



Revenue and Benefit Service

Performance Summary Report

October 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	
									Current Position	In Year Movement	In Year Percentage Movement		
Council Tax Dwellings													
HBBC	49,906	418	50,359	453	50,601	242	50,852	251	51,013	161	0.3%	4,841	9.5%
HDC	39,089	584	39,739	650	40,532	793	41,554	1,022	42,277	723	1.7%	6,354	15.3%
NWLDC	44,207	1,003	44,940	733	45,564	624	46,277	713	46,769	492	1.1%	6,743	14.6%
Totals	133,202		135,038		136,697		138,683	Current Total:	140,059			Total Movement:	17,938
NDR Rated Assessments													
									Current Position	In Year Movement	In Year Percentage		
HBBC	3,162	80	3,181	19	3,179	-2	3,224	45	3,234	10	0.31%	358	11.1%
HDC	3,040	91	3,086	46	3,123	37	3,189	66	3,210	21	0.66%	594	18.6%
NWLDC	3,417	130	3,440	23	3,519	79	3,563	44	3,543	-20	-0.56%	361	10.1%
Totals	9,619		9,707		9,821		9,976	Current Total:	9,987			Total Movement:	1,313
HB/CTLS Live Caseload													
									Current Caseload	In Year Movement	Caseload %		
HBBC	5,783	-282	5,579	-204	5,321	-258	5,517	196	5,379	-138		-1,721	-31.2%
									Current Caseload Analysis				
									Joint HB/CTS	2,092	1,997	-95	38%
									HB only	360	323	-37	6%
									CTS only	3,065	3,059	-6	56%
HDC	3,388	-169	3,243	-145	3,185	-58	3,408	223	3,293	-115		-896	-27.2%
									Current Caseload Analysis				
									Joint HB/CTS	1,411	1,357	-54	6%
									HB only	211	193	-18	41%
									CTS only	1,786	1,743	-43	53%
NWLDC	5,696	-329	5,413	-283	5,118	-295	5,276	158	5,112	-164		-2,075	-40.6%
									Current Caseload Analysis				
									Joint HB/CTS	2,406	2,297	-109	4%
									HB only	237	226	-11	46%
									CTS only	2,633	2,589	-44	50%
Totals	14,867		14,235		13,624			Current Total:	13,784			Total Movement:	-4,692

Dashboard Performance Summaries for each Council follows below:

Harborough 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)	12.3	10.9	12.3	7.8	7.1	7.4	5.9						9.1	11	
<i>Position for 2020/21</i>	4.4	7.5	5.4	6.4	6.6	6.6	n/a	7.2	7.3	11.1	2.7	6.7			N/A
In month: New Claims (Days)	16.8	19.3	15.9	12.0	12.4	17.1	14.0						16.5	15	
<i>Position for 2020/21</i>	14.7	15.4	11.7	12.7	15.4	15.4	n/a	13.7	11.0	16.7	14.8	17.3			N/A
In month: Change Events (Days)	9.3	10.1	12.0	7.2	6.2	6.1	5.1						8.5	6	
<i>Position for 2020/21</i>	3.2	5.7	4.3	4.4	4.9	4.9	n/a	5.4	6.5	10	2.2	4.8			N/A
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%	28.9%	38.0%	47.1%	56.3%	65.4%						65.4%	98.1%	
This years profiled target															
<i>Position for 2020/21</i>	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	£2.9m	£2.8m	£2.7m	£2.6m	£2.5m						£2.5m	INFO	
<i>Position for 2020/21</i>	£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%	24.2%	33.5%	42.7%	52.2%	61.4%						61.4%	99.2%	
This years profiled target															
<i>Position for 2020/21</i>	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	£2.7m	£2.6m	£2.1m	£1.6m	£1.2m						£1.2m	INFO	
<i>Position for 2020/21</i>	£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	£0.75m	£0.75m	£0.75m	£0.75m						£0.75m	INFO	
<i>Position for 2020/21 (£m)</i>	£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%	5%	7%	9%	11%	11%						11%	31%	
This year sprofiled target															
<i>Position for 2020/21</i>	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	0	0	0						0	0	
This years profiled target															
<i>Position for 2020/21</i>	0	0	0	0	0	0	0	0	0	0	0	0			

