



Revenue and Benefit Service

Performance Report

February 2016

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Summary

Performance – Key Indicators

Collection Rates (Cumulative)

Council Tax in-year

HBBC: 96.4% *(96.5%)	HDC: 97.0% *(97.2%)	NWLDC: 95.8% *(96%)
Target: 96.5%	97.6%	96.0%

* Brackets the position when compared with February 2015

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	£47.9m	4.1%	£2.0m	

Non Domestic Rates

HBBC: 95.9% *(96.1%)	HDC: 97.0% (96.7%)	NWLDC: 96.7% *(96.7%)
Target: 96.1%	96.0%	96.0%

* Brackets the position when compared with February 2015

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	£30.0m	3.1%	£0.9m	
HDC	£38.1m	£39.8m	£38.7m	1.6%	£0.6m	
NWLDC	£50.7m	£52.2m	£52.6m	3.6%	£1.9m	

HB/CTLS Claims

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

Days shown below are cumulative:

HBBC	10.4 days *(8.3)	HDC	10.2 days *(8.2)	NWLDC	10.9 days *(8.7)
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* Brackets the position when compared with February 2015.

New Claims end of year target: 19 Days

Days shown below are cumulative:

HBBC:	18.1 days *(15.6)	HDC:	18.6 days *(15.8)	NWLDC:	19.5 days *(16.0)
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* Brackets the position when compared with February 2015.

Change Events end of year target: 9 Days

Days shown below are cumulative

HBBC:	7.8 days *(6.2)	HDC:	7.6 days *(6.1)	NWLDC:	8.3 days *(6.7)
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* Brackets the position when compared with February 2015.

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 29/2/2016	In Year Movement		%
Council Tax Dwellings													
HBBC	46,172	46,505	333	46,788	283	47,405	617	48,135	730	48,666	531	2,494	5.1%
HDC	35,923	35,965	42	36,494	529	37,048	554	37,312	264	37,875	563	1,952	5.2%
NWLDC	40,026	40,271	245	40,833	562	41,292	459	41,761	469	42,315	554	2,289	5.4%
NDR Rated Assessments													
HBBC	2,876	2,867	-9	2,932	65	2,968	36	2,985	17	3,046	61	136	4.5%
HDC	2,616	2,730	114	2,762	32	2,835	73	2,894	59	2,908	14	292	10.0%
NWLDC	3,182	3,170	-12	3,175	5	3,210	35	3,223	13	3,240	17	32	1.0%
HB/CTLS Live Caseload													
HBBC	7,100	7,579	479	7,555	-24	7,161	-394	6,832	-329	6,462	-370	-328	-5.1%
HDC	4,189	4,246	57	4,345	99	4,274	-71	4,086	-188	3,698	-388	-491	-13.3%
NWLDC	7,187	7,287	100	7,213	-74	6,770	-443	6,550	-220	6,187	-363	-712	-11.5%

