



Revenue and Benefit Service

November 2015 Performance Report

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Summary

Performance – Key Indicators

Collection Rates (Cumulative)

Council Tax in-year

HBBC: 76.2% *(76.4%)	HDC: 77.0% *(77.4%)	NWLDC: 75.2% *(75.6%)
Target: 76.4%	77.9%	75.6%

* Brackets the position when compared with November 2014

For your information illustrates the increase in net collectable debit when compared with 2014/15:

<u>Net Collectable Debit</u>	<u>2014/15</u>		<u>2015/16</u>		<u>2014/15 For Comparison</u>	
	<u>Out-turn</u>	<u>Annual Debit</u>	<u>Current</u>	<u>% increase</u>	<u>£</u>	
HBBC	£51.9m	£53.6m	£54.1m	4.1%	£2.2m	
HDC	£48.9m	£50.1m	£50.4m	2.9%	£1.5m	
NWLDC	£45.9m	£47.5m	£47.8m	3.9%	£1.9m	

Non Domestic Rates

HBBC: 74.9% *(75.5%)	HDC: 75.3% (75.5%)	NWLDC: 74.9% *(76.7%)
Target: 75.5%	74.9%	75.7%

* Brackets the position when compared with November 2014

For your information illustrates the increase in net collectable debit when compared with 2014/15:

<u>Net Collectable Debit</u>	<u>2014/15</u>		<u>2015/16</u>		<u>2014/15 For comparison</u>	
	<u>Out-turn</u>	<u>Annual Debit</u>	<u>Current</u>	<u>% increase</u>	<u>£</u>	
HBBC	£29.1m	£29.9m	£30.1m	3.4%	£1m	
HDC	£38.1m	£39.8m	£39.2m	2.9%	£1.1m	
NWLDC	£50.7m	£52.2m	£52.7m	4%	£2.2m	

HB/CTLS Claims

Right Time (Combined) end of year target: 11 Days

Days shown below are cumulative:

HBBC	11.3 days *(8.8)	HDC	10.8 days *(8.6)	NWLDC	11.7 days *(9.3)
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* Brackets the position when compared with November 2014.

New Claims end of year target: 19 Days

Days shown below are cumulative:

HBBC:	19.3 days *(15.4)	HDC:	19.6 days *(15.9)	NWLDC:	20.5 days *(16.5)
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* Brackets the position when compared with November 2014.

Change Events end of year target: 9 Days

Days shown below are cumulative

HBBC:	9.8 days *(7.6)	HDC:	9.3 days *(7.4)	NWLDC:	10.2 days *(8.0)
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* Brackets the position when compared with November 2014.

Fraud Team

Fraud team have achieved 86 sanctions.

Cumulative performance:

	<u>HB/CTB</u>	<u>CTLS</u>
HBBC:	17	12
HDC:	13	8
NWLDC:	19	17

Fraudulent overpayment; amount raised:

	<u>HBBC</u>	<u>HDC</u>	<u>NWLDC</u>
	£182k	£111k	£88k
Case average:	£6.3k	£4.1k	£2.5k
Administrative penalties fine raised:	£10k	£10k	£9k

Caseload Analysis

Position at:	01/04/2011	01/04/2012	In Year Movement	01/04/2013	In Year Movement	01/04/2014	In Year Movement	01/04/2015	In Year Movement	2015/16		Overall	
										As at 30/11/2015	In Year Movement		%
Council Tax Dwellings													
HBBC	46,172	46,505	333	46,788	283	47,405	617	48,135	730	48,550	415	2,378	4.90%
HDC	35,923	35,965	42	36,494	529	37,048	554	37,312	264	37,747	435	1,824	4.83%
NWLDC	40,026	40,271	245	40,833	562	41,292	459	41,761	469	42,227	466	2,201	5.21%
NDR Rated Assessments													
HBBC	2,876	2,867	-9	2,932	65	2,968	36	2,985	17	3,040	55	136	4.47%
HDC	2,616	2,730	114	2,762	32	2,835	73	2,894	59	2,903	9	287	9.89%
NWLDC	3,182	3,170	-12	3,175	5	3,210	35	3,223	13	3,219	-4	32	0.99%
HB/CTLS Live Caseload													
HBBC	7,100	7,579	479	7,555	-24	7,161	-394	6,832	-329	6,531	-301	-328	-5.02%
HDC	4,189	4,246	57	4,345	99	4,274	-71	4,086	-188	3,764	-322	-425	-11.29%
NWLDC	7,187	7,287	100	7,213	-74	6,770	-443	6,550	-220	6,222	-328	-712	-11.44%

Please note: Overall movement is when compared with 1/4/11 and current position

Benefits caseload has reduced resulting from the introduction of Council Tax Support from 1/4/2013. .

The CTLS schemes were changed from 1/4/2014 for both HBBC/NWLDC and resulted in different eligibility percentage (12% and 15% respectively) which may have attributed in the variance)

Dashboard Performance Summaries for each Council is shown below:

