



# Revenue and Benefit Service

## Performance Report

April 2016

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## Summary

### Performance – Key Indicators

#### Collection Rates (Cumulative)

##### Council Tax in-year

<b>HBBC:</b> 11.0% *(11.1%)	<b>HDC:</b> 11.3% *(11.4%)	<b>NWLDC:</b> 10.2% *(10.5%)
Target: 11.0%	11.3%	10.4%

\* Brackets the position when compared with April 2015

For your information illustrates the increase in net collectable debit when compared with 2015/16:

<u>Net Collectable Debit</u>	<u>2015/16</u>		<u>2016/17</u>		<u>2015/16 For Comparison</u>	
	<u>Out-turn</u>	<u>Annual Debit</u>	<u>Current</u>	<u>% increase</u>	<u>£</u>	
HBBC	£54.1m	£57.1m	£57.0m	5.3%	£3.0m	
HDC	£50.4m	£52.8m	£52.9m	4.9%	£2.5m	
NWLDC	£47.9m	£50.0m	£50.2m	4.8 %	£2.3m	

##### Non Domestic Rates

<b>HBBC:</b> 10.1% *(11.5%)	<b>HDC:</b> 10.4% (10.8%)	<b>NWLDC:</b> 9.8% *(10.8%)
Target: 11.2%	10.6%	11.0%

\* Brackets the position when compared with April 2015

For your information illustrates the increase in net collectable debit when compared with 2015/16:

<u>Net Collectable Debit</u>	<u>2015/16</u>		<u>2016/17</u>		<u>2015/16 For comparison</u>	
	<u>Out-turn</u>	<u>Annual Debit</u>	<u>Current</u>	<u>% increase</u>	<u>£</u>	
HBBC	£29.8m	£31.1m	£33.2m	11%	£3.4m	
HDC	£38.6m	£39.4m	£39.6m	2.6%	£1.0m	
NWLDC	£52.2m	£53.7m	£53.9m	3.2%	£1.7m	

## HB/CTLS Claims

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

Days shown below are cumulative:

<b>HBBC</b>	8.5 days *(11.2)	<b>HDC</b>	9.1 days *(9.8)	<b>NWLDC</b>	10.4 days *(12.3)
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\* Brackets the position when compared with April 2015.

### New Claims end of year target: 19 Days

Days shown below are cumulative:

<b>HBBC:</b>	15.9 days *(24.0)	<b>HDC:</b>	15.5 days *(20.6)	<b>NWLDC:</b>	16.1 days *(23.8)
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\* Brackets the position when compared with April 2015.

### Change Events end of year target: 9 Days

Days shown below are cumulative

<b>HBBC:</b>	7.1 days *(9.0)	<b>HDC:</b>	7.8 days *(8.3)	<b>NWLDC:</b>	9.5 days *(10.5)
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\* Brackets the position when compared with April 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	01/04/2016	In Year Movement	2016/17		Overall	
															%
Council Tax Dwellings												As at 30/4/2016	In Year Movement		
<b>HBBC</b>	46,172	46,505	<b>333</b>	46,788	<b>283</b>	47,405	<b>617</b>	48,135	<b>730</b>	48,810	<b>675</b>	48,870	<b>60</b>	<b>2,698</b>	<b>5.5%</b>
<b>HDC</b>	35,923	35,965	<b>42</b>	36,494	<b>529</b>	37,048	<b>554</b>	37,312	<b>264</b>	37,899	<b>587</b>	37,994	<b>95</b>	<b>2,071</b>	<b>5.5%</b>
<b>NWLDC</b>	40,026	40,271	<b>245</b>	40,833	<b>562</b>	41,292	<b>459</b>	41,761	<b>469</b>	42,405	<b>644</b>	42,488	<b>83</b>	<b>2,462</b>	<b>5.8%</b>
NDR Rated Assessments															
<b>HBBC</b>	2,876	2,867	<b>-9</b>	2,932	<b>65</b>	2,968	<b>36</b>	2,985	<b>17</b>	3,067	<b>99</b>	3,067	<b>0</b>	<b>136</b>	<b>4.4%</b>
<b>HDC</b>	2,616	2,730	<b>114</b>	2,762	<b>32</b>	2,835	<b>73</b>	2,894	<b>59</b>	2,909	<b>74</b>	2,913	<b>4</b>	<b>297</b>	<b>10.2%</b>
<b>NWLDC</b>	3,182	3,170	<b>-12</b>	3,175	<b>5</b>	3,210	<b>35</b>	3,223	<b>13</b>	3,249	<b>39</b>	3,255	<b>6</b>	<b>32</b>	<b>1.0%</b>
HB/CTLS Live Caseload															
<b>HBBC</b>	7,100	7,579	<b>479</b>	7,555	<b>-24</b>	7,161	<b>-394</b>	6,832	<b>-329</b>	6,459	<b>-702</b>	6,406	<b>-53</b>	<b>-328</b>	<b>-5.1%</b>
<b>HDC</b>	4,189	4,246	<b>57</b>	4,345	<b>99</b>	4,274	<b>-71</b>	4,086	<b>-188</b>	3,689	<b>-585</b>	3,664	<b>-25</b>	<b>-525</b>	<b>-14.3%</b>
<b>NWLDC</b>	7,187	7,287	<b>100</b>	7,213	<b>-74</b>	6,770	<b>-443</b>	6,550	<b>-220</b>	6,145	<b>-625</b>	6,099	<b>-46</b>	<b>-712</b>	<b>-11.7%</b>

