



Revenue and Benefit Service

Performance Report

September 2016

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Summary

Performance – Key Indicators

Collection Rates (Cumulative)

Council Tax in-year

HBBC: 57.5% *(57.6%)

HDC: 57.9% *(58.1%)

NWLDC: 56.5% *(56.7%)

Target: 57.1%

57.7%

56.4%

* Brackets the position when compared with September 2015

For your information the following table illustrates the increase in net collectable debit when compared with previous year:

HBBC	2015/16		2016/17				Compared with 2015/16	
	Out-turn		Debit raising	Currently	Additional debit to collect		Monetary Terms	What does that mean in % terms
	£54.1m		£57.1m	£57.3m	£0.2m		£3.2m	5.9%
HDC			2016/17				Compared with 2015/16	
	Out-turn		Debit raising	Currently	Additional debit to collect		Monetary Terms	What does that mean in % terms
	£50.4m		£52.8m	£53.2m	£0.4m		£2.8m	5.5%
NWLDC			2016/17				Compared with 2015/16	
	Out-turn		Debit raising	Currently	Additional debit to collect		Monetary Terms	What does that mean in % terms
	£47.9m		£50.0m	£50.4m	£0.4m		£2.5m	5.2%

Non Domestic Rates

HBBC: 55.7% *(56.8%)
Target: 55.0%

HDC: 55.1% *(57.7%)
56.5%

NWLDC: 57.1% *(56.8%)
56.4%

* Brackets the position when compared with September 2015

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

HBBC	2015/16		2016/17				Compared with 2015/16	
	Out-turn		Debit raising	Currently	Additional debit to collect		Monetary Terms	What does that means in % terms
	£29.8m		£31.1m	£33.1m	£2.0m		£3.3m	11.1%
HDC			2016/17				Compared with 2015/16	
	Out-turn		Debit raising	Currently	Additional debit to collect		Monetary Terms	What does that means in % terms
	£38.6m		£39.4m	£40.6m	£1.2m		£2.0m	5.2%
NWLDC			2016/17				Compared with 2015/16	
	Out-turn		Debit raising	Currently	Additional debit to collect		Monetary Terms	What does that means in % terms
	£52.2m		£53.7m	£53.9m	£0.2m		£1.7m	3.3%

HB/CTLS Claims

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

Days shown below are cumulative:

HBBC	10.4 days *(10.9)	HDC	10.6 days *(10.6)	NWLDC	10.9 days *(11.9)
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* Brackets the position when compared with September 2015.

New Claims end of year target: 19 Days

Days shown below are cumulative:

HBBC:	19.9 days *(19.2)	HDC:	19.1 days *(19.8)	NWLDC:	19.9 days *(20.8)
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* Brackets the position when compared with September 2015.

Change Events end of year target: 9 Days

Days shown below are cumulative

HBBC:	8.7 days *(9.5)	HDC:	9.1 days *(9.2)	NWLDC:	9.4 days *(10.4)
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* Brackets the position when compared with September 2015.

Caseload Analysis

Caseload Data															
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 Movement	
															%
Council Tax Dwellings												As at 30/9/2016	In Year Movement		
HBBC	46,172	46,505	333	46,788	283	47,405	617	48,135	730	48,810	675	49,095	285	2,923	6.0%
HDC	35,923	35,965	42	36,494	529	37,048	554	37,312	264	37,899	587	38,219	320	2,296	6.0%
NWLDC	40,026	40,271	245	40,833	562	41,292	459	41,761	469	42,405	644	42,717	312	2,691	6.3%
												Total No.	130,031		
NDR Rated Assessments															
HBBC	2,876	2,867	-9	2,932	65	2,968	36	2,985	17	3,067	99	3,085	18	209	6.8%
HDC	2,616	2,730	114	2,762	32	2,835	73	2,894	59	2,909	74	2,918	9	302	10.3%
NWLDC	3,182	3,170	-12	3,175	5	3,210	35	3,223	13	3,249	39	3,260	11	78	2.4%
												Total No.	9,263		
HB/CTLS Live Caseload															
HBBC	7,100	7,579	479	7,555	-24	7,161	-394	6,832	-329	6,459	-702	6,280	-179	-820	-13.1%
HDC	4,189	4,246	57	4,345	99	4,274	-71	4,086	-188	3,689	-585	3,625	-64	-564	-15.6%
NWLDC	7,187	7,287	100	7,213	-74	6,770	-443	6,550	-220	6,145	-625	5,954	-191	-1,233	-20.7%
												Total No.	15,859		

