



PAPER

Revenue and Benefit Service

Performance Summary Report

December 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	51,093	241	0.5%	4,921	9.7%	
HDC	39,089	584	39,739	650	40,532	793	41,554	1,022	42,433	879	2.1%	6,510	15.7%	
NWLDC	44,207	1,003	44,940	733	45,564	624	46,277	713	47,007	730	1.6%	6,981	15.1%	
Totals	133,202		135,038		136,697		138,683	Current Total:	140,533			Total Movement:	18,412	
NDR Rated Assessments									Current Position	In Year Movement	In Year Percentage			
HBBC	3,162	80	3,181	19	3,179	-2	3,224	45	3,245	21	0.65%	369	11.4%	
HDC	3,040	91	3,086	46	3,123	37	3,189	66	3,215	26	0.82%	599	18.8%	
NWLDC	3,417	130	3,440	23	3,519	79	3,563	44	3,549	-14	-0.39%	367	10.3%	
Totals	9,619		9,707		9,821		9,976	Current Total:	10,009			Total Movement:	1,335	
HB/CTLS Live Caseload									Current Caseload	In Year Movement	Caseload %			
HBBC	5,783	-282	5,579	-204	5,321	-258	5,517	196	5,292	-225		-1,808	-32.8%	
									Current Caseload Analysis	Joint HB/CTS	2,092	1,975	-117	37%
										HB only	360	306	-54	6%
										CTS only	3,065	3,011	-54	57%
HDC	3,388	-169	3,243	-145	3,185	-58	3,408	223	3,246	-162		-943	-29.1%	
									Current Caseload Analysis	Joint HB/CTS	1,411	1,341	-70	6%
										HB only	211	190	-21	41%
										CTS only	1,786	1,715	-71	53%
NWLDC	5,696	-329	5,413	-283	5,118	-295	5,276	158	5,042	-234		-2,145	-42.5%	
									Current Caseload Analysis	Joint HB/CTS	2,406	2,266	-140	4%
										HB only	237	229	-8	45%
										CTS only	2,633	2,547	-86	51%
Totals	14,867		14,235		13,624			Current Total:	13,580			Total Movement:	-4,896	