HBBC													2015/16	Year-End 2015/16 Target	2014/15 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In Year: Right Time (days)	11.2	11.0	11.8	10.7	9.8	11.1	13.7	10.9	0.0	0.0	0.0	0.0	11.3	11	8.8
In Year: New Claims (Days)	24.0	22.4	16.9	18.3	12.8	20.5	21.7	18.4	0.0	0.0	0.0	0.0	19.3	19	15.4
In Year: Change Events (Days)	9.0	9.2	10.8	9.4	9.3	9.6	12.2	9.3	0.0	0.0	0.0	0.0	9.8	9	7.6
Right Time Profiled Target 15/16	14.1	14.8	14.7	11.0	10.9	10.2	10.8	9.3	10.4	9.8	3.4	10.9			
New Claims Profiled Target 15/16	18.5	22.0	22.9	18.4	16.8	16.7	14.4	15.0	16.2	16.2	17.5	18.9			
Change Events Profiled Target 15/16	13.5	13.7	13.2	9.8	9.8	9.1	10.0	8.2	9.0	8.6	2.5	9.4			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	11.1%	20.4%	29.7%	38.9%	48.2%	57.6%	66.9%	76.2%	0.0%	0.0%	0.0%	0.0%	76.2%	98.1%	
2015/16 Target	11.2%	20.5%	29.9%	39.2%	48.4%	58.0%	67.4%	76.4%	85.8%	94.7%	96.5%	98.1%			
In Year Arrears Reduction (£)	£2.1m	£2m	£1.9m	£1.9m	£1.8m	£1.8m	£1.8m	£1.7m					£1.7m	<£1.3m	
Position for: 2014/15	£2.1m	£2m	£1.9m	£1.8m	£1.7m	£1.7m	£1.6m	£1.6m	£1.5m	£1.5m	£1.4m	£1.3m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	11.5%	20.2%	29.7%	38.7%	47.7%	56.8%	65.6%	74.9%	0.0%	0.0%	0.0%	0.0%	74.9%	98.3%	
2015/16 Target	10.9%	20.1%	29.6%	39.0%	47.6%	56.9%	66.6%	75.5%	84.6%	93.6%	96.1%	98.3%			
In Year Arrears Reduction (£)	£0.7m	£0.7m	£0.6m	£0.6m	£0.6m	£0.6m	£0.5m	£0.5m					£0.5m	<£0.3m	
Position for: 2014/15	£0.6m	£0.6m	£0.5m	£0.5m	£0.5m	£0.4m	£0.4m	£0.4m	£0.3m	£0.3m	£0.3m	£0.3m			
HB DEBT RECOVERY	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end	£1.1m	£1.1m	£1.1m	£1.2m	£1.2m	£1.2m	£1.3m	£1.3m					£1.3m		
Position for: 2014/15	£0.86m	£0.86m	£0.86m	£0.86m	£0.89m	£0.91m	£0.92m	£0.95m	£0.95m	£1.02m	£1.00m	£1.00m			
HB Overpayments Recovered	5%	9%	15%	19%	23%	25%	27%	28%	0%	0%	0%	0%	28%	38%	
2015/16 Target	4%	10%	14%	18%	20%	24%	26%	30%	32%	34%	36%	38%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB/CTB Sanctions gained	3	2	2	3	2	0	3	2	0	0	0	0	17	12	
CTLS Sanctions gained	2	2	0	3	1	0	2	2	0	0	0	0	12		
Position for: 2014/15	3	2	3	0	3	5	4	2	4	3	0	1			
2015/16 target	1	2	1	1	1	1	1	1	1	2	1	1			

HDC													2015/16	Year - End 2015/16	2014/15 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In Year: Right Time (days)	9.8	11.1	11.9	10.1	10.2	10.8	12.0	10.8	0.0	0.0	0.0	0.0	10.8	11	8.6
In Year: New Claims (Days)	20.6	22.6	20.9	18.0	16.7	18.9	19.3	19.3	0.0	0.0	0.0	0.0	19.6	19	15.9
In Year: Change Events (Days)	8.3	9.5	10.2	8.8	8.9	9.4	10.8	8.9	0.0	0.0	0.0	0.0	9.3	9	7.4
Right Time Profiled Target 15/16	15.0	16.4	16.0	10.6	10.3	10.2	10.6	10.3	9.4	9.5	3.2	8.2			
New Claims Target 15/16	22.0	25.8	23.0	18.4	18.8	16.5	15.9	17.5	14.8	15.8	14.0	18.3			
Change Events Profiled Target 15/16	13.1	14.2	14.9	9.2	8.7	9.1	9.6	9.0	8.5	8.1	2.5	6.7			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	11.4%	20.8%	30.4%	39.4%	48.7%	58.1%	67.9%	77.0%	0.0%	0.0%	0.0%	0.0%	77.0%	98.1%	
2015/16 target	10.3%	20.2%	30.1%	39.8%	48.9%	58.3%	68.4%	77.9%	87.1%	96.0%	97.6%	98.1%			
Arrears Reduction (£)	£2.0m	£1.9m	£1.8m	£1.8m	£1.7m	£1.7m	£1.6m	£1.6m					£1.6m	<£1.3m	
Position for: 2014/15	£1.9m	£1.8m	£1.8m	£1.7m	£1.6m	£1.6m	£1.5m	£1.4m	£1.4m	£1.3m	£1.3m	£1.3m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.8%	19.8%	29.5%	38.8%	47.8%	57.7%	66.5%	75.3%	0.0%	0.0%	0.0%	0.0%	75.3%	98.3%	
2015/16 Target	10.2%	20.4%	29.7%	38.7%	47.6%	57.9%	66.0%	74.9%	83.8%	92.7%	96.0%	98.3%			
Arrears Reduction (£)	£0.6m	£0.6m	£0.6m	£0.8m	£0.8m	£0.4m	£0.3m	£0.3m					£0.3m	<£0.4m	
Position for: 2014/15	£0.6m	£0.6m	£0.6m	£0.5m	£0.5m	£0.5m	£0.5m	£0.5m	£0.4m	£0.4m	£0.4m	£0.4m			
HB DEBT RECOVERY	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Academy)	£0.7m	£0.7m	£0.7m	£0.7m	£0.7m	£0.8m	£0.8m	£0.8m					£0.8m		
Position for: 2014/15	£0.6m	£0.6m	£0.6m	£0.6m	£0.6m	£0.6m	£0.6m	£0.7m	£0.7m	£0.7m	£0.7m	£0.7m			
HB Overpayments Recovered	3%	7%	11%	15%	17%	18%	21%	23%	0%	0%	0%	0%	23%	42%	
2015/16 target	13%	16%	20%	23%	26%	29%	32%	33%	37%	39%	40%	42%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB/CTB Sanctions gained	4	1	0	2	1	2	0	3	0	0	0	0	13	16	
CTLS Sanctions gained	3	1	0	1	1	2	0	0	0	0	0	0	8		
Position for: 2014/15	1	1	2	0	4	0	2	7	1	0	0	2			
2015/16 target	1	1	2	0	3	0	2	5	1	0	0	1			