Hinckley & Bosworth Borough Council													Cumulative e2021/22	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)	11.0	10.7	12.5	8.7	7.6	7.1	5.6						9.0	11	
<i>Position for 2020/21</i>	4.4	6.7	6.4	6.2	6.3	7.0	7.0	7.4	7.5	12.1	7.0	7.0			N/A
In month: New Claims (Days)	21.5	19.8	15.4	12.7	14.4	17.1	13.5						16.3	15	
<i>Position for 2020/21</i>	13.6	13.0	11.3	10.6	12.9	14.6	13.9	14.2	14.5	16.1	14.0	14.0			N/A
In month: Change Events (Days)	9.3	9.7	12.3	8.1	6.4	5.4	4.7						8.3	6	
<i>Position for 2020/21</i>	3.5	5.5	5.5	5.2	4.8	5.5	5.4	5.8	5.8	11.3	4	4			N/A
Right Time profiled in month target 20/21	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 20/21	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 20/21	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%	28.8%	37.9%	47.0%	56.2%	65.4%						65.4%	97.6%	
This years profiled target															
<i>Position for 2020/21</i>	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	£4.5m	£4.4m	£4.2m	£4.1m	£4.1m						£4.1m	INFO	
<i>Position for 2020/21</i>	£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%	26.2%	35.1%	43.8%	51.6%	58.8%						58.8%	98.8%	
This years profiled target															
<i>Position for 2020/21</i>	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	£2.3m	£2.2m	£2.1m	£2.0m	£2.0m						£2.0m	INFO	
<i>Position for: 2019/20</i>	£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	£1.1m	£1.1m	£1.1m	£1.1m						£1.1m	INFO	
<i>Position for 2020/21 £m</i>	£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%	6%	8%	9%	13%	14%						14%	36%	
This years profiled target															
<i>Position for 2020/21</i>	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	0	0	0						0	0	
This years profiled target															
<i>Position for 2020/21</i>	0	0	0	0	0	0	0	0	0	0	0	0			

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)	13.0	11.1	12.1	8.7	8.0	7.2	6.1						9.4	11	
<i>Position for 2020/21</i>	4.3	6.9	6.6	6.0	6.3	6.8	6.9	7.7	n/a	12.8	2.4	6			N/A
In month: New Claims (Days)	21.2	19.7	19.2	13.1	15.1	14.5	14.6						16.9	15	
<i>Position for 2020/21</i>	15.2	14.9	13.1	12.3	13.9	14.6	12.9	13.5	n/a	17.7	15.1	15			N/A
In month: Change Events (Days)	11.8	10.3	11.5	8.1	6.8	6.0	5.2						8.8	6	
<i>Position for 2020/21</i>	3.3	5.3	5.3	4.6	4.8	5.1	5.3	6.4	n/a	11.7	1.9	4			N/A
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%	28.2%	37.1%	46.1%	55.2%	64.2%						64.2%	97.3%	
This years profiled target															
<i>Position for 2020/21</i>	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	£5.1m	£5.0m	£4.7m	£4.6m	£4.5m						£4.5m	INFO	
<i>Position for 2020/21</i>	£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%	18.4%	25.9%	35.3%	43.1%	51.5%	59.8%						59.8%	99.0%	
This years profiled target															
<i>Position for 2020/21</i>	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	£3.9m	£3.2m	£4.6m	£4.3m	£4.5m						£4.5m	INFO	
<i>Position for 2020/21</i>	£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	£1.2m	£1.2m	£1.2m	£1.2m						£1.2m	INFO	
<i>Position for 2020/21 (£m)</i>	£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%	5%	7%	8%	9%	10%						10%	34%	
This years profiled target															
<i>Position for 2020/21</i>	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	0	0	0						0	0	
This years profiled target															
<i>Position for 2020/21</i>	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	£14,397	£18,742	£22,919	£26,913	£31,195					
Upper Threshold	£5,034	£9,567	£16,196	£21,085	£25,784	£30,278	£35,094					
Actual	£557	£1,989	£3,411	£5,507	£5,852	£6,504	£7,305					
Lower Tolerance	£3,918	£6,515	£10,986	£13,234	£17,066	£20,410	£23,890	£0	£0	£0	£0	£0
Upper Tolerance	£4,477	£7,578	£12,786	£15,577	£19,931	£23,774	£27,789	£0	£0	£0	£0	£0
HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£2,856	£5,735	£8,618	£13,592	£16,444	£19,409	£22,180					
Upper Threshold	£3,213	£6,452	£9,696	£15,291	£18,499	£21,835	£24,953					
Actual	£188	£97	£3,175	£3,276	£3,360	£3,307	£3,651					
Lower Tolerance	£2,668	£5,638	£5,443	£10,316	£13,083	£16,102	£18,529	£0	£0	£0	£0	£0
Upper Tolerance	£3,025	£6,355	£6,520	£12,015	£15,139	£18,528	£21,302	£0	£0	£0	£0	£0
NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£4,596	£8,759	£12,911	£19,636	£23,659	£27,689	£32,238					
Upper threshold	£5,170	£9,854	£14,524	£22,091	£26,617	£31,150	£36,268					
Actual	£1,706	£2,186	£2,604	£4,694	£15,559	£15,741	£16,958					
Lower Tolerance	£2,891	£6,572	£10,306	£14,942	£8,100	£11,948	£15,280	£0	£0	£0	£0	£0
Upper Tolerance	£3,464	£7,667	£11,920	£17,396	£11,058	£15,409	£19,310	£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	162	159	146	163	146	133	162						1071
Change events	944	1427	1647	962	834	778	1453						8045
Atlas activity	927	826	727	770	772	785	795						5602
HDC													Cumulative Totals
(SHBE)													
New claims	141	88	96	104	91	74	90						684
Change events	702	882	1116	685	540	534	923						5382
Atlas activity	611	544	507	469	477	479	509						3596
NWLDC													Cumulative Totals
(SHBE)													
New claims	178	140	141	147	135	135	140						1016
Change events	1188	1519	1673	987	835	860	1471						8533
Atlas activity	1060	930	761	774	821	858	891						6095

