| Change events  | 2254  | 1348 | 1038 | 758  | 681 | 800  | 709 | 768  | n/a | 790  | 3057 | n/a   | 12203                    |
| Atlas activity | 2182  | 784  | 791  | 766  | 629 | 771  | 812 | 1767 | 668 | 1850 | 1422 | n/a   | 12442                    |

## Performance Indicators 21.22

After discussion with members of the LRBP Management Board, it is proposed that the performance indicators for all three authorities remain the same as 20.21 for all key indicators. Approval is requested.

### Sickness

Sickness position is given below:



| <b>Hinckley &amp; Bosworth Borough Council</b>    | <b>Annual Target 8 days</b>   |  |                   |
|---|-------------------------------|--|-------------------|
|   | <b>Month</b>                  |  |                   |
|   | <b>April</b>                  |  | <b>Cumulative</b> |
| <b>Long Term</b>                                  | 14.00                         |  | 14.00             |
| <b>Short Term</b>                                 | 3.00                          |  | 3.00              |
| <b>Days lost</b>                                  | 17.00                         |  | 17.00             |
|   |                               |  |                   |
| <b>FTE Average</b>                                | <b>0.56 days</b>              |  | <b>0.56 Days</b>  |
| <b>Profiled Target Average</b>                    | 0.67 Days                     |  | 0.67 Days         |
|   |                               |  |                   |
| <b>Harborough District Council</b>                | <b>Annual Target 9 days</b>   |  |                   |
|   | <b>Month</b>                  |  |                   |
|   | <b>April</b>                  |  | <b>Cumulative</b> |
| <b>Long Term</b>                                  | 17.80                         |  | 17.80             |
| <b>Short Term</b>                                 | 1.00                          |  | 1.00              |
| <b>Days lost</b>                                  | 18.80                         |  | 18.80             |
|   |                               |  |                   |
| <b>FTE Average</b>                                | <b>1.09 Days</b>              |  | <b>1.09 Days</b>  |
| <b>Profiled Target Average</b>                    | 0.75 Days                     |  | 0.75 Days         |
|   |                               |  |                   |
| <b>North West Leicestershire District Council</b> | <b>Annual Target 8.5 days</b> |  |                   |
|   | <b>Month</b>                  |  |                   |
|   | <b>April</b>                  |  | <b>Cumulative</b> |
| <b>Long Term</b>                                  | 0.00                          |  | 0.00              |
| <b>Short Term</b>                                 | 8.34                          |  | 8.34              |
| <b>Days lost</b>                                  | 8.34                          |  | 8.34              |
|   |                               |  |                   |
| <b>FTE Average</b>                                | <b>0.34 days</b>              |  | <b>0.34 Days</b>  |
| <b>Profiled Target Average</b>                    | 0.71 Days                     |  | 0.71 Days         |
|   |                               |  |                   |

## Government Initiatives

### Test and Trace Isolation Payments

The scheme went live on Monday 12<sup>th</sup> October 2020 and the position on 31<sup>st</sup> May 2021 is as follows:

**Hinckley & Bosworth**

|                 |     |         |
|-----------------|-----|---------|
| Total case paid | 101 | £50,500 |
|-----------------|-----|---------|

**North West Leicestershire**

|                  |    |         |
|------------------|----|---------|
| Total cases paid | 91 | £45,500 |
|------------------|----|---------|

**Harborough**

|                  |    |         |
|------------------|----|---------|
| Total cases paid | 85 | £42,500 |
|------------------|----|---------|

**Local Restrictions Support Grant Schemas**

The position of grant payments made for each category as of 4<sup>th</sup> June 2021 is as follows:

**Harborough**

|                  |             |
|------------------|-------------|
| Total value paid | £10,368,421 |
|------------------|-------------|

**Hinckley & Bosworth**

|                  |             |
|------------------|-------------|
| Total value paid | £10,688,921 |
|------------------|-------------|

**North West Leicestershire**

|                  |             |
|------------------|-------------|
| Total value paid | £10,504,762 |
|------------------|-------------|

**Benefits Operational Team**

(Housing Benefit, Council Tax Support and Fraud)

## **Speed of Processing (Based on Academy Stats)**

All 3 LA's are not meeting their speed of processing targets, this is primarily because of having a backlog moving into the new financial year and the impact that annual billing has in terms of dealing with an increase in uprating (rent increase etc). On a weekly basis we are monitoring throughputs of work to ensure we are making inroads into the backlog.