**For your information:** 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													2016/17	Year-End 2016/17 Target	2015/16 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In Year: Right Time (days)	8.5												8.5	11	11.2
In Year: New Claims (Days)	15.9												15.9	19	24.0
In Year: Change Events (Days)	7.1												7.1	9	9.0
Right Time profiled target 16/17	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 16/17	19.0	24.0	22.0	22.9	18.4	16.8	16.7	14.4	15.0	16.2	17.5	18.9			
Change Events profiled target 16/17	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 (%)	11.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.0%	98.0%	
This years profiled target	11.0%	20.0%	29.3%	38.4%	48.0%	57.2%	66.4%	76.0%	85.2%	94.3%	96.5%	98.0%			
In Year Arrears Reduction (£)	£2.7m												£2.7m	INFO	
Position for: 2015/16	£2.1m	£2m	£1.9m	£1.9m	£1.8m	£1.8m	£1.8m	£1.7m	£1.7m	£1.7m	£1.6m	£1.5m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.1%	98.3%	
This years profiled target	11.2%	20.0%	29.5%	38.6%	47.5%	56.5%	65.3%	74.5%	84.2%	93.5%	96.5%	98.3%			
Arrears Reduction (£m)	£1.4m												£1.4m	INFO	
Position for: 2015/16	£0.7m	£0.7m	£0.6m	£0.6m	£0.6m	£0.6m	£0.5m	£0.5m	£0.4m	£0.4m	£0.5m	£0.3m			
HB DEBT RECOVERY	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end	£1.4m												£1.4m	INFO	
Position for: 2015/16 (£m)	£1.1m	£1.1m	£1.1m	£1.2m	£1.2m	£1.2m	£1.3m	£1.3m	£1.4m	£1.3m	£1.4m	£1.4m			
HB Overpayments Recovered	4%												4%	36%	
2016/17 profiled target	5%	9%	15%	19%	23%	25%	27%	28%	30%	32%	34%	36%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	2											0	2	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			

HDC													2016/17	Year - End 2016/17	2015/16 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In Year: Right Time (days)	9.1												9.1	11	9.8
In Year: New Claims (Days)	15.5												15.5	19	20.6
In Year: Change Events (Days)	7.8												7.8	9	8.3
Right Time profiled target 16/17	9.8	11.1	11.9	10.1	10.2	10.8	12.0	10.8	9.6	9.5	3.0	8.0			
New Claims profiled target 16/17	20.6	22.6	20.9	18.0	16.7	18.9	19.3	19.3	19.1	19.2	19.1	19.0			
Change Events profiled target 16/17	8.3	9.5	10.2	8.8	8.9	9.4	10.8	8.9	8.5	8.2	3.0	9.0			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	11.3%												11.3%	98.6%	
This years profiled target	11.3%	20.8%	30.3%	39.4%	48.6%	58.0%	68.2%	77.2%	86.4%	97.2%	98.4%	98.6%			
Arrears Reduction (£m)	£2.2m												£2.2m	INFO	
Position for: 2015/16	£2.0m	£1.9m	£1.8m	£1.8m	£1.7m	£1.7m	£1.6m	£1.6m	£1.6m	£1.5m	£1.5m	£1.5m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.4%												10.4%	99.2%	
2016/17 Target	10.6%	19.6%	29.3%	38.6%	47.6%	57.5%	66.3%	75.1%	84.6%	93.4%	96.9%	99.2%			
Arrears Reduction (£m)	£0.4m												£0.4m	INFO	
Position for: 2015/16	£0.6m	£0.6m	£0.6m	£0.8m	£0.8m	£0.4m	£0.3m	£0.3m	£0.2m	£0.2m	£0.2m	£0.2m			
HB DEBT RECOVERY	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding at year end (Academy)	£0.9m												£0.9m	INFO	
Position for: 2015/16 (£m)	£0.7m	£0.7m	£0.7m	£0.7m	£0.7m	£0.8m	£0.8m	£0.8m	£0.8m	£0.8m	£0.8m	£0.9m			
HB Overpayments Recovered	3%												3%	31%	
2016/17 profiled target	3%	7%	11%	15%	17%	18%	21%	23%	25%	26%	29%	31%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	1												1	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			

