



# Revenue and Benefit Service

## Performance Report 2015/16 Out-turn

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## Summary

### Performance – Key Indicators

#### Collection Rates (Cumulative)

##### Council Tax in-year

<b>HBBC:</b>	97.7% *(97.9%)	<b>HDC:</b>	98.4% *(98.6%)	<b>NWLDC:</b>	97.4% *(97.6%)
<b>Target:</b>	98.1%		98.1%		97.8%

\* Brackets the position when compared with March 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	£54.2m	4.1%	£2.3m	
HDC	£48.9m	£50.1m	£50.5m	3.1%	£1.6m	
NWLDC	£45.9m	£47.5m	£47.9m	4.1%	£2.0m	

##### Non Domestic Rates

<b>HBBC:</b>	98.5% *(98.3%)	<b>HDC:</b>	99.6% (99.2%)	<b>NWLDC:</b>	99.0% *(99.0%)
<b>Target:</b>	98.3%		98.3%		99.0%

\* Brackets the position when compared with March 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:**

<b>HBBC</b>	10.1 days *(8.4)	<b>HDC</b>	9.9 days *(8.2)	<b>NWLDC</b>	10.4 days *(8.7)
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\* Brackets the position when compared with March 2015.

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

**Days shown below are cumulative:**

<b>HBBC:</b>	17.9 days *(15.9)	<b>HDC:</b>	18.5 days *(16.2)	<b>NWLDC:</b>	19.0 days *(16.1)
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\* Brackets the position when compared with March 2015.

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

**Days shown below are cumulative**

<b>HBBC:</b>	7.6 days *(6.3)	<b>HDC:</b>	7.3 days *(6.2)	<b>NWLDC:</b>	7.9 days *(6.7)
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\* Brackets the position when compared with March 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 31/3/2016	In Year Movement		%
<b>Council Tax Dwellings</b>													
HBBC	46,172	46,505	333	46,788	283	47,405	617	48,135	730	48,810	675	2,638	5.4%
HDC	35,923	35,965	42	36,494	529	37,048	554	37,312	264	37,899	587	1,976	5.2%
NWLDC	40,026	40,271	245	40,833	562	41,292	459	41,761	469	42,405	644	2,379	5.6%
<b>NDR Rated Assessments</b>													
HBBC	2,876	2,867	-9	2,932	65	2,968	36	2,985	17	3,067	82	136	4.4%
HDC	2,616	2,730	114	2,762	32	2,835	73	2,894	59	2,909	15	293	10.1%
NWLDC	3,182	3,170	-12	3,175	5	3,210	35	3,223	13	3,249	26	32	1.0%
<b>HB/CTLS Live Caseload</b>													
HBBC	7,100	7,579	479	7,555	-24	7,161	-394	6,832	-329	6,459	-373	-328	-5.1%
HDC	4,189	4,246	57	4,345	99	4,274	-71	4,086	-188	3,689	-397	-500	-13.6%
NWLDC	7,187	7,287	100	7,213	-74	6,770	-443	6,550	-220	6,145	-405	-712	-11.6%

**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	10.5	10.8	3.1	6.9	10.1	11	8.4
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	16.3	17.9	19	15.9
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	5.8	7.6	9	6.3
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%	85.4%	94.4%	96.4%	97.7%	97.7%	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	£1.7m	£1.6m	£1.5m	£1.5m	<£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%	84.3%	93.4%	95.9%	98.5%	98.5%	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	£0.4m	£0.4m	£0.5m	£0.3m	£0.3m	<£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	£1.4m	£1.3m	£1.4m	£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	£1.00m			
HB Overpayments Recovered	5%	9%	15%	19%	23%	25%	27%	28%	29%	34%	35%	36%	36%	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	4	2	0	0	23	12	
CTLS Sanctions gained	2	2	0	3	1	0	2	2	1	1	0	0	14		
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	11.8	10.9	3.0	6.1	9.9	11	8.2
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	17.8	18.5	19	16.2
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	4.7	7.3	9	6.2
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%	86.2%	95.1%	97.0%	98.4%	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%	98.1%			
Arrears Reduction (£)	£2.0m	£1.9m	£1.8m	£1.8m	£1.7m	£1.7m	£1.6m	£1.6m	£1.6m	£1.5m	£1.5m	£1.5m	£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	£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%	85.2%	93.9%	97.0%	99.6%	99.6%	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	£0.2m	£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	£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	£0.8m	£0.8m	£0.9m	£0.9m		
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%	24%	24%	27%	29%	29%	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	1	2	0	0	16	16	
CTLS Sanctions gained	3	1	0	1	1	2	0	0	1	1	0	0	10		
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	11.7	11.1	3.0	5.5	10.4	11	8.7
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	14.0	19.0	19	16.1
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	4.3	7.9	9	6.7
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%	84.6%	93.7%	95.8%	97.4%	97.4%	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	£2.1m	£2.0m	£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	£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%	84.5%	93.4%	96.7%	99.0%	99.0%	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	£0.4m	£0.4m	£0.4m	£0.3m	£0.3m	<£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	£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	£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%	37%	38%	39%	41%	41%	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	3	0	0	0	22	34	
CTLS Sanctions gained	2	3	0	0	0	2	6	4	3	1	0	0	21		
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