## **LA error and Subsidy**

There has been no negative impact on subsidy as all LA's are below the lower threshold for LA error.

## **Private tenants**

Eviction proceedings are due to be lifted from June 1<sup>st</sup> and a recent report has highlighted that based on the governments projection of unemployment rising to 6.5% the numbers of private tenants in significant rent arrears by the end of 2021 could be as high as 400,000.

## **Universal Credit and the pandemic**

When the pandemic struck the DWP faced an unprecedented challenge in meeting the surge in new Universal Credit claims, which at their peak reached 10 times the levels they would expect during normal times. At the start of this year 6 million people were on UC and increase of 98% since March 2020

The expenditure on UC has increased from £18.4bn in 2020 to £38.2bn in 2021. It has been reported that the level of overpayments in UC has risen from 9.4% to 14.5% which is attributable to an increase in demand and the removal of some of the manual checking processes.

## **Valuation tribunal changes**

Starting on 9 June 2021 Valuation Tribunals can be held by video or telephone or similar.

## **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:<br>(End of year target 98.1%) | Actual:<br>Position last year  | 19.8%<br>19.5% |
| <b>Hinckley &amp; Bosworth</b>   | In-month collection target:<br>(End of year target 97.6%) | Actual:<br>Position last year: | 19.7%<br>19.2% |
| <b>North West Leicestershire</b> | In-month collection target:<br>(End of year target 97.3%) | Actual:<br>Position last Year: | 19.3%<br>18.6% |

## Council Tax Enforcement

Statutory recovery notices issued and summarised below:

For Harborough

2,559 reminders issued  
966 summonses issued (arrear cases only)

For Hinckley & Bosworth

2,120 reminders issued  
1,000 summonses issued (arrear cases only)

For North West Leicestershire

2,113 reminders issued  
1,000 summonses issued (arrear cases only)

## NNDR (Business Rates)

In year collection rates position is as follows:

|                                  |   |                                |                |
|----------------------------------|---|--------------------------------|----------------|
| <b>Harborough</b>                | In-month collection target:<br>(End of year target 99.2%) | Actual:<br>Position last year: | 16.5%<br>13.9% |
| <b>Hinckley &amp; Bosworth</b>   | In-month collection target:<br>(End of year target 98.8%) | Actual:<br>Position last year: | 19.9%<br>16.8% |
| <b>North West Leicestershire</b> | In-month collection target:<br>(End of year target 99.0%) | Actual:<br>Position last year: | 19.4%<br>14.1% |

#### Other matters

- The following statutory notices have been issued – see below:

|                                 | Reminders | Final Notices |
|---------------------------------|-----------|---------------|
| ▪ For Harborough                | 350       | 166           |
| ▪ For Hinckley & Bosworth       | 346       | 186           |
| ▪ For North West Leicestershire | 419       | 219           |

## Harborough

- Debt raised this year £14,349
- Overall debt reduced by £23,066
- Collection rate against all debt (arrears and new) 3%
- Overall debt position is: £744,412

## Hinckley & Bosworth

- Debt raised this year £30,402
- Overall debt reduced by £48,744
- Collection rate against all debt (arrears and new) 4%
- Overall debt position is: £1.14m

## North West Leicestershire

- Debt raised this year £39,707
- Overall debt reduced by £35,057
- Collection rate against all debt (arrears and new) 3%
- Overall debt position is: £1.16m

### 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. This also includes viewing their own records for council tax, housing benefit, council tax support and business rates.

| Connect Stats - HDC           |                               |       |      |                               |
|-------------------------------|-------------------------------|-------|------|-------------------------------|
| Service Subscriptions         |                               |       |      |                               |
|                               | March                         | April | May  |                               |
| Application                   | Total Number of Subscriptions |       |      | Difference Since Last Month   |
| Council Tax Online            | 5774                          | 5990  | 6148 | 158                           |
| Housing Benefit Online        | 282                           | 286   | 290  | 4                             |
| Landlord Online               | 47                            | 47    | 47   | 0                             |
| Business Rates Online         | 212                           | 220   | 225  | 5                             |
| E-Billing and E-Notifications |                               |       |      |                               |
|                               | March                         | April | May  |                               |
| Application                   | Total Number of Subscriptions |       |      | Difference Since Last Month   |
| Council Tax Online            | 1670                          | 1725  | 1764 | 39                            |
| Housing Benefit Online        | 111                           | 113   | 114  | 1                             |
| Landlord Online               | 25                            | 25    | 25   | 0                             |
| Business Rates Online         | 72                            | 74    | 76   | 2                             |
| Direct Debits over the Web    |                               |       |      |                               |
|                               | March                         | April | May  |                               |
| Application                   | Total Number of DD's Set Up   |       |      | Difference Since Last Month   |
| Council Tax Online            | 965                           | 460   | 381  | -79                           |
| Business Rates Online         | 14                            | 13    | 17   | 4                             |
| Change of Address             |                               |       |      |                               |
|                               | March                         | April | May  | Total Since Live (02/10/2018) |
| Total for the Month           | 587                           | 378   | 366  | 4862                          |