NWLDC													2016/17	Year End 2016/17 target	2015/16 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In Year: Right Time (days)	10.4												10.4	11	12.3
In Year: New Claims (Days)	16.1												16.1	19	23.8
In Year: Change Events (Days)	9.5												9.5	9	10.5
Right Time profiled target 16/17	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 16/17	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 16/17	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 (%)	10.2%												10.2%	97.6%	
This years profiled target	10.4%	19.5%	28.8%	38.0%	47.3%	56.5%	65.5%	75.0%	84.6%	93.8%	96.0%	97.6%			
Arrears Reduction (£m)	£3.2m												£3.2m	INFO	
Position for: 2015/16	£2.6m	£2.5m	£2.4m	£2.4m	£2.3m	£2.2m	£2.2m	£2.1m	£2.1m	£2.1m	£2.0m	£2.0m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	9.8%												9.8%	99.0%	
This years profiled 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 (£m)	£0.9m												£0.9m	INFO	
Position for: 2015/16	£1m	£1.1m	£1.1m	£1.1m	£1.0m	£0.7m	£0.6m	£0.5m	£0.4m	£0.4m	£0.4m	£0.3m			
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	INFO	
Position for: 2015/16	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.1m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m			
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments Recovered	5%												5%	34%	
2016/17 profiled target	4%	4%	11%	16%	19%	20%	23%	24%	26%	29%	31%	34%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	2												2	6	
This years profiled target	0	0	0	1	1	1	1	1	0	1	0	0			



## Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

### Performance Update from Storme Coop – Benefits Operational Manager

#### Processing

I am pleased to advise that new claim processing times for all 3 councils is exceeding target and only NWLDC are marginally behind the target for processing change events. There are a number of legislative changes on the horizon

- Removal of the family premium for housing benefits purposes. This applies to new claims received after May 1st and the impact has been negligible as the claimant will not have experienced a reduction in entitlement.
- HB Backdating limited to one month from April 1. New claims from working age claimants will be backdated for a maximum of one month, previously six months if good cause was found. For claimants of pensionable age claims can be backdated for 3 months. Claimants who are impacted by the limiting of backdating can be considered for a DHP.
- Introduction of the reduced benefit cap from autumn 2016. There is currently a benefit cap in place restricting the amount in certain benefits that a working age household can receive. Any household receiving more than the cap has their Housing Benefit reduced to bring them back within the limit. The cap which is currently £26,000 per year is to be reduced to £20,000 for couples and £13,400 for a single person. The DWP will be writing to those claimants affected from 24 May signposting them to Job Centres, GOV.UK and LA's. We will be sharing this data (securely) with each of the LA's and are still awaiting the details of the new burdens funding which is intended to support LA's with administering the changes to the Benefit Cap.

#### Local Authority Error Threshold

An area of concern has been that each LA were exceeding their error thresholds for April. This was because a specific error was identified concerning the treatment of non-dependents in receipt of employment support allowance. We are confident that we have identified all of the cases affected which have now been corrected. We will continue to monitor error levels but as we have seen in previous years a more favourable position will start to develop as monthly expenditure increases.

#### Fraud & Liaison.

The arrangement with Oadby & Wigston to investigate allegations of CTS fraud and to act as their DWP single point of contact will start in May following the signing of the Service Level Agreement and the granting of system access..