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	Cumulative		
In Year: Right Time (days)	11.2	11.0	11.8	10.7	9.8	11.1	13.7	10.9	10.5	10.8	3.1	10.4	11	8.8
In Year: New Claims (Days)	24.0	22.4	16.9	18.3	12.8	20.5	21.7	18.4	12.8	16.2	15.1	18.1	19	15.8
In Year: Change Events (Days)	9.0	9.2	10.8	9.4	9.3	9.6	12.2	9.3	10.0	9.5	2.4	7.8	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			
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			
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			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb			
In Year (%)	11.1%	20.4%	29.7%	38.9%	48.2%	57.6%	66.9%	76.2%	85.4%	94.4%	96.4%	96.4%	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%			
In Year Arrears Reduction (£)	£2.1m	£2m	£1.9m	£1.9m	£1.8m	£1.8m	£1.8m	£1.7m	£1.7m	£1.7m	£1.6m	£1.6m	<£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			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb			
In Year (%)	11.5%	20.2%	29.7%	38.7%	47.7%	56.8%	65.6%	74.9%	84.3%	93.4%	95.9%	95.9%	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%			
In Year Arrears Reduction (£)	£0.7m	£0.7m	£0.6m	£0.6m	£0.6m	£0.6m	£0.5m	£0.5m	£0.4m	£0.4m	£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			
HB DEBT RECOVERY	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb			
HB Overpayments outstanding at year end	£1.1m	£1.1m	£1.1m	£1.2m	£1.2m	£1.2m	£1.3m	£1.3m	£1.4m	£1.3m	£1.4m	£1.4m		
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			
HB Overpayments Recovered	5%	9%	15%	19%	23%	25%	27%	28%	29%	34%	35%	35%	38%	
2015/16 Target	4%	10%	14%	18%	20%	24%	26%	30%	32%	34%	36%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb			
HB/CTB Sanctions gained	3	2	2	3	2	0	3	2	4	2	0	23	12	
CTLS Sanctions gained	2	2	0	3	1	0	2	2	1	1	0	14		
Position for: 2014/15	3	2	3	0	3	5	4	2	4	3	0			
2015/16 target	1	2	1	1	1	1	1	1	1	2	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	Cumulative		
In Year: Right Time (days)	9.8	11.1	11.9	10.1	10.2	10.8	12.0	10.8	11.8	10.9	3.0	10.2	11	8.7
In Year: New Claims (Days)	20.6	22.6	20.9	18.0	16.7	18.9	19.3	19.3	13.1	16.4	15.4	18.6	19	15.8
In Year: Change Events (Days)	8.3	9.5	10.2	8.8	8.9	9.4	10.8	8.9	11.6	9.6	2.4	7.6	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			
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			
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			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb			
In Year (%)	11.4%	20.8%	30.4%	39.4%	48.7%	58.1%	67.9%	77.0%	86.2%	95.1%	97.0%	97.0%	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%			
Arrears Reduction (£)	£2.0m	£1.9m	£1.8m	£1.8m	£1.7m	£1.7m	£1.6m	£1.6m	£1.6m	£1.5m	£1.3m	£1.3m	<£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			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb			
In Year (%)	10.8%	19.8%	29.5%	38.8%	47.8%	57.7%	66.5%	75.3%	85.2%	93.9%	97.0%	97.0%	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%			
Arrears Reduction (£)	£0.6m	£0.6m	£0.6m	£0.8m	£0.8m	£0.4m	£0.3m	£0.3m	£0.2m	£0.2m	£0.2m	£0.2m	<£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			
HB DEBT RECOVERY	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb			
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	£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			
HB Overpayments Recovered	3%	7%	11%	15%	17%	18%	21%	23%	24%	24%	27%	27%	42%	
2015/16 target	13%	16%	20%	23%	26%	29%	32%	33%	37%	39%	40%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb			
HB/CTB Sanctions gained	4	1	0	2	1	2	0	3	1	2	0	16	16	
CTLS Sanctions gained	3	1	0	1	1	2	0	0	1	1	0	10		
Position for: 2014/15	1	1	2	0	4	0	2	7	1	0	0			
2015/16 target	1	1	2	0	3	0	2	5	1	0	0			

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	Cumulative		
In Year: Right Time (days)	12.3	10.5	14.2	11.3	11.4	11.6	10.3	12.4	11.7	11.1	3.0	10.9	11	9.3
In Year: New Claims (Days)	23.8	22.2	20.8	20.0	17.6	19.7	20.7	19.4	18.8	15.1	16.2	19.5	19	16.2
In Year: Change Events (Days)	10.5	8.9	12.9	9.5	10.5	10.1	8.9	10.9	10.5	10.2	2.4	8.3	9	8.1
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			
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			
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			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb			
In Year (%)	10.5%	19.7%	29.0%	38.2%	47.4%	56.7%	65.9%	75.2%	84.6%	93.7%	95.8%	95.8%	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%			
Arrears Reduction (£)	£2.6m	£2.5m	£2.4m	£2.4m	£2.3m	£2.2m	£2.2m	£2.1m	£2.1m	£2.1m	£2.0m	£2.0m	<£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			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb			
In Year (%)	10.8%	20.2%	29.5%	38.6%	46.9%	56.8%	65.6%	74.9%	84.5%	93.4%	96.7%	96.7%	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%			
Arrears Reduction (£)	£1m	£1.1m	£1.1m	£1.1m	£1.0m	£0.7m	£0.6m	£0.5m	£0.4m	£0.4m	£0.4m	£0.4m	<£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			
HB DEBT RECOVERY	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb			
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	£1.2m	£1.2m	£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			
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb			
HB Overpayments Recovered	4%	4%	11%	16%	19%	34%	35%	37%	37%	38%	39%	39%	34%	
2015/16 Target	4%	8%	11%	14%	17%	20%	23%	24%	26%	29%	31%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb			
HB/CTB Sanctions gained	2	4	1	0	0	3	6	3	3	0	0	22	34	
CTLS Sanctions gained	2	3	0	0	0	2	6	4	3	1	0	21		
Position for: 2014/15	2	0	4	1	1	4	9	1	4	4	1			
2015/16 Target	1	4	2	3	2	3	3	3	4	3	3			

Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

Performance Update from Storme Coop – Benefits Operational Manager

At the end of February all 3 LA's are meeting their 'change events' targets. Our prediction is that it will only be NWLDC who are unable to meet the new claim target by a small margin at year end.

We have put a number of measures in place to both monitor and improve processing times over the last month including the careful monitoring of any stats over 30 days and the continuance of overtime to support the processing of uprates.

