



PAPER

Revenue and Benefit Service

Performance Summary Report

March 2021

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	
									Current Position	In Year Movement	In Year Percentage Movement		
Council Tax Dwellings													
HBBC	49,488	678	49,906	418	50,359	453	50,601	242	50,852	251	0.5%	4,680	9.2%
HDC	38,505	606	39,089	584	39,739	650	40,532	793	41,554	1,022	2.6%	5,631	13.6%
NWLDC	43,204	799	44,207	1,003	44,940	733	45,564	624	46,277	713	1.6%	6,251	13.5%
Totals	131,197		133,202		135,038		136,697	Current Total:	138,683			Total Movement:	16,562
NDR Rated Assessments													
HBBC	3,082	15	3,162	80	3,181	19	3,179	-2	3,224	45	1.4%	348	10.8%
HDC	2,949	40	3,040	91	3,086	46	3,123	37	3,189	66	2.1%	573	18.0%
NWLDC	3,287	38	3,417	130	3,440	23	3,519	79	3,563	44	1.3%	381	10.7%
Totals	9,318		9,619		9,707		9,821	Current Total:	9,976			Total Movement:	1,302
HB/CTLS Live Caseload													
HBBC	6,280	-282	5,783	-282	5,579	-204	5,321	-258	5,517	196	3.5%	-1,583	-28.7%
			Current Caseload Analysis	Joint HB/CTS	2,290			2,092	39%				
				HB only	364			360	6%				
				CTS only	2,667			3,065	55%				
HDC	3,599	-169	3,388	-169	3,243	-145	3,185	-58	3,408	223	6.9%	-781	-22.9%
			Current Caseload Analysis	Joint HB/CTS	1,529			1,411	42%				
				HB only	225			211	6%				
				CTS only	1,431			1,786	52%				
NWLDC	5,955	-329	5,696	-329	5,413	-283	5,118	-295	5,276	158	2.9%	-1,911	-36.2%
			Current Caseload Analysis	Joint HB/CTS	2,694			2,406	46%				
				HB only	266			237	5%				
				CTS only	2,158			2,633	49%				
Totals	15,834		14,867		14,235		13,624	Current Total:	14,204			Total Movement:	-4,275

Dashboards 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	n/a	7.2	7.3	11.1	2.7	6.7	6.5	11	
<i>Position for 2019/20</i>	5.7	5.3	6.1	5.6	4.6	5.9	5.9	6.8	6.9	6.7	2.3	5.9			5.6
In month: New Claims (Days)	14.7	15.4	11.7	12.7	15.4	15.4	n/a	13.7	11.0	16.7	14.8	17.3	14.5	15	
<i>Position for 2019/20</i>	13.6	14.8	12.0	12.1	10.0	9.9	10.8	10.5	13.7	12	9.6	12.1			11.8
In month: Change Events (Days)	3.2	5.7	4.3	4.4	4.9	4.9	n/a	5.4	6.5	10	2.2	4.8	4.4	6	
<i>Position for 2019/20</i>	4.9	4.5	5.1	4.6	3.9	5.4	5.1	6.2	5.8	5.7	2	5.1			4.4
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%	65.2%	74.5%	83.6%	92.6%	95.3%	97.6%	97.6%	98.1%	
This years profiled target															
<i>Position for 2019/20</i>	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	£2.1m	£2.0m	£2.0m	£1.9m	£1.9m	£1.8m	£1.8m	INFO	
<i>Position for 2019/20</i>	£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%	47.5%	56.5%	65.7%	74.1%	81.5%	86.2%	92.0%	92.0%	99.2%	
This years profiled target															
<i>Position for 2019/20</i>	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	£0.49m	£0.41m	£0.46m	£0.55m	£0.85m	£0.45m	£0.45m	INFO	
<i>Position for 2019/20</i>	£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	£0.76m	£0.77m	£0.76m	£0.76m	£0.75m	£0.75m	INFO	
<i>Position for 2019/20 (£m)</i>	£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%	13%	16%	17%	19%	20%	27%	27%	TBC	
This year sprofiled target															
<i>Position for 2019/20</i>	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	0	0	0	0	0	0	0	
This years profiled target															
<i>Position for 2019/20</i>	0	1	0	0	0	1	1	2	1	0	0	0			