Dashboards 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	6.6	6.1				8.5	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			6.4
In month: New Claims (Days)	16.8	19.3	15.9	12.0	12.4	17.1	14.0	15.2	14.0				16.2	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			13.9
In month: Change Events (Days)	9.3	10.1	12.0	7.2	6.2	6.1	5.1	5.6	4.5				7.9	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			4.6
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%	74.5%	83.5%				83.5%	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	£2.4m	£2.4m				£2.4m	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%	72.6%	81.4%				81.4%	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	£0.49m	£0.44m				£0.44m	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	£0.74m				£0.74m	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%	13%	14%				14%	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				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	6.4	6.0				8.4	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			6.5
In month: New Claims (Days)	21.5	19.8	15.4	12.7	14.4	17.1	13.5	15.4	10.2				15.8	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			13.1
In month: Change Events (Days)	9.3	9.7	12.3	8.1	6.4	5.4	4.7	5.4	5.3				7.7	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			5.0
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%	74.5%	83.4%				83.4%	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	£4.0m	£3.9m				£3.9m	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%	67.2%	76.1%				76.1%	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	£1.7m	£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	£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	£1.1m	£1.1m			
HB Overpayments Recovered	2%	4%	6%	8%	9%	13%	14%	17%	18%				18%	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				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	6.6	7.7				8.9	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	15.2	17.0				16.7	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	5.5	5.8				8.2	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%	73.4%	82.4%				82.4%	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	£4.4m	£4.3m				£4.3m	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%	68.0%	74.8%				74.8%	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	£2.7m	£2.6m				£2.6m	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	£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%	11%	12%				12%	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				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	£35,453	£39,994			
Upper Threshold	£5,034	£9,567	£16,196	£21,085	£25,784	£30,278	£35,094	£39,884	£44,994			
Actual	£557	£1,989	£3,411	£5,507	£5,852	£6,504	£7,305	£8,881	£9,229			
Lower Tolerance	£3,918	£6,515	£10,986	£13,234	£17,066	£20,410	£23,890	£26,571	£30,765	£0	£0	£0
Upper Tolerance	£4,477	£7,578	£12,786	£15,577	£19,931	£23,774	£27,789	£31,003	£35,764	£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	£24,939	£27,959			
Upper Threshold	£3,213	£6,452	£9,696	£15,291	£18,499	£21,835	£24,953	£28,056	£31,454			
Actual	£188	£97	£3,175	£3,276	£3,360	£3,307	£3,651	£3,652	£5,237			
Lower Tolerance	£2,668	£5,638	£5,443	£10,316	£13,083	£16,102	£18,529	£21,286	£22,722	£0	£0	£0
Upper Tolerance	£3,025	£6,355	£6,520	£12,015	£15,139	£18,528	£21,302	£24,404	£26,217	£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	£36,282	£39,862			
Upper threshold	£5,170	£9,854	£14,524	£22,091	£26,617	£31,150	£36,268	£40,817	£44,845			
Actual	£1,706	£2,186	£2,604	£4,694	£15,559	£15,741	£16,958	£18,458	£18,896			
Lower Tolerance	£2,891	£6,572	£10,306	£14,942	£8,100	£11,948	£15,280	£17,824	£20,966	£0	£0	£0
Upper Tolerance	£3,464	£7,667	£11,920	£17,396	£11,058	£15,409	£19,310	£22,359	£25,949	£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	152	100				1323
Change events	944	1427	1647	962	834	778	1453	1284	581				9910
Atlas activity	927	826	727	770	772	785	795	779	738				7119
HDC													Cumulative Totals
(SHBE)													
New claims	141	88	96	104	91	74	90	89	69				842
Change events	702	882	1116	685	540	534	923	713	342				6437
Atlas activity	611	544	507	469	477	479	509	502	494				4592
NWLDC													Cumulative Totals
(SHBE)													
New claims	178	140	141	147	135	135	140	163	119				1298
Change events	1188	1519	1673	987	835	860	1471	1275	591				10399
Atlas activity	1060	930	761	747	821	858	891	789	780				7637

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 for November is given below:

Hinckley & Bosworth Borough Council		Annual Target 8 days	
		Month	
		November	Cumulative
Long Term		59.00	192.00
Short Term		4.00	71.50
	Days lost	63.00	263.50
FTE Average		2.18 days	9.12 Days
Profiled Target Average		0.67 Days	5.36 Days
Harborough District Council		Annual Target 9 days	
		Month	
		November	Cumulative
Long Term		15.00	162.00
Short Term		0.00	72.53
	Days lost	15.00	234.53
FTE Average		1.14 Days	10.09 Days
Profiled Target Average		0.75 Days	6.00 Days
North West Leicestershire District Council		Annual Target 8.5 days	
		Month	
		November	Cumulative
Long Term		33.25	33.25
Short Term		8.55	65.45
	Days lost	41.80	98.70
FTE Average		1.83 days	4.33 Days
Profiled Target Average		0.71 Days	5.68 Days

Government Initiatives

Test and Trace Isolation Payments

The position for these payments at 31 December is as follows:

Harborough

Total cases paid	208	Value	£104,0000
Total paid this month	12		

Hinckley & Bosworth

Total case paid	281	Value	£140,500
Total paid this month	23		

North West Leicestershire

Total cases paid	261	Value	£130,500
Total paid this month	15		

Other Matters

Our Resources - Covid transmission

Staff absence due to the above is continuing.

Omicron Hospitality and Leisure Grant Scheme

On 21st December the Government announced the introduction of a grant support scheme for hospitality and leisure businesses in England.