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 in 2013/14

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	9.5	12.2	12.4	10.5	9.7							10.4	11	10.9
In Year: New Claims (Days)	15.9	24.2	22.1	23.0	19.2	16.9							19.9	19	19.2
In Year: Change Events (Days)	7.1	7.4	10.7	10.5	8.6	8.2							8.7	9	9.5
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%	20.3%	29.4%	38.6%	48.0%	57.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	57.5%	98.0%	
This years profiled target	11.0%	20.0%	29.3%	38.4%	47.9%	57.1%	66.3%	75.9%	85.1%	94.2%	96.5%	98.0%			
In Year Arrears Reduction (£)	£2.7m	£2.5m	£2.5m	£2.3m	£2.2m	£2.1m							£2.1m	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%	19.0%	28.1%	37.1%	46.0%	55.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	55.7%	98.3%	
This years profiled target	11.2%	20.0%	28.1%	37.1%	46.0%	55.0%	63.8%	73.0%	82.7%	92.0%	96.5%	98.3%			
Arrears Reduction (£m)	£1.4m	£0.7m	£0.6m	£0.5m	£0.5m	£0.5m							£0.5m	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	£1.4m	£1.4m	£1.4m	£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%	7%	10%	12%	15%	18%							18%	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	1	0	1	1	3						0	8	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	9.3	12.2	10.4	10.9	11.8							10.6	11	10.6
In Year: New Claims (Days)	15.5	20.1	22.0	18.1	18.9	20.2							19.1	19	19.8
In Year: Change Events (Days)	7.8	7.9	10.5	9.3	9.2	10.3							9.1	9	9.2
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%	20.4%	29.9%	39.1%	48.4%	57.9%							57.9%	98.6%	
This years profiled target	11.3%	20.8%	29.9%	39.0%	48.3%	57.7%	67.9%	69.9%	86.1%	96.9%	98.4%	98.6%			
Arrears Reduction (£m)	£2.2m	£2.2m	£2.1m	£2.0m	£1.9m	£1.9m							£1.9m	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%	19.9%	28.7%	37.6%	46.7%	55.1%							55.1%	99.2%	
2016/17 Target	10.6%	19.6%	28.7%	37.6%	46.5%	56.5%	65.3%	74.1%	83.6%	92.4%	96.9%	99.2%			
Arrears Reduction (£m)	£0.4m	£0.3m	£0.3m	£0.3m	£0.2m	£0.2m							£0.2m	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	£0.9m	£0.9m	£0.9m	£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%	5%	8%	10%	13%	15%							15%	31%	
2016/17 profiled target	3%	5%	8%	10%	13%	16%	18%	21%	24%	26%	28%	31%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	1	0	0	4	0	4							9	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	9.3	12.3	11.7	10.8	11.1							10.9	11	11.9
In Year: New Claims (Days)	16.1	19.8	19.1	21.7	22.9	19.2							19.9	19	20.8
In Year: Change Events (Days)	9.5	8.1	11.2	9.7	9.1	9.5							9.4	9	10.4
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%	19.6%	28.9%	38.0%	47.3%	56.5%							56.5%	97.6%	
This years profiled target	10.4%	19.5%	28.8%	37.9%	47.2%	56.4%	65.6%	74.9%	84.3%	93.7%	96.0%	97.6%			
Arrears Reduction (£m)	£3.2m	£3.1m	£2.9m	£2.8m	£2.7m	£2.6m							£2.6m	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%	20.1%	30.9%	39.2%	48.4%	57.1%							59.4%	99.0%	
This years profiled target	11.0%	19.0%	30.9%	39.2%	47.3%	56.4%	65.6%	74.2%	82.4%	90.7%	96.0%	99.0%			
Arrears Reduction (£m)	£0.9m	£0.8m	£0.7m	£0.6m	£0.5m	£0.5m							£0.5m	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	£1.3m	£1.3m	£1.3m	£1.4m							£1.4m	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%	8%	12%	15%	18%	20%							20%	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	3	3	1	1	0							10	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)

Processing

We are continuing to distribute new claims to the assessment team on the day of receipt in an effort to improve processing times for new claims. If we compare the cumulative positions against this time last year all 3 LA's have reported an improvement in the time taken to process change events and it is only HBBC who are slightly behind last years position (19.9 days compared with 19.2 days).

RBV will be introduced in October 2016 which, once embedded, will improve the processing times for low risk claims.

LCTS-Consultation Outcome

The consultation ended 28 August and the results are detailed below. All 3 LA's have subscribed to 'Policy in Practise' who have been engaged to model the scheme options detailed below.

HARBOROUGH DISTRICT COUNCIL

main options	NO CTS		Receiving CTS		total	
	numbers	%	numbers	%	numbers	%
1 - no change	22	25	47	53	69	78
2 - 80%	4	4	7	8	11	12
3 - 75%	3	3	0	0	3	3
4 - 70%	6	7	0	0	6	7
total	35	39	54	61	89	100

HINCKLEY AND BOSWORTH BOROUGH COUNCIL

main options	NO CTS		Receiving CTS		total	
	numbers	%	numbers	%	numbers	%
1 - no change	31	58	3	6	34	64
2 - 80%	4	8	3	6	7	13
3 - 75%	4	8	0	0	4	8
4 - 70%	8	15	0	0	8	15
total	47	89	6	11	53	100

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

main options	NO CTS		Receiving CTS		total	
	numbers	%	numbers	%	numbers	%
1 - no change	7	33	1	5	8	38
2 - 80%	4	19	0	0	4	19
3 - 75%	5	24	0	0	5	24
4 - 70%	3	14	1	5	4	19
total	19	90	2	10	21	100

LA error and Subsidy Implications

An exercise has been undertaken for HDC to try and predict at what point the LA will qualify for full subsidy on LA overpayments. The data used has been based on last year's expenditure and the monthly value of LA overpayments. The positive results of the forecast have to be heavily caveated because of the following:

- changes in caseload which will affect expenditure
- increased intervention activity (FERIS work)
- the unpredictability of identifying LA errors.

HDC	Current (Sept 16) stats	2016-2017 Prediction/Forecast column	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
Expenditure	£5,698,594	Expenditure based on percentage monthly increase in corresponding months last year	£6,741,436	£8,015,568	£8,978,237	£9,877,856	£10,752,046	£11,785,317
Lower Threshold	£27,353	Lower Threshold	£32,358	£38,474	£43,095	£47,413	£51,609	£56,569
Upper Threshold	£30,772	Upper Threshold	£36,403	£43,284	£48,482	£53,340	£58,061	£63,640
		Cumulative LA error amount based on monthly levels in corresponding months last year	£29,695	£31,153	£33,505	£34,184	£35,455	£35,828
LA error level	£29,123	LA error amount to receive full subsidy	Below £32,358	Below £38,474	Below £43,095	Below £47,413	Below £51,609	Below £56,569
		LA error amount to receive 40% subsidy	£32,538 to £36,403	£38,474 to £43,284	£43,095 to £48,482	£47,413 to £53,340	£51,609 to £58,061	£56,569 to £63,640
		LA error amount to receive 0 subsidy	Above £36,403	Above £43,284	Above £48,482	Above £53,340	Above £58,061	Above £63,640

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	264	212	212	237	274	260							1459
Change events	1442	1730	1399	1310	1307	1241							8429
Atlas activity	1895	2253	1739	1914	1978	2001							11780
HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Cumulative Totals
(SHBE)													
New claims	148	133	117	117	160	129							804
Change events	768	1082	695	779	745	722							4791
Atlas activity	964	1131	844	972	1028	926							5865
NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Cumulative Totals
(SHBE)													
New claims	227	201	210	262	218	264							1382
Change events	1534	1751	1333	1281	1475	1346							8720
Atlas activity	2245	1886	1735	1866	2109	1804							11645