NWLDC													2015/16	Year End 2015/16 target	2014/15 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In Year: Right Time (days)	12.3	10.5	14.2	11.3	11.4	11.6	10.3	12.4	0.0	0.0	0.0	0.0	11.7	11	9.3
In Year: New Claims (Days)	23.8	22.2	20.8	20.0	17.6	19.7	20.7	19.4	0.0	0.0	0.0	0.0	20.5	19	16.5
In Year: Change Events (Days)	10.5	8.9	12.9	9.5	10.5	10.1	8.9	10.9	0.0	0.0	0.0	0.0	10.2	9	8.0
Right Time Profiled Target 15/16	14.9	15.5	15.1	11.5	10.6	9.9	11.1	8.6	10.1	10.2	3.0	8.3			
New Claims Profiled Target 15/16	21.0	23.0	25.1	20.4	20.3	14.6	16.2	13.7	15.9	16.5	15.4	18.5			
Change Events Profiled Target 15/16	13.6	14.3	13.3	10.3	9.1	9.2	10.0	7.7	8.6	8.9	2.4	6.6			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.5%	19.7%	29.0%	38.2%	47.4%	56.7%	65.9%	75.2%	0.0%	0.0%	0.0%	0.0%	75.2%	97.8%	
2015/16 Target	10.5%	19.8%	29.0%	38.3%	47.4%	56.8%	66.3%	75.6%	84.9%	94.1%	96.0%	97.8%			
Arrears Reduction (£)	£2.6m	£2.5m	£2.4m	£2.4m	£2.3m	£2.2m	£2.2m	£2.1m					£2.1m	<£1.6m	
Position for: 2014/15	£2.6m	£2.4m	£2.3m	£2.2m	£2.1m	£2.0m	£1.9m	£1.8m	£1.7m	£1.6m	£1.7m	£1.6m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.8%	20.2%	29.5%	38.6%	46.9%	56.8%	65.6%	74.9%	0.0%	0.0%	0.0%	0.0%	74.9%	99.0%	
2015/16 Target	11.0%	19.0%	30.9%	40.7%	48.8%	57.9%	67.1%	75.7%	83.9%	92.2%	96.0%	99.0%			
Arrears Reduction (£)	£1m	£1.1m	£1.1m	£1.1m	£1.0m	£0.7m	£0.6m	£0.5m					£0.5m	<£0.6m	
Position for: 2014/15	£1m	£0.9m	£0.8m	£0.8m	£0.7m	£0.7m	£0.7m	£0.7m	£0.6m	£0.6m	£0.6m	£0.6m			
HB DEBT RECOVERY	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Academy)	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.1m	£1.2m					£1.2m		
Position for: 2014/15	£1.3m	£1.2m	£1.2m	£1.2m	£1.3m	£1.2m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m			
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments Recovered	4%	4%	11%	16%	19%	34%	35%	37%	0%	0%	0%	0%	37%	34%	
2015/16 Target	4%	8%	11%	14%	17%	20%	23%	24%	26%	29%	31%	34%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB/CTB Sanctions gained	2	4	1	0	0	3	6	3	0	0	0	0	19	34	
CTLS Sanctions gained	2	3	0	0	0	2	6	4	0	0	0	0	17		
Position for: 2014/15	2	0	4	1	1	4	9	1	4	4	1	0			
2015/16 Target	1	4	2	3	2	3	3	3	4	3	3	2			

Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

Performance Update from Storme Coop – Benefits Operational Manager

My previous summary predicted that week beginning 14 December we will be in a position to reduce the processing time thereby reducing cumulative performance in the final quarter of the year.

The table below identifies that both HBBC and HDC have significantly improved the time taken to process new claims, putting them both in a good position to start improving the cumulative performance in the final quarter.

An improvement in the time taken to deal with changes will come about as a consequence of increasing the number of staff dealing with RTI and ATLAS. You will note that there has been a steady increase in the number of Real Time Information cases outstanding (RTI page 14) to increase resilience and performance in this area arrangements are in hand to extend training in this area commencing first week in December .

DATE	IN MONTH ACADEMY PERFORMANCE STATISTICS					
	HBBC - NEW CLAIMS	HBBC CHANGES	HDC - NEW CLAIMS	HDC CHANGES	NWL - NEW CLAIMS	NWL CHANGES
(Cumulative Target)	19	9	19	9	19	9
12th Oct 2015	22	16	22	10	20	14
19th Oct 2015	22	16	21	11	20	14
27th Oct 2015	22	14	20	12	21	9
9th Nov 2015	24	12	20	9	22	13
16th Nov 2015	19	11	17	10	22	12
23rd Nov 2015	21	11	19	11	22	13
30th Nov 2015	19	10	19	10	20	12
7th Dec 2015	16	7	20	12	20	12
14th Dec 2015	13	11	16	13	24	12

Our main concern however was that NWLDC did not share the improvement in the direction of travel. An analysis was therefore undertaken to see how many claims (dealt with between 1 to 14 December) were being assessed within 7 days and within 30 days. The results are as follows:

LA	Total claims	% within 7 days	% within 30 days
HBBC	135	52%	84%
HDC	61	39%	84%
NWL	83	36%	56%

One of the main reasons for the differences between the three LA's is that HBBC put through a significant number of golden promises (historically this has always been the case and has a dramatic effect on reducing in month processing times).

To understand the reason why NWLDC were behind the other two we sampled 7 NWLDC cases who exceeded 30 days and it transpired that 5 of them were due to the claimant not providing the information to enable us to complete the claim. Whilst they were nil qualified we still have to give them a calendar month before making the decision.

Moving forward, whilst we will continue to promote the availability of 'golden promises', we are very much reliant on the claimant providing the required evidence as soon as requested.

Additional measures taken improve to processing time include:

- Closer monitoring of work trays – questions are asked if the assessor still has work outstanding that was allocated three days previously.
- Where appropriate claimant telephoned rather than written to.

Claim activity: (Included in the calculation for performance statistics – source: Capita DWP SHBE extract)

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Cumulative Totals
(SHBE)									
New claims	232	275	289	243	214	185	216	260	1914
Change events	1346	1720	1431	1426	1223	1187	1188	1177	10698
Atlas activity	2069	1938	1899	1883	1463	1713	1540	1166	13671

HDC	April	May	June	July	Aug	Sept	Oct	Nov	Cumulative Totals
(SHBE)									
New claims	114	150	148	136	127	117	112	142	1046
Change events	831	1075	808	825	669	664	641	649	6162
Atlas activity	1121	1156	1088	1051	560	985	857	816	7634

NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Cumulative Totals
(SHBE)									
New claims	214	229	296	307	202	209	248	283	1988
Change events	1332	1767	1554	1478	1320	1165	1818	1290	11724
Atlas activity	2114	2157	1841	1825	1733	1617	1333	1248	13868

The table below shows number of documents received in the document management system:

Northgate Documents	April	May	June	July	Aug	Sept	Oct	Nov
Items received	16520	13658	16193	14723	11801	14395	11215	13083
Items processed	14255	13452	16977	14585	12108	11768	12323	14400
Carried forward	5887	5245	2783	2921	2687	5241	4133	2816

The tables below shows incoming work position for November to include date we are working from:

WEEKLY DATA FROM INFORMATION @ WORK						
Date	New claims - number outstanding	New claims - date being worked on	New claims - number of working days behind	Changes - number outstanding	Changes - date being worked on	Changes - number of working days behind
2nd Nov 2015	103	20th Oct 2015	9	452	19th Oct 2015	10
9th Nov 2015	62	2nd Nov 2015	5	299	30th Oct 2015	6
16th Nov 2015	0		0	104	12th Nov 2015	2
23rd Nov 2015	6	20th Nov 2015	1	36	20th Nov 2015	1
30th Nov 2015	31	25th Nov 2015	3	158	25th Nov 2015	3

DWP Atlas Performance:

