



# Revenue and Benefit Service

## Performance Report September 2022

## Caseload Analysis

Banded Council Tax Dwellings									Current Position	In Year Movement	In Year Percentage Movement		
HBBC	50,359	453	50,601	242	50,852	251	51,232	380	51,547	315	0.6%	5,375	10.4%
HDC	39,739	650	40,532	793	41,554	1,022	42,590	1,036	43,123	533	1.3%	7,200	16.7%
NWLDC	44,940	733	45,564	624	46,277	713	47,189	912	47,573	384	0.8%	7,547	15.9%
Totals	135,038		136,697		138,683			Current Total:	142,243			Total Movement:	20,122
NDR Rated Assessments									Current Position	In Year Movement	In Year Percentage		
HBBC	3,181	19	3,179	-2	3,224	45	3,262	38	3,290	28	0.86%	414	12.6%
HDC	3,086	46	3,123	37	3,189	66	3,246	57	3,270	24	0.74%	654	20.0%
NWLDC	3,440	23	3,519	79	3,563	44	3,554	-9	3,577	23	0.65%	395	11.0%
Totals	9,707		9,821		9,976			Current Total:	10,137			Total Movement:	1,463
HB/CTLS Live Caseload									Current Caseload	In Year Movement	Caseload %		
HBBC	5,579	-204	5,321	-258	5,257	-64	5,257	-260	5,229	-28		-1,871	-35.6%
					Current Caseload Analysis	Joint HB/CTS	1,892	1,905	13	37%			
						HB only	301	309	8	6%			
						CTS only	3,019	3,015	-4	57%			
HDC	3,243	-145	3,185	-58	3,210	25	3,210	-198	3,146	-64		-1,043	-33.2%
					Current Caseload Analysis	Joint HB/CTS	1,322	1,284	-38	41%			
						HB only	196	185	-11	6%			
						CTS only	1,692	1,677	-15	53%			
NWLDC	5,413	-283	5,118	-295	4,964	-154	4,964	-312	4,939	-25		-2,248	-45.5%
					Current Caseload Analysis	Joint HB/CTS	2,195	2,148	-47	44%			
						HB only	224	209	-15	4%			
						CTS only	2,545	2,582	37	52%			
Totals	14,235		13,624			Current Total:			13,314			Total Movement:	-5,162

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

Harborough District Council													2022/23	Year -End 2022/23 target	2021/22 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	6.9	7.1	8.9	7.3	5.3	9.4							7.5	6	
Position for 2021/22	12.3	10.9	12.3	7.8	7.1	7.4	5.9	6.6	6.1	7.5	2.1	4.9			9.6
In month: New Claims (Days)	14.7	13.9	16.1	15.5	11.9	17.1							14.9	15	
Position for 2021/22	16.8	19.3	15.9	12.0	12.4	17.1	14.0	15.2	14.0	14.0	10.5	12.4			16.8
In month: Change Events (Days)	5.5	6.5	8.1	5.5	4.2	8.1							6.3	6	
Position for 2021/22	9.3	10.1	12.0	7.2	6.2	6.1	5.1	5.6	4.5	6.2	1.6	3.9			9.1
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 (%)	10.8%	20.0%	29.2%	38.2%	47.2%	56.4%							56.4%	98.1%	
This years profiled target															
Position for 2019/20	11.1%	20.4%	29.6%	38.9%	48.1%	57.4%	66.8%	75.8%	84.7%	93.8%	96.3%	98.4%			
Position for 2021/22	10.9%	19.8%	28.9%	38.0%	47.1%	56.3%	65.4%	74.5%	83.5%	92.5%	95.5%	98.1%			
Arrears Reduction (£m) end of month	£3.2m	£3.1m	£3.0m	£2.9m	£2.8m	£2.7m							£2.7m	INFO	
Position for 2021/22	£3.3m	£3.0m	£2.9m	£2.8m	£2.7m	£2.6m	£2.5m	£2.4m	£2.4m	£2.3m	£2.2m	£2.1m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	9.5%	18.5%	28.4%	37.7%	47.2%	56.6%							56.6%	99.2%	
This years profiled target															
Position for 2019/20	10.2%	19.2%	28.9%	39.0%	47.5%	56.8%	65.8%	74.5%	82.9%	92.4%	96.0%	99.1%			
Position for 2021/22	8.3%	16.5%	24.2%	33.5%	42.7%	52.2%	61.4%	72.6%	81.4%	89.8%	95.0%	99.2%			
Arrears Reduction (£m) end of month	£1.4m	£0.71m	£0.69m	£0.68m	£0.59m	£0.57m							£0.57m	INFO	
Position for 2020/21	£3.4m	£3.1m	£2.7m	£2.6m	£2.1m	£1.6m	£1.2m	£0.49m	£0.44m	£0.57m	£0.49m	£0.46m			
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding	£0.75m	£0.75m	£0.75m	£0.76m	£0.74m	£0.74m							£0.74m	INFO	
Position for 2020/21 (£m)	£0.76m	£0.74m	£0.74m	£0.75m	£0.75m	£0.75m	£0.75m	£0.75m	£0.74m	£0.75m	£0.76m	£0.75m			
HB Overpayments Recovered end of month	1%	3%	4%	6%	10%	11%							11%	31%	
This year sprofiled target															
Position for 2020/21	2%	5%	6%	9%	11%	12%	13%	16%	17%	19%	20%	27%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	0	2	1	0	0							3	6	
This years profiled target															
Position for 2021/22	0	0	0	0	0	0	0	0	0	0	0	0			

