



# Revenue and Benefit Service

## Performance Summary Report

**FEBRUARY 2022**

## Caseload Analysis

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		
<b>Council Tax Dwellings</b>													
HBBC	49,906	418	50,359	453	50,601	242	50,852	251	51,174	322	0.6%	5,002	9.8%
HDC	39,089	584	39,739	650	40,532	793	41,554	1,022	42,590	1036	2.5%	6,667	16.0%
NWLDC	44,207	1,003	44,940	733	45,564	624	46,277	713	47,107	830	1.8%	7,081	15.3%
Totals	133,202		135,038		136,697		138,683	Current Total:	140,871			Total Movement:	18,750
<b>NDR Rated Assessments</b>													
HBBC	3,162	80	3,181	19	3,179	-2	3,224	45	3,259	35	1.09%	383	11.9%
HDC	3,040	91	3,086	46	3,123	37	3,189	66	3,232	43	1.35%	616	19.3%
NWLDC	3,417	130	3,440	23	3,519	79	3,563	44	3,548	-15	-0.42%	366	10.3%
Totals	9,619		9,707		9,821		9,976	Current Total:	10,039			Total Movement:	1,365
<b>HB/CTLS Live Caseload</b>													
HBBC	5,783	-282	5,579	-204	5,321	-258	5,517	196	5,292	-225		-1,808	-32.8%
					<b>Current Caseload Analysis</b>	Joint HB/CTS	2,092	1,960	-132	37%			
						HB only	360	320	-40	6%			
						CTS only	3,065	3,012	-53	57%			
HDC	3,388	-169	3,243	-145	3,185	-58	3,408	223	3,229	-179		-960	-29.7%
					<b>Current Caseload Analysis</b>	Joint HB/CTS	1,411	1,330	-81	6%			
						HB only	211	193	-18	41%			
						CTS only	1,786	1,706	-80	53%			
NWLDC	5,696	-329	5,413	-283	5,118	-295	5,276	158	4,979	-297		-2,208	-44.3%
					<b>Current Caseload Analysis</b>	Joint HB/CTS	2,406	2,230	-176	4%			
						HB only	237	216	-21	45%			
						CTS only	2,633	2,533	-100	51%			
Totals	14,867		14,235		13,624			Current Total:	13,500			Total Movement:	-4,976

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

Harborough District Council													2021/22	Year -End 2021/22 target	2020/21 Same month cumulative comparison
<b>BENEFITS</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Cumulative</b>		
In month: Right Time (days)	12.3	10.9	12.3	7.8	7.1	7.4	5.9	6.6	6.1	7.5	2.1		7.8	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			6.5
In month: New Claims (Days)	16.8	19.3	15.9	12.0	12.4	17.1	14.0	15.2	14.0	14.0	1.5		15.4	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			14.2
In month: Change Events (Days)	9.3	10.1	12.0	7.2	6.2	6.1	5.1	5.6	4.5	6.2	1.6		6.6	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			4.4
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			
<b>COUNCIL TAX</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>			
In Year (%)	10.9%	19.8%	28.9%	38.0%	47.1%	56.3%	65.4%	74.5%	83.5%	92.5%	95.5%		95.5%	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%			
<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	£2.3m	£2.2m		£2.2m	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			
<b>NON DOMESTIC RATES</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>			
In Year (%)	8.3%	16.5%	24.2%	33.5%	42.7%	52.2%	61.4%	72.6%	81.4%	89.8%	95.0%		95.0%	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%			
<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	£0.57m	£0.49m		£0.49m	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			
<b>HOUSING BENEFIT DEBT</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>			
HB Overpayments outstanding	£0.76m	£0.74m	£0.74m	£0.75m	£0.75m	£0.75m	£0.75m	£0.75m	£0.74m	£0.75m	£0.76m		£0.76m	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%	15%	16%		16%	31%	
This year sprofiled target															
<i>Position for 2020/21</i>	2%	5%	6%	9%	11%	12%	13%	16%	17%	19%	20%	27%			
<b>FRAUD</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>			
CTLS Sanctions gained	0	0	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	7.9	2.1		7.8	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	15.4	10.2	13.2	10.1		15.0	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	5.4	5.3	6.7	1.7		6.5	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%	74.5%	83.4%	92.5%	95.2%		95.2%	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%			
<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	£3.8m	£3.7m		£3.7m	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%	85.6%	94.0%		94.0%	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%			
<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	£0.78m	£0.78m		£0.78m	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	£1.1m	£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%	17%	18%	21%	21%		21%	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		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
<b>BENEFITS</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Cumulative</b>		
In month: Right Time (days)	13.0	11.1	12.1	8.7	8.0	7.2	6.1	6.6	7.7	7.7	2.2		8.2	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			6.7
In month: New Claims (Days)	21.2	19.7	19.2	13.1	15.1	14.5	14.6	15.2	17.0	14.6	9.4		15.9	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			14.3
In month: Change Events (Days)	11.8	10.3	11.5	8.1	6.8	6.0	5.2	5.5	5.8	6.5	1.9		6.9	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			4.5
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			
<b>COUNCIL TAX</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>			
In Year (%)	10.3%	19.3%	28.2%	37.1%	46.1%	55.2%	64.2%	73.4%	82.4%	91.2%	94.2%		94.2%	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%			
<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	£4.1m		£4.1m	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			
<b>NON DOMESTIC RATES</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>			
In Year (%)	9.3%	18.4%	25.9%	35.3%	43.1%	51.5%	59.8%	68.0%	74.8%	85.8%	93.2%		93.2%	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%			
<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	£2.4m	£1.84m		£1.84m	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			
<b>HOUSING BENEFIT DEBT</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>			
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	£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%	13%	14%		14%	34%	
This years profiled target															
<i>Position for 2020/21</i>	2%	6%	9%	11%	13%	14%	15%	17%	18%	19%	20%	22%			
<b>FRAUD</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>			
CTLS Sanctions gained	0	0	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’**