The tables below shows incoming work position for September 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
30th August 2016	8	25th August 2016	2	306	22nd August 2016	5
5th September 2016	0		0	277	26th August 2016	5
12th September 2016	0		0	428	1st Sept 2016	7
19th September 2016	0		0	263	12th Sept 2016	5
26th September 2016	0		0	282	20th Sept 2016	4

DWP Atlas Performance:

ATLAS PERFORMANCE		
Date	Atlas - number outstanding	Atlas - date being worked on
30th August 2016	0	30th August 2016
5th Sept 2016	50	2nd Sept 2016
12th Sept 2016	43	10th Sept 2016
19th Sept 2016	10	15th Sept 2016
26th Sept 2016	0	25th Sept 2016

DWP Real Time Performance (RTI):

RTI PERFORMANCE	
RTI - Number Outstanding	RTI - Date being worked on
0	
108	1st Sept 2016
17	1st Sept 2016
0	
111	16th Sept 2016

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

Note: It is currently only HDC who are exceeding the upper tolerance which is being closely monitored.

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£7,224	£14,019	£20,492	£27,613	£36,622	£43,890						
Upper Threshold	£8,127	£15,772	£23,053	£31,065	£41,199	£49,376						
Actual	£9,894	£12,412	£14,606	£17,514	£24,570	£25,567						
Lower Tolerance	-£2,670	£1,608	£5,885	£10,099	£12,052	£18,323	£0	£0	£0	£0	£0	£0
Upper Tolerance	-£1,767	£3,360	£8,447	£13,551	£16,629	£23,810	£0	£0	£0	£0	£0	£0
HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£4,102	£7,977	£13,028	£17,016	£21,143	£27,353						
Upper Threshold	£4,615	£8,974	£14,656	£19,143	£23,786	£30,772						
Actual	£6,737	£12,393	£17,218	£22,357	£29,014	£29,123						
Lower Tolerance	-£2,635	-£4,416	-£4,190	-£5,341	-£7,871	-£1,770	£0	£0	£0	£0	£0	£0
Upper Tolerance	-£2,122	-£3,419	-£2,562	-£3,214	-£5,228	£1,649	£0	£0	£0	£0	£0	£0
NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£7,176	£14,045	£20,802	£28,301	£34,966	£45,914						
Upper threshold	£8,073	£15,801	£23,402	£31,839	£39,337	£51,653						
Actual	£10,389	£12,008	£16,904	£18,526	£19,561	£22,347						
Lower Tolerance	-£3,214	£2,037	£3,898	£9,775	£15,406	£23,566	£0	£0	£0	£0	£0	£0
Upper Tolerance	-£2,316	£3,793	£6,498	£13,313	£19,776	£29,305	£0	£0	£0	£0	£0	£0

Fraud Investigations Activity

HBBC

8 sanctions administered
 Administrative penalty applied £3,459 of which £1,100 has been paid
 Council Tax Support fraudulent overpayment raised £20,845

HBBC	Academy									
	Month Ending	Number of investigations opened	Number of investigations closed	Referrals received not investigated	Value of CTS fraudulent overpayments 2016/17	Value of CTS fraudulent overpayments from previous	Sanctions Administered			
Prosecutions							Cautions	Adpens	Administration penalty amounts raised	Administration Penalty Repayments
30.04.2016	2	3	7	£0.00		0	0	2	£373.22	
31.05.2016	2	3	3	£0.00		1	0	0	£0.00	
30.06.2016	1	1	0	£1,472.88		0	0	0	£0.00	
31.07.2016	6	1	8	£0.00	£2,184.95	0	0	1	£795.73	
31.08.2016	3	5	8	£4,891.31	£8,052.80	0	0	1	£552.14	
30.09.2016	1	4	5	£1,098.58	£2,784.15	1	0	2	£1,737.54	£1,110.00
Total	15	17	31	£7,462.77	£13,021.90	2	0	6	£3,458.63	£1,110.00

HDC

9 sanctions administered
 Administrative penalty applied £5,350 of which £20 has been paid
 Council Tax Support fraudulent overpayment raised £12,626

HDC	Academy									
	Month Ending	Number of investigations opened	Number of investigations closed	Referrals received not investigated	Value of CTS fraudulent overpayments for current year	Value of CTS fraudulent overpayments for previous	Sanctions Administered			
Prosecutions							Cautions	Adpens	Administration penalty amounts raised	Administration Penalty Repayments
30.04.2016	0	4	2	£1,218.13	£0.00	0	0	1	£309.06	
31.05.2016	2	1	2	£1,537.72	£0.00	0	0	0	£0.00	
30.06.2016	2	1	1	£1,037.51	£0.00	0	0	0	£0.00	
31.07.2016	4	5	1	£0.00	£5,695.87	1	0	3	£2,024.28	
31.08.2016	8	12	7	£0.00	£87.67	0	0	0	£0.00	
30.09.2016	0	5	3	£3,049.19	£0.00	0	0	4	£3,017.01	£20.00
Total	16	28	6	£6,842.55	£5,783.54	1	0	8	£5,350.35	£20.00

NWLDC

10 sanctions administered
 Administrative penalty applied £5,945
 Council Tax Support fraudulent overpayment raised £13,458

Month Ending	Academy									
	Number of investigations opened	Number of investigations closed	Referrals received not investigated	Value of CTS fraudulent overpayments for current year	Value of CTS fraudulent overpayments from previous	Sanctions Administered				
						Prosecutions	Cautions	Adpens	Administration penalty amounts raised	Administration Penalty Repayments
30.04.2016	4	5	5	£3,337.78	£0.00	0	0	2	£911.43	
31.05.2016	3	7	5	£5,266.57	£0.00	1	0	2	£2,770.53	
30.06.2016	1	4	1	£0.00	£0.00	0	1	2	£1,663.07	
31.07.2016	8	3	12	£312.32	£3,605.65	1	0	0	£0.00	
31.08.2016	10	9	9	£935.81		0	0	1	£599.71	
30.09.2016	3	1	5	£0.00		0	0	0	£0.00	£0.00
Total	29	29	37	£9,852.48	£3,605.65	2	1	7	£5,944.74	£0.00

Discretionary Housing Payments

This scheme is designed to support claimants requiring help with their rent who may be affected by the welfare reform changes and introduction of universal credit, below is the analysis to include a comparison with last year.