Hinckley & Bosworth Borough Council													Cumulative e2022/23	Year-End 2022/23 Target	2021/22 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In month: Right Time (days)	6.5	6.9	8.7	6.9	6	9.3							7.4	6	
Position for 2021/22	11.0	10.7	12.5	8.7	7.6	7.1	5.6	6.4	6.0	7.9	2.1	5.7			9.6
In month: New Claims (Days)	15.4	14.8	14.8	14.0	12.3	18.9							15.0	15	
Position for 2021/22	21.5	19.8	15.4	12.7	14.4	17.1	13.5	15.4	10.2	13.2	10.1	11.6			16.9
In month: Change Events (Days)	5.4	6.1	7.9	5.4	4.8	7.4							6.2	6	
Position for 2021/22	9.3	9.7	12.3	8.1	6.4	5.4	4.7	5.4	5.3	6.7	1.7	4.6			9.2
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 (%)	10.6%	19.7%	28.8%	37.8%	47.0%	56.2%							56.2%	97.6%	
This years profiled target															
Position for 2019/20	10.9%	20.1%	29.2%	38.5%	47.6%	57.1%	66.3%	75.4%	84.6%	93.6%	96.0%	97.9%			
Position for 2021/22	10.7%	19.7%	28.8%	37.9%	47.0%	56.2%	65.4%	74.5%	83.4%	92.5%	95.2%	97.5%			
In Year Arrears Reduction (£) end of month	£5.2m	£5.0m	£4.9m	£4.7m	£4.5m								£4.5m	INFO	
Position for 2021/22	£4.8m	£4.6m	£4.5m	£4.4m	£4.2m	£4.1m	£4.1m	£4.0m	£3.9m	£3.8m	£3.7m	£3.5m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.4%	18.9%	26.2%	37.1%	46.0%	55.8%							55.8%	98.8%	
This years profiled target															
Position for 2019/20	11.9%	20.6%	29.9%	38.9%	48.4%	57.9%	66.7%	75.2%	84.3%	93.5%	96.6%	98.5%			
Position for 2021/22	10.8%	19.9%	26.2%	35.1%	43.8%	51.6%	58.8%	67.2%	76.1%	85.6%	94.0%	97.3%			
Arrears Reduction (£m) end of month	£1.3m	£1.3m	£2.3m	£2.2m	£1.4m	£1.3m							£1.3m	INFO	
Position for 2021/22	£2.9m	£2.8m	£2.3m	£2.2m	£2.1m	£2.0m	£2.0m	£1.7m	£2.0m	£0.78m	£0.78m	£0.76m			
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	INFO	
Position for 2021/22 £m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.2m	£1.1m	£1.1m	£1.1m			
HB Overpayments Recovered	2%	4%	5%	6%	7%	8%							8%	36%	
This years profiled target															
Position for 2020/21	2%	3%	6%	9%	10%	12%	13%	15%	17%	18%	21%	23%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	2	0	0	0	1	2							5	6	
This years profiled target															
Position for 2021/22	0	0	0	0	0	1	0	0	0	1	0	0			