Extremely pleased to advise that the team met or exceeded all the processing times targets. This was against a backdrop of a reduction in staffing numbers following the structural review and an ambitious program to improve accuracy levels within the team which started mid year and is on-going.

It is also important to highlight that a significant amount of work was undertaken by the benefits control team to ensure that the subsidy audit went as smoothly as possible and all three authorities had their benefits expenditure met in full.

The whole team is to be congratulated on these excellent results and for all their hard work and commitment throughout the year

Moving forward as this is one of the busiest times of the year it has been agreed that staff can undertake overtime to ensure that the workloads are kept within manageable levels. Performance is also being monitored on a weekly basis..

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	March	Cumulative Totals
(SHBE)													
New claims	232	275	289	243	214	185	216	260	230	258	254	206	2862
Change events	1346	1720	1431	1426	1223	1187	1188	1177	1097	1101	4947	1786	19629
Atlas activity	2069	1938	1899	1883	1463	1713	1540	1166	2555	1917	2679	1706	22528

<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	114	150	148	136	127	117	112	142	56	134	133	141	1510
Change events	831	1075	808	825	669	664	641	649	533	593	2758	1166	11212
Atlas activity	1121	1156	1088	1051	560	985	857	816	1227	1057	1410	916	12244

<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	214	229	296	307	202	209	248	283	175	241	210	252	2866
Change events	1332	1767	1554	1478	1320	1165	1818	1290	1046	1136	4562	1892	20360
Atlas activity	2114	2157	1841	1825	1733	1617	1333	1248	1999	2036	2122	1307	21332

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

<b>Northgate Documents</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>Items received</b>	16520	13658	16193	14723	11801	14395	11215	13083	11516	14190	13019	14696
<b>Items processed</b>	14255	13452	16977	14585	12108	11768	12323	14400	12104	10793	13412	13212
<b>Carried forward</b>	5887	5245	2783	2921	2687	5241	4133	2816	2228	2712	2319	3803

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
7th Mar 2016	3	4th March 2016	1	193	1st March 2016	4
14th Mar 2016	54	8th March 2016	4	426	4th March 2016	6
21st Mar 2016	36	14th March 2016	5	599	9th March 2016	8
<b>23rd March 2015</b>	<b>16</b>	<b>19th March 2015</b>	<b>2</b>	<b>987</b>	<b>13th March 2015</b>	<b>6</b>
29th Mar 2016	46	16th March 2016	7	591	14th March 2016	9
1st Apr 2016	93	21st March 2016	7	636	16th March 2016	10

DWP Atlas Performance:

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

ATLAS PERFORMANCE		
Date	Atlas - number outstanding	Atlas - date being worked on
7th Mar 2016	211	3rd March 2016
14th Mar 2016	167	9th March 2016
21st Mar 2016	98	21st March 2016
23rd Mar 2015	0	23rd March 2015
29th Mar 2016	0	

DWP Real Time Performance:

RTI PERFORMANCE	
RTI - Number Outstanding	RTI - Date being worked on
0	
0	
0	
<b>0</b>	
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	March
Threshold	£6,836	£14,203	£21,603	£28,910	£35,543	£44,621	£51,781	£58,481	£65,195	£72,430	£78,885	£86,175
Actual	£2,839	£9,295	£14,124	£21,513	£23,814	£27,193	£30,916	£33,439	£38,161	£40,150	£42,339	£43,282
Tolerance	£3,997	£4,908	£7,479	£7,397	£11,729	£17,428	£20,865	£25,042	£27,034	£32,280	£36,545	<b>£42,893</b>

HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Threshold	£4,071	£8,335	£12,651	£17,908	£22,067	£26,154	£32,560	£36,812	£41,235	£45,371	£49,386	£54,132
Actual	£450	£983	£4,638	£5,189	£5,252	£5,797	£6,548	£8,007	£10,358	£11,037	£12,309	£12,682
Tolerance	£3,621	£7,352	£8,013	£12,719	£16,815	£20,357	£26,012	£28,805	£30,877	£34,333	£37,077	<b>£41,450</b>

NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Threshold	£7,038	£14,843	£21,904	£30,035	£37,029	£43,911	£55,396	£62,311	£67,479	£75,048	£81,967	£88,970
Actual	£13,099	£17,585	£22,061	£31,910	£33,558	£34,711	£36,923	£42,313	£49,745	£51,654	£52,995	£54,465
Tolerance	<b>-£6,060</b>	<b>-£2,742</b>	<b>-£157</b>	<b>-£1,875</b>	£3,470	£9,201	£18,474	£19,998	£17,734	£23,394	£28,972	<b>£34,505</b>

## 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:	£33,205

### Same time last year:

2014/15	Allocation	£52,436
	<b>Total awarded:</b>	<b>£71,369</b>
	<b>Over by:</b>	<b>£18,933</b>

### Hinckley & Bosworth BC:

2015/16	DWP Allocation:	£78,129
	Plus HRA Funding:	£20,000
	<b>Available:</b>	<b>£98,129</b>
	Net amount paid:	£97,895

### Same time last year:

2014/15	Allocation	£93,957
	<b>Total awarded:</b>	<b>£118,215</b>
	<b>Over by:</b>	<b>£24,258</b>

### North West Leicestershire DC:

2015/16	DWP Allocation:	£103,678
	Plus HRA Funding:	£ 20,000
	<b>Available:</b>	<b>£123,678</b>
	Net amount paid:	£117,842

### Same time last year:

2014/15	Allocation	£106,669
	<b>Total awarded:</b>	<b>£112,033</b>
	<b>Over by:</b>	<b>£5,364</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	£34,632												
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Totals
Award Amount	£6,341	£3,049	£1,297	£2,253	£104	£381	£34	£661	£287	£63	£266	£234	£14,969
Average	£2,886	£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	£2,652	£19,663
Successful	52	29	21	25	5	13	4	10	11	7	10	8	195
Unsuccessful	6	3	3	4	1	2	1	2	1	4	2	0	29
Total number of claims	58	32	24	29	6	15	5	12	12	11	12	8	224
Case average	£121.94	£105.14	£61.77	£90.13	£20.72	£29.29	£8.42	£66.10	£26.05	£9.07	£26.58	£29.24	£76.76

**Total awarded £14,969**

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	Mar-16	Totals
Award Amount	£1,663	£859	£1,796	£1,844	£1,001	£357	£577	£527	£837	£557	£183	£-33	£10,168
Average	£1,413	£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	£1,446	£6,789
Successful	11	6	8	14	6	7	3	5	6	4	8	1	79
Unsuccessful	1	3	3	5	2	3	0	4	2	2	2	0	27
Total number of claims	12	9	11	19	8	10	3	9	8	6	10	1	106
Case average	£151.20	£143.18	£224.51	£131.71	£166.84	£51.04	£192.30	£105.39	£139.43	£139.21	£22.83	£-32.66	£128.71

**Total awarded £10,168**

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	Mar-16	Totals
Award Amount	£9,924	£5,564	£2,178	£3,907	£2,238	£1,363	£-834	£1,544	£1,054	£-107	£519	£-83	£27,268
Average	£2,757	£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	£2,840	£5,816
Successful	63	34	24	34	19	9	4	13	13	3	13	5	234
Unsuccessful	6	3	1	2	1	2	0	6	1	5	2	0	29
Total number of claims	69	37	25	36	20	11	4	19	14	8	15	5	263
Case average	£157.52	£163.66	£90.76	£114.91	£117.80	£151.41	£-208.40	£118.78	£81.08	£-35.57	£39.93	£-16.67	£116.53

**Total awarded £27,268**

## Housing Benefit Overpayments Analysis:

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	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	£66,833	£1,086,049
Partnership collection Rate	5%	9%	15%	19%	23%	25%	27%	28%	29%	34%	35%	37%	
Sundry Debt collection rate													
Combined													
Partnership anticipated collection rate	4%	10%	14%	18%	20%	24%	26%	30%	32%	34%	36%	38%	

HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	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	£45,613	£559,819
Partnership collection Rate	3%	7%	11%	15%	17%	18%	21%	23%	25%	27%	28%	29%	
Sundry Debt collection rate	1%	4%	4%	6%	7%	9%	9%	10%	11%	12%	12%	13%	
Combined	3%	7%	11%	15%	17%	18%	21%	23%	24%	26%	27%	29%	
Partnership anticipated collection rate	13%	16%	20%	23%	26%	29%	32%	33%	37%	39%	40%	42%	

NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	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	£54,372	£858,805
Partnership collection Rate	5%	9%	13%	20%	23%	25%	28%	30%	31%	32%	34%	36%	
Sundry Debt collection rate	1%	1%	2%	3%	2%	72%	73%	74%	73%	74%	73%	74%	
Combined	4%	4%	11%	16%	19%	34%	35%	37%	37%	38%	40%	41%	
Partnership anticipated collection rate	4%	8%	11%	14%	17%	20%	23%	24%	26%	29%	31%	34%	

**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 council tax team in March was to deal with the significant influx of telephone calls and correspondence following the dispatch of the 2016/17 annual bills. They were also proactively working on recovery reports to try to maximise collection in the final weeks of the financial year.

The collection rates, as expected, were slightly down at the end of March for all three councils, however, the HDC target was still met. The reduction was due to the agreed temporary hold on recovery action from September to November 2015, which allowed the team to receive generic training to enable them to deal with all aspects of billing and recovery, as required under the new structure.

Going forward we will continue to employ three temporary officers to help to reduce the council tax in-tray. The tray has substantially increased, as it does during this period every year, and the phones are still very busy. When the high level of telephone calls subsides, we will revert back to our three team strategy which allows a third of the team to be off the phones to allow them to fully concentrate on the in-tray.

The council tax team has had an incredibly challenging year and has risen to every challenge. They have been 100% committed and incredibly hard working. They deserve much credit for their attitude to the changes and the way they have dealt with a very difficult year.

#### NNDR

In March the NNDR team proactively contacted as many debtors as possible to maximise collection. NWL's target was extremely challenging, however, through sheer determination and tenacity the team managed to comprehensively exceed the HDC target and also meet the HBBC and NWLDC targets. This was a fantastic achievement, especially as there was a significant increase in the in-year insolvency write offs for NWLDC. The achievement is even more impressive, as the NNDR team experienced a huge loss of experience during the restructure and the new NNDR staff have had to be trained on all aspects of NNDR billing and recovery.

I would like to officially record a huge vote of thanks to the revenues teams for their achievements in a year of substantial change. Despite the understandable concerns they may have had during the Partnership restructure, they displayed constant dedication and commitment throughout and helped to make the changes a resounding success. They are a credit to the Partnership.



# Council Tax

## \*\*Gross arrears position:

	<u>*Starting Position</u>	<u>Arrears Reduction</u>	<u>What it means in % terms</u>
HBBC	£2.273m	£723k	31.8%
HDC	£2.099m	£627k	29.9%
NWLDC	£2.786m	£817k	29.3%

\* 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:

<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	84.4%	74.8%	98.9%	93.9%
HDC	84.1%	75.6%	98.1%	95.2%
NWLDC	83.5%	74.3%	99.2%	97.5%

**Incoming post**

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

**Council Tax work tray**

	<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>Items received</b>	9260	7952	7987	8558	6985	8111	6932	6034	5699	7019	6547	9154
<b>Items processed</b>	8026	6911	8384	6408	6304	10496	5909	6727	6316	6905	6386	7120
<b>Carried forward</b>	3184	3887	2753	4401	4684	2021	3044	2105	1488	1835	1996	4030

**Housing Benefit Overpayments work tray**

	<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>
Items received	n/a	n/a	n/a	n/a	n/a	n/a	n/a	516	269	280	269	100
Items processed	n/a	n/a	n/a	n/a	n/a	n/a	n/a	716	249	239	145	317
Carried forward	n/a	n/a	n/a	n/a	n/a	n/a	246	46	66	107	231	14