Harborough DC:

2016/17	DWP Allocation:	£51,386
	Net amount paid:	£20,804

Same time last year:

2015/16	Allocation	£46,343
	Total awarded:	£13,829

Hinckley & Bosworth BC:

2016/17	DWP Allocation:	£98,116
	Net amount paid:	£34,197

Same time last year:

2015/16	Allocation	£78,129
	Total awarded:	£60,742

North West Leicestershire DC:

2016/17	DWP Allocation:	£114,965
	Net amount paid	£48,966

Same time last year:

2015/16	Allocation	£103,678
	Total awarded:	£66,659

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 - Total Awarded £12,722							
Annual Allocation	£29,863						
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Totals
Award Amount	£3,211	£3,138	£557	£2,744	£1,501	£1,572	£12,722
Average	£2,489	£2,489	£2,489	£2,489	£2,489	£2,489	£29,863
Variance	-£722	-£650	£1,932	-£255	£987	£917	£17,141
Successful	20	31	8	25	9	21	114
Unsuccessful	8	20	3	4	8	13	56
Total number of claims	28	51	11	29	17	34	170
Case average	£160.53	£101.23	£69.62	£109.75	£166.81	£74.83	£111.60

Harborough DC - Discretionary Discount Scheme - Total Awarded £10,561							
Annual Allocation	£21,786						
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Totals
Award Amount	£1,748	£2,447	£2,805	£459	£1,821	£1,280	£10,561
Average	£1,816	£1,816	£1,816	£1,816	£1,816	£1,816	£21,786
Variance	£67	-£632	-£989	£1,356	-£5	£535	£11,225
Successful	13	18	6	5	14	9	65
Unsuccessful	5	5	1	3	4	5	23
Total number of claims	18	23	7	8	18	14	88
Case average	£134.49	£135.97	£467.44	£91.83	£130.04	£142.28	£162.47

North West Leicestershire DC - Discretionary Discount Scheme - Total Awarded £18,487							
Annual Allocation	£30,816						
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Totals
Award Amount	£6,328	£8,431	£1,230	£464	£1,361	£674	£18,487
Average	£2,568	£2,568	£2,568	£2,568	£2,568	£2,568	£30,816
Variance	-£3,760	-£5,863	£1,338	£2,104	£1,207	£1,894	£12,329
Successful	36	49	13	6	9	20	133
Unsuccessful	4	14	4	8	4	6	40
Total number of claims	40	63	17	14	13	26	173
Case average	£175.78	£172.06	£94.61	£77.28	£151.22	£33.68	£139.00

Housing Benefit Overpayments Analysis:

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Totals
Debt raised	£70,560	£56,494	£64,490	£68,198	£39,325	£74,563							£373,629
Partnership collection Rate	4%	7%	10%	12%	16%	18%							
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	£71,432	£40,800	£51,766	£23,715	£54,368							£286,877
Partnership collection Rate	3%	5%	8%	10%	13%	15%							
Sundry Debt collection rate	1%	1%	2%	3%	4%	8%							
Combined	3%	5%	8%	10%	13%	15%							
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	£61,129	£60,460	£74,581	£74,765	£83,427							£519,409
Partnership collection Rate	5%	8%	12%	15%	18%	21%							
Sundry Debt collection rate	1%	2%	3%	4%	5%	6%							
Combined	4%	8%	11%	14%	17%	20%							
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

All targets for Council Tax and NNDR remain on track with the exception of HDC's NNDR for September. This reduction is due to a number of factors. Two large Magna Park businesses are in the process of moving. Information provided to us about the vacation date for one property has subsequently been revised by the company. The account was amended based on the initial information provided so their September instalment was not paid in month. They advise that they will be moving out in October. Another business is being chased for information about their new tenants, which they have not yet provided. They refuse to pay their instalments until they have a final bill. We are in regular contact with them to try to obtain the correct information in order to close the account and bill the new occupants. Recovery action has commenced and they will soon be issued with a summons.

Council Tax arrears will continue to be tackled via bulk notice runs to ensure cases are moved through the recovery process promptly.

Charging Orders have been obtained for a number of accounts. Once some of the key projects have been implemented we will be able to use the time savings to concentrate on tackling other high level enforcement action (e.g. committal or bankruptcy) where bailiff action has not been successful and all other action has been tried or is not possible.

The single persons discount review is almost complete. All review forms and reminders have been issued. This has had some impact on the Council Tax Team with one officer dedicated to actioning the changes in a timely manner and rebilling people as quickly as possible to allow them as much time in year to pay their increased charge.

In respect of business rates we are progressing the chasing of outstanding arrears for older years and will continue to liaise with the legal departments for advice on certain cases.

The new rating list, which comes into force from 1st April 2017 has been downloaded from the VOA website and will be uploaded into the Capita test system in October to check for any anomalies. Statistical data from the VOA will be issued to all finance teams in October. The Valuation Office has requested that all Authorities send out a leaflet concerning the revaluation in mid October 2016 so we are taking this opportunity to include a mailshot from the partnership promoting self-service. The VOA has a facility on their website for ratepayers to check their new rateable value and to obtain an estimate of the 2017/18 rates bill. I would encourage each council to liaise with their property services team and ask them

to go onto the VOA website and check that the details held by the VOA are correct for all council owned property. If there are any errors they need to contact the VOA by the 30.11.16. Otherwise, the annual bills for 2017/18 may be higher than they should be.

Council Tax

***Gross arrears position:**

	<u>*Starting Position</u>	<u>Arrears Reduction</u>	<u>What it means in % terms</u>
HBBC	£2.848m	£683k	23.9%
HDC	£2.346m	£479k	20.4%
NWLDC	£3.331m	£686k	20.6%

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

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

Council Tax Support 'In Year' collection (16/17) 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	41.4%	45.0%	59.2%	56.8%
HDC	43.7%	46.0%	58.9%	66.3%
NWLDC	40.2%	44.8%	58.6%	53.3%

Preparing for CTB1/ New Homes Bonus

The visiting team through proactive visiting, as well as making telephone contact with owners have reduced the number of empty properties.