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

<b>HBBC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>	<b>Cumulative Totals</b>
(SHBE)													
New claims	264												264
Change events	1442												1442
Atlas activity	1895												1895

<b>HDC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>	<b>Cumulative Totals</b>
(SHBE)													
New claims	148												148
Change events	768												768
Atlas activity	964												964

<b>NWLDC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>	<b>Cumulative Totals</b>
(SHBE)													
New claims	227												227
Change events	1534												1534
Atlas activity	2245												2245

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

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
11th April 2016	79	1st April 2016	6	600	23rd March 2016	11
18th April 2016	5	15th April 2016	1	505	31st March 2016	12
25th April 2016	12	21st April 2016	2	488	12th April 2016	10
3rd May 2016	32	26th April 2016	3	371	22nd April 2016	6

DWP Atlas Performance:

ATLAS PERFORMANCE		
Date	Atlas - number outstanding	Atlas - date being worked on
11th April 2016	51	8th April 2016
18th April 2016	26	17th April 2016
25th April 2016	21	25th April 2016
3rd May 2016	64	29th April 2016

DWP Real Time Performance:

RTI PERFORMANCE	
RTI - Number Outstanding	RTI - Date being worked on
0	n/a
0	n/a
0	n/a
	n/a

**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	March
Threshold	£7,224											
Actual	£9,894											
Tolerance	-£2,670	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Threshold	£4,102											
Actual	£6,737											
Tolerance	-£2,635	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Threshold	£7,176											
Actual	£10,389											
Tolerance	-£3,214	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

## Discretionary Housing Payments

This scheme is to help customers as well as those affected by welfare reform changes as well as those now in receipt of universal credit, below is the analysis to include a comparison with last year.

### **Harborough DC:**

<b>Harborough DC:</b>			<u>Same time last year:</u>		
2016/17	DWP Allocation:	£51,386	2015/16	Allocation	£46,343
	Net amount paid:	£1,768		<b>Total awarded:</b>	<b>£1,288</b>

### **Hinckley & Bosworth BC:**

<b>Hinckley &amp; Bosworth BC:</b>			<u>Same time last year:</u>		
2016/17	DWP Allocation:	£98,116	2015/16	Allocation	£78,129
	Net amount paid:	£2,678		<b>Total awarded:</b>	<b>£5,364</b>

### **North West Leicestershire DC:**

<b>North West Leicestershire DC:</b>			<u>Same time last year:</u>		
2015/16	DWP Allocation:	£103,678	2015/16	Allocation	£106,669
	Net amount paid	£3,853		<b>Total awarded:</b>	<b>£6,621</b>

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	£19,863												
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Totals
Award Amount	£3,211	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£3,211
Average	£1,655	£1,655	£1,655	£1,655	£1,655	£1,655	£1,655	£1,655	£1,655	£1,655	£1,655	£1,655	£19,863
Variance	£-1,555	£1,655	£1,655	£1,655	£1,655	£1,655	£1,655	£1,655	£1,655	£1,655	£1,655	£1,655	£16,652
Successful	20	0	0	0	0	0	0	0	0	0	0	0	20
Unsuccessful	5												5
Total number of claims	25	0	0	0	0	0	0	0	0	0	0	0	25
Case average	£160.53	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	£160.53

**Total awarded £3,211**

Harborough DC - Discretionary Discount Scheme													
Annual Allocation	£6,786												
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Totals
Award Amount	£1,748	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£1,748
Average	£566	£566	£566	£566	£566	£566	£566	£566	£566	£566	£566	£566	£6,786
Variance	£-1,183	£566	£566	£566	£566	£566	£566	£566	£566	£566	£566	£566	£5,038
Successful	13	0	0	0	0	0	0	0	0	0	0	0	13
Unsuccessful	5												5
Total number of claims	18	0	0	0	0	0	0	0	0	0	0	0	18
Case average	£134.49	£0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	£134.49

**Total awarded £1,748**

North West Leicestershire DC - Discretionary Discount Scheme													
Annual Allocation	£5,816												
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Totals
Award Amount	£6,328	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£6,328
Average	£485	£485	£485	£485	£485	£485	£485	£485	£485	£485	£485	£485	£5,816
Variance	£-5,843	£485	£485	£485	£485	£485	£485	£485	£485	£485	£485	£485	£-512
Successful	36	0	0	0	0	0	0	0	0	0	0	0	36
Unsuccessful	4												4
Total number of claims	40	0	0	0	0	0	0	0	0	0	0	0	40
Case average	£175.78	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	£175.78

**Total awarded £6,328**

## Housing Benefit Overpayments Analysis:

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Totals
Debt raised	£70,560												£70,560
Partnership collection Rate	4%												
Sundry Debt collection rate													
Combined													
Partnership anticipated collection rate	5%	9%	15%	19%	23%	25%	27%	28%	30%	32%	34%	36%	

HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Totals
Debt raised	£44,797												£44,797
Partnership collection Rate	3%												
Sundry Debt collection rate	1%												
Combined	3%												
Partnership anticipated collection rate	3%	7%	11%	15%	17%	18%	21%	23%	25%	26%	29%	31%	

NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Totals
Debt raised	£165,048												£165,048
Partnership collection Rate	5%												
Sundry Debt collection rate	1%												
Combined	4%												
Partnership anticipated collection rate	4%	4%	11%	16%	19%	20%	23%	24%	26%	29%	31%	34%	

## Revenues Operational Team

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

### Performance Update from Sue Williams-Lee – Revenues Operational Manager

#### Council Tax

The team has worked extremely well during April. The dispatch of the 2016/17 annual bills generated a significant influx in incoming correspondence, with, at its highest level, the work tray containing approximately 4000 items. The team has worked hard to bring this figure down and have also assisted the Administration team with their indexing backlog.

#### NNDR

The NNDR team worked strategically during March in order to maximise the in-year collection rates for 2015/16. In April, they focused on dealing with the valuation changes which came in from the Valuation Office at the end of the 2015/16 financial year. Hence, the April profiled targets have not been met due to large increases in rateable value being input onto the system. These increases have been profiled for payment from May 2016 to March 2017. We will review the profiled targets as the year progresses and revise them, as required, due to the impact of valuation changes on ratepayer's accounts.

#### Recovery Strategy

For 2016/17, we have reviewed, and changed, our recovery strategy. For council tax, we have implemented the Capita RISC module, which identifies a person's propensity to pay based on their payment history over three years. We will use this new functionality to determine the appropriate course of recovery action, i.e. to allow longer to pay before sending a reminder for those who consistently pay within the month and to 'fast track' those with a very poor payment history so that notices are sent much earlier. By taking this approach we aim to maximise income and increase the amount of time we have within the year to attempt the resource intensive post liability order enforcement actions, such as, charging orders, bankruptcy proceedings and committal action.

For NNDR the recovery timetable has been brought forward so that the notices are issued in the middle of the month, again to allow more time to maximise collection within the year.

In 2016/17, the Housing Benefits Overpayments (HBOP) recovery processes will be reviewed and streamlined. The whole team will then be trained on the new processes and a greater focus will be placed on reducing overpayment debt.



# Council Tax

## \*\*Gross arrears position:

	<u>*Starting Position</u>	<u>Arrears Reduction</u>	<u>What it means in % terms</u>
HBBC	£2.848m	£154k	5.4%
HDC	£2.346m	£103k	4.4%
NWLDC	£3.331m	£138k	4.1%

\* Starting position represents all outstanding debt carried forward as at 1/4/2016.

\*\*Further analysis on this is provided below - see pages 20 through to 22

## Council Tax Support 'In Year' collection (16/17) rate for:

<u>Claim category:</u>	<u>Working Age</u>		<u>Elderly</u>	
	<u>Non-passported</u>	<u>Passported</u>	<u>Non-passported</u>	<u>Passported</u>
HBBC	9.0%	74.8%	11.7%	12.1%
HDC	6.4%	6.9%	10.8%	4.8%
NWLDC	8.4%	10.6%	12.8%	20.3%

**Debt recovery analysis:**

**HBBC** number of dwellings 48,870

Percentage - is when compared with the number of dwellings

HBBC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals	Percentage
<b>Documents Issued</b>														
Reminders	1523												1,523	3.1%
Arrangement Reminders	126												126	0.3%
Summons	0												0	0.0%
Liability Orders obtained	0												0	0.0%
With enforcement agent	0												0	0.0%
DWP attachments	8												8	0.0%
Attachment of earnings	30												30	0.1%
<b>Cases pending next enforcement action</b>														
Cases returned by enforcement agent - Bailiff Return letter Issued	77													
At 'Post Liability Order' enforcement stage	1189													

**HDC** number of dwellings 37,994

Percentage - is when compared with the number of dwellings

HDC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals	Percentage
<b>Documents Issued</b>														
Reminders	915												915	2.4%
Arrangement Reminders	2												2	0.0%
Summons	0												0	0.0%
Liability Orders obtained	0												0	0.0%
With enforcement agent	0												0	0.0%
DWP attachments	57												57	0.1%
Attachment of earnings	50												50	0.1%
<b>Cases pending next enforcement action</b>														
Cases returned by enforcement agent - Bailiff Return letter Issued	206													
At 'Post Liability Order' enforcement stage	1196													