## Debt recovery analysis:

**HBBC** number of dwellings 48,810

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	1323	3101	665	1584	1150	0	1506	399	0	796	0	1113	11,637	23.8%
Arrangement Reminders	220	104	109	140	114	38	2	365	66	0	0	0	1,158	2.4%
Summonses	262	0	875	1269	376	0	0	1003	0	634	314	70	4,803	9.8%
Bailiff	118	0	0	0	17	0	375	0	32	0	371	111	1,024	2.1%
DWP Attachments	19	10	2	13	7	89	55	44	22	0	64	7	332	0.7%
Attachment of earnings	14	5	3	12	2	97	34	14	19	0	0	8	208	0.4%
<b>Pending</b>										As at 12/1/16	As at 8/2/16	As at 2/3/16	As at 4/4/16	
Cases returned by enforcement agent - Bailiff Return letter Issued								543	478	447	52	66		
At 'Post Liability Order' enforcement stage								1374	1316	1480	837	841		

**HDC** number of dwellings 37,899

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	2132	87	1136	1084	702	0	1263	260	0	668	0	348	7,680	20.3%
Arrangement Reminders	137	70	75	109	108	15	0	208	80	0	14	0	816	2.2%
Summonses	102	1281	0	223	457	0	0	397	0	412	210	0	3,082	8.1%
Bailiff	12	0	0	0	62	0	17	0	17	146	147	0	401	1.1%
DWP Attachments	24	15	3	6	6	1	9	3	22	0	0	13	102	0.2%
Attachment of earnings	7	16	4	10	2	3	5	15	19	0	0	4	85	0.2%
<b>Pending</b>										As at 12/1/16	As at 8/2/16	As at 2/3/16	As at 4/4/16	
Cases returned by enforcement agent - Bailiff Return letter Issued								294	192	201	200	162		
At 'Post Liability Order' enforcement stage								1505	1182	1406	1472	1042		

**NWLDC** number of dwellings 42,405

Percentage - is when compared with the number of dwellings

<b>NWLDC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>	<b>Totals</b>	<b>Percentage</b>
<b>Documents Issued</b>														
Reminders	1574	1450	724	1555	1034	0	1392	407	0	986	0	590	9,712	22.9%
Arrangement Reminders	245	124	167	241	130	0	4	368	202	0	0	0	1481	3.5%
Summonses	214	1070	815	0	456	0	952	0	0	600	406	286	4799	11.3%
Bailiff	88	0	0	242	0	0	132	0	89	358	357	115	1,381	3.3%
DWP Attachments	57	45	15	42	5	15	71	60	53	0	0	62	425	0.9%
Attachment of earnings	22	23	16	0	1	12	86	21	54	0	8	7	250	0.5%
<b>Pending</b>														
									As at 12/1/16	As at 8/2/16	As at 2/3/16	As at 4/4/16		
Cases returned by enforcement agent - Bailiff								692	463	410	409	293		
Return letter Issued														
At 'Post Liability Order' enforcement stage								1862	1540	1509	1595	868		

## Council Tax arrears position:

### Hinckley & Bosworth BC

On 1<sup>st</sup> April 2015 gross arrears opening position was £2.273m and the amount outstanding at the end of March is £1.549m.

Reduction in arrears is £723k which equates in percentage terms to 31.8%

	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	31/03/2016
<b>*Total Arrears</b>	£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	£1,549,999.76
* 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	£164,895.22
* 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	£34,044.27
* 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	£0.00
* 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	£3,215.94
(* 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	n/a	-£893,759.77
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	n/a	-£47,720.26
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	n/a	£170,383.48
Refunds made against arrears		£164.32	£164.32	£164.32	£164.32	£164.32	£195.32	£370.26	£370.26	£370.26	£370.26	n/a	£1,190.02
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	n/a	£46,905.31
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	£1,102,298.17

## Harborough DC

On 1<sup>st</sup> April 2015 gross arrears opening position was £2.099m and the amount outstanding at the end of March is £1.472m.

Reduction in arrears is £627k which equates in percentage to 29.9%

	31/03/2015	30/04/2015	31/05/2015	30/06/2015	31/07/2015	31/08/2015	30/09/2015	31/10/2015	30/11/2015	31/12/2015	31/01/2016	29/02/2016	31/03/2016
<b>*Total Arrears</b>	£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	£1,472,030.78
* 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	£0.00
* 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	£0.00
* 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	£0.00
* 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	£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	n/a	-£697,478.10
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	n/a	-£41,179.32
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	n/a	£90,672.97
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	n/a	£1,054.87
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	n/a	£19,736.83
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	£1,239,166.81

## North West Leicestershire DC

On 1<sup>st</sup> April 2015 gross arrears opening position was £2.786m and the amount outstanding at the end of March is £1.969m.