Below is a summary of the achievements made:

HBBC	Visited/contacted: 423	-	Empty status changed were: 157
HDC	Visited/contacted: 364	-	Empty status changed were: 103
NWLDC	Visited/contacted: 384	-	Empty status changed were: 98

Debt recovery analysis:

HBBC number of dwellings 49,095

Percentage - is when compared with the number of dwellings

HBBC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals	Percentage
Documents Issued														
Reminders	1523	1669	939	883	154	675							5,843	11.9%
Arrangement Reminders	126	71	126	139	124	92							678	1.4%
Summonses	0	1565	781	594	366	280							3,586	7.3%
Liability Orders obtained	0	0	1126	458	404	0							1,988	4.0%
With enforcement agent	0	0	1077	505	187	298							2,067	4.2%
DWP attachments	8	65	90	75	15	37							290	0.6%
Attachment of earnings	30	66	119	86	27	46							374	0.8%
Cases pending next enforcement action														
Cases returned by enforcement agent - Bailiff Return letter Issued	77	38	30	48	38	86								
At 'Post Liability Order' enforcement stage	1189	441	668	841	642	774								

HDC number of dwellings 38,219

Percentage - is when compared with the number of dwellings

HDC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals	Percentage
Documents Issued														
Reminders	915	1084	630	567	67	402							3,665	9.6%
Arrangement Reminders	2	202	128	66	104	65							567	1.5%
Summonses	0	969	453	348	190	152							2,112	5.5%
Liability Orders obtained	0	0	671	260	215	0							1,146	3.0%
With enforcement agent	0	0	460	483	79	244							1,266	3.3%
DWP attachments	57	39	63	102	13	26							300	0.6%
Attachment of earnings	50	24	138	74	25	20							331	0.7%
Cases pending next enforcement action														
Cases returned by enforcement agent - Bailiff Return letter Issued	206	48	34	78	27	54								
At 'Post Liability Order' enforcement stage	1196	355	276	730	642	810								

NWLDC number of dwellings 42,717

Percentage - is when compared with the number of dwellings

NWLDC	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals	Percentage
Documents Issued														
Reminders	1633	1489	1018	832	183	773							5,928	13.9%
Arrangement Reminders	187	93	110	119	157	107							773	1.8%
Summonses	0	1697	677	542	0	244							3160	7.4%
Liability Orders obtained	0	1213	0	398	362	0							1973	4.6%
With enforcement agent	0	0	1378	85	128	138							1,729	4.0%
DWP attachments	46	107	65	92	13	50							373	0.8%
Attachment of earnings	22	126	93	76	20	58							395	0.8%
Cases pending next enforcement action														
Cases returned by enforcement agent - Bailiff Return letter Issued	352	162	240	272	279	206								
At 'Post Liability Order' enforcement stage	1474	878	1123	1245	1414	1412								

Council Tax arrears position:

Hinckley & Bosworth BC

On 1st April 2016 gross arrears opening position was £2.848m and the amount outstanding at the end of September is £2.165m.

Reduction in arrears is £683k which equates in percentage terms to 23.9%

	31/03/2016	30/04/2016	31/05/2016	30/06/2016	31/07/2016	31/08/2016	30/09/2016
*Total Arrears	£2,848,383.84	£2,694,762.80	£2,539,317.77	£2,450,657.03	£2,348,880.88	£2,226,464.71	£2,165,627.48
* Working age LCTS	£313,650.67	£301,019.41	£285,274.58	£274,462.11	£264,422.60	£251,268.72	£247,773.30
* Pension age LCTS	£39,686.83	£37,260.61	£35,866.78	£35,896.63	£36,945.64	£36,410.68	£34,484.58
* Empty & unfurnished	£23,186.95	£20,579.32	£8,528.16	£2,867.76	£2,983.14	£2,002.57	£5,701.74
* Structural alteration	£1,917.15	£1,729.51	£264.70	£532.83	£1,134.98	£1,134.98	£1,134.98
(* of which are included in total arrears)							
Payments against arrears		-£182,830.57	-£357,445.45	-£477,365.80	-£583,389.83	-£684,816.22	-£780,242.64
Write offs against arrears		-£3.90	-£1,003.65	-£960.79	-£2,397.16	-£52,903.02	-£52,357.53
Charge adjustments against arrears		£29,087.72	£38,376.68	£56,221.45	£56,612.09	£84,403.10	£117,905.04
Refunds made against arrears		£1,756.21	£1,860.21	£2,136.83	£2,569.28	£2,569.28	£2,844.00
Cost adjustments against arrears		-£1,630.50	£9,146.14	£22,241.50	£27,102.66	£28,827.73	£29,094.77
Previous years arrears total 2015/16	£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
Previous years arrears total 2014/15	£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

Harborough DC

On 1st April 2016 gross arrears opening position was £2.347m and the amount outstanding at the end of September is £1.868m.

Reduction in arrears is £479k which equates in percentage terms to 20.4%

	31/03/2016	30/04/2016	31/05/2016	30/06/2016	31/07/2016	31/08/2016	30/09/2016
*Total Arrears	£2,346,727.99	£2,243,418.18	£2,173,960.05	£2,096,295.00	£1,973,970.58	£1,902,151.21	£1,867,878.86
* Working age LCTS	£244,215.09	£236,179.44	£235,229.73	£214,021.84	£211,309.69	£205,174.57	£204,730.09
* Pension age LCTS	£23,627.68	£24,619.00	£25,335.36	£22,142.30	£18,238.42	£17,724.56	£19,199.24
* Empty & unfurnished	£6,110.92	£9,117.14	£5,334.05	£7,436.77	£5,362.73	£594.25	£785.73
* Structural alteration	£2,399.79	£2,084.70	£2,196.40	£408.28	£0.00	£13.69	£0.00
(* of which is included in total arrears)							
Payments against arrears		-£139,398.67	-£254,508.70	-£349,934.64	-£446,787.63	-£522,832.98	-£588,106.27
Write offs against arrears		-£0.91	-£0.91	£54.29	-£35,147.66	-£35,428.42	-£35,428.43
Charge adjustments against arrears		£37,047.51	£76,225.43	£87,687.19	£94,774.92	£98,127.15	£128,503.76
Refunds made against arrears		£0.00	£1,023.58	£963.41	£963.41	£963.42	£1,041.76
Cost adjustments against arrears		-£957.74	£4,493.26	£10,796.76	£13,439.55	£14,594.05	£15,140.05
Previous years arrears total 2015/16	£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
Previous years arrears total 2014/15	£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

North West Leicestershire DC

On 1st April 2016 gross arrears opening position was £3.331m and the amount outstanding at the end of September is £2.645m.