**NWLDC** number of dwellings 42,488

Percentage - is when compared with the number of dwellings

NWLDC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals	Percentage
<b>Documents Issued</b>														
Reminders	1633												1,633	3.8%
Arrangement Reminders	187												187	0.4%
Summonses	0												0	0.0%
Liability Orders obtained	0												0	0.0%
With enforcement agent	0												0	0.0%
DWP attachments	46												46	0.1%
Attachment of earnings	22												22	0.0%
<b>Cases pending next enforcement action</b>														
Cases returned by enforcement agent - Bailiff Return letter Issued	352													
At 'Post Liability Order' enforcement stage	1474													

## Council Tax arrears position:

### Hinckley & Bosworth BC

On 1<sup>st</sup> April 2016 gross arrears opening position was £2.848m and the amount outstanding at the end of April is £2.695m.

Reduction in arrears is £154k which equates in percentage terms to 5.4%

	31/03/2016	30/04/2016
<b>*Total Arrears</b>	£2,848,383.84	£2,694,762.80
* Working age LCTS	£313,650.67	£301,019.41
* Pension age LCTS	£39,686.83	£37,260.61
* Empty & unfurnished	£23,186.95	£20,579.32
* Structural alteration	£1,917.15	£1,729.51
(* of which are included in total arrears)		
Payments against arrears		-£182,830.57
Write offs against arrears		-£3.90
Charge adjustments against arrears		£29,087.72
Refunds made against arrears		£1,756.21
Cost adjustments against arrears		-£1,630.50
Previous years arrears total 2015/16	£2,273,000.98	£2,124,833.09
Previous years arrears total 2014/15	£1,984,946.14	£1,845,970.69

### Harborough DC

On 1<sup>st</sup> April 2016 gross arrears opening position was £2.347m and the amount outstanding at the end of April is £2.243m.

Reduction in arrears is £103k which equates in percentage to 4.4%

	31/03/2016	30/04/2016
<b>*Total Arrears</b>	£2,346,727.99	£2,243,418.18
* Working age LCTS	£244,215.09	£236,179.44
* Pension age LCTS	£23,627.68	£24,619.00
* Empty & unfurnished	£6,110.92	£9,117.14
* Structural alteration	£2,399.79	£2,084.70
(* of which is included in total arrears)		
Payments against arrears		-£139,398.67
Write offs against arrears		-£0.91
Charge adjustments against arrears		£37,047.51
Refunds made against arrears		£0.00
Cost adjustments against arrears		-£957.74
Previous years arrears total 2015/16	£2,099,223.53	£1,995,921.04
Previous years arrears total 2014/15	£2,093,364.55	£1,962,162.71

### North West Leicestershire DC

On 1<sup>st</sup> April 2016 gross arrears opening position was £3.331m and the amount outstanding at the end of April is £3.193m.

Reduction in arrears is £138k which equates in percentage terms to 4.1%.

	31/03/2016	30/04/2016
<b>*Total Arrears</b>	£3,331,330.25	£3,193,407.10
* Working age LCTS	£406,893.73	£393,456.64
* Pension age LCTS	£33,779.52	£37,368.46
* Empty & unfurnished	£14,699.34	£17,024.99
* Structural alteration	£2,832.98	£777.12
(* of which is included in total arrears)		
Payments against arrears		-£195,016.60
Write offs against arrears		£77.38
Charge adjustments against arrears		£58,359.12
Refunds made against arrears		£180.00
Cost adjustments against arrears		-£1,523.05
Previous years arrears total 2015/16	£2,786,095.65	£2,641,030.60
Previous years arrears total 2014/15	£2,708,667.36	£2,558,126.73

**Direct Debit**

MONTH	HBBC CTAX	
	No. Items	%
April	34425	75.8%
May		
June		
July		
August		
September		
October		
November		
December		
January		
February		
March		

MONTH	HDC CTAX	
	Items	%
April	27769	78.6%
May		
June		
July		
August		
September		
October		
November		
December		
January		
February		
March		

MONTH	NWL CTAX	
	Items	%
April	28647	73.3%
May		
June		
July		
August		
September		
October		
November		
December		
January		
February		
March		

**Direct Debit over the web**

Number of Direct Debits received and processed by the partnership is as follows:

<u>Month</u>	<u>HBBC</u>		<u>HDC</u>		<u>NWLDC</u>	
	<u>Council Tax</u>	<u>NNDR</u>	<u>Council Tax</u>	<u>NNDR</u>	<u>Council Tax</u>	<u>NNDR</u>
April	237	1	151	3	163	14

## Non Domestic Rates (Business Rates)

	<u>*Starting Position</u>	<u>Arrears Reduction/increase</u>		<u>Current Position</u>	<u>In % terms</u>
**HDC	£304k	£ n/a	£92k	£395k	n/a
***HBBC	£742k	£ n/a	£675k	£1.417m	n/a
****NWLDC	£565k	£ n/a	£308k	£873k	n/a

\* Starting position represents all outstanding debt carried forward as at 1/4/2016.