Hinckley & Bosworth Borough Council													Cumulative e2020/21	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	7	7.4	7.5	12.1	7	7	7.0	11	
<i>Position for 2019/20</i>	6.2	6.1	6.2	5.5	5.7	6.8	6.1	7.2	7.4	6.3	2.3	5.8			6.0
In month: New Claims (Days)	13.6	13.0	11.3	10.6	12.9	14.6	13.9	14.2	14.5	16.1	14	14	14.0	15	
<i>Position for 2019/20</i>	13.5	14.5	15.4	11.2	11	11.9	9.5	12.0	14.4	9.7	12.5	11.3			12.2
In month: Change Events (Days)	3.5	5.5	5.5	5.2	4.8	5.5	5.4	5.8	5.8	11.3	4	4	5.0	6	
<i>Position for 2019/20</i>	5.3	5.3	5.2	4.6	5	6	5.5	6.4	6.1	5.7	1.8	5			4.6
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 (%)	10.4%	19.2%	28.3%	37.2%	46.4%	55.9%	64.9%	74.2%	83.2%	92.3%	95.0%	97.2%	97.2%	97.6%	
This years profiled target															
<i>Position for 2019/20</i>	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	£3.3m	£3.3m	£3.2m	£3.1m	£3.0m	£3.0m	INFO	
<i>Position for 2019/20</i>	£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%	59.4%	67.9%	76.3%	84.5%	87.1%	90.5%	90.5%	98.8%	
This years profiled target															
<i>Position for 2019/20</i>	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	£0.55m	£0.57m	£0.58m	£0.55m	£0.51m	£0.51m	INFO	
<i>Position for: 2019/20</i>	£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	£1.2m	£1.2m	£1.2m	£1.1m	£1.1m	£1.1m	INFO	
<i>Position for 2019/20</i>	£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%	13%	15%	17%	18%	21%	23%	23%	TBC	
This years profiled target															
<i>Position for 2019/20</i>	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	0	0	0	0	0	0	
This years profiled target															
<i>Position for 2019/20</i>	1	0	0	1	1	0	0	0	0	1	2	0			