Fraud update

From March 1st 2016 responsibility for the investigation of Housing Benefit and residual Council Tax Benefit fraud transferred to the Fraud & Error Service at the DWP. From this date all allegations relating to suspected Housing Benefit fraud are referred to the DWP for investigation, however it should be remembered that the partnership still retains responsibility for preventing and deterring Housing Benefit fraud.

The partnership has employed 1.5 FTE fraud and liaison officers who will investigate cases of suspected council tax support fraud and act as nominated Single Points of Contact (SPOC) for the Partnership and Oadby & Wigston Borough Council.

The SPOC part of the role will be to facilitate the exchange of information and documents between the Partnership and the Fraud & Error Service. The LA will be expected to work very closely with the Fraud & Error Service to support their investigations and provide evidence to support legal action. All of this activity has to be undertaken in accordance with an agreed framework prescribed by the DWP.

Fraud and Error Reduction Incentive Scheme

This scheme was introduced in December 2014 to support activities which reduce fraud and error in the benefit system. The partnership has successfully bid for funding for 2015/16 & 2016/17 and will be used, alongside other initiatives, to fund the following:

- Promoting the requirement to notify changes in circumstances
- Continued appointment of a clerical officer to support the intervention process
- Increased staffing costs as a result of identifying changes in entitlement.

The total funding awards received HDC £6,964; HBBC £11,676 & NWLDC £12,010.

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

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Totals
Debt raised	£49,462	£61,589	£85,227	£143,838	£95,082	£79,995	£117,591	£62,200	£115,272	£99,285	£109,675	£1,019,216
Partnership collection Rate	5%	9%	15%	19%	23%	25%	27%	28%	29%	34%	35%	
Sundry Debt collection rate												
Combined												
Partnership anticipated collection rate	4%	10%	14%	18%	20%	24%	26%	30%	32%	34%	36%	

HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Totals
Debt raised	£49,159	£30,474	£40,548	£80,846	£51,524	£49,276	£29,362	£31,486	£59,414	£39,765	£52,351	£514,205
Partnership collection Rate	3%	7%	11%	15%	17%	18%	21%	23%	25%	27%	28%	
Sundry Debt collection rate	1%	4%	4%	6%	7%	9%	9%	10%	11%	12%	12%	
Combined	3%	7%	11%	15%	17%	18%	21%	23%	24%	26%	27%	
Partnership anticipated collection rate	13%	16%	20%	23%	26%	29%	32%	33%	37%	39%	40%	

NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Totals
Debt raised	£59,454	£45,489	£70,836	£70,401	£85,158	£82,607	£77,391	£87,285	£68,592	£84,009	£73,211	£804,433
Partnership collection Rate	5%	9%	13%	20%	23%	25%	28%	30%	31%	32%	34%	
Sundry Debt collection rate	1%	1%	2%	3%	2%	72%	73%	74%	73%	74%	73%	
Combined	4%	4%	11%	16%	19%	34%	35%	37%	37%	38%	40%	
Partnership anticipated collection rate	4%	8%	11%	14%	17%	20%	23%	24%	26%	29%	31%	

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

Northgate Documents	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb
Items received	16520	13658	16193	14723	11801	14395	11215	13083	11516	14190	13019
Items processed	14255	13452	16977	14585	12108	11768	12323	14400	12104	10793	13412
Carried forward	5887	5245	2783	2921	2687	5241	4133	2816	2228	2712	2319

The tables below shows incoming work position for February 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
1st Feb 2016	27	27th Jan 2016	3	220	26th Jan 2016	4
8th Feb 2016	51	2nd Feb 2016	4	133	3rd Feb 2016	3
15th Feb 2016	30	11th Feb 2016	2	122	11th Feb 2016	2
22nd Feb 2016	6	18th Feb 2016	2	39	18th Feb 2016	2
29th Feb 2016	9	24th Feb 2016	3	51	23rd Feb 2016	4

DWP Atlas Performance:

(DWP Pensioner 16/17 Annual Assessed Income up-ratings)

ATLAS PERFORMANCE		
Date	Atlas - number outstanding	Atlas - date being worked on
1st Feb 2016	1584	UPRATES
8th Feb 2016	65/184	5.2.16/uprates
15th Feb 2016	9	343 Uprates
22nd Feb 2016	7	72
29th Feb 2016	24	26th Feb 2016

DWP Real Time Performance:

RTI PERFORMANCE	
RTI - Number Outstanding	RTI - Date being worked on
196	15/12 - 14/1
21	17th Dec 2015
0	
0	

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	Dec	Jan	Feb
Threshold	£6,836	£14,203	£21,603	£28,910	£35,543	£44,621	£51,781	£58,481	£65,195	£72,430	£78,885
Actual	£2,839	£9,295	£14,124	£21,513	£23,814	£27,193	£30,916	£33,439	£38,161	£40,150	£42,339
Tolerance	£3,997	£4,908	£7,479	£7,397	£11,729	£17,428	£20,865	£25,042	£27,034	£32,280	£36,545

HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb
Threshold	£4,071	£8,335	£12,651	£17,908	£22,067	£26,154	£32,560	£36,812	£41,235	£45,371	£49,386
Actual	£450	£983	£4,638	£5,189	£5,252	£5,797	£6,548	£8,007	£10,358	£11,037	£12,309
Tolerance	£3,621	£7,352	£8,013	£12,719	£16,815	£20,357	£26,012	£28,805	£30,877	£34,333	£37,077

NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb
Threshold	£7,038	£14,843	£21,904	£30,035	£37,029	£43,911	£55,396	£62,311	£67,479	£75,048	£81,967
Actual	£13,099	£17,585	£22,061	£31,910	£33,558	£34,711	£36,923	£42,313	£49,745	£51,654	£52,995
Tolerance	-£6,060	-£2,742	-£157	-£1,875	£3,470	£9,201	£18,474	£19,998	£17,734	£23,394	£28,972

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:	£29,945

Same time last year:

2014/15	Allocation	£52,436
	Total awarded:	£67,748
	Over by:	£15,312

Hinckley & Bosworth BC:

2015/16	DWP Allocation:	£78,129
	Net amount paid:	£92,594
	Plus HRA Funding:	£20,000
	Amount available:	(£5,535)

Same time last year:

2014/15	Allocation	£93,957
	Total awarded:	£109,809
	Over by:	£15,852

North West Leicestershire DC:

2015/16	DWP Allocation:	£103,678
	Net amount paid:	£110,570
	Plus HRA Funding:	£ 10,000
	Amount available:	(£3,108)

Same time last year:

2014/15	Allocation	£106,669
	Total awarded:	£102,496

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

The above information is 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	Dec-15	Jan-16	Feb-16	Totals
Award Amount	£6,341	£3,049	£1,297	£2,253	£104	£381	£34	£661	£287	£63	£266	£14,735
Average	£2,886	£2,886	£2,886	£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	£2,599	£2,823	£2,620	£19,897
Successful	52	29	21	25	5	13	4	10	11	7	10	187
Unsuccessful	6	3	3	4	1	2	1	2	1	4	2	29
Total number of claims	58	32	24	29	6	15	5	12	12	11	12	216
Case average	£121.94	£105.14	£61.77	£90.13	£20.72	£29.29	£8.42	£66.10	£26.05	£9.07	£26.58	£78.80

Total awarded £14,735

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	Dec-15	Jan-16	Feb-16	Totals
Award Amount	£1,663	£859	£1,796	£1,844	£1,001	£357	£577	£527	£837	£557	£183	£10,200
Average	£1,413	£1,413	£1,413	£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	£576	£856	£1,230	£6,757
Successful	11	6	8	14	6	7	3	5	6	4	8	78
Unsuccessful	1	3	3	5	2	3	0	4	2	2	2	27
Total number of claims	12	9	11	19	8	10	3	9	8	6	10	105
Case average	£151.20	£143.18	£224.51	£131.71	£166.84	£51.04	£192.30	£105.39	£139.43	£139.21	£22.83	£130.77

Total awarded £10,200

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	Dec-15	Jan-16	Feb-16	Totals
Award Amount	£9,924	£5,564	£2,178	£3,907	£2,238	£1,363	-£834	£1,544	£1,054	-£107	£519	£27,351
Average	£2,757	£2,757	£2,757	£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	£1,703	£2,864	£2,238	£5,733
Successful	63	34	24	34	19	9	4	13	13	3	13	229
Unsuccessful	6	3	1	2	1	2	0	6	1	5	2	29
Total number of claims	69	37	25	36	20	11	4	19	14	8	15	258
Case average	£157.52	£163.66	£90.76	£114.91	£117.80	£151.41	-£208.40	£118.78	£81.08	-£35.57	£39.93	£119.44

Total awarded £27,351

Housing Benefit Overpayments Analysis:

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Totals
Debt raised	£49,462	£61,589	£85,227	£143,838	£95,082	£79,995	£117,591	£62,200	£115,272	£99,285	£109,675	£1,019,216
Partnership collection Rate	5%	9%	15%	19%	23%	25%	27%	28%	29%	34%	35%	
Sundry Debt collection rate												
Combined												
Partnership anticipated collection rate	4%	10%	14%	18%	20%	24%	26%	30%	32%	34%	36%	

HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Totals
Debt raised	£49,159	£30,474	£40,548	£80,846	£51,524	£49,276	£29,362	£31,486	£59,414	£39,765	£52,351	£514,205
Partnership collection Rate	3%	7%	11%	15%	17%	18%	21%	23%	25%	27%	28%	
Sundry Debt collection rate	1%	4%	4%	6%	7%	9%	9%	10%	11%	12%	12%	
Combined	3%	7%	11%	15%	17%	18%	21%	23%	24%	26%	27%	
Partnership anticipated collection rate	13%	16%	20%	23%	26%	29%	32%	33%	37%	39%	40%	

NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Totals
Debt raised	£59,454	£45,489	£70,836	£70,401	£85,158	£82,607	£77,391	£87,285	£68,592	£84,009	£73,211	£804,433
Partnership collection Rate	5%	9%	13%	20%	23%	25%	28%	30%	31%	32%	34%	
Sundry Debt collection rate	1%	1%	2%	3%	2%	72%	73%	74%	73%	74%	73%	
Combined	4%	4%	11%	16%	19%	34%	35%	37%	37%	38%	40%	
Partnership anticipated collection rate	4%	8%	11%	14%	17%	20%	23%	24%	26%	29%	31%	

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

The main focus for the team in February was the preparation of each council's critical annual billing runs. The council tax team worked strategically to ensure that each council's individual in-tray items received priority in the lead up to the close down of each database. Specific reports were worked on to ensure the accuracy of the 2016/17 bills and to comply with the deadlines from our new external virtual mailroom contractor, Critiqom.

As reported in January, the 'three team' strategy continued to work well but was adapted, as required, to complete key annual billing tasks and to deal with the large in-flux of calls when summons for each council were issued.

Individual performance has continued to be closely monitored. Where performance targets were not being met, analysis of the work completed has been undertaken to ensure that staff are being compared on a like for like basis. Staff will shortly be notified of their own level of performance and action will be taken to address any issues. When the new 'Destin' performance software is installed in April//May we will be able to produce more accurate, comparable staff performance reports, which will help in managing performance.

As previously reported to the board and discussed with the Head of Partnership, collection performance is still below the profiled target for all three councils, however, the amount to collect to meet target is significantly lower for Harborough's target will be met as that area has a higher propensity to pay.

The dispatch of the annual bills and the resulting influx of correspondence will be the main focus over the next 3 months. In addition, we will allocate resources to focus on maximising collection with proactive telephone debt recovery in March.

Currently there is a knowledge transfer process underway to ensure that movement of cases to the Enforcement Agents can be undertaken by a number of officers and the activity undertaken when returning from court can be automated to create capacity and enable the team to speed up the recovery cycle.

NNDR

In February the NNDR team commenced weekly recovery action, proactively telephoning ratepayers to try to secure payment. This activity will continue throughout March.

As previously reported, in 2015/16 we have seen a much higher amount of charge being scheduled for payment in February and March due to rateable value changes and requests from ratepayers to pay over 12 months. The final Direct Debit collections in March will see an increase in collection late in the financial year. We anticipate that Harborough and HBBC will meet their targets. NWLDC may miss the target, which would mainly be due to the higher amount of insolvency write offs in the early part of the year.

Council Tax

****Gross arrears position:**

	<u>*Starting Position</u>	<u>Arrears Reduction</u>	<u>In %Terms</u>
HBBC	£2.273m	£686k	30.2%
HDC	£2.099m	£594k	28.3%
NWLDC	£2.786m	£775k	27.8%

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

**Further analysis on this is given below (p23-25)

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	80.4%	71.6%	97.2%	92.5%
HDC	79.5%	72.7%	97.1%	94.1%
NWLDC	79.3%	73.3%	97.9%	94.8%

Incoming post

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

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb
Items received	9260	7952	7987	8558	6985	8111	6932	6034	5699	7019	6547
Items processed	8026	6911	8384	6408	6304	10496	5909	6727	6316	6905	6386
Carried forward	3184	3887	2753	4401	4684	2021	3044	2105	1488	1835	1996

Debt recovery analysis:

HBBC number of dwellings 48,666

Percentage - is when compared with the number of dwellings

HBBC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	Totals	Percentage
Documents Issued													
Reminders	1323	3101	665	1584	1150	0	1506	399	0	796	0	10,524	21.6%
Arrangement Reminders	220	104	109	140	114	38	2	365	66	0	0	1,158	2.4%
Summonses	262	0	875	1269	376	0	0	1003	0	634	314	4,733	9.7%
Bailiff	118	0	0	0	17	0	375	0	32	0	371	913	1.9%
DWP Attachments	19	10	2	13	7	89	55	44	22	0	64	325	0.7%
Attachment of earnings	14	5	3	12	2	97	34	14	19	0	0	200	0.4%
Pending									As at 12/1/16	As at 8/2/16	As at 2/3/16		
Cases returned by enforcement agent - Bailiff								543	478	447	52		
Return letter Issued													
At 'Post Liability Order' enforcement stage								1374	1316	1480	837		