## Leicestershire Partnership - Revenues and Benefits Performance Indicators

North West Leicestershire District Council													2022/23	Year End 2022/23 target	2021/22 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In month: Right Time (days)	7.0	6.9	9.2	6.8	5.5	9.2							7.4	6	
Position for 2021/22	13.0	11.1	12.1	8.7	8.0	7.2	6.1	6.6	7.7	7.7	2.2	5.2			10.0
In month: New Claims (Days)	15.4	13.9	17.2	15.2	12.6	20.4							15.8	15	
Position for 2021/22	21.2	19.7	19.2	13.1	15.1	14.5	14.6	15.2	17.0	14.6	9.4	11.7			17.3
In month: Change Events (Days)	5.8	6.2	8.3	5.1	4.5	7.1							6.1	6	
Position for 2021/22	11.8	10.3	11.5	8.1	6.8	6.0	5.2	5.5	5.8	6.5	1.9	4.2			9.6
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 (%)	10.0%	19.1%	28.1%	37.1%	46.1%	55.1%							55.4%	97.3%	
This years profiled target															
Position for 2019/20	10.2%	19.5%	28.5%	38.0%	47.0%	56.0%	65.4%	74.5%	83.7%	92.7%	95.4%	97.6%			
Position for 2021/22	10.3%	19.3%	28.2%	37.1%	46.1%	55.2%	64.2%	73.4%	82.4%	91.2%	94.2%	96.9%			
Arrears Reduction (£m) end of month	£6.2m	£5.6m	£5.5m	£5.3m	£5.2m	£5.1m							£5.1m	INFO	
Position for 2021/22	£5.4m	£5.2m	£5.1m	£5.0m	£4.7m	£4.6m	£4.5m	£4.4m	£4.3m	£4.3m	£4.1m	£4.0m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.0%	18.5%	28.1%	37.9%	46.2%	55.4%							55.4%	99.0%	
This years profiled target															
Position for 2019/20	10.0%	19.1%	32.0%	40.4%	48.3%	57.8%	65.7%	74.0%	84.1%	92.5%	96.5%	99.2%			
Position for 2021/22	9.3%	18.4%	25.9%	35.3%	43.1%	51.5%	59.8%	68.0%	74.8%	85.8%	93.2%	98.5%			
Arrears Reduction (£m) end of month	£1.7m	£1.1m	£1.2m	£1.1m	£1.0m	£0.98m							£0.98m	INFO	
Position for 2021/22	£2.5m	£4.3m	£3.9m	£3.2m	£4.6m	£4.3m	£4.5m	£2.7m	£2.6m	£2.4m	£1.84m	£0.39m			
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	INFO	
Position for 2021/22 (£m)	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m			
HB Overpayments Recovered	5%	10%	11%	14%	14%	16%							16%	34%	
This years profiled target															
Position for 2021/22	1%	3%	5%	7%	8%	9%	10%	11%	12%	13%	14%	15%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	0	1	0	1	0							2	6	
This years profiled target															
Position for 2021/22	0	0	0	0	0	0	0	0	0	0	0	1			