Leicestershire Partnership - Revenues and Benefits Performance Indicators

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	6.9	7.7	n/a	12.8	2.4	6	7.0	11	
<i>Position for 2019/20</i>	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	12.9	13.5	n/a	17.7	15.1	15	14.0	15	
<i>Position for 2019/20</i>	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	5.3	6.4	n/a	11.7	1.9	4	5.0	6	
<i>Position for 2019/20</i>	5.3	4.7	5.4	4.9	4.7	6.2	5.2	6.0	6.3	6.3	2.2	4.6			4.7
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%	63.9%	73.0%	82.2%	91.1%	94.1%	96.6%	96.6%	97.3%	
This years profiled target															
<i>Position for 2019/20</i>	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	£3.7m	£3.7m	£3.6m	£3.6m	£3.5m	£3.5m	INFO	
<i>Position for 2019/20</i>	£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%	61.9%	70.4%	80.6%	87.6%	92.0%	96.6%	96.6%	99.0%	
This years profiled target															
<i>Position for 2019/20</i>	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	£0.74m	£0.71m	£0.70m	£0.74m	£0.68m	£0.64m	£0.64m	INFO	
<i>Position for 2019/20</i>	£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	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	INFO	
<i>Position for 2019/20</i>	£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%	15%	17%	18%	19%	20%	22%	22%	TBC	
This years profiled target															
<i>Position for 2019/20</i>	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	0	0	0	0	0	0	
This years profiled target															
<i>Position for 2019/20</i>	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	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£4,271	£8,987	£15,142	£19,769	£23,960	£28,274	£32,791	£36,830	£41,280	£45,683	£49,788	£54,008
Upper Threshold	£4,805	£10,110	£17,034	£22,241	£26,955	£31,808	£36,890	£41,434	£46,440	£51,393	£56,011	£60,759
Actual	£384	£1,114	£1,697	£2,236	£2,365	£4,153	£5,762	£7,974	£11,083	£11,573	£12,644	£13,320
Lower Tolerance	£3,887	£7,873	£13,444	£17,534	£21,595	£24,121	£27,030	£28,857	£30,197	£34,110	£37,144	£40,688
Upper Tolerance	£4,421	£8,996	£15,337	£20,005	£24,590	£27,655	£31,129	£33,460	£35,357	£39,820	£43,367	£47,439
HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£3,000	£6,055	£8,998	£14,199	£17,241	£20,200	£23,410	£26,393	£29,593	£32,489	£35,182	£38,224
Upper Threshold	£3,375	£6,811	£10,122	£15,973	£19,396	£22,725	£26,336	£29,693	£33,292	£36,550	£39,580	£43,002
Actual	£277	£2,772	£2,959	£3,163	£3,179	£3,259	£3,259	£3,285	£3,288	£3,328	£3,422	£5,848
Lower Tolerance	£2,723	£3,283	£6,038	£11,035	£14,062	£16,941	£20,150	£23,108	£26,306	£29,161	£31,761	£32,376
Upper Tolerance	£3,098	£4,040	£7,163	£12,810	£16,217	£19,466	£23,076	£26,408	£30,005	£33,222	£36,159	£37,154
NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£4,484	£9,435	£13,907	£21,198	£25,530	£29,863	£34,776	£39,072	£42,324	£46,980	£51,298	£55,468
Upper threshold	£5,044	£10,614	£15,646	£23,848	£28,721	£33,596	£39,123	£43,956	£47,615	£52,853	£57,710	£62,402
Actual	£714	£864	£1,242	£1,983	£5,215	£5,317	£5,330	£5,959	£6,027	£8,068	£8,256	£23,793
Lower Tolerance	£3,770	£8,571	£12,665	£19,215	£20,315	£24,547	£29,446	£33,113	£36,298	£38,913	£43,042	£31,675
Upper Tolerance	£4,330	£9,750	£14,403	£21,865	£23,507	£28,280	£33,793	£37,997	£41,588	£44,785	£49,454	£38,608

HB and CTLS Claim Activity 2020/21

April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Cumulative Totals
209	258	194	164	146	159	168	183	146	150	n/a	n/a	1777
2033	1385	1026	760	649	772	714	793	606	739	n/a	n/a	9477
1749	747	741	726	664	789	773	1713	681	1944	1477	1364	13368
												Cumulative Totals
153	205	117	147	89	106	n/a	131	77	96	91	123	1335
1361	911	672	466	454	558	n/a	496	359	493	1862	685	8317
1131	539	394	507	378	537	572	937	394	1183	1008	882	8462
												Cumulative Totals
206	266	212	171	131	173	183	174	n/a	162	133	n/a	1811
2254	1348	1038	758	681	800	709	768	n/a	790	3057	n/a	12203
2182	784	791	766	629	771	812	1767	668	1850	1422	1653	14095

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		
	March		Cumulative
Long Term	26.00		56.00
Short Term	7.00		99.50
Days lost	33.00		155.50
FTE Average	1.08 days		5.10 Days
Profiled Target Average	0.67 Days		8.00 Days
Harborough District Council	Annual Target 9 days		
	Month		
	March		Cumulative
Long Term	12.00		185.00
Short Term	13.00		70.50
Days lost	25.00		265.50
FTE Average	2.03 Days		15.44 Days
Profiled Target Average	0.75 Days		9.00 Days
North West Leicestershire District Council	Annual Target 8.5 days		
	Month		
	November		Cumulative
Long Term	11.17		11.17
Short Term	10.69		32.63
Days lost	21.86		43.80
FTE Average	0.33 days		1.80 Days
Profiled Target Average	0.71 Days		4.97 Days

Government Initiatives

Test and Trace Isolation Payments

The scheme went live on Monday 12th October 2020 and the position as at 31st March 2021 is as follows:

HBBC

Total applications received 343 of which 200 Main Scheme and 143 Discretionary Scheme.
Total 91 payments made of which 85 payments main scheme (£42,500) and 6 payments discretionary scheme (£3,000) total paid £45,500.