<b>HBBC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>
Lower Threshold	£4,474	£8,504	£14,397	£18,742	£22,919	£26,913	£31,195	£35,453	£39,994	£43,848	£47,845	
Upper Threshold	£5,034	£9,567	£16,196	£21,085	£25,784	£30,278	£35,094	£39,884	£44,994	£49,329	£53,826	
<b>Actual</b>	<b>£557</b>	<b>£1,989</b>	<b>£3,411</b>	<b>£5,507</b>	<b>£5,852</b>	<b>£6,504</b>	<b>£7,305</b>	<b>£8,881</b>	<b>£9,229</b>	<b>£9,719</b>	<b>£10,109</b>	
Lower Tolerance	£3,918	£6,515	£10,986	£13,234	£17,066	£20,410	£23,890	£26,571	£30,765	£34,129	£37,736	£0
Upper Tolerance	£4,477	£7,578	£12,786	£15,577	£19,931	£23,774	£27,789	£31,003	£35,764	£39,610	£43,716	£0
<b>HDC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>
Lower Threshold	£2,856	£5,735	£8,618	£13,592	£16,444	£19,409	£22,180	£24,939	£27,959	£30,741	£33,356	
Upper Threshold	£3,213	£6,452	£9,696	£15,291	£18,499	£21,835	£24,953	£28,056	£31,454	£34,584	£37,526	
<b>Actual</b>	<b>£188</b>	<b>£97</b>	<b>£3,175</b>	<b>£3,276</b>	<b>£3,360</b>	<b>£3,307</b>	<b>£3,651</b>	<b>£3,652</b>	<b>£5,237</b>	<b>£9,154</b>	<b>£8,477</b>	
Lower Tolerance	£2,668	£5,638	£5,443	£10,316	£13,083	£16,102	£18,529	£21,286	£22,722	£21,587	£24,879	£0
Upper Tolerance	£3,025	£6,355	£6,520	£12,015	£15,139	£18,528	£21,302	£24,404	£26,217	£25,430	£29,049	£0
<b>NWLDC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>
Lower Threshold	£4,596	£8,759	£12,911	£19,636	£23,659	£27,689	£32,238	£36,282	£39,862	£43,885	£47,714	
Upper threshold	£5,170	£9,854	£14,524	£22,091	£26,617	£31,150	£36,268	£40,817	£44,845	£49,371	£53,678	
<b>Actual</b>	<b>£1,706</b>	<b>£2,186</b>	<b>£2,604</b>	<b>£4,694</b>	<b>£15,559</b>	<b>£15,741</b>	<b>£16,958</b>	<b>£18,458</b>	<b>£18,896</b>	<b>£22,614</b>	<b>£19,262</b>	
Lower Tolerance	£2,891	£6,572	£10,306	£14,942	£8,100	£11,948	£15,280	£17,824	£20,966	£21,271	£28,451	£0
Upper Tolerance	£3,464	£7,667	£11,920	£17,396	£11,058	£15,409	£19,310	£22,359	£25,949	£26,757	£34,415	£0