Please note:

\*\* HDC new charge added to arrears £383k

\*\*\*HBBC new charge added to arrears £799k

\*\*\*\*NWLDC new charge added to arrears £348k



**Debt Recovery Analysis:**

HBBC number of assessments 3,067

Percentage is when compared with the number of assessments

HBBC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals	Percentage
Reminders	240												240	7.8%
Arrangement Reminders	1												1	0.0%
Summonses	0												0	0.0%
Liability Orders Granted	0												0	0.0%
With enforcement agent	4												4	0.1%

HDC number of assessments 2,913

Percentage is when compared with the number of assessments

HDC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals	Percentage
Reminders	195												195	6.7%
Arrangement Reminders	5												5	0.2%
Summonses	0												0	0.0%
Liability Orders Granted	0												0	0.0%
With enforcement agent	5												5	0.2%

NWLDC number of assessments 3,255

Percentage is when compared with the number of assessments

NWLDC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals	Percentage
Reminders	193												193	5.9%
Arrangement Reminders	1												1	0.0%
Summonses	0												0	0.0%
Liability Orders Granted	0												0	0.0%
With enforcement agent	10												10	0.3%

**Non Domestic Rate arrears position:**

**Hinckley & Bosworth BC**

On 1<sup>st</sup> April 2016 arrears opening position was £0.742m and the amount outstanding for these specific arrears is £0.627m and these have been reduced by £115k.

The amount of new charge added to arrears amounts to £1.249m.

The net movement to arrears

B/fwd. position:	£0.742m	- current position is £0.627m)	<b>£1.417m</b>
New debt added position:	£1.249m	- current position is £0.790m)	

The table below illustrates the debt movement by financial year:

<b>Business Rates</b>		<b>Hinckley &amp; Bosworth BC</b>												
<b>Recovery Year</b>		Opening Position	30th April 2016	31st May 2016	30th June 2016	31st Jul 2016	31st Aug 2016	30th Sept 2016	31st Oct 2016	30th Nov 2016	31st Dec 2016	31st Jan 2017	28th Feb 2017	31st Mar 2017
<b>By Debt</b>														
<b>2006</b>		£0.01	£0.01											
<b>2007</b>		£630.00	£600.00											
<b>2009</b>		£1,310.22	£1,427.97											
<b>2010</b>		£2,531.69	£2,413.94											
<b>2011</b>		£9,810.31	£13,979.23											
<b>2012</b>		£33,031.72	£39,198.40											
<b>2013</b>		£98,621.42	£91,637.72											
<b>2014</b>		£173,545.27	£179,279.77											
<b>2015</b>		£422,827.90	£1,088,812.54											
<b>TOTAL</b>		<b>£742,308.54</b>	<b>£1,417,349.58</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>

## Harborough DC

On 1<sup>st</sup> April 2016 arrears opening position was £0.304m and the amount outstanding for these specific arrears is £0.245m and these have been reduced by 59k.

The amount of new charge added to arrears amounts to £182k.

The net movement to arrears is as follows:

B/fwd. position:	£0.304m	-	current position is £0.245m)	<b>£0.395m</b>
New debt added position:	£0.182m	-	current position is £0.150m)	

The table below illustrates the debt movement by financial year:

<b>Business Rates Harborough DC</b>													
<b>Recovery Year</b>	Opening Position	30th April 2016	31st May 2016	30th June 2016	31st Jul 2016	31st Aug 2016	30th Sept 2016	31st Oct 2016	30th Nov 2016	31st Dec 2016	31st Jan 2017	28th Feb 2017	31st Mar 2017
<b>By Debt</b>													
2006	£870.59	£850.59											
2007	£2,914.75	£2,914.75											
2008	£5,381.50	£5,381.50											
2009	£5,705.25	£5,705.25											
2010	£6,853.78	£6,439.22											
2011	£12,266.39	£13,500.75											
2012	£22,057.73	£23,264.33											
2013	£39,516.73	£47,118.53											
2014	£54,970.32	£68,872.47											
2015	£153,016.20	£221,366.88											
<b>TOTAL</b>	<b>£303,553.24</b>	<b>£395,414.27</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>

North West Leicestershire DC

On 1<sup>st</sup> April 2016 arrears opening position was £0.565m and the amount outstanding for these specific arrears is £0.525m and these have been reduced by £39k.