Data below for same position for last year

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
HDC													Cumulative Totals
(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
NWLDC													Cumulative Totals
(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

Sickness

Sickness position is given below:

Hinckley & Bosworth Borough Council	Annual Target 8 days		
	Month		
	September		Cumulative
Long Term	35.00		100.00
Short Term	22.00		47.50
Days lost	57.00		147.50
FTE Average	1.93 days		5.00 Days
Profiled Target Average	0.67 Days		4.00 Days
Harborough District Council	Annual Target 9 days		
	Month		
	September		Cumulative
Long Term	22.00		126.00
Short Term	20.74		47.24
Days lost	42.74		173.24
FTE Average	2.24 Days		9.06 Days
Profiled Target Average	0.75 Days		4.50 Days
North West Leicestershire District Council	Annual Target 8.5 days		
	Month		
	September		Cumulative
Long Term	0.00		0.00
Short Term	21.31		50.44
Days lost	21.31		50.44
FTE Average	0.91 days		2.16 Days
Profiled Target Average	0.71 Days		3.72 Days

Government Initiatives

Test and Trace Isolation Payments

The position for these payments as of 4th November is as follows:

Harborough

Total cases paid 180 Value £90,000

Total paid this month 6

Hinckley & Bosworth

Total case paid 224 Value £112,000

Total paid this month 18

North West Leicestershire

Total cases paid 235 Value £117,500

Total paid this month 23

Autumn Budget Announcement

Business Rates

- A temporary retail, hospitality, and leisure relief of 50% for 2022-23, subject to a cap of £110,000,
- A freeze on the multiplier increases for 2022-23,
- A relief to support investment in property improvements,
- Exemptions for eligible plant and machinery used in on-site renewable energy generation and storage,
- A move to three yearly revaluations from 2023,
- A one-year extension to supporting small business rates relief for 2022-23.
- A one-year extension to transitional relief for 2022-23.

Council Tax

- Adult Social Care increase of 1% - waiting further clarification regarding this point

Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

Speed of Processing

All 3 LA's are now meeting the in-month targets for new claims and change in circumstances, and it is hoped that this trend will continue bringing down the cumulative total

LA error and Subsidy

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

Budget Announcements

- The budget papers yesterday set a new target of March 2025 for the roll-out of Universal Credit to be completed and for the introduction of a pension age housing costs scheme.
- The change to the universal credit taper scheme from 63 to 55 pence affects working claimants only. The plan is to introduce this by the beginning of December which means that for every £1 claimants earn over their work allowance UC entitlement will be reduced by 55p rather than 63p

HMRC Payments into the Post Office

HMRC is reminding claimants that Post Office card accounts are closing. From 30 November 2021 HMRC will stop making payments of Child Benefit, Guardians Allowance and tax credits into Post Office card accounts.

Child Benefit and tax credits customers who use Post Office card accounts to receive their payments will need to notify HMRC of their new bank, building society or credit union account details. HMRC is encouraging customers to act now so they do not miss any payments once their Post Office account closes”.

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	65.4% 65.2%
Hinckley & Bosworth	In-month collection target: (End of year target 97.6%)	Actual: Position last year:	65.4% 64.9%
North West Leicestershire	In-month collection target: (End of year target 97.3%)	Actual: Position last Year:	64.2% 63.9%

Other matters

- Key recovery documentation Issued this month

	Reminders	Statutory Final Notices	Summonses
For Harborough	552	40	6
For Hinckley & Bosworth	634	66	583
For North West Leicestershire	680	73	835

- Liability Order hearing 20th October 2021

The above hearing had to be adjourned to 10th November 2021 this was a decision made by Leicester Magistrate Court. This resulted in 2,380 adjournment letters being issued – HDC 600, HBBC 881 and 899 for NWL.