### 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	£4,388	£10,345	£14,448	£18,945	£23,188	£27,574						
Upper Threshold	£4,936	£11,638	£16,254	£21,313	£26,086	£31,021						
Actual	£719	£941	£1,965	£2,180	£3,972	£5,674						
Lower Tolerance	£3,669	£9,404	£12,483	£16,765	£19,216	£21,900	£0	£0	£0	£0	£0	£0
Upper Tolerance	£4,218	£10,697	£14,289	£19,133	£22,114	£25,347	£0	£0	£0	£0	£0	£0
HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£2,722	£7,657	£10,478	£13,217	£16,119	£19,068						
Upper Threshold	£3,063	£8,615	£11,787	£14,869	£18,134	£21,451						
Actual	£9	£197	£43	£43	£51	£291						
Lower Tolerance	£2,713	£7,460	£10,435	£13,174	£16,068	£18,776	£0	£0	£0	£0	£0	£0
Upper Tolerance	£3,053	£8,418	£11,744	£14,826	£18,083	£21,160	£0	£0	£0	£0	£0	£0
NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£4,264	£8,281	£14,418	£18,921	£22,850	£27,279						
Upper threshold	£4,797	£9,316	£16,221	£21,287	£25,706	£30,689						
Actual	£48	£5,135	£5,747	£6,118	£5,949	£9,308						
Lower Tolerance	£4,216	£3,146	£8,672	£12,803	£16,901	£17,971	£0	£0	£0	£0	£0	£0
Upper Tolerance	£4,749	£4,181	£10,474	£15,169	£19,757	£21,381	£0	£0	£0	£0	£0	£0

### HB and CTLS Claim Activity 2022/23

<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>
<b>(SHBE)</b>													
New claims	133	160	156	146	144	123							862
Change events	1095	1597	1329	734	803	645							6203
<b>Atlas activity</b>	1122	1005	800	780	894	846							5447

<b>HDC</b>													<b>Cumulative Totals</b>
<b>(SHBE)</b>													
New claims	113	90	88	96	87	78							552
Change events	631	958	698	440	558	437							3722
<b>Atlas activity</b>	674	609	491	496	485	468							3223

<b>NWLDC</b>													<b>Cumulative Totals</b>
<b>(SHBE)</b>													
New claims	158	152	154	136	116	129							845
Change events	1073	1487	1311	659	790	679							5999
<b>Atlas activity</b>	1115	1181	756	822	964	845							5683

### 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>
<b>(SHBE)</b>													
New claims	162	159	146	163	146	133	162	152	100	171	149	161	1804
Change events	944	1427	1647	962	834	778	1453	1284	581	765	2690	864	14229
<b>Atlas activity</b>	927	826	727	770	772	785	795	779	738	2962	1506	1251	12838

<b>HDC</b>													<b>Cumulative Totals</b>
<b>(SHBE)</b>													
New claims	141	88	96	104	91	74	90	89	69	99	94	94	1129
Change events	702	882	1116	685	540	534	923	713	342	479	1648	696	9260
<b>Atlas activity</b>	611	544	507	469	477	479	509	502	494	1779	1077	842	8290

<b>NWLDC</b>													<b>Cumulative Totals</b>
<b>(SHBE)</b>													
New claims	178	140	141	147	135	135	140	163	119	139	133	175	1745
Change events	1188	1519	1673	987	835	860	1471	1275	591	769	2807	1060	15035
<b>Atlas activity</b>	1060	930	761	747	821	858	891	789	780	2372	1933	1359	13301

## Sickness

Latest sickness position is given below:

Hinckley & Bosworth Borough Council		Annual Target 8 days	
	Month		
	July		Cumulative
Long Term	13.00		63.00
Short Term	8.00		26.00
Days lost	21.00		89.00
FTE Average	0.75 days		3.18 Days
Profiled Target Average	0.67 Days		2.65 Days
Harborough District Council		Annual Target 9 days	
	Month		
	August		Cumulative
Long Term	23.00		83.00
Short Term	4.00		8.50
Days lost	27.00		91.50
FTE Average	1.90 Days		6.44 Days
Profiled Target Average	0.75 Days		3.75 Days
North West Leicestershire District Council		Annual Target 8.5 days	
	Month		
	August		Cumulative
Long Term	0.00		32.00
Short Term	5.93		39.73
Days lost	5.93		71.73
FTE Average	0.29 Days		3.45 Days
Profiled Target Average	0.71 Days		3.55 Days



## Position regarding vacancies advertised

- Business Development Team Leader – advertised – no suitable applicants
- Benefits Officer – readvertised twice – back out to advert
- Revenues Reconciliation Officer x 2 – appointment made commence 25/10/22
- Revenues Control Officer – re-advertised twice – back out to advert
- Administration Officer – re-advertised twice/job offered turned down – back out to advert
- Business Development Officer – advertised – no suitable applicants
- Benefits Control Officer 17hrs – interviews take place on 5/10/22
- NDR Officer – appointment made