HDC number of dwellings 37,875

Percentage - is when compared with the number of dwellings

HDC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	Totals	Percentage
Documents Issued													
Reminders	2132	87	1136	1084	702	0	1263	260	0	668	0	7,332	19.4%
Arrangement Reminders	137	70	75	109	108	15	0	208	80	0	14	816	2.2%
Summonses	102	1281	0	223	457	0	0	397	0	412	210	3,082	8.1%
Bailiff	12	0	0	0	62	0	17	0	17	146	147	401	1.1%
DWP Attachments	24	15	3	6	6	1	9	3	22	0	0	89	0.2%
Attachment of earnings	7	16	4	10	2	3	5	15	19	0	0	81	0.2%
Pending									As at 12/1/16	As at 8/2/16	As at 2/3/16		
Cases returned by enforcement agent - Bailiff								294	192	201	200		
Return letter Issued													
At 'Post Liability Order' enforcement stage								1505	1182	1406	1472		

NWLDC number of dwellings 42,315

Percentage - is when compared with the number of dwellings

NWLDC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	Totals	Percentage
Documents Issued													
Reminders	1574	1450	724	1555	1034	0	1392	407	0	986	0	9,122	21.6%
Arrangement Reminders	245	124	167	241	130	0	4	368	202	0	0	1481	3.5%
Summonses	214	1070	815	0	456	0	952	0	0	600	406	4513	10.7%
Bailiff	88	0	0	242	0	0	132	0	89	358	357	1,266	3.0%
DWP Attachments	57	45	15	42	5	15	71	60	53	0	0	363	0.7%
Attachment of earnings	22	23	16	0	1	12	86	21	54	0	8	243	0.5%
Pending													
									As at 12/1/16	As at 8/2/16	As at 2/3/16		
Cases returned by enforcement agent - Bailiff Return letter Issued									692	463	410	409	
At 'Post Liability Order' enforcement stage									1862	1540	1509	1595	

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 February is £1.588m.

Reduction in arrears is £685k which equates in percentage terms to 30.2%

	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	31/12/2015	31/01/2016	29/02/2016
*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	£1,696,826.98	£1,671,289.13	£1,587,509.40
* 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	£192,524.26	£189,518.78	£174,595.18
* 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	£33,885.54	£33,134.22	£32,569.97
* 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	£4,004.26	£982.69	£335.53
* Structural alteration	£2,904.19	£1,884.51	£1,690.26	£1,022.66	£901.86	£836.44	£376.98	£105.67	£243.77	£568.80	£483.64	£2,374.07
(* 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	-£759,895.47	-£801,207.16	£0.00
Write offs against arrears		-£4.92	-£4.93	£162.44	£38.27	-£5,365.11	-£5,614.98	-£5,936.10	-£8,327.20	-£8,327.20	-£8,327.66	£0.00
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	£147,399.38	£160,737.27	£0.00
Refunds made against arrears		£164.32	£164.32	£164.32	£164.32	£164.32	£195.32	£370.26	£370.26	£370.26	£370.26	£0.00
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	£44,279.03	£46,715.44	£0.00
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	£1,264,485.50	£1,224,605.84	£1,151,004.38

Harborough DC

On 1st April 2015 arrears opening position was £2.099m and the amount outstanding at the end of February is £1.506m.

Reduction in arrears is £594k which equates in percentage to 28.3%

	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	31/12/2015	31/01/2016	29/02/2016
*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	£1,598,524.14	£1,571,858.65	£1,534,309.76	£1,505,710.65
* 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	£156,807.77	£154,071.86	£155,322.87	£151,901.99
* 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	£19,409.14	£19,744.31	£18,935.33	£18,814.59
* 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	£2,181.91	£2,200.98	£1,238.72	£222.09
* Structural alteration	£1,214.99	£995.89	£998.07	£622.31	£1,897.52	£1,757.52	£543.36	£0.00	£0.00	£0.00	£0.00	£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	-£562,209.09	-£592,474.18	-£631,159.70	£0.00
Write offs against arrears		-£3.12	-£5.02	-£7.23	-£7.93	-£110.60	-£111.74	-£29,030.34	-£29,030.60	-£29,096.10	-£41,175.72	£0.00
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	£69,806.04	£73,947.42	£86,210.49	£0.00
Refunds made against arrears		£418.04	£1,480.49	£1,662.76	£1,662.76	£1,662.76	£1,662.76	£1,839.68	£1,839.68	£1,839.68	£1,839.68	£0.00
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	£18,894.58	£18,418.30	£19,371.48	£0.00
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	£1,421,936.62	£1,381,566.32	£1,339,474.71	£1,279,515.18

North West Leicestershire DC

On 1st April 2015 arrears opening position was £2.786m and the amount outstanding at the end of February is £2.011m.

Reduction in arrears is £775k which equates in percentage terms to 27.8%.