- Council tax reviews

Next month will be undertaking paper review for the following categories:

students
apprentices and youth trainees

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:	61.4% 56.5%
Hinckley & Bosworth	In-month collection target: (End of year target 98.8%)	*Actual: Position last year	58.8% 59.4%
North West Leicestershire	In-month collection target: (End of year target 99.0%)	**Actual: Position last year:	60.0% 61.9%

*New collectable debit added this month amounted to £976k which will be profiled for collection from November to March.

**Two new assessments collectable amount £1.26m for this year, discussions taking place regarding section 44a relief. There are arrears for previous year for one unit amounting to £1.66m and this be part of discussions as mentioned.

Impact on collection rates

- Retail Discount

The collectable debit has changed significantly for all three councils because of the change in retail discount from 100% to 66% effective from 1st July. Some national companies have declined the 66% relief, and this has resulted in us issuing revised demand notices and re-profiling instalments to be paid this year.

Below illustrates what has been added to the collectable debit for the period July through to October 2021.

Harborough	£858,000
Hinckley & Bosworth	£843,000
North West Leicestershire	£887,000

- New assessments and rating appeals

This year a number of appeals have been processed resulting in refunds to ratepayers. This will include re-profiling instalments for this year's charge. Secondly large new assessments have been added and require support for dealing with section 44a applications that need to be processed.

Other matters

- Key recovery documentation issued this month

	Reminders	Final Notices	Summonses
▪ For Harborough	44	31	85
▪ For Hinckley & Bosworth	36	28	74
▪ For North West Leicestershire	49	26	79

- Liability Order hearing 20th October 2021

The above hearing had to be adjourned to 10th November 2021 this was a decision made by Leicester Magistrate Court. This resulted in 76 adjournment letters being issued – HDC 10, HBBC 49 of which 44 related to BIDS and 17 for NWL.

Housing Benefit Overpayments

Harborough

- Debt raised this year £92,220
- Overall debt reduced by £99,773
- Collection rate against all debt (arrears and new) 11%
- Overall debt position is: £748,577

Hinckley & Bosworth

- Debt raised this year £160,362
- Overall debt reduced by £183,340
- Collection rate against all debt (arrears and new) 14%
- Overall debt position is: £1.10m

North West Leicestershire

- Debt raised this year £149,263
- Overall debt reduced by £132,688
- Collection rate against all debt (arrears and new) 10%
- Overall debt position is: £1.17m

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				
	August	September	October	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	6655	6842	7041	199
Housing Benefit Online	319	320	342	22
Landlord Online	48	48	48	0
Business Rates Online	237	242	245	3
E-Billing and E-Notifications				
	August	September	October	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	1934	2006	2083	77
Housing Benefit Online	136	137	140	3
Landlord Online	26	26	26	0
Business Rates Online	79	80	82	2
Direct Debits over the Web				
	August	September	October	
Application	Total Number of DD's Set Up			Difference Since Last Month
Council Tax Online	380	406	425	19
Business Rates Online	11	14	3	-11
Change of Address				
	August	September	October	Total Since Live (02/10/2018)
Total for the Month	344	506	422	7045

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				
	August	September	October	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	8706	8843	8964	121
Housing Benefit Online	352	354	356	2
Landlord Online	93	94	94	0
Business Rates Online	474	476	477	1
E-Billing and E-Notifications				
	August	September	October	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	4162	4245	4324	79
Housing Benefit Online	162	163	164	1
Landlord Online	32	33	33	0
Business Rates Online	386	386	386	0
Direct Debits over the Web				
	August	September	October	
Application	Total Number of DD's Set Up			Difference Since Last Month
Council Tax Online	199	210	196	-14
Business Rates Online	8	3	2	-1
Change of Address				
	August	September	October	Total Since Live (04/10/2018)
Total for the Month	136	172	215	5634

**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				
	August	September	October	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	6562	6725	6873	148
Housing Benefit Online	328	330	333	3
Landlord Online	73	73	76	3
Business Rates Online	233	234	237	3
E-Billing and E-Notifications				
	August	September	October	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	3859	3930	3994	64
Housing Benefit Online	188	188	188	0
Landlord Online	33	33	33	0
Business Rates Online	151	151	151	0
Direct Debits over the Web				
	August	September	October	
Application	Total Number of DD's Set Up			Difference Since Last Month
Council Tax Online	217	240	195	-45
Business Rates Online	6	5	0	-5
Change of Address				
	August	September	October	Total Since Live (05/10/2018)
Total for the Month	401	465	431	10203

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