ATLAS PERFORMANCE		
Date	Atlas - number outstanding	Atlas - date being worked on
2nd Nov 2015	82	27th Nov 2015
9th Nov 2015	162	6th Nov 2015
16th Nov 2015	244	11th Nov 2015
23rd Nov 2015	229	11th Nov 2015
30th Nov 2015	69	27th Nov 2015

DWP Real Time Performance:

RTI PERFORMANCE	
RTI - Number Outstanding	RTI - Date being worked on
145	21st Oct 2015
145	21st Oct 2015
129	21st Oct 2015
221	21st Oct 2015
206	21st Oct 2015

DWP Housing Benefit Subsidy impact – ‘Local Authority Error/ Time Delay’

Cumulative position for each council is as follows:

HBBC	April	May	June	July	Aug	Sept	Oct	Nov
Threshold	£6,836	£14,203	£21,603	£28,910	£35,543	£44,621	£51,781	£58,481
Actual	£2,839	£9,295	£14,124	£21,513	£23,814	£27,193	£30,916	£33,439
Tolerance	£3,997	£4,908	£7,479	£7,397	£11,729	£17,428	£20,865	£25,042

HDC	April	May	June	July	Aug	Sept	Oct	Nov
Threshold	£4,071	£8,335	£12,651	£17,908	£22,067	£26,154	£32,560	£36,812
Actual	£450	£983	£4,638	£5,189	£5,252	£5,797	£6,548	£8,007
Tolerance	£3,621	£7,352	£8,013	£12,719	£16,815	£20,357	£26,012	£28,805

NWLDC	April	May	June	July	Aug	Sept	Oct	Nov
Threshold	£7,038	£14,843	£21,904	£30,035	£37,029	£43,911	£55,396	£62,311
Actual	£13,099	£17,585	£22,061	£31,910	£33,558	£34,711	£36,923	£42,313
Tolerance	-£6,060	-£2,742	-£157	-£1,875	£3,470	£9,201	£18,474	£19,998

Discretionary Housing Payments

This scheme is to help customers as well as those affected by welfare reform changes and below is the analysis for each Council.

Harborough DC:

2015/16	DWP Allocation:	£46,343
	Net amount paid:	£18,862

Same time last year:

2014/15	Allocation	£52,436
	Total awarded:	£55,322
	Over by:	£2,886

Hinckley & Bosworth BC:

2015/16	DWP Allocation:	£78,129
	Net amount paid:	£69,978

Same time last year:

2014/15	Allocation	£93,957
	Total awarded:	£79,139

Additional funding £20k from HRA that can be utilised

North West Leicestershire DC:

2015/16	DWP Allocation:	£103,678
	Net amount paid:	£86,429

Same time last year:

2014/15	Allocation	£106,669
	Total awarded:	£78,614

Additional funding £20k from HRA (£10k c/fwd. from 2014/15 and 10k allocated for 2015/16) that can be utilised.

The above information has been extracted from Capita HB8790 DHP Subsidy claim form

Council Tax Discretionary Discount Scheme – Amount Awarded

Hinckley & Bosworth BC - Discretionary Discount Scheme									
Annual Allocation	£34,632								
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Totals
Award Amount	£6,341	£3,049	£1,297	£2,253	£104	£381	£34	£661	£14,119
Average	£2,886	£2,886	£2,886	£2,886	£2,886	£2,886	£2,886	£2,886	£34,632
Variance	-£3,455	-£163	£1,589	£633	£2,782	£2,505	£2,852	£2,225	£20,513
Successful	52	29	21	25	5	13	4	10	159
Unsuccessful	6	3	3	4	1	2	1	2	22
<i>Total number of claims</i>	58	32	24	29	6	15	5	12	181
Case average	£121.94	£105.14	£61.77	£90.13	£20.72	£29.29	£8.42	£66.10	£88.80

Total awarded £14,119

Harborough DC - Discretionary Discount Scheme									
Annual Allocation	£16,957								
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Totals
Award Amount	£1,663	£859	£1,796	£1,844	£1,001	£357	£577	£527	£8,624
Average	£1,413	£1,413	£1,413	£1,413	£1,413	£1,413	£1,413	£1,413	£16,957
Variance	-£250	£554	-£383	-£431	£412	£1,056	£836	£886	£8,333
Successful	11	6	8	14	6	7	3	5	60
Unsuccessful	1	3	3	5	2	3	0	4	21
<i>Total number of claims</i>	12	9	11	19	8	10	3	9	81
Case average	£151.20	£143.18	£224.51	£131.71	£166.84	£51.04	£192.30	£105.39	£143.74

Total awarded £8,624

North West Leicestershire DC - Discretionary Discount Scheme									
Annual Allocation	£33,084								
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Totals
Award Amount	£9,924	£5,564	£2,178	£3,907	£2,238	£1,363	-£834	£1,544	£25,885
Average	£2,757	£2,757	£2,757	£2,757	£2,757	£2,757	£2,757	£2,757	£33,084
Variance	-£7,167	-£2,807	£579	-£1,150	£519	£1,394	£3,591	£1,213	£7,199
Successful	63	34	24	34	19	9	4	13	200
Unsuccessful	6	3	1	2	1	2	0	6	21
<i>Total number of claims</i>	69	37	25	36	20	11	4	19	221
Case average	£157.52	£163.66	£90.76	£114.91	£117.80	£151.41	-£208.40	£118.78	£129.42

Total awarded £25,885

Fraud

Below is a summary of the performance of the fraud team to include analysis of HB overpayments/CTLS adjustments raised:

	<u>Sanctions</u>	<u>HB/CTB</u>	<u>Council Tax Reduction (CTLS)</u>
HBBC:	29	£170,931	£11,419
HDC:	21	£98,046	£12,995
NWLDC:	36	£79,219	£9,487

The number of further pending sanctions is as follows:

HBBC:	20
HDC:	12
NWLDC:	19

Housing Benefit Overpayments Analysis:

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Totals
Debt raised	£49,462	£61,589	£85,227	£143,838	£95,082	£79,995	£117,591	£62,200	£694,984
Partnership collection Rate	5%	9%	15%	19%	23%	25%	27%	28%	
Sundry Debt collection rate									
Combined									
Partnership anticipated collection rate	4%	10%	14%	18%	20%	24%	26%	30%	

HDC	April	May	June	July	Aug	Sept	Oct	Nov	Totals
Debt raised	£49,159	£30,474	£40,548	£80,846	£51,524	£49,276	£29,362	£31,486	£362,675
Partnership collection Rate	3%	7%	11%	15%	17%	18%	21%	23%	
Sundry Debt collection rate	1%	4%	4%	6%	7%	9%	9%	10%	
Combined	3%	7%	11%	15%	17%	18%	21%	23%	
Partnership anticipated collection rate	13%	16%	20%	23%	26%	29%	32%	33%	

NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Totals
Debt raised	£59,454	£45,489	£70,836	£70,401	£85,158	£82,607	£77,391	£87,285	£578,621
Partnership collection Rate	5%	9%	13%	20%	23%	25%	28%	30%	
Sundry Debt collection rate	1%	1%	2%	3%	2%	72%	73%	74%	
Combined	4%	4%	11%	16%	19%	34%	35%	37%	
Partnership anticipated collection rate	4%	8%	11%	14%	17%	20%	23%	24%	

Please note: For HDC in April 2014 (when comparing with this year) a large HB overpayment debt was raised which was then offset by an award and resulted in a much higher collection rate.