The primary principle of the Omicron Hospitality and Leisure Grant scheme is to support businesses that offer in-person services, where the main service and activity takes place in a fixed rate-paying premises, in the hospitality, leisure and accommodation sectors. The scheme provides support to hospitality, leisure and accommodation businesses, in recognition that the rise of the Omicron variant means that some businesses are likely to struggle over the coming weeks.

The grant scheme is **only** available to businesses who pay business rates (or receive business rate relief) and will be a one-off grant of up to £6,000 based upon the rateable value of the premises.

- Businesses occupying hereditaments appearing on the local rating list with a rateable value of exactly £15,000 or under on 30 December 2021 will receive a payment of £2,667,
- Businesses occupying hereditaments appearing on the local rating list with a rateable value over £15,000 and less than £51,000 on 30 December 2021 will receive a payment of £4,000,
- Businesses occupying hereditaments appearing on the local rating list with a rateable value of exactly £51,000 or over on 30 December 2021 will receive a payment of £6,000

Further guidance for local authorities has since been provided and the grant scheme was opened for applications on 5th January 2022.

Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

Speed of Processing

All 3 LA's are meeting the in-month targets for processing changes in circumstances and both HDC and NWLDC are meeting the in-month target for new claims. The focus continues to be on keeping the work up to date and reducing processing time across all 3 LA's.

LA error and Subsidy

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

Test and Trace Payment Scheme

There have been a number of recent changes to the isolation rules and following a meeting with the DWP it is apparent that all LA's are experiencing a significant increase in the number of claims being made. It was previously thought that the scheme would not continue beyond 31 March 22, but we are now being advised to 'watch this space'.

From 22.12.21 for positive cases, isolation can be reduced to 7 days if negative result on day 6 and then day 7, 24 hours apart. If not day 6, then day 7 & 8 or so on. Must be 2 consecutive days but payment remains the same at £500 even if can stop isolating on day 7.

Overlapping period for applications is still 10 days regardless if isolation could end on day 7.

If a parent is applying for a positive child, it doesn't matter if out of term time. Cannot expect anyone outside of household to care for a positive case. If one parent does not work, the expectation is that they care for the child unless they are too ill with Covid themselves.

Adult Social Care Infection Control fund (ICF) – applies to care home workers and care workers who visit people's homes. They cannot claim from the LA and should be directed back to their employer. However, all care workers must be vaccinated. If they aren't, they cannot claim as they wouldn't be in work anyway.

Fully vaccinated people should be rejected even if the workplace (probably a care setting) is refusing entry due to another household member testing positive.

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	83.5% 83.6%
Hinckley & Bosworth	In-month collection target: (End of year target 97.6%)	Actual: Position last year:	83.4% 83.2%
North West Leicestershire	In-month collection target: (End of year target 97.3%)	Actual: Position last Year:	82.4% 82.2%

Other matters

- Key recovery documentation Issued this month

	Reminders	Statutory Final Notices	Summonses
For Harborough	12	60	1
For Hinckley & Bosworth	27	78	76
For North West Leicestershire	25	75	84

- Disabled Band Review

Next month we will commence review for those in receipt of a band reduction to ensure our records are accurate for this reduction.

- Student review

Next month for those that have not returned form discounts and/or exemptions will be removed with effect from September 2021

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:	81.4% 74.1%
Hinckley & Bosworth	In-month collection target: (End of year target 98.8%)	Actual: Position last year:	76.1% 76.3%
North West Leicestershire	In-month collection target: (End of year target 99.0%)	Actual: Position last year:	*74.8% 80.6%

*For North West Leicestershire

New collectable debit added this month amounting to £1.27m and the ratepayer will be paying this whole amount towards the end of January 2022.

Section 44a matters – new assessments

Two new assessments 21/22 charge £2m due.

- For one assessment £1.1m due current year and £1.6m for arrears, payment plan has been set up to pay this in 3 instalments to be cleared by March 2022.
- The second one, we are in discussion with ratepayer and its agents in seeking required information and they owe £900k for this year only.