## HB and CTLS Claim Activity 2021/22

<b>HBBC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>	<b>Cumulative Totals</b>
(SHBE)													
New claims	162	159	146	163	146	133	162	152	100	171	149		1643
Change events	944	1427	1647	962	834	778	1453	1284	581	765	2690		13365
Atlas activity	927	826	727	770	772	785	795	779	738	2962	1506		11587
<b>HDC</b>													<b>Cumulative Totals</b>
(SHBE)													
New claims	141	88	96	104	91	74	90	89	69	99	94		1035
Change events	702	882	1116	685	540	534	923	713	342	479	1648		8564
Atlas activity	611	544	507	469	477	479	509	502	494	1779	1077		7448
<b>NWLDC</b>													<b>Cumulative Totals</b>
(SHBE)													
New claims	178	140	141	147	135	135	140	163	119	139	133		1570
Change events	1188	1519	1673	987	835	860	1471	1275	591	769	2807		13975
Atlas activity	1060	930	761	747	821	858	891	789	780	2372	1933		11942

### Data below for same position for last year

<b>HBBC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>	<b>Cumulative Totals</b>
(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

## Sickness

Sickness position for January is given below:

<b>Hinckley &amp; Bosworth Borough Council</b>		<b>Annual Target 8 days</b>	
		<b>Month</b>	
		<b>January</b>	<b>Cumulative</b>
<b>Long Term</b>		26.00	285.00
<b>Short Term</b>		14.00	99.50
	<b>Days lost</b>	40.00	384.50
<b>FTE Average</b>		<b>1.43 days</b>	<b>13.78 Days</b>
<b>Profiled Target Average</b>		0.67 Days	7.37 Days
<b>COVID related days absent</b>		1.00	8.00
<b>Harborough District Council</b>		<b>Annual Target 9 days</b>	
		<b>Month</b>	
		<b>December</b>	<b>Cumulative</b>
<b>Long Term</b>		0.00	162.00
<b>Short Term</b>		6.50	80.53
	<b>Days lost</b>	6.50	242.03
<b>FTE Average</b>		<b>1.50 Days</b>	<b>19.4 Days</b>
<b>Profiled Target Average</b>		0.75 Days	8.25 Days
<b>COVID related days absent</b>		0.00	13.00
<b>North West Leicestershire District Council</b>		<b>Annual Target 8.5 days</b>	
		<b>Month</b>	
		<b>December</b>	<b>Cumulative</b>
<b>Long Term</b>		N/a	33.25
<b>Short Term</b>		N/a	65.45
	<b>Days lost</b>		98.70
<b>FTE Average</b>		<b>n/a days</b>	<b>4.33 Days</b>
<b>Profiled Target Average</b>		0.71 Days	7.81 Days
<b>COVID related days absent</b>		N/a	N/a



## Government Initiatives

### Test and Trace Isolation Payments

The position for these payments as at 28 February is as follows:

#### Harborough

Total cases paid	277	Value	£138,500
Total paid this month	48		

#### Hinckley & Bosworth

Total case paid	392	Value	£196,000
Total paid this month	75		

#### North West Leicestershire

Total cases paid	336	Value	£168,000
Total paid this month	54		

## Other Matters

### Omicron Hospitality and Leisure Grant Scheme

Below is what has been paid until end of February:

Harborough	Paid	155	Value £528,695.00
Hinckley & Bosworth	Paid	112	Value £382,689.00
North West Leicestershire	Paid	152	Value £497,367.00

### COVID-19 Additional Relief Fund (CARF)

Following discussion with S151 Officers relief it has been agreed that we purchase required scripts from the software supplier. This is currently being arranged and data sets will then be shared to then formalise eligibility criteria for this scheme.