Revenues Operational Team

(Council Tax, Non Domestic Rates and Housing Benefit Overpayments)

Performance Update from Sue Williams-Lee – Revenues Operational Manager

Council Tax

Good progress was made on the combined billing and recovery work tray in November. With the assistance of temporary agency resources, the team reduced the amount of outstanding correspondence.

The Team Leaders worked on automating some of the recovery processes to be able to free up capacity. This is still a work in progress as there are some data issues to resolve before we will be in a position to fully automate some of the recovery stages.

Individual performance has been closely monitored. There appears to be inconsistency in the way that staff are completing their work. Investigations into differences in working practices will be undertaken in December to ensure that the staff are being measured in a fair and consistent manner.

As anticipated, due to the delayed recovery action, collection performance is below the profiled target for all three councils. If the in-trays are brought up to date in December, this will allow the team to focus on old cases and move the accounts where Liability Orders were obtained in November through the recovery stages. In quarter four, we expect to see improvement in the collection performance for all three councils.

NNDR

HDC are currently exceeding the target. NWLDC and HBBC are not meeting the current targets. The NNDR debt profile has been analysed at the end of November to identify the movement in the charge. A significant proportion of the remaining charge for NWLDC and HBBC is not due until February and March. Therefore, it is proposed that the targets from December be revised to reflect this. This will be reviewed on a monthly basis.

The amount of write offs relating to 2015/16 debt for NWLDC so far this year is approx. £230k as opposed to only £59k being written off last year in relation to 2014/15. Taking into account what we know at this point in time, we forecast that by the end of 2015/16 this is likely to equate to 0.5% of the overall debt. We therefore propose that the end of year target for NWLDC is revised from 99% to 98.5% to allow for the increase in 'in-year' write offs. It should be noted that due to the increase in the charge in 2015/16 compared to 2014/15, we would still be collecting approx. £1.8m more than we did in 2014/15, if we meet the proposed revised target of 98.5%.

The current NNDR recovery process is highly proactive. Ratepayers are telephoned prior to final notices and summons being issued and arrears spreadsheets for each council are closely monitored to ensure that debts do not fall through the net. This year, NWLDC has had to write off a number of large debts for 2015/16 and prior years due to ratepayers becoming insolvent. In order to ensure that all possible steps

have been taken prior to a ratepayer becoming insolvent, a review of the NNDR recovery processes will be conducted in December.

In line with HBBC's preferred approach, the over £10k write offs will be taken to the Executive in March.

Council Tax

****Arrears position:**

	<u>*Starting Position</u>	<u>Arrears Reduction</u>	<u>In %Terms</u>
HDC	£2.099m	£501k	23.9%
HBBC	£2.273m	£539k	23.7%
NWLDC	£2.786m	£650k	23.3%

* Starting position represents all outstanding debt carried forward as at 1/4/2015.

**Further analysis on this is given below (p22-24)

Council Tax Support 'In Year' collection (15/16) rate for:

Claim category:	<u>Working Age</u>		<u>Elderly</u>	
	<u>Non-passported</u>	<u>Passported</u>	<u>Non-passported</u>	<u>Passported</u>
HBBC	60.3%	57.8%	72.8%	77.1%
HDC	60.0%	58.7%	77.3%	76.2%
NWLDC	56.7%	56.8%	77.4%	77.7%

Incoming post

Items outstanding at the end of each month are given below:

	April	May	June	July	Aug	Sept	Oct	Nov
Items received	9260	7952	7987	8558	6985	8111	6932	6034
Items processed	8026	6911	8384	6408	6304	10496	5909	6727
Carried forward	3184	3887	2753	4401	4684	2021	3044	2105

Debt recovery analysis:

HBBC number of dwellings 48,550

Percentage - is when compared with the number of dwellings

HBBC	April	May	June	July	August	Sept	Oct	Nov	Totals	Percentage
Documents Issued										
Reminders	1323	3101	665	1584	1150	0	1506	399	9,728	20.0%
Arrangement Reminders	220	104	109	140	114	38	2	365	1,092	2.2%
Summonses	262	0	875	1269	376	0	0	1003	3,785	7.8%
Bailiff	118	0	0	0	17	0	375	0	510	1.1%
DWP Attachments	19	10	2	13	7	89	55	44	239	0.5%
Attachment of earnings	14	5	3	12	2	97	34	14	181	0.4%
Pending										
Cases returned by enforcement agent pending next action								543		
Post Liability Order Letter Issued								1374		

HDC number of dwellings 37,747

Percentage - is when compared with the number of dwellings

HDC	April	May	June	July	August	Sept	Oct	Nov	Totals	Percentage
Documents Issued										
Reminders	2132	87	1136	1084	702	0	1263	260	6,664	17.7%
Arrangement Reminders	137	70	75	109	108	15	0	208	722	1.9%
Summonses	102	1281	0	223	457	0	0	397	2,460	6.5%
Bailiff	12	0	0	0	62	0	17	0	91	0.2%
DWP Attachments	24	15	3	6	6	1	9	3	67	0.1%
Attachment of earnings	7	16	4	10	2	3	5	15	62	0.1%
Pending										
Cases returned by enforcement agent pending next action								294		
Post Liability Order Letter Issued								1505		

NWLDC number of dwellings 42,227

Percentage - is when compared with the number of dwellings

NWLDC	April	May	June	July	August	Sept	Oct	Nov	Totals	Percentage
Documents Issued										
Reminders	1574	1450	724	1555	1034	0	1392	407	8,136	19.3%
Arrangement Reminders	245	124	167	241	130	0	4	368	1279	3.0%
Summonses	214	1070	815	0	456	0	952	0	3507	8.3%
Bailiff	88	0	0	242	0	0	132	0	462	1.1%
DWP Attachments	57	45	15	42	5	15	71	60	310	0.6%
Attachment of earnings	22	23	16	0	1	12	86	21	181	0.4%
Pending										
Cases returned by enforcement agent pending next action								692		
Post Liability Order Letter Issued								1862		

Council Tax arrears position:

Hinckley & Bosworth BC

On 1st April 2015 arrears opening position was £2.273m and the amount outstanding at the end of November is £1.734m.