Reduction in arrears is £686k which equates in percentage terms to 20.6%.

	31/03/2016	30/04/2016	31/05/2016	30/06/2016	31/07/2016	31/08/2016	30/09/2016
*Total Arrears	£3,331,330.25	£3,193,407.10	£3,051,710.38	£2,910,175.74	£2,813,146.00	£2,704,535.03	£2,645,233.76
* Working age LCTS	£406,893.73	£393,456.64	£371,160.62	£348,200.40	£346,472.84	£336,691.51	£329,402.18
* Pension age LCTS	£33,779.52	£37,368.46	£37,065.08	£33,262.08	£32,396.46	£31,525.99	£30,128.68
* Empty & unfurnished	£14,699.34	£17,024.99	£14,331.31	£2,311.92	£4,267.16	£2,784.74	£1,448.42
* Structural alteration	£2,832.98	£777.12	£165.78	£147.75	£40.96	£1.52	£1.52
(* of which is included in total arrears)							
Payments against arrears		-£195,016.60	-£361,734.04	-£506,758.41	-£622,007.27	-£750,413.81	-£855,091.89
Write offs against arrears		£77.38	£19.44	-£20,306.52	-£22,439.36	-£22,522.59	-£22,320.67
Charge adjustments against arrears		£58,359.12	£75,632.08	£89,672.41	£102,697.44	£118,119.03	£162,260.14
Refunds made against arrears		£180.00	£180.00	£220.00	£220.00	£2,703.21	£2,703.21
Cost adjustments against arrears		-£1,523.05	£6,282.65	£16,018.01	£23,344.94	£25,318.94	£26,352.72
Previous years arrears total 2015/16	£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
Previous years arrears total 2014/15	£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

Direct Debit

Position for Council Tax:

MONTH	HBBC CTAX	
	No. Items	Amount
April	34425	£4,558,829.25
May	34365	£4,433,116.78
June	34722	£4,470,075.13
July	34728	£4,469,575.99
August	34908	£4,492,786.37
September	35093	£4,598,495.35

MONTH	HDC CTAX	
	Items	%
April	27769	78.6%
May	27861	78.8%
June	28288	79.1%
July	28206	79.4%
August	28260	79.1%
September	28356	79.1%

MONTH	NWL CTAX	
	Items	%
April	28647	73.3%
May	28821	73.9%
June	29168	74.1%
July	29306	74.2%
August	29408	74.0%
September	29445	73.8%

Direct Debit over the web (Channel Shift)

Number of Direct Debits received and processed by the partnership is as follows rather than through customer service teams:

<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
May	196	0	140	4	177	6
June	140	0	110	1	131	3
July	165	0	105	0	131	0
August	121	0	107	0	103	0
September	112	0	86	2	98	0

Non Domestic Rates (Business Rates)

	<u>*Starting Position</u>	<u>Arrears Reduction / Increase</u>	<u>Current Position</u>	<u>In % terms</u>
**HDC	£304k	£94k	£210k	30.9%
***HBBC	£742k	£257k	£485k	34.6%
****NWLDC	£564k	£71k	£494k	12.5%

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

Please note:

** HDC new charge added to arrears £523k

***HBBC new charge added to arrears £1.379m

****NWLDC new charge added to arrears £710k

Debt Recovery Analysis:

HBBC number of assessments 3,085

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	123	44	50	58	63							578	18.7%
Arrangement Reminders	1	2	1	0	1	5							10	0.3%
Summonses	0	90	36	26	21	18							191	6.2%
Liability Orders Granted	0	0	16	0	0	16							32	1.0%
With enforcement agent	4	3	34	14	0	12							67	2.2%

HDC number of assessments 2,918

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	85	56	47	35	39							457	15.7%
Arrangement Reminders	5	0	0	0	2	0							7	0.2%
Summonses	0	61	23	25	18	11							138	4.7%
Liability Orders Granted	0	0	12	0	0	14							26	0.9%
With enforcement agent	5	4	15	6	0	5							35	1.2%

NWLDC number of assessments 3,260

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	130	64	55	30	51							523	16.0%
Arrangement Reminders	1	0	3	0	1	0							5	0.2%
Summonses	0	71	37	24	17	14							163	5.0%
Liability Orders Granted	0	0	12	0	0	11							23	0.7%
With enforcement agent	10	0	45	9	0	12							76	2.3%

Non Domestic Rate arrears position:

Hinckley & Bosworth BC

On 1st April 2016 arrears opening position was £0.742m and the amount outstanding for these specific arrears is £0.378m and these have been reduced by £364k.

The amount of new charge added to arrears amounts to £1.378m.