## March-17

### HDC

#### Service Subscriptions

| Application            | Subscriptions |
|------------------------|---------------|
| Council Tax Online     | 275           |
| Housing Benefit Online | 30            |
| Landlord Online        | 25            |
| Business Rates Online  | 22            |

#### Ebilling & Enotifications

| Application            | Subscriptions |
|------------------------|---------------|
| Council Tax Online     | 94            |
| Business Rates Online  | 6             |
| Landlord Online        | 9             |
| Housing Benefit Online | 10            |

| Connect Stats - HBBC          |                               |       |      |                               |
|-------------------------------|-------------------------------|-------|------|-------------------------------|
| Service Subscriptions         |                               |       |      |                               |
|                               | March                         | April | May  |                               |
| Application                   | Total Number of Subscriptions |       |      | Difference Since Last Month   |
| Council Tax Online            | 7900                          | 8086  | 8248 | 162                           |
| Housing Benefit Online        | 332                           | 335   | 338  | 3                             |
| Landlord Online               | 92                            | 92    | 92   | 0                             |
| Business Rates Online         | 455                           | 464   | 468  | 4                             |
| E-Billing and E-Notifications |                               |       |      |                               |
|                               | March                         | April | May  |                               |
| Application                   | Total Number of Subscriptions |       |      | Difference Since Last Month   |
| Council Tax Online            | 3732                          | 3846  | 3944 | 98                            |
| Housing Benefit Online        | 151                           | 153   | 155  | 2                             |
| Landlord Online               | 31                            | 31    | 31   | 0                             |
| Business Rates Online         | 380                           | 382   | 383  | 1                             |
| Direct Debits over the Web    |                               |       |      |                               |
|                               | March                         | April | May  |                               |
| Application                   | Total Number of DD's Set Up   |       |      | Difference Since Last Month   |
| Council Tax Online            | 655                           | 349   | 270  | -79                           |
| Business Rates Online         | 0                             | 3     | 21   | 18                            |
| Change of Address             |                               |       |      |                               |
|                               | March                         | April | May  | Total Since Live (04/10/2018) |
| Total for the Month           | 276                           | 176   | 147  | 470                           |

### 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         |                               |       |      |                               |
|                               | March                         | April | May  |                               |
| Application                   | Total Number of Subscriptions |       |      | Difference Since Last Month   |
| Council Tax Online            | 5770                          | 5965  | 6104 | 139                           |
| Housing Benefit Online        | 316                           | 320   | 322  | 2                             |
| Landlord Online               | 70                            | 70    | 72   | 2                             |
| Business Rates Online         | 194                           | 200   | 225  | 25                            |
| E-Billing and E-Notifications |                               |       |      |                               |
|                               | March                         | April | May  |                               |
| Application                   | Total Number of Subscriptions |       |      | Difference Since Last Month   |
| Council Tax Online            | 3487                          | 3585  | 3659 | 74                            |
| Housing Benefit Online        | 183                           | 184   | 184  | 0                             |
| Landlord Online               | 33                            | 33    | 33   | 0                             |
| Business Rates Online         | 140                           | 142   | 144  | 2                             |
| Direct Debits over the Web    |                               |       |      |                               |
|                               | March                         | April | May  |                               |
| Application                   | Total Number of DD's Set Up   |       |      | Difference Since Last Month   |
| Council Tax Online            | 589                           | 321   | 220  | -101                          |
| Business Rates Online         | 1                             | 2     | 15   | 13                            |
| Change of Address             |                               |       |      |                               |
|                               | March                         | April | May  | Total Since Live (05/10/2018) |
| Total for the Month           | 507                           | 410   | 342  | 8004                          |

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             |