## Government Initiatives

### COVID-19 Additional Relief Fund (CARF) ended 30/9/22

#### ➤ Position for Harborough

Amount awarded      £1,757,889

#### ➤ Position for Hinckley & Bosworth

Amount awarded      £2,269,492

#### ➤ Position for North West Leicestershire

Amount awarded      £1,563,867

## Energy Rebate £150 Main Scheme ended 30/9/22

### ➤ **Encashed Post Office Voucher/Letters**

- Harborough 6,324
- Hinckley & Bosworth 9,941
- North West Leicestershire 9,663

### ➤ **Paid via BACS**

- Harborough 20,537 + 242 manuals
- Hinckley & Bosworth 30,816 + 222 manuals
- North West Leicestershire 27,191 + 348 manuals

### ➤ **Direct credit to council tax accounts**

- Harborough 638 automated + 16 manuals
- Hinckley & Bosworth 949 automated + 10 manuals
- North West Leicestershire 966 automated + 9 manuals

## Energy Rebate £150 Discretionary Scheme ending 30/11/22

### ➤ **Post Office Vouchers/Letters**



- Harborough 242 issued – cashed 82%
  - ✓ 196 cashed
  - ✓ 2 paid by BACS
- Hinckley & Bosworth 156 issued – cashed 74%
  - ✓ 112 cashed
  - ✓ 3 paid by BACS
- North West Leicestershire issued 133 – cashed 73%
  - ✓ 95 cashed
  - ✓ 2 paid by BACS

➤ ***By direct application***

- Harborough - None
- Hinckley & Bosworth - None
- North West Leicestershire
  - ✓ 22 applications received
    - of which 11 rejected
    - of which 10 approved
    - of which 1 pending

## Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

### Speed of Processing

We are marginally behind our processing targets. The loss of experienced staff is having an impact and we are waiting to see what the latest round of recruitment delivers but will need to consider temporary support if the situation does not improve.

### LA Error and Subsidy

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

### The mini budget and impact on UC

The Growth Plan 2022 issued with the mini budget contained some key changes to UC. You can only be asked to look for more work if you are a Universal Credit claimant who is not exempt from work related requirements AND whose earnings are below a certain amount – known as the 'administrative earnings threshold'. Following changes announced within the budget around 120,000 more universal credit claimants who are in work on low earnings will be moved from the Light Touch labour market regime to the Intensive Work Search labour market regime. They will be expected to actively search for work and attend weekly or fortnightly appointments at a jobcentre in order to secure more or better paid work, or *they could have their benefits reduced*.

Alongside these changes to the administrative earnings threshold, the government will be *strengthening the sanctions regime* to set clear work expectations - including applying for jobs, attending interviews or increasing the hours - in return for receiving universal credit. Claimants who do not fulfil their job-search commitment without good reason could have their benefits reduced.

## 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:	Current Position: <b>56.4%</b>	End of year target	98.1%
		<i>Position for last year</i>	<b>56.3%</b>

#### Hinckley & Bosworth

In-month collection target:	Current Position: <b>56.2%</b>	End of year target	97.6%
		<i>Position for last year</i>	<b>56.2%</b>

#### North West Leicestershire

In-month collection target:	Current Position: <b>55.1%</b>	End of year target	97.3%
		<i>Position for last Year:</i>	<b>55.2%</b>

#### Other matters

- Key recovery documentation Issued this month

	Reminders	Statutory Finals	Summonses
For Harborough	478	94	590
<i>22/23 Cumulative:</i>	<i>4,873</i>	<i>948</i>	<i>2,653</i>
For Hinckley & Bosworth	729	115	844
<i>22/23 Cumulative:</i>	<i>6,748</i>	<i>1,277</i>	<i>3,619</i>
For North West Leicestershire	743	326	100
<i>22/23 Cumulative:</i>	<i>6,721</i>	<i>1,350</i>	<i>3,048</i>

## NNDR (Business Rates)

In year collection rates position is as follows:

### Harborough

In-month collection target:	Current Position: <b>56.6%</b>	End of year target	99.2%
		<i>Position for last year</i>	<b>52.2%</b>

### Hinckley & Bosworth

In-month collection target:	Current Position: <b>55.8%</b>	End of year target	98.8%
		<i>Position for last year</i>	<b>51.6%</b>

### North West Leicestershire

In-month collection target:	Current Position: <b>55.4%</b>	End of year target	99.0%
		<i>Position for last year</i>	<b>51.5%</b>

Last month reported that Leicestershire County Council have not paid half yearly rates due for all three Councils. Remittance advices have been provided but waiting for Council bank accounts to be credited.