Other matters

- Key recovery documentation issued this month

	Reminders	Final Notices	Summonses
▪ For Harborough	40	24	9
▪ For Hinckley & Bosworth	30	30	17
▪ For North West Leicestershire	47	37	18

- Next month it is preparing for NDR1 returns with submission date at end of January 2022.
- Ashby BIDS testing is underway, and the intention is that bills are issued for quarter 4 charge at the end of January. This is subject to that all testing to include finance team has been fully completed.

Housing Benefit Overpayments

Harborough

- Debt raised this year £107,813
- Overall debt reduced by £117,282
- Collection rate against all debt (arrears and new) 14%
- Overall debt position is: £743,505

Hinckley & Bosworth

- Debt raised this year £232,381
- Overall debt reduced by £266,963
- Collection rate against all debt (arrears and new) 20%
- Overall debt position is: £1.098m

North West Leicestershire

- Debt raised this year £181,326
- Overall debt reduced by £162,327
- Collection rate against all debt (arrears and new) 12%
- Overall debt position is: £1.163m

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

	October	November	December	
				Difference Since Last Month
Application	Total Number of Subscriptions			
Council Tax Online	7041	7251	7391	140
Housing Benefit Online	342	326	327	1
Landlord Online	48	48	48	0
Business Rates Online	245	247	247	0

E-Billing and E-Notifications

	October	November	December	
				Difference Since Last Month
Application	Total Number of Subscriptions			
Council Tax Online	2083	2168	2212	44
Housing Benefit Online	140	141	142	1
Landlord Online	26	26	26	0
Business Rates Online	82	82	82	0

Direct Debits over the Web

	October	November	December	
				Difference Since Last Month
Application	Total Number of DD's Set Up			
Council Tax Online	425	327	212	-115
Business Rates Online	3	2	0	-2

Change of Address

	October	November	December	Total Since Live (02/10/2018)
Total for the Month	422	427	406	7878

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

	October	November	December	
				Difference Since Last Month
Application	Total Number of Subscriptions			
Council Tax Online	8964	9070	9182	112
Housing Benefit Online	356	357	328	-29
Landlord Online	94	94	94	0
Business Rates Online	477	477	480	3

E-Billing and E-Notifications

	October	November	December	
				Difference Since Last Month
Application	Total Number of Subscriptions			
Council Tax Online	4324	4398	4461	63
Housing Benefit Online	164	164	164	0
Landlord Online	33	33	33	0
Business Rates Online	386	386	387	1

Direct Debits over the Web

	October	November	December	
				Difference Since Last Month
Application	Total Number of DD's Set Up			
Council Tax Online	196	172	131	-41
Business Rates Online	2	1	1	0

Change of Address

	October	November	December	Total Since Live (04/10/2018)
Total for the Month	215	309	263	6206

March-17

HBBC

Service Subscriptions

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

Ebilling & Enotifications

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

Connect Stats - NWLDC

Service Subscriptions

	October	November	December	
				Difference Since Last Month
Application	Total Number of Subscriptions			
Council Tax Online	6873	7000	7140	140
Housing Benefit Online	333	336	336	0
Landlord Online	76	76	76	0
Business Rates Online	237	239	242	3

E-Billing and E-Notifications

	October	November	December	
				Difference Since Last Month
Application	Total Number of Subscriptions			
Council Tax Online	3994	4063	4132	69
Housing Benefit Online	188	189	189	0
Landlord Online	33	33	33	0
Business Rates Online	151	151	154	3

Direct Debits over the Web

	October	November	December	
				Difference Since Last Month
Application	Total Number of DD's Set Up			
Council Tax Online	195	149	109	-40
Business Rates Online	0	2	1	-1

Change of Address

	October	November	December	Total Since Live (05/10/2018)
Total for the Month	431	430	357	10990

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