Reduction in arrears is £539k which equates to a reduction in percentage terms of 23.7%

	31/03/2015	30/04/2015	31/05/2015	30/06/2015	31/07/2015	31/08/2015	30/09/2015	31/10/2015	30/11/2015
*Total Arrears	£2,273,000.98	£2,124,833.09	£2,008,289.18	£1,928,773.40	£1,891,550.50	£1,848,554.06	£1,816,246.11	£1,767,649.02	£1,734,112.55
* Working age LCTS	£268,428.08	£243,665.89	£237,584.31	£228,913.15	£231,651.98	£220,946.15	£214,533.60	£201,227.84	£202,115.56
* Pension age LCTS	£37,838.46	£35,664.21	£32,927.33	£34,212.20	£33,828.12	£35,811.94	£39,175.14	37,861.49	£35,045.79
* Empty & unfurnished	£30,129.40	£20,416.22	£12,606.12	£8,136.96	£5,994.32	£5,930.69	£7,386.92	£7,119.04	£5,016.63
* Structural alteration	£2,904.19	£1,884.51	£1,690.26	£1,022.66	£901.86	£836.44	£376.98	£105.67	£243.77
(* of which are included in total arrears)									
Payments against arrears		-£185,391.38	-£311,030.37	-£409,982.66	-£489,567.95	-£545,009.45	-£594,981.15	-£657,421.32	-£710,047.85
Write offs against arrears		-£4.92	-£4.93	£162.44	£38.27	-£5,365.11	-£5,614.98	-£5,936.10	-£8,327.20
Charge adjustments against arrears		£25,717.07	£36,034.16	£42,657.98	£69,779.05	£84,655.47	£103,556.57	£118,382.67	£134,276.83
Refunds made against arrears		£164.32	£164.32	£164.32	£164.32	£164.32	£195.32	£370.26	£370.26
Cost adjustments against arrears		£11,338.02	£10,125.02	£22,770.34	£38,135.83	£41,107.85	£40,089.37	£39,252.53	£44,839.53
Previous years arrears total	£1,984,946.14	£1,845,970.69	£1,736,932.34	£1,666,006.57	£1,566,872.16	£1,506,831.23	£1,467,590.42	£1,359,120.45	£1,301,227.80

Harborough DC

On 1st April 2015 arrears opening position was £2.099m and the amount outstanding at the end of November is £1.598m.

Reduction in arrears is £501k which equates to a reduction in percentage terms of 23.9%

	31/03/2015	30/04/2015	31/05/2015	30/06/2015	31/07/2015	31/08/2015	30/09/2015	31/10/2015
*Total Arrears	£2,099,223.53	£1,995,921.04	£1,918,492.31	£1,836,031.44	£1,804,622.43	£1,748,128.01	£1,707,083.33	£1,630,286.18
* Working age LCTS	£209,691.45	£199,717.38	£203,100.61	£199,030.80	£188,256.18	£133,062.22	£171,491.74	£163,097.36
* Pension age LCTS	£25,108.79	£23,456.24	£21,666.81	£21,910.73	£22,592.70	£20,448.68	£22,442.05	£20,685.26
* Empty & unfurnished	£18,901.09	£16,138.62	£12,883.17	£12,461.21	£3,930.37	£6,388.88	£5,744.60	£6,475.88
* Structural alteration	£1,214.99	£995.89	£998.07	£622.31	£1,897.52	£1,757.52	£543.36	£0.00
(* of which is included in total arrears)								
Payments against arrears		-£137,991.23	-£236,851.27	-£318,232.81	-£372,264.62	-£436,032.05	-£484,457.54	-£523,960.85
Write offs against arrears		-£3.12	-£5.02	-£7.23	-£7.93	-£110.60	-£111.74	-£29,030.34
Charge adjustments against arrears		£29,802.88	£39,030.64	£39,810.13	£58,695.31	£64,562.99	£72,656.45	£64,483.58
Refunds made against arrears		£418.04	£1,480.49	£1,662.76	£1,662.76	£1,662.76	£1,662.76	£1,839.68
Cost adjustments against arrears		£4,470.94	£15,613.94	£13,575.06	£17,313.38	£18,821.38	£18,109.87	£17,730.58
Previous years arrears total	£2,093,364.55	£1,962,162.71	£1,857,824.93	£1,782,139.19	£1,711,740.32	£1,597,250.21	£1,555,541.87	£1,500,554.67

North West Leicestershire DC

On 1st April 2015 arrears opening position was £2.786m and the amount outstanding at the end of November is £2.137m.

Reduction in arrears is £650k which equates to a reduction in percentage terms of 23.3%.

	31/03/2015	30/04/2015	31/05/2015	30/06/2015	31/07/2015	31/08/2015	30/09/2015	31/10/2015	30/11/2015
*Total Arrears	£2,786,095.65	£2,641,030.60	£2,537,510.48	£2,454,241.92	£2,364,763.25	£2,276,046.37	£2,224,151.27	£2,188,069.43	£2,136,534.01
* Working age LCTS	£359,799.60	£342,997.52	£316,608.38	£314,340.66	£298,823.73	£263,201.91	£266,211.34	£265,109.55	£261,658.76
* Pension age LCTS	£28,389.83	27,617.94	£27,729.30	£25,684.75	£25,200.15	£25,760.59	£25,304.19	£24,062.73	£23,062.32
* Empty & unfurnished	£10,915.57	£15,817.43	£8,161.30	£1,796.46	£2,351.56	£2,248.64	£2,519.12	£2,671.23	£2,595.36
* Structural alteration	£7,377.50	£4,441.59	£2,848.21	£6,207.59	£3,363.51	£1,564.57	£1,599.83	£918.72	£5.60
(* of which is included in total arrears)									
Payments against arrears		-£180,547.17	-£314,505.69	-£421,798.20	-£508,893.21	-£573,784.25	-£633,247.75	-£688,048.27	-£745,332.78
Write offs against arrears		-£0.21	-£0.21	-£6.25	-£8.07	-£26,340.07	-£26,340.08	-£29,983.72	-£30,012.14
Charge adjustments against arrears		£25,916.91	£41,784.71	£62,515.50	£61,242.10	£61,748.05	£70,872.88	£83,218.43	£89,858.94
Refunds made against arrears		£288.30	£552.30	£552.30	£552.30	£552.30	£552.30	£1,056.28	£1,056.28
Cost adjustments against arrears		£9,277.12	£23,583.72	£26,882.92	£25,774.48	£27,774.69	£26,218.27	£35,731.06	£34,868.06
Previous years arrears total	£2,708,667.36	£2,558,126.73	£2,436,252.98	£2,306,579.72	£2,200,353.88	£2,106,432.36	£2,036,332.60	£1,983,035.05	£1,833,259.19