### Other matters

- Key recovery documentation issued this month

	Reminders	Final Notice	Summonses
▪ For Harborough	55	20	7
<i>22/23 Cumulative:</i>	<i>447</i>	<i>289</i>	<i>122</i>
▪ For Hinckley & Bosworth	56	19	11
<i>22/23 Cumulative:</i>	<i>580</i>	<i>315</i>	<i>177</i>
▪ For North West Leicestershire	40	21	22
<i>22/23 Cumulative</i>	<i>494</i>	<i>277</i>	<i>157</i>

## Housing Benefit Overpayments

### Harborough

- Debt raised this year £78,595
- Overall debt reduced by £90,094
- Collection rate against all debt (arrears and new) 11%
- Overall debt position is: £737,834

### Hinckley & Bosworth

- Debt raised this year £99,481
- Overall debt reduced by £101,753
- Collection rate against all debt (arrears and new) 8%
- Overall debt position is: £1.094m

### North West Leicestershire

- Debt raised this year £278,114
- Overall debt reduced by £233,534
- Collection rate against all debt (arrears and new) 16%
- Overall debt position is: £1.233m

### **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 (figures up to & including that month)

	July	August	September	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	8890	9003	9149	146
Housing Benefit Online	351	352	353	1
Landlord Online	48	48	48	0
Business Rates Online	266	266	268	2

### E-Billing and E-Notifications (figures up to & including that month)

	July	August	September	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	2770	2833	2904	71
Housing Benefit Online	153	154	154	0
Landlord Online	26	26	27	1
Business Rates Online	91	91	91	0

### Direct Debits over the Web (figures for that month only)

	July	August	September	
Application	Total Number of DDs Set Up			Difference Since Last Month
Council Tax Online	294	321	354	33
Business Rates Online	3	2	3	1

### Change of Address (figures for that month only)

	July	August	September	Total Since Live (02/10/2018)
Total for the Month	282	411	415	11177

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 (figures up to & including that month)				
	July	August	September	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	10470	10629	10756	127
Housing Benefit Online	374	377	378	1
Landlord Online	97	97	97	0
Business Rates Online	514	515	516	1
E-Billing and E-Notifications (figures up to & including that month)				
	July	August	September	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	5217	5318	5405	87
Housing Benefit Online	169	169	169	0
Landlord Online	35	35	35	0
Business Rates Online	405	405	405	0
Direct Debits over the Web (figures for that month only)				
	July	August	September	
Application	Total Number of DDs Set Up			Difference Since Last Month
Council Tax Online	217	269	221	-48
Business Rates Online	3	1	2	1
Change of Address (figures for that month only)				
	July	August	September	Total Since Live (04/10/2018)
Total for the Month	361	396	395	9361

**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 (figures up to & including that month)				
	July	August	September	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	8343	8462	8569	107
Housing Benefit Online	347	347	349	2
Landlord Online	79	79	79	0
Business Rates Online	274	280	281	1
E-Billing and E-Notifications (figures up to & including that month)				
	July	August	September	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	4820	4889	4958	69
Housing Benefit Online	201	202	203	1
Landlord Online	33	33	33	0
Business Rates Online	172	173	173	0
Direct Debits over the Web (figures for that month only)				
	July	August	September	
Application	Total Number of DDs Set Up			Difference Since Last Month
Council Tax Online	217	201	181	-20
Business Rates Online	1	2	0	-2
Change of Address (figures for that month only)				
	July	August	September	Total Since Live (05/10/2018)
Total for the Month	430	420	457	14678

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