The net movement to arrears

B/fwd. position: £0.742m - current position is £0.378m)

New debt added position: £1.378m - current position is £0.107m)

£0.485m

The table below illustrates the debt movement by financial year:

Business Rates		Hinckley & Bosworth BC												
Recovery Year		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
By Debt														
2007		£630.00	£600.00	£570.00	£540.00	£510.00	£480.00	£450.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
2009		£1,310.22	£1,427.97	£1,398.22	£806.85	£828.35	£803.34	£803.34	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
2010		£2,531.69	£2,413.94	£2,413.94	£1,489.59	£1,453.09	£1,453.09	£1,453.09	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
2011		£9,810.31	£13,979.23	£13,873.69	£9,928.03	£9,738.94	£9,684.52	£9,634.52	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
2012		£33,031.72	£39,198.40	£38,212.90	£34,542.95	£34,771.79	£33,829.00	£33,829.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
2013		£98,621.42	£91,637.72	£83,100.37	£78,354.32	£75,999.19	£74,653.25	£71,167.05	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
2014		£173,545.27	£179,279.77	£152,265.98	£141,135.52	£142,800.84	£141,425.99	£127,700.37	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
2015		£422,827.90	£1,088,812.54	£394,620.80	£286,335.40	£258,062.61	£260,013.96	£240,151.75	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
TOTAL		£742,308.54	£1,417,349.58	£686,455.91	£553,132.67	£524,164.83	£522,343.15	£485,189.12	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00

Recovery Year		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
Amount Recovered In Month														
2007		£630.00	£30.00	£-30.00	£-30.00	£-30.00	£-30.00	£-30.00						
2009		£1,310.22	£-117.75	£-29.75	£-591.37	£21.50	£-25.01	£0.00						
2010		£2,531.69	£117.75	£0.00	£-924.35	£-36.50	£0.00	£0.00						
2011		£9,810.31	£-4,168.92	£-105.54	£-3,945.66	£-189.09	£-54.42	£-50.00						
2012		£33,031.72	£-6,166.68	£-985.50	£-3,669.95	£228.84	£-942.79	£0.00						
2013		£98,621.42	£6,983.70	£-8,537.35	£-4,746.05	£-2,355.13	£-1,345.94	£-3,486.20						
2014		£173,545.27	£-5,734.50	£-27,013.79	£-11,130.46	£1,665.32	£-1,374.85	£-13,725.62						
2015		£422,827.90	£-665,984.64	£-694,191.74	£-108,285.40	£-28,272.79	£1,951.35	£-19,862.21						
TOTAL REDUCTION			£-675,041.04	£-730,893.67	£-133,323.23	£-28,967.86	£-1,821.67	£-37,154.03	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00

Harborough DC

On 1st April 2016 arrears opening position was £0.304m and the amount outstanding for these specific arrears is £0.126m and these have been reduced by 177k.

The amount of new charge added to arrears amounts to £523k.

The net movement to arrears is as follows:

B/fwd. position:	£0.304m	-	current position is £0.126m)	£0.210m
New debt added position:	£0.523m	-	current position is £0.084m)	

The table below illustrates the debt movement by financial year:

Business Rates Harborough DC													
Recovery Year													
By Debt	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
2006	£870.59	£850.59	£830.59	£830.59	£790.60	£770.59	£750.59						
2007	£2,914.75	£2,914.75	£2,914.75	£2,914.75	£2,914.75	£2,914.75	£2,914.75						
2008	£5,381.50	£5,381.50	£5,381.50	£5,381.50	£5,381.50	£5,381.50	£5,381.50						
2009	£5,705.25	£5,705.25	£5,705.25	£5,705.25	£5,705.25	£5,705.25	£5,705.25						
2010	£6,853.78	£6,439.22	£6,134.45	£6,104.51	£5,813.83	£4,444.09	£4,444.09						
2011	£12,266.39	£13,500.75	£11,440.40	£11,440.40	£10,314.60	£8,776.09	£8,776.09						
2012	£22,057.73	£23,264.33	£19,653.19	£19,520.79	£17,421.99	£15,411.71	£15,282.91						
2013	£39,516.73	£47,118.53	£39,739.22	£38,770.97	£32,449.72	£34,277.59	£22,356.66						
2014	£54,970.32	£68,872.47	£79,053.90	£75,547.86	£64,858.23	£67,257.23	£48,883.54						
2015	£153,016.20	£221,366.88	£169,491.92	£151,945.60	£131,454.05	£84,395.64	£95,997.92						
TOTAL	£303,553.24	£395,414.27	£340,345.17	£318,162.22	£277,104.58	£229,334.44	£210,493.30	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00

Recovery Year													
Amount Recovered In Month	@ 1st Apr 2016	@ 30th Apr 2016	@ 31st May 2016	@ 30th Jun 2016	@ 31st Jul 2016	@ 31st Aug 2016	@ 30th Sep 2016	@ 31st Oct 2016	@ 30th Nov 2016	@ 31st Dec 2016	@ 31st Jan 2017	@ 28th Feb 2017	@ 31st Mar 2017
2006	£870.59	-£20.00	-£20.00	£0.00	-£39.99	-£20.01	-£20.00						
2007	£2,914.75	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00						
2008	£5,381.50	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00						
2009	£5,705.25	£0.00	£0.00	£0.00	£0.01	-£0.01	£0.00						
2010	£6,853.78	-£414.56	-£304.77	-£29.94	-£290.68	-£1,369.74	£0.00						
2011	£12,266.39	£1,234.36	-£2,060.35	£0.00	-£1,125.80	-£1,538.51	£0.00						
2012	£22,057.73	£1,206.60	-£3,611.14	-£132.40	-£2,098.80	-£2,010.28	-£128.80						
2013	£39,516.73	£7,601.80	-£7,379.31	-£968.25	-£6,321.25	£1,827.87	-£11,920.93						
2014	£54,970.32	£13,902.15	£10,181.43	-£3,506.04	-£10,689.63	£2,399.00	-£18,373.69						
2015	£153,016.20	£68,350.68	-£51,874.96	-£17,546.32	-£20,491.55	-£47,058.41	£11,602.28						
TOTAL REDUCTION		£91,861.03	-£55,069.10	-£22,182.90	-£41,057.74	-£47,770.09	-£18,841.14	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00

North West Leicestershire DC

On 1st April 2016 arrears opening position was £0.562m and the amount outstanding for these specific arrears is £0.270m and these have been reduced by £292k.

The amount of new charge added to arrears amounts to £791k.