### Energy Rebate £150 Scheme

Council tax annual 22/23 notices will include:

- Government leaflet
- Properties Banded A to D wording has been added as prescribed by the Government
- E-Bills, a website link to the leaflet will be included within the email to the council taxpayer

Websites have been updated with latest information to include link to leaflet and promoting council taxpayers to switch to Direct Debit.

Discussions are taking place with each partner on planning, promoting and resourcing this as well as discretionary schemes.

### Payment of School Business Rates

Have submitted our request to ESFA and accounts have had new payment method applied. Further information to be supplied and is subject that all Districts submit their consent in the County.

## Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

### Speed of Processing

We are continuing to focus on reducing processing time across all 3 LA's. As anticipated the cumulative processing times for change events has reduced significantly and for both targets if we ignore roundings (our targets are not currently rounded) new claims are processed in 15 days and changes in 6 days.

### 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 Support payment Scheme

Following changes made to the isolation rules the payment scheme ended on 24 February 2022 and any persons formally asked to isolate on or before this date have until 6<sup>th</sup> April 2022 to make a claim.

### Housing Benefit Accuracy Initiative

From April 1 we are required to comply with the DWP's Housing Benefit Accuracy initiative which requires us to undertake activities to identify unreported change of circumstances. Because of the other pressures LA's were under this has previously been an optional task but now mandated. New burdens funding will be provided.

### DHP funding

The DWP has confirmed that the total amount of DHP funding for England and Wales for the financial year ending March 2023 will be £100 million. This is an approximate fall of £40 million from last year and £80 million from the year before.

The reduction in funding for each LA is as follows:

	2021/2022	2022/2023	Reduction
HBBC	£89,210	£77,140	£12,070
HDC	£53,450	£50,835	£2,615

NWLDC	£92,459	£79,377	£13,082
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**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: (End of year target 98.1%)	Actual: Position last year	95.5% 95.3%
<b>Hinckley &amp; Bosworth</b>	In-month collection target: (End of year target 97.6%)	Actual: Position last year:	95.2% 95.0%
<b>North West Leicestershire</b>	In-month collection target: (End of year target 97.3%)	Actual: Position last Year:	94.2% 94.1%

**Other matters**

- Key recovery documentation Issued this month

Reminders

For Harborough	356
For Hinckley & Bosworth	404
For North West Leicestershire	449

- Annual Billing commenced on 25/2/22 and continued through the weekend and was completed on 28/2/22 for both council tax and benefits.
- For Harborough there are over 500 property records that require a manual change to include new parish following 'Community Governance Review' where boundary changes have been approved effective from 1/4/2022. Annual billing notices have not been issued for these. This work can only be undertaken following 22/23 debit raising and when all annual billing notices have been produced. A letter will be included in each new notice advising them on this to also will include energy rebate £150 scheme leaflet.

## NNDR (Business Rates)

In year collection rates position is as follows:

<b>Harborough</b>	In-month collection target: (End of year target 99.2%)	Actual: Position last year:	95.0% 86.2%
<b>Hinckley &amp; Bosworth</b>	In-month collection target: (End of year target 98.8%)	Actual: Position last year:	94.0% 87.1%
<b>North West Leicestershire</b>	In-month collection target: (End of year target 99.0%)	Actual: Position last year:	*93.2% 92.0%

\*For North West Leicestershire

Section 44a matters – new assessment

- There is one case pending a decision from S151 Officer to award approximately £436k relief covering a period of 6 months for this year only. The rates outstanding is £600k and a payment has been made.

Payments not credited

- The team have been chasing ratepayers on high value debts and identified a delay in a small number of high value payments that hadn't been posted to a couple of accounts. These have since been credited hence slight improvement in collection rate.