Reduction in arrears is £817k which equates in percentage terms to 29.3%.

	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	31/03/2016
<b>*Total Arrears</b>	£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	£1,969,279.18
* 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	£228,690.18
* 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	£21,377.97
* 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	£2,013.18
* 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	£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	n/a	n/a
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	n/a	n/a
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	n/a	n/a
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	n/a	n/a
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	n/a	n/a
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	£1,583,925.64

### 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%
March	4736	75.2%

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%
December	27456	77.7%
January	27429	77.7%
February	5393	77.4%
March	4075	78.2%

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%
December	28544	72.8%
January	28522	72.5%
February	5966	72.1%
March	4325	72.9%

## Non Domestic Rates (Business Rates)

	<u>*Starting Position</u>	<u>Arrears Reduction</u>	<u>Current Position</u>	<u>In % terms</u>
**HDC	£677k	£527k	£150k	78%
***HBBC	£618k	£299k	£319k	52%
****NWLDC	£1.025m	£755k	£270k	74%

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

Please note:

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

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

\*\*\*\*NWLDC new charge added to arrears £n/a

### Incoming post work tray:

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
<b>Items received</b>	512	610	545	694	443	766	699	987	458	565	663	839
<b>Items processed</b>	515	524	512	687	425	763	673	1037	470	467	716	598
<b>Carried forward</b>	122	141	110	44	62	65	91	41	29	132	79	320



## 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	194	55	43	50	70	70	69	55	69	35	50	69	829	27.0%
Arrangement Reminders	3	1	1	5	9	9	9	8	1	0	0	0	46	1.5%
Summonses	7	49	14	16	16	5	23	26	0	32	14	18	220	7.2%
Liability Orders Granted	0	3	39	0	14	12	5	16	15	0	0	0	104	3.4%
Bailiff	4	0	2	13	7	5	26	16	16	3	3	8	103	3.4%

HDC number of assessments 2,909

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	158	47	36	35	37	70	33	26	37	25	34	50	588	20.2%
Arrangement Reminders	6	1	2	8	1	6	6	2	1	0	1	0	34	1.2%
Summonses	9	51	7	8	6	1	10	14	0	22	12	9	149	5.1%
Liability Orders Granted	0	5	30	0	5	12	1	7	6	0	0	0	66	2.3%
Bailiff	5	0	3	8	7	2	15	7	0	5	1	1	54	1.9%

NWLDC number of assessments 3,249

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	188	59	53	55	78	52	28	31	21	70	46	66	747	23.0%
Arrangement Reminders	9	4	7	15	1	12	10	2	1	6	0	0	67	2.1%
Summonses	11	53	15	19	22	4	16	19	0	20	19	14	212	6.5%
Liability Orders Granted	0	7	45	0	18	16	4	13	16	0	0	0	119	3.7%
Bailiff	2	0	2	20	11	34	42	16	0	0	0	9	136	4.2%

## Non Domestic Rate arrears position:

### Hinckley & Bosworth BC

On 1<sup>st</sup> April 2015 arrears opening position was £0.618m and the amount outstanding for these specific arrears is £0.121m and these have been reduced by £497k.

The amount of new charge added to arrears amounts to £799k.

The net movement to arrears

B/fwd. position:	£0.618m - current position is £0.121m)	<b>£0.319m</b>
New debt added position:	Current position is £0.198m )	

The table below illustrates the movement by financial year:

<b>Business Rates Recovery Year</b>													
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	31st Mar 2016
<b>2007</b>	£989.00	£959.00	£929.00	£899.00	£869.00	£0.00	£839.00	£780.00	£750.00	£720.00	£690.00	£660.00	£630.00
<b>2009</b>	£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	£1,310.22
<b>2010</b>	£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	£2,531.69
<b>2011</b>	£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	£9,810.31
<b>2012</b>	£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	£33,031.72
<b>2013</b>	£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	£98,621.42
<b>2014</b>	£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	£173,545.27
<b>TOTAL</b>	<b>£618,291.92</b>	<b>£690,756.26</b>	<b>£690,510.62</b>	<b>£588,698.85</b>	<b>£635,716.26</b>	<b>£614,611.09</b>	<b>£589,285.58</b>	<b>£549,155.46</b>	<b>£504,601.92</b>	<b>£430,130.71</b>	<b>£431,729.95</b>	<b>£463,391.84</b>	<b>£319,480.64</b>

## Harborough DC

On 1<sup>st</sup> April 2015 arrears opening position was £0.677m and the amount outstanding for these specific arrears is £0.121m and these have been reduced by 556k.