	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	31/12/2015	31/01/2016	29/02/2016
*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	£2,089,238.84	£2,065,900.80	£2,011,527.38
* 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	£252,987.43	£251,055.53	£226,295.08
* 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	£20,657.63	£20,074.11	£19,111.71
* 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	£2,424.48	£1,416.51	£75.00
* 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	£5.60	£0.00	£0.00
(* 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	-£799,165.58	-£845,446.82	£0.00
Write offs against arrears		-£0.21	-£0.21	-£6.25	-£8.07	-£26,340.07	-£26,340.08	-£29,983.72	-£30,012.14	-£30,012.14	-£47,069.46	£0.00
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	£98,490.79	£136,218.08	£0.00
Refunds made against arrears		£288.30	£552.30	£552.30	£552.30	£552.30	£552.30	£1,056.28	£1,056.28	-£686.94	-£686.94	£0.00
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	£34,517.06	£36,790.29	£0.00
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	£1,790,451.78	£1,747,416.05	£1,687,134.83

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%
December	33847	75.0%
January	33867	75.0%
February	6772	74.8%

MONTH	HDC CTAX	%
	No. of 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%
December	27456	77.7%
January	27429	77.7%
February	5393	77.4%

MONTH	NWL CTAX	%
	No. of 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%
December	28544	72.8%
January	28522	72.5%
February	5966	72.1%

Non Domestic Rates (Business Rates)

	<u>*Starting Position</u>	<u>Arrears Reduction</u>	<u>Current Position</u>	<u>In % terms</u>
**HDC	£677k	£488k	£171k	79%
***HBBC	£618k	£155k	£463k	25%
****NWLDC	£1.025m	£670k	£355k	65%

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

Please note:

** HDC new charge added to arrears £379k

***HBBC new charge added to arrears £834k

****NWLDC new charge added to arrears £992k

Incoming post outstanding as at the end of each month:

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb
Items received	512	610	545	694	443	766	699	987	458	565	663
Items processed	515	524	512	687	425	763	673	1037	470	467	716
Carried forward	122	141	110	44	62	65	91	41	29	132	79

Debt Recovery Analysis:

HBBC number of assessments 3,046

Percentage is when compared with the number of assessments

HBBC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	Totals	Percentage
Reminders	194	55	43	50	70	70	69	55	69	35	50	760	25.0%
Arrangement Reminders	3	1	1	5	9	9	9	8	1	0	0	46	1.5%
Summonses	7	49	14	16	16	5	23	26	0	32	14	202	6.6%
Liability Orders Granted	0	3	39	0	14	12	5	16	15	0	0	104	3.4%
Bailiff	4	0	2	13	7	5	26	16	16	3	3	95	3.1%

HDC number of assessments 2,908

Percentage is when compared with the number of assessments

HDC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	Totals	Percentage
Reminders	158	47	36	35	37	70	33	26	37	25	34	538	18.5%
Arrangement Reminders	6	1	2	8	1	6	6	2	1	0	1	34	1.2%
Summonses	9	51	7	8	6	1	10	14	0	22	12	140	4.8%
Liability Orders Granted	0	5	30	0	5	12	1	7	6	0	0	66	2.3%
Bailiff	5	0	3	8	7	2	15	7	0	5	1	53	1.8%

NWLDC number of assessments 3,240

Percentage is when compared with the number of assessments

NWLDC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	Totals	Percentage
Reminders	188	59	53	55	78	52	28	31	21	70	46	681	21.0%
Arrangement Reminders	9	4	7	15	1	12	10	2	1	6	0	67	2.1%
Summonses	11	53	15	19	22	4	16	19	0	20	19	198	6.1%
Liability Orders Granted	0	7	45	0	18	16	4	13	16	0	0	119	3.7%
Bailiff	2	0	2	20	11	34	42	16	0	0	0	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 these specific arrears is £0.193m and these have been reduced by £426k. Please note that £93k is pending for write off which requires consideration and approval from the Executive.

The amount of new charge added to arrears amounts to £834k.

The net movement to arrears

B/fwd. position:	£0.618m - current position is £0.193m)	£0.463m
New debt added position:	Current position is £0.270m)	

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	31st Dec 2015	31st Jan 2016	29th Feb 2016
2007	£989.00	£959.00	£929.00	£899.00	£869.00	£0.00	£839.00	£780.00	£750.00	£720.00	£690.00	£660.00
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	£968.84	£938.84	£878.84
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	£3,092.98	£2,491.38	£2,199.16
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	£13,702.83	£13,197.62	£12,653.56
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	£43,364.70	£43,192.71	£47,446.78
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	£99,482.59	£113,734.09	£127,429.27
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	£268,798.77	£257,485.31	£272,124.23
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	£430,130.71	£431,729.95	£463,391.84

Harborough DC

On 1st April 2015 arrears opening position was £0.677m and the amount outstanding for these specific arrears is £0.129m and these have been reduced by 548k.