Direct Debit

MONTH	HBBC CTAX No. Items	%
April	33074	74.4%
May	33132	74.8%
June	33239	75.0%
July	33439	75.3%
August	33611	75.5%
September	33887	75.2%
October	33784	75.3%
November	33862	75.3%

MONTH	NWL CTAX Items	%
April	27837	72.6%
May	28020	73.0%
June	28174	73.1%
July	28273	73.2%
August	28344	73.4%
September	28498	73.1%
October	28477	73.1%
November	28484	73.1%

MONTH	HDC CTAX Items	%
April	26867	76.8%
May	26965	77.3%
June	27272	78.0%
July	27185	77.9%
August	27205	78.0%
September	27311	77.9%
October	27515	77.9%
November	27418	78.0%

Non Domestic Rates (Business Rates)

	<u>*Starting Position</u>	<u>Arrears Reduction</u>	<u>Current Position</u>	<u>In % terms</u>
**HDC	£677k	-£395k	£282k	58%
***HBBC	£618k	-£113k	£505k	18%
****NWLDC	£1.025m	-£483k	£542k	47%

* Starting position represents all outstanding debt carried forward as at 1/4/2015.

Please note:

** HDC new charge added to arrears £367k

***HBBC new charge added to arrears £677k

****NWLDC new charge added to arrears £865k

Incoming post outstanding as at the end of each month:

	April	May	June	July	Aug	Sept	Oct	Nov
Items received	512	610	545	694	443	766	699	987
Items processed	515	524	512	687	425	763	673	1037
Carried forward	122	141	110	44	62	65	91	41

Debt Recovery Analysis:

HBBC number of assessments 3,040

Percentage is when compared with the number of assessments

HBBC	April	May	June	July	August	Sept	Oct	Nov	Totals	Percentage
Reminders	194	55	43	50	70	70	69	55	606	19.9%
Arrangement Reminders	3	1	1	5	9	9	9	6	43	1.4%
Summonses	7	49	14	16	16	5	23	26	156	5.1%
Liability Orders Granted	0	3	39	0	14	12	5	16	89	2.9%
Bailiff	4	0	2	13	7	5	26	16	73	2.4%

HDC number of assessments 2,903

Percentage is when compared with the number of assessments

HDC	April	May	June	July	August	Sept	Oct	Nov	Totals	Percentage
Reminders	158	47	36	35	37	70	33	26	442	15.2%
Arrangement Reminders	6	1	2	8	1	6	6	2	32	1.1%
Summonses	9	51	7	8	6	1	10	14	106	3.7%
Liability Orders Granted	0	5	30	0	5	12	1	6	59	2.0%
Bailiff	5	0	3	8	7	2	15	7	47	1.6%

NWLDC number of assessments 3,219

Percentage is when compared with the number of assessments

NWLDC	April	May	June	July	August	Sept	Oct	Nov	Totals	Percentage
Reminders	188	59	53	55	78	52	28	31	544	16.9%
Arrangement Reminders	9	4	7	15	1	12	10	2	60	1.9%
Summonses	11	53	15	19	22	4	16	19	159	4.9%
Liability Orders Granted	0	7	45	0	18	16	4	13	103	3.2%
Bailiff	2	0	2	20	11	34	42	16	127	3.9%

Non Domestic Rate arrears position:

Hinckley & Bosworth BC

On 1st April 2015 arrears opening position was £0.618m and the amount outstanding for those specific arrears and they have been reduced by £368k.

The amount of new charge added to arrears amounts to £677k.

The net movement to arrears

B/fwd. position:	£0.618m - current position is £0.251m)	£0.505m
New debt added position:	Current position is £0.254m)	

The table below illustrates the movement by financial year:

Business Rates Recovery Year		Opening Position	30th April 2015	31st May 2015	30th June 2015	31st Jul 2015	31st Aug 2015	30th Sept 2015	31st Oct 2015	30th Nov 2015
By Debt										
2007		£989.00	£959.00	£929.00	£899.00	£869.00	£0.00	£839.00	£780.00	£750.00
2009		£1,426.59	£1,396.59	£1,336.59	£1,276.59	£1,246.59	£1,432.18	£1,178.84	£1,088.84	£1,058.84
2010		£529.24	£5,331.64	£7,038.52	£4,427.14	£4,399.11	£5,168.58	£3,728.56	£3,228.56	£3,573.76
2011		£3,571.60	£8,443.90	£11,037.25	£8,475.85	£9,807.62	£10,736.77	£10,376.87	£12,500.76	£13,062.63
2012		£25,578.70	£34,363.02	£35,725.93	£31,754.82	£41,433.87	£42,314.06	£43,687.79	£45,923.45	£43,773.46
2013		£132,406.65	£145,766.67	£141,896.17	£121,702.29	£132,917.38	£135,749.28	£134,963.07	£118,402.90	£114,288.51
2014		£453,790.14	£494,495.44	£492,547.16	£420,163.16	£445,042.67	£419,210.22	£394,511.45	£367,230.95	£328,094.72
TOTAL		£618,291.92	£690,756.26	£690,510.62	£588,698.85	£635,716.26	£614,611.09	£589,285.58	£549,155.46	£504,601.92

Harborough DC

On 1st April 2015 arrears opening position was £0.677m and the amount outstanding for those specific arrears and they have been reduced by 500k.

The amount of new charge added to arrears amounts to £367k.

The net movement to arrears is as follows:

B/fwd. position:	£0.677m - current position is £0.177m)	£0.282m
New debt added position:	Current position is £0.105m)	

The table below illustrates the movement by financial year:

Business Rates Recovery Year By Debt	Opening Position	30th April 2015	31st May 2015	30th June 2015	31st Jul 2015	31st Aug 2015	30th Sept 2015	31st Oct 2015	30th Nov 2015
2001	£1,050.80	£1,010.80	£890.92	£859.60	£1,377.69	£619.57	£499.59	£379.57	£339.57
2006	£1,138.31	£1,090.59	£1,070.59	£1,050.59	£1,030.59	£1,010.59	£990.59	£970.59	£950.59
2007	£3,198.08	£3,154.01	£3,082.21	£2,914.75	£2,914.75	£2,914.75	£2,914.75	£2,914.75	£2,914.75
2008	£5,585.87	£5,585.87	£5,585.87	£5,585.87	£5,585.87	£5,585.87	£5,381.50	£5,381.50	£5,442.57
2009	£5,942.90	£5,942.90	£5,942.90	£5,942.90	£5,942.90	£5,942.90	£5,705.25	£5,705.25	£5,781.38
2010	£25,098.26	£24,910.03	£23,785.15	£23,802.08	£20,635.36	£19,693.30	£13,882.29	£13,829.89	£13,799.89
2011	£82,393.99	£81,424.07	£79,477.68	£79,477.68	£73,762.02	£73,643.90	£65,218.29	£49,824.70	£24,958.87
2012	£98,892.94	£98,767.74	£95,131.28	£94,837.08	£221,088.44	£200,380.37	£39,071.83	£28,747.97	£24,846.29
2013	£152,845.82	£142,855.09	£122,732.25	£89,600.52	£161,679.52	£160,754.01	£60,838.90	£50,292.20	£50,274.20
2014	£301,220.01	£196,578.24	£312,961.14	£266,382.04	£280,161.96	£283,563.69	£221,911.28	£190,383.74	£152,363.67
TOTAL	£677,375.75	£561,328.11	£650,668.76	£570,453.20	£775,184.59	£754,108.95	£419,410.29	£348,430.18	£281,671.79

North West Leicestershire DC

On 1st April 2015 arrears opening position was £1.025m and the amount outstanding for those specific arrears and they have been reduced by £639k.

The amount of new charge added to arrears amounts to £865k.

The net movement to arrears

B/fwd. position:	£1.025m - current position is £0.386m)	£0.542m
New debt added position:	Current position is £0.156m)	

The table below illustrates the movement by financial year:

Recovery Year By Debt	Opening Position	30th April 2015	31st May 2015	30th June 2015	31st Jul 2015	31st Aug 2015	30th Sept 2015	31st Oct 2015	30th Nov 2015
2006	£194.85	£144.85	£94.85	£47.62	£47.62	£47.60	£47.60	£47.60	£31.00
2007	£731.19	£691.19	£651.19	£608.41	£518.41	£392.40	£302.40	£212.40	£139.00
2008	£9,721.61	£9,721.61	£4,179.27	£4,179.27	£4,179.28	£4,371.64	£4,371.64	£4,442.64	£4,442.64
2009	£8,361.78	£8,361.78	£8,361.78	£8,239.81	£8,239.81	£6,553.64	£6,553.64	£6,062.13	£6,062.13
2010	£31,196.31	£54,183.33	£53,594.45	£51,519.47	£61,002.46	£67,605.32	£35,638.46	£20,196.75	£20,109.66
2011	£59,145.11	£78,280.50	£77,968.82	£70,946.93	£83,371.72	£88,499.55	£55,042.96	£38,407.17	£37,355.23
2012	£135,283.05	£160,861.13	£159,980.06	£144,200.04	£172,413.70	£160,223.45	£101,743.60	£84,952.66	£80,324.37
2013	£326,991.26	£345,047.52	£347,332.42	£306,521.08	£302,908.94	£277,090.03	£179,897.18	£149,546.12	£131,775.94
2014	£453,662.06	£468,903.26	£489,050.92	£470,445.31	£428,769.17	£409,900.82	£329,709.40	£278,656.70	£261,997.08
TOTAL	£1,025,287.25	£1,126,195.20	£1,141,213.79	£1,056,707.97	£1,061,451.14	£1,014,684.45	£713,306.88	£582,524.17	£542,237.05

Complaints

Each Council have there own mechanism for recording complaints.

Below is a summary of complaints for the 2 key service areas for each council:

HBBC

HBBC	April	May	June	QTR1	July	Aug	Sep	QTR2	Oct	Nov
Service Area: Revenues										
MP enquiries	0	0	0	0	0	0	0	0	0	0
Complaints	1	2	1	4	0	0	0	0	1	0
Complaints position in 2014/15	1	0	2	3	1	2	0	3	1	0
Service Area: Benefits										
MP Enquiries	0	0	0	0	0	0	0	0	0	0
Complaints	0	0	1	1	1	0	0	1	0	0
Complaints position in 2014/15	1	1	3	5	0	0	0	0	0	0

HDC

HDC	April	May	June	QTR1	July	Aug	Sep	QTR2	Oct	Nov
Service Area: Revenues										
MP enquiries	0	0	0	0	0	0	0	0	0	0
Complaints	1	3	1	5	2	0	1	3	1	0
Complaints position in 2014/15	2	0	5	7	2	3	0	5	1	2
Service Area: Benefits										
MP Enquiries	0	0	0	0	0	0	0	0	0	0
Complaints	0	0	1	1	0	0	0	0	0	0
Complaints position in 2014/15	0	0	0	0	0	1	0	1	1	0

NWLDC

NWLDC	April	May	June	QTR1	July	Aug	Sep	QTR2	Oct	Nov
Service Area: Revenues										
MP enquiries	0	0	0	0	0	0	0	0	1	0
Complaints	1	2	1	4	1	1	0	2	0	0
Complaints position in 2014/15	0	3	1	4	3	1	0	4	2	1
Service Area: Benefits										
MP Enquiries	0	0	0	0	0	0	0	0	0	0
Complaints	0	0	0	0	0	0	0	0	0	0
Complaints position in 2014/15	0	0	0	0	0	1	0	1	0	0

Staffing

Current Vacancies

Harborough DC

1 x FTE – Business Development & Support Officer - Grade 5

- Interviews arranged for 18th December

1 x FTE – Business Development Support Assistant - Grade 3

- Interviews arranged for 18th December

1 x 0.6 - Business Rates Officer Grade 4

- Vacant from 1/12/15

North West Leicestershire DC

1 x FTE – Senior Council Tax Officer – Grade E

- Appointment made – commences December

Hinckley & Bosworth BC

1 X FTE - Apprentice

- Appointment made – commences January

Current Long Term Sickness

Harborough DC

1 x FTE Council Tax Officer From 7/7/15 – to be referred to occupational health

Hinckley & Bosworth BC

1 x 0.54 Benefit Officer From 7/10/15 – expected return date is 25/1/16

North West Leicestershire DC

1 x FTE Admin Officer From 26/6/15 – with HR

1 X FTE Council Tax Officer From 2/11/15 – expected return date 24/12/15

Sickness

Sickness for October is given below:

(Data cannot be provided in time to meet report deadline and therefore reported 1 month in arrears)

	<u>Annual</u>	<u>Cumulative to October</u>		<u>October in month</u>	
	<u>Target</u>	<u>Actual days</u>	<u>Average days Per fte</u>	<u>Actual days</u>	<u>Average days Per fte</u>
HBBC:	8 days	234 days	6.53 days	88 days	2.46 days
HDC:	7.9 days	178 days	8.78 days	34 days	1.68 days
NWLDC:	7.4 days	164 days	7.19 days	31 days	1.39 days