NWL

Total applications received 394 of which 223 Main Scheme and 171 Discretionary Scheme.
Total 83 payments made of which 76 payments main scheme (£38,000) and 5 payments discretionary scheme (£2,500) and total paid £40,500

HDC

Total applications received 247 of which 171 Main Scheme and 76 Discretionary Scheme.
Total 83 payments made of which 81 payments main scheme (£40,500) and 2 payments discretionary scheme (£1,000) and total paid £41,500

Total Paid: £127,500

Overall summary:

984	Applications received of which;	
○ 701	Rejected	71%
○ 255	Paid	26%
○ 28	Waiting for further information	3%

Local Restrictions Support Grant Scheme

The position on 9th April 2021 is as follows:

HBBC

LRSG Nov	Cases paid	567	Value	£871,958
Tier3 P1	Cases paid	161	Value	£136,033
Tier3 P2	Cases paid	155	Value	£131,365
Wet Led Pubs	Cases paid	52	Value	£52,000
Tier 4	Cases paid	451	Value	£123,830
Lockdown/Business Support Package	Cases paid	572	Value	£3,946,941
Lockdown Feb/March	Cases paid	478	Value	£1,145,337

HDC

LRSG Nov	Cases paid	577	Value	£913,606
Tier3 P1	Cases paid	182	Value	£152,703
Tier3 P2	Cases paid	183	Value	£153,703
Wet Led Pubs	Cases paid	51	Value	£51,000
Tier 4	Cases paid	458	Value	£130,317
Lockdown/Business Support Package	Cases paid	581	Value	£4,158,408
Lockdown Feb/March	Cases paid	491	Value	£1,227,032

NWLDC

LRSG Nov	Cases paid	564	Value	£846,972
Tier3 P1	Cases paid	222	Value	£172,224
Tier3 P2	Cases paid	179	Value	£142,877
Wet Led Pubs	Cases paid	59	Value	£59,000
Tier 4	Cases paid	448	Value	£119,545
Lockdown/Business Support Package	Cases paid	571	Value	£3,849,466
Lockdown Feb/March	Cases paid	496	Value	£1,169,977

Breathing Space

We are also preparing in conjunction with each Council the internal process and procedures for the implementation of Breathing Space (Debt solution) which comes into force from 4th May 2021. This will allow a pause of sixty days to enable the customer to work with Citizen Advice Bureau and other debt advice agencies to submit information to the insolvency service.

If someone is in mental health crisis there is no time limit set as these cases can take longer to resolve.

Once details have been lodged the Council will then be officially notified and the details will be shared with relevant teams e.g., council tax, non-domestic rates, sundry debts, housing rents to then pause debt recovery in certain circumstances whilst we wait for the outcome.

Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

Speed of Processing

All LA's have met their respective targets for speed of processing. (Where SHBE data was not available at year end because of system problems Academy data has been used to determine the processing times)

LA error and Subsidy

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

Subsidy Audits

All 2019/2020 subsidy audits are complete and signed off.

Universal Credit (managed migration from HB to UC)

The scheduled managed migration pilot that started in Harrogate in January 2020 has been delayed until April 2022 (at the earliest). Managed migration is the process by which those on legacy benefits including HB are transferred to UC without having to have a change in their circumstances.

From April 2021, the maximum rate at which deductions can be made from a Universal Credit award will reduce from 30% to 25% of the standard allowance. This change was previously coming into force from October 2021 (and may have a significant impact on HB recovery from Universal Credit).

Breathing space and fraudulent overpayments

Some specific public sector debts are excluded by mirroring the position in bankruptcy (e.g., debts incurred as a result of fraudulent actions; fines imposed by a court, including criminal fines. To exclude a HB overpayment debt from the breathing space regulations fraud must be proven i.e.) found guilty in a Court or admittance under Pace rules or accepting a penalty in lieu of prosecution.