The amount of new charge added to arrears amounts to £674k.

The net movement to arrears

B/fwd. position:	£0.565m	-	current position is £0.525m )	<b>£0.873m</b>
New debt added position:	£0.674m	-	current position is £0.348m )	

The table below illustrates the debt movement by financial year:

<b>Business Rates North West Leicestershire DC</b>													
<b>Recovery Year</b>	Opening Position	30th April 2016	31st May 2016	30th June 2016	31st Jul 2016	31st Aug 2016	30th Sept 2016	31st Oct 2016	30th Nov 2016	31st Dec 2016	31st Jan 2017	29th Feb 2017	31st Mar 2017
By Debt													
2005	£0.00	£0.01											
2007	£23.30	£0.00											
2008	£4,179.25	£4,179.25											
2009	£6,062.14	£6,062.14											
2010	£18,734.68	£25,159.14											
2011	£5,360.79	£15,284.89											
2012	£33,557.00	£36,268.33											
2013	£66,503.94	£73,489.81											
2014	£136,012.63	£154,183.28											
2015	£294,365.50	£558,191.45											
<b>TOTAL</b>	<b>£564,799.23</b>	<b>£872,818.30</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>

## 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	March	QTR4	Totals
<b>Service Area: Revenues</b>																	
MP enquiries	0			0				0				0				0	0
Complaints	1			1				0				0				0	1
Complaints position in 2015/16	1	2	1	4	0	0	0	0	1	0	0	1	1	0	0	1	6
<b>Service Area: Benefits</b>																	
MP Enquiries	0			0				0				0				0	0
Complaints	0			0				0				0				0	0
Complaints position in 2015/16	0	0	1	1	1	0	0	1	0	0	0	0	1	0	0	1	3

### HDC

HDC	April	May	June	QTR1	July	Aug	Sep	QTR2	Oct	Nov	Dec	QTR3	Jan	Feb	March	QTR4	Totals
<b>Service Area: Revenues</b>																	
MP enquiries	0			0				0				0				0	0
Complaints	1			1				0				0				0	1
Complaints position in 2015/16	1	3	1	5	2	0	1	3	1	0	2	3	0	2	0	2	13
<b>Service Area: Benefits</b>																	
MP Enquiries	0			0				0				0				0	0
Complaints	0			0				0				0				0	0
Complaints position in 2015/16	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	1	2

### NWLDC

NWLDC	April	May	June	QTR1	July	Aug	Sep	QTR2	Oct	Nov	Dec	QTR3	Jan	Feb	March	QTR4	Totals
<b>Service Area: Revenues</b>																	
MP enquiries	2			2				0				0				0	
Complaints	1			1				0				0				0	1
Complaints position in 2015/16	1	2	1	4	1	1	0	2	0	0	1	1	2	0	4	6	13
<b>Service Area: Benefits</b>																	
MP Enquiries	0			0				0				0				0	
Complaints	1			1				0				0				0	1
Complaints position in 2015/16	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2	2

## Staffing

### Current Vacancies

#### Harborough DC

1 x 0.6 Business Rates Officer - Grade 4 - Vacant from 1/12/15

1 x FTE Council Tax Officer - Grade 4 - Starts on 25/4/16

#### 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

1 x .05 Business Rates Officer - Grade 4 - Vacant from Feb 2016

## Current Long Term Sickness

### Harborough DC

1 x Benefit Officer

From 7<sup>th</sup> March due back end of May

### Hinckley & Bosworth BC

None

### North West Leicestershire DC

1 x FTE Admin Officer

From 26/6/15 – with HR

**Sickness**

Sickness for March is given below which is the 2015/16 out-turn.:  
(Data cannot be provided in time to meet report deadline and therefore reported 1 month in arrears)

	<u>Annual</u>	<u>Cumulative to March</u>		<u>March 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	446.5 days	13.4 days	11.0 days	0.33 days
HDC:	7.9 days	347.5 days	18.8 days	59.5 days	3.22 days
NWLDC:	7.4 days	430.7 days	18.5 days	33.3 days	1.43 days