**Other matters**

- Key recovery documentation issued this month
 

	Reminders	Final Notices
▪ For Harborough	41	28
▪ For Hinckley & Bosworth	33	22
▪ For North West Leicestershire	27	33

- County Council rates
  - Both HDC and HBBC and been credited
  - NWLDC a payment is being made early next month for some of the rates due.
- Ashby BIDS after further internal discussion the intention is that bills be issued for 2022/23 charge in April. This is subject to that all testing to include finance team has been satisfied.
- Annual billing has been completed. A separate mailshot will be issued to ratepayers for those that have been awarded 50% retail, hospitality and leisure relief. This is for them to confirm either way that they do not exceed £110k yearly limit cap per business.

## Housing Benefit Overpayments

### Harborough

- Debt raised this year £151,282
- Overall debt reduced by £144,744
- Collection rate against all debt (arrears and new) 16%
- Overall debt position is: £764,780

### Hinckley & Bosworth

- Debt raised this year £269,422
- Overall debt reduced by £297,761
- Collection rate against all debt (arrears and new) 21%
- Overall debt position is: £1.102m

### North West Leicestershire

- Debt raised this year £243,242
- Overall debt reduced by £188,972
- Collection rate against all debt (arrears and new) 14%
- Overall debt position is: £1.198m

## **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

	December	January	February	
				<b>Difference Since Last Month</b>
<b>Application</b>	<b>Total Number of Subscriptions</b>			
Council Tax Online	7391	7620	7812	192
Housing Benefit Online	327	331	336	5
Landlord Online	48	48	48	0
Business Rates Online	247	251	253	2

### E-Billing and E-Notifications

	December	January	February	
				<b>Difference Since Last Month</b>
<b>Application</b>	<b>Total Number of Subscriptions</b>			
Council Tax Online	2212	2299	2376	77
Housing Benefit Online	142	143	144	1
Landlord Online	26	26	26	0
Business Rates Online	82	83	86	3

### Direct Debits over the Web

	December	January	February	
				<b>Difference Since Last Month</b>
<b>Application</b>	<b>Total Number of DD's Set Up</b>			
Council Tax Online	212	300	255	-45
Business Rates Online	0	1	3	2

### Change of Address

	December	January	February	Total Since Live (02/10/2018)
<b>Total for the Month</b>	406	395	303	8565

### 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

	December	January	February	
				<b>Difference Since Last Month</b>
<b>Application</b>	<b>Total Number of Subscriptions</b>			
Council Tax Online	9182	9353	9520	167
Housing Benefit Online	328	359	362	3
Landlord Online	94	96	96	0
Business Rates Online	480	481	481	0

### E-Billing and E-Notifications

	December	January	February	
				<b>Difference Since Last Month</b>
<b>Application</b>	<b>Total Number of Subscriptions</b>			
Council Tax Online	4461	4567	4667	100
Housing Benefit Online	164	163	163	0
Landlord Online	33	34	34	0
Business Rates Online	387	388	388	0

### Direct Debits over the Web

	December	January	February	
				<b>Difference Since Last Month</b>
<b>Application</b>	<b>Total Number of DD's Set Up</b>			
Council Tax Online	131	149	157	8
Business Rates Online	1	0	0	0

### Change of Address

	December	January	February	<b>Total Since Live (04/10/2018)</b>
<b>Total for the Month</b>	263	318	263	6787

### 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

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## Connect Stats - NWLDC

### Service Subscriptions

	December	January	February	
				<b>Difference Since Last Month</b>
<b>Application</b>	<b>Total Number of Subscriptions</b>			
Council Tax Online	7140	7334	7492	158
Housing Benefit Online	336	337	338	1
Landlord Online	76	77	77	0
Business Rates Online	242	245	246	1

### E-Billing and E-Notifications

	December	January	February	
				<b>Difference Since Last Month</b>
<b>Application</b>	<b>Total Number of Subscriptions</b>			
Council Tax Online	4132	4231	4327	96
Housing Benefit Online	189	191	194	3
Landlord Online	33	33	33	0
Business Rates Online	154	155	155	0

### Direct Debits over the Web

	December	January	February	
				<b>Difference Since Last Month</b>
<b>Application</b>	<b>Total Number of DD's Set Up</b>			
Council Tax Online	109	122	168	46
Business Rates Online	1	1	1	0

### Change of Address

	December	January	February	<b>Total Since Live (05/10/2018)</b>
<b>Total for the Month</b>	357	350	334	11674

### 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