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	97.6% 98.4%
Hinckley & Bosworth	In-month collection target: (End of year target 97.6%)	Actual: Position last year:	97.2% 97.9%
North West Leicestershire	In-month collection target: (End of year target 97.3%)	Actual: Position last Year:	96.6% 97.6%

Council Tax Enforcement

Statutory recovery notices have been issued and summarised below:

For HDC	4,400 reminders issued	2,011 final notices
For HBBC	5,491 reminders issued	2,456 final notices
For NWLDC	6,217 reminders issued	2,613 final notices

Annual Billing

Exercise completed with all notices issued on agreed dates.

Other matters

Some members form the team have been involved on grant work alongside other staff within the partnership.

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:	92.0% 99.1%
Hinckley & Bosworth	In-month collection target: (End of year target 98.8%)	Actual: Position last year:	90.5% 98.5%
North West Leicestershire	In-month collection target: (End of year target 99.0%)	Actual: Position last year:	96.6% 99.2%

Annual Billing

Exercise completed and excluded those in receipt of COVID19 retail discount. Notices for these will be issued in April 2020 to include covering letter explaining next steps once 3-month period expires on 30th June 2021.

Other matters

- The team have been involved on grant work alongside other staff within the partnership.
- The following statutory notices have been issued – see below:

Reminders		Final Notices
▪ For HDC	270	188
▪ For HBBC	251	137
▪ For NWLDC	337	292

Housing Benefit Overpayments

Harborough

- Debt raised this year £214,325
- Overall debt reduced by £281,984
- Collection rate against all debt (arrears and new) 27%
- Overall debt position is: £753,129

Hinckley & Bosworth

- Debt raised this year £235,908
- Overall debt reduced by £328,957
- Collection rate against all debt (arrears and new) 23%
- Overall debt position is: £1.13m

North West Leicestershire

- Debt raised this year £323,534
- Overall debt reduced by £378,076
- Collection rate against all debt (arrears and new) 25%
- 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

	January	February	March	
				Difference Since Last Month
Application	Total Number of Subscriptions			
Council Tax Online	5075	5270	5774	504
Housing Benefit Online	275	279	282	3
Landlord Online	47	47	47	0
Business Rates Online	191	199	212	13

E-Billing and E-Notifications

	January	February	March	
				Difference Since Last Month
Application	Total Number of Subscriptions			
Council Tax Online	1464	1528	1670	142
Housing Benefit Online	102	107	111	4
Landlord Online	25	25	25	0
Business Rates Online	65	69	72	3

Direct Debits over the Web

	January	February	March	
				Difference Since Last Month
Application	Total Number of DD's Set Up			
Council Tax Online	217	259	965	706
Business Rates Online	6	3	14	11

Change of Address

	January	February	March	Total Since Live (02/10/2018)
Total for the Month	360	335	587	3828

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

	January	February	March	
				Difference Since Last Month
Application	Total Number of Subscriptions			
Council Tax Online	7338	7524	7900	376
Housing Benefit Online	325	326	332	6
Landlord Online	92	92	92	0
Business Rates Online	441	443	455	12

E-Billing and E-Notifications

	January	February	March	
				Difference Since Last Month
Application	Total Number of Subscriptions			
Council Tax Online	3372	3490	3732	242
Housing Benefit Online	145	145	151	6
Landlord Online	31	31	31	0
Business Rates Online	377	377	380	3

Direct Debits over the Web

	January	February	March	
				Difference Since Last Month
Application	Total Number of DD's Set Up			
Council Tax Online	146	144	655	511
Business Rates Online	0	1	0	-1

Change of Address

	January	February	March	Total Since Live (04/10/2018)
Total for the Month	202	161	276	4083

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				
	January	February	March	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	5163	5365	5770	405
Housing Benefit Online	311	313	316	3
Landlord Online	70	70	70	0
Business Rates Online	177	182	194	12
E-Billing and E-Notifications				
	January	February	March	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	3109	3224	3487	263
Housing Benefit Online	180	182	183	1
Landlord Online	33	33	33	0
Business Rates Online	129	134	140	6
Direct Debits over the Web				
	January	February	March	
Application	Total Number of DD's Set Up			Difference Since Last Month
Council Tax Online	194	161	589	428
Business Rates Online	1	0	1	1
Change of Address				
	January	February	March	Total Since Live (05/10/2018)
Total for the Month	403	370	507	6549

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