The net movement to arrears

B/fwd. position:	£0.562m	-	current position is £0.270m)	<u>£0.465m</u>
New debt added position:	£0.791m	-	current position is £0.195m)	

The table below illustrates the debt movement by financial year:

Business Rates North West Leicestershire DC													
Recovery Year	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	£0.00	£0.00	£0.00	£0.00	£0.01						
2007	£23.30	£0.00	£0.00	£0.00	£0.01	£0.00	£0.01						
2008	£4,179.25	£4,179.25	£4,179.25	£4,179.25	£4,179.25	£4,179.25	£4,179.25						
2009	£6,062.14	£6,062.14	£6,062.13	£6,062.13	£6,062.14	£6,062.13	£6,062.14						
2010	£18,734.68	£25,159.14	£24,331.12	£24,394.12	£8,615.12	£8,615.11	£8,617.07						
2011	£5,360.79	£15,284.89	£24,960.01	£13,577.42	£13,340.75	£13,066.69	£10,168.83						
2012	£33,557.00	£36,268.33	£35,336.02	£34,559.73	£25,766.96	£25,591.20	£25,531.68						
2013	£66,503.94	£73,489.81	£72,489.34	£67,938.31	£55,137.53	£55,009.53	£54,290.03						
2014	£136,012.63	£154,183.28	£145,227.37	£136,673.18	£121,939.36	£117,065.19	£104,072.84						
2015	£294,365.50	£558,191.45	£502,457.61	£424,927.78	£315,463.67	£264,420.07	£252,025.70						
TOTAL	£564,799.23	£872,818.30	£815,042.85	£712,311.92	£550,504.79	£494,009.17	£464,947.56	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00

Recovery Year	@ 1st Apr 2016	@ 30th Apr 2016	@ 31st May 2016	@ 30th Jun 2016	@ 31st Jul 2016	@ 31st Aug 2016	@ 30th Sep 2016	@ 31st Oct 2016	@ 30th Nov 2016	@ 31st Dec 2016	@ 31st Jan 2017	@ 28th Feb 2017	@ 31st Mar 2017
Amount Recovered In Month													
2005	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00						
2007	£23.30	£0.00	£0.00	£0.00	£0.01	-£0.01	£0.01						
2008	£4,179.25	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00						
2009	£6,062.14	£0.00	-£0.01	£0.00	£0.01	-£0.01	£0.01						
2010	£18,734.68	-£6,424.46	-£828.02	£63.00	-£15,779.00	-£0.01	£1.96						
2011	£5,360.79	-£9,924.10	£9,675.12	-£11,382.59	-£236.67	-£274.06	-£2,897.86						
2012	£33,557.00	-£2,711.33	-£932.31	-£776.29	-£8,792.77	-£175.76	-£59.52						
2013	£66,503.94	-£6,985.87	-£1,000.47	-£4,551.03	-£12,800.78	-£128.00	-£719.50						
2014	£136,012.63	-£18,170.65	-£8,955.91	-£8,554.19	-£14,733.82	-£4,874.17	-£12,992.35						
2015	£294,365.50	-£263,825.95	-£55,733.84	-£77,529.83	-£109,464.11	-£51,043.60	-£12,394.37						
TOTAL COLLECTED		-£308,042.37	-£57,775.44	-£102,730.93	-£161,807.13	-£56,495.61	-£29,061.63	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00

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
Service Area: Revenues																	
MP enquiries	0	0	0	0	0	0	0	0				0				0	0
Complaints	1	1	1	3	1	0	0	1				0				0	4
Complaints position in 2015/16	1	2	1	4	0	0	0	0	1	0	0	1	1	0	0	1	6
Service Area: Benefits																	
MP Enquiries	0	0	0	0	0	0	0	0				0				0	0
Complaints	0	0	0	0	1	0	0	1				0				0	1
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
Service Area: Revenues																	
MP enquiries	0	0	0	0	0	0	0	0				0				0	0
Complaints	1	0	1	2	2	0	0	2				0				0	4
Complaints position in 2015/16	1	3	1	5	2	0	1	3	1	0	2	3	0	2	0	2	13
Service Area: Benefits																	
MP Enquiries	0	0	0	0	0	0	0	0				0				0	0
Complaints	0	0	1	1	1	0	1	2				0				0	3
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
Service Area: Revenues																	
MP enquiries	2	1	0	3	0	0		0				0				0	3
Complaints	1	0	5	6	4	3		7				0				0	13
Complaints position in 2015/16	1	2	1	4	1	1	0	2	0	0	1	1	2	0	4	6	13
Service Area: Benefits																	
MP Enquiries	0	0	0	0	0	1		1				0				0	1
Complaints	1	0	0	1	0	1		1				0				0	2
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 Dec 2015
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North West Leicestershire DC

1 x FTE	Visiting Officer	- Grade C	- Vacant from Jan 2016
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1 x FTE	Council Tax Officer	- Grade D	- Vacant from Sept 2016
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Hinckley & Bosworth BC

1 x 0.8	Benefits Officer	- Grade 4	- Maternity vacancy from Dec 15
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1 x .05	Business Rates Officer	- Grade 4	- Vacant from Feb 2016
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1 x 0.6	Benefits Officer	- Grade 4	- Vacant from 17/6/16
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Current Long Term Sickness

Harborough DC

None

Hinckley & Bosworth BC

None

North West Leicestershire DC

None

Sickness

Sickness for August is given below

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

	<u>August</u>		<u>Cumulative</u>
HBBC Annual Target 8 days			
Long term	0 days	Long term	92 days
Short term	28 days	Short term	118 days
	Total days lost: 28 days		Total days lost: 210 days
	FTE average: 0.92 days		FTE average: 6.91 days
	Profiled FTE target: 0.67 days		Profiled FTE target: 3.32 days
HDC Annual Target 7.6 days			
Long term	0 days	Long term	75.5 days
Short term	1 day	Short term	26 days
	Total days lost: 1 day		Total days lost: 101.5 days
	FTE average: 0.05 days		FTE average: 4.83 days
	Profiled FTE target: 0.63 days		Profiled FTE target: 3.15 days
NWLDC Annual Target 7.4 days			
Long term	22 days	Long term	52 days
Short term	16.6 days	Short term	37 days
	Total days lost: 34 days		Totals days lost: 50.4 days
	FTE average : 1.72 days		FTE average: 3.95 days
	Profiled FTE Target: 0.62 days		Profiled Target: 3.08 days