The amount of new charge added to arrears amounts to £379k.

The net movement to arrears is as follows:

B/fwd. position:	£0.677m - current position is £0.129m)	£0.171m
New debt added position:	Current position is £0.042m)	

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	31st Dec 2015	31st Jan 2016	29th Feb 2016
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	£930.59	£910.59	£890.59
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	£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	£5,402.14	£5,381.50	£5,381.50
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	£5,781.38	£5,705.25	£5,705.25
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	£5,020.22	£6,404.45	£6,958.78
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	£8,817.54	£11,458.40	£12,266.39
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	£22,266.49	£21,112.69	£20,599.17
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	£45,469.24	£39,656.38	£39,095.04
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	£123,623.29	£95,788.11	£77,415.11
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	£220,405.22	£189,332.13	£171,226.58

North West Leicestershire DC

On 1st April 2015 arrears opening position was £1.025m and the amount outstanding for these specific arrears is £0.224m and these have been reduced by £801k.

The amount of new charge added to arrears amounts to £992k.

The net movement to arrears

B/fwd. position:	£1.025m - current position is £0.200m)	£0.355m
New debt added position:	Current position is £0.155m)	

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	31st Dec 2015	31st Jan 2016	29th Feb 2016
2007		£731.19	£691.19	£651.19	£608.41	£518.41	£392.40	£302.40	£212.40	£139.00	£73.30	£23.30	£23.30
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	£8,831.64	£8,831.64	£4,250.25
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	£9,508.29	£9,508.29	£6,062.14
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	£26,085.51	£25,998.42	£25,161.61
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	£15,735.99	£15,460.31	£11,338.70
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	£31,165.14	£30,836.36	£42,647.62
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	£86,504.51	£84,239.40	£98,994.78
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	£237,038.00	£174,730.09	£166,474.59
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	£414,942.38	£349,627.81	£354,952.99

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	Dec	QTR3	Jan	Feb
Service Area: Revenues														
MP enquiries	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Complaints	1	2	1	4	0	0	0	0	1	0	0	1	1	0
Complaints position in 2014/15	1	0	2	3	1	2	0	3	1	0	1	2	0	1
Service Area: Benefits														
MP Enquiries	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Complaints	0	0	1	1	1	0	0	1	0	0	0	0	1	0
Complaints position in 2014/15	1	1	3	5	0	0	0	0	0	0	1	1	2	0

HDC

HDC	April	May	June	QTR1	July	Aug	Sep	QTR2	Oct	Nov	Dec	QTR3	Jan	Feb
Service Area: Revenues														
MP enquiries	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Complaints	1	3	1	5	2	0	1	3	1	0	2	3	0	2
Complaints position in 2014/15	2	0	5	7	2	3	0	5	1	2	1	4	1	1
Service Area: Benefits														
MP Enquiries	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Complaints	0	0	1	1	0	0	0	0	0	0	0	0	1	0
Complaints position in 2014/15	0	0	0	0	0	1	0	1	1	0	0	1	0	0

NWLDC

NWLDC	April	May	June	QTR1	July	Aug	Sep	QTR2	Oct	Nov	Dec	QTR3	Jan	Feb
Service Area: Revenues														
MP enquiries	0	0	0	0	0	0	0	0	1	0	0	1	0	0
Complaints	1	2	1	4	1	1	0	2	0	0	1	1	2	0
Complaints position in 2014/15	0	3	1	4	3	1	0	4	2	1	1	4	0	0
Service Area: Benefits														
MP Enquiries	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Complaints position in 2014/15	0	0	0	0	0	1	0	1	0	0	0	0	1	1

Staffing

Current Vacancies

Harborough DC

- 1 x FTE Business Development & Support Officer - Grade 5 - Appointment made
- 1 x 0.6 Business Rates Officer - Grade 4 - Vacant from 1/12/15
- 1 x FTE Council Tax Officer - Grade 4 - Interviews scheduled in March

North West Leicestershire DC

- 1 x FTE Visiting Officer Grade C - Vacant from 1/1/16

Hinckley & Bosworth BC

- 1 x 0.8 Benefits Officer - Maternity vacancy from 7/12/15

Current Long Term Sickness

Harborough DC

1 X 0.87 Reconciliation
& Control Officer

From 15/1/16

Hinckley & Bosworth BC

1 x 0.54 Benefit Officer

From 7/10/15 – expected return date is 11/3/16

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 7/3/16

Sickness

Sickness for January 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 January</u>		<u>January 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	391.5 days	10.6 days	56.0 days	1.52 days
HDC:	7.9 days	268 days	13.4 days	19.5 days	0.98 days
NWLDC:	7.4 days	342.5 days	14.7 days	60 days	2.59 days