The amount of new charge added to arrears amounts to £383k.

The net movement to arrears is as follows:

B/fwd. position:	£0.677m - current position is £0.121)	<b>£0.150m</b>
New debt added position:	Current position is £0.029m )	

The table below illustrates the movement by financial year:

<b>Business Rates Recovery Year By Debt</b>													
	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	31st Mar 2016
<b>2006</b>	£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	£870.59
<b>2007</b>	£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	£2,914.75
<b>2008</b>	£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	£5,381.50
<b>2009</b>	£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	£5,705.25
<b>2010</b>	£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	£6,853.78
<b>2011</b>	£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	£12,266.39
<b>2012</b>	£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	£22,057.73
<b>2013</b>	£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	£39,516.73
<b>2014</b>	£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	£54,970.32
<b>TOTAL</b>	£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	£150,537.04

## North West Leicestershire DC

The following data unfortunately cannot be provided due to cash posting routines. The income received on the 31<sup>st</sup> March is posted on 1<sup>st</sup> April which is the beginning of the new financial year hence why *n/a* has been entered below.

On 1<sup>st</sup> April 2015 arrears opening position was £1.025m and the amount outstanding for these specific arrears is £*n/a* and these have been reduced by £*n/a*.

The amount of new charge added to arrears amounts to £*n/a*.

The net movement to arrears

B/fwd. position:	<i>n/a</i>	)	Overall amount outstanding: <b>£0.270m</b>
New debt added position:	<i>n/a</i>	)	

The table below illustrates the movement by financial year:

<b>Business Rates Recovery Year</b>		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	31st Mar 2016
<b>2007</b>		£731.19	£691.19	£651.19	£608.41	£518.41	£392.40	£302.40	£212.40	£139.00	£73.30	£23.30	£23.30	£23.30
<b>2008</b>		£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	£4,179.25
<b>2009</b>		£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	£6,062.14
<b>2010</b>		£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	£18,734.68
<b>2011</b>		£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	£5,360.79
<b>2012</b>		£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	£33,557.00
<b>2013</b>		£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	£66,503.94
<b>2014</b>		£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	£136,012.63
<b>TOTAL</b>		£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	£270,433.73

## 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	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	0	1	6
Complaints position in 2014/15	1	0	2	3	1	2	0	3	1	0	1	2	0	1	0	1	9
<b>Service Area: Benefits</b>																	
MP Enquiries	0	0	0	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	0	1	3
Complaints position in 2014/15	1	1	3	5	0	0	0	0	0	0	1	1	2	0	0	2	8

### 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	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	0	2	13
Complaints position in 2014/15	2	0	5	7	2	3	0	5	1	2	1	4	1	1	1	3	19
<b>Service Area: Benefits</b>																	
MP Enquiries	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1
Complaints	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	1	2
Complaints position in 2014/15	0	0	0	0	0	1	0	1	1	0	0	1	0	0	0	0	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	0	0	0	0	0	0	0	0	1	0	0	1	0	0	3	3	
Complaints	1	2	1	4	1	1	0	2	0	0	1	1	2	0	4	6	13
Complaints position in 2014/15	0	3	1	4	3	1	0	4	2	1	1	4	0	0	2	3	15
<b>Service Area: Benefits</b>																	
MP Enquiries	0	0	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	1	2	2
Complaints position in 2014/15	0	0	0	0	0	1	0	1	0	0	0	0	1	1	0	0	1

## Staffing

### Current Vacancies

#### Harborough DC

- 1 x FTE      Business Development & Support Officer - Grade 5      - Starts on 1/4/16
- 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

## Current Long Term Sickness

### Harborough DC

1 X 0.87 Reconciliation  
& Control Officer

From 15/1/16

### Hinckley & Bosworth BC

None

### North West Leicestershire DC

1 x FTE Admin Officer

From 26/6/15 – with HR

## 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 February</u>		<u>February 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	435.5 days	12.2 days	44.0 days	1.23 days
HDC:	7.9 days	288.0 days	15.5 days	20.0 days	1.08 days
NWLDC:	7.4 days	397.4 days	17.0 days	54.9 days	2.36 days