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Harborough District Council,

Hinckley and Bosworth Borough Council,

North West Leicestershire District Council,

Working in Partnership to provide better services...

Meeting Committee

Leicestershire Partnership Revenues & Benefits Joint

Time/Date

3.30 pm on Thursday, 19 JANUARY 2023

Location

Council Chamber - Harborough District Council

Officer to contact

Rebecca Valentine-Wilkinson

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Councillor P Dann (Chairman)
Councillor RD Bayliss (Deputy Chairman)
Councillor R Ashmann

Councillor D Bill
Councillor J Hallam
Councillor K Lynch

Recording of meetings

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Thank you

**LEICESTERSHIRE PARTNERSHIP REVENUES & BENEFITS JOINT COMMITTEE -
19 JANUARY 2023**

A G E N D A

1. APOLOGIES FOR ABSENCE

To receive and note any apologies for absence.

2. DECLARATIONS OF INTEREST

Under the code of conduct members are reminded that in declaring interests they should make clear the nature of that interest and whether it is a disclosble pecuniary interest, registrable interest or other interest.

3. MINUTES OF PREVIOUS MEETING (Pages 1 - 4)

To confirm the minutes of the previous meeting.

4. BUDGET SETTING (Pages 5 - 10)

The report of the Section 151 Officer

5. FINANCIAL PERFORMANCE REPORT (Pages 11 - 14)

The report of the Section 151 Officer

6. SERVICE PLAN (Pages 15 - 26)

The report of the Head of Partnership

7. PERFORMANCE REPORT (Pages 27 - 44)

The report of the Head of Partnership

8. FORWARD PLAN (Pages 45 - 46)

To note the joint committee's forward plan.

9. DATES OF FUTURE MEETINGS

Thursday, 30 March 2023 – HBBC

Thursday, 6 July 2023 - NWL

10. MATTERS FROM WHICH THE PUBLIC MAY BE EXCLUDED

To consider the passing of a resolution under Section 100A(4) of the Local Government Act 1972 excluding the public from the undermentioned item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraphs 3 and 10 (the public interest test) of Schedule 12A of the 1972 Act.

11. CONFIDENTIAL ITEM

Verbal update from the Head of Partnership

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MINUTES of a meeting of THE LEICESTERSHIRE PARTNERSHIP REVENUES AND BENEFITS JOINT COMMITTEE held in the Council Chamber, North West Leicestershire District Council Offices, Coalville on THURSDAY, 24 NOVEMBER 2022

Present: Councillor P Dann (Harborough District Council) (Chairman)

Councillors R Ashman (North West Leicestershire), R D Bayliss (North West Leicestershire), D Bill (Hinckley and Bosworth), J Hallam (Harborough) and K Lynch (Hinckley & Bosworth)

Officers: Mrs S O'Hanlon (Leicestershire Partnership - Revenues & Benefits), Mr A Wilson (HBBC), Mrs J Kenny (HBBC), Mr A Barton (NWLDC), Mr C Mason (HDC), Mrs C Hammond and Ms R Haynes

In attendance:

19. APOLOGIES FOR ABSENCE

There were no apologies received.

20. DECLARATIONS OF INTEREST

There were no interests declared.

21. MINUTES

Consideration was given to the minutes of the meeting held on 8 September 2022.

It was agreed by affirmation of the meeting that the minutes were a correct record and

RESOLVED THAT:

The minutes of the meeting held on 8 September 2022 be approved and signed by the Chairman as a correct record.

22. FINANCIAL PERFORMANCE TO SEPTEMBER 2022

Mr A Wilson presented the report and noted that there had been a small underspend, however due to the recent pay rise there had been an overspend on salaries, which officers were unable to predict as the pay rise had not been known about when the budget was set. It was acknowledged that the impact would increase financial pressures however that it would be reflected in next year's budget.

The possibility of drawing on a small general fund which had been put aside previously was discussed, with suggestions that this could be topped back up, if possible, at a later date. However, it was agreed that it would be necessary to observe how finances unfolded before a decision was reached.

RESOLVED THAT:

The financial performance of the Partnership be noted.

23. PERFORMANCE REPORT SEPTEMBER 2022

Mrs S O'Hanlon presented the report to members, outlining the loss of experienced staff at Hinckley and Bosworth and noting the impact that this had had on performance.

It was highlighted that Council tax and Business Rates had been continuing to recover.

The Cost of Living crisis was discussed, and it was noted that the Partnership had been working with other authorities in order to raise awareness in terms of making officers more informed with regards to potential discounts and exemptions. More vulnerable tenants and council tax payers were being considered in terms of what help could be extended to them.

The changes since the end of September were reviewed, and it was noted that the Energy Rebate scheme had since closed and that no monies had been returned to the government. The Covid Additional Relief Fund had also been paid out to Business Rates payers.

A potential fund to help people with alternative energy was also discussed. A member raised concerns around how to verify who would be eligible for this fund, using the example of kerosene oil and was advised that officers were expecting a webinar to explore this. It was also noted that a working group would be set up and that there may be a gov.uk form however there were still questions around how eligibility would be verified.

A member enquired whether, due to economy growth slowing down, would we have an indication of the number of new properties becoming liable for council tax. Officers directed members to the report, where it the number of banded council tax dwellings was highlighted.

A discussion was held around the controversial issue of the amount of new dwellings being built and whether this would see a downturn now that the cost of living crisis has impacted on the number of mortgages being taken out.

A member asked for clarification on the amount of vacant job roles and officers advised whilst it had been difficult to cope, temporary staff had been set in place to alleviate this somewhat. It was noted that staffing issues had been a problem across the board.

A member thanked officers for rolling out all of the packages of governmental financial help so quickly and efficiently and within a small amount of time.

RESOLVED THAT:

The Performance Report of September 2022 be noted.

24. FORWARD PLAN

Consideration was given to the Joint Committee's forward plan.

RESOLVED THAT:

The Joint Committee's forward plan be noted.

25. DATES OF FUTURE MEETINGS

Members discussed the dates and venues of the future meetings.

RESOLVED THAT:

The dates and venues of the future meetings be noted.

26. EXCLUSION OF PRESS AND PUBLIC

RESOLVED THAT:

In pursuance of Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the remainder of the meeting on the grounds that the business to be transacted involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Act and that the public interest in maintaining this exemption outweighs the public interest in disclosing the information.

Reason for decision: To enable the consideration of exempt information.

27. FUTURE OF THE PARTNERSHIP

The possibility of other authorities joining with the Partnership was discussed, which could potentially lead to a reduction in ICT expenditure.

A member asked whether it could be considered to function in a more hybrid fashion moving forward. Mrs J Kenny advised that there was still no provision in the existing legislation to allow members to attend and vote at meetings remotely and it was a statutory requirement for members to meet in person in order to be permitted to vote. It was noted that members could attend remotely, comment on reports, but would not be allowed to vote on any decision.

Members were keen to pursue the model of hybrid meetings as this would also be in keeping with the zero carbon targets.

RESOLVED THAT:

The future of the Partnership joining with another authority be explored.

The meeting commenced at 3.30 pm

The Chairman closed the meeting at 4.10 pm

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Leicestershire Partnership Revenues & Benefits

2023/24 Proposed Budget

Joint Committee

1. PURPOSE OF THE REPORT

1.1 To inform the Management Board of the draft budget for 2023/24.

2. RECOMMENDATION

2.1 That the 2023/24 budget proposals for the Partnership is approved for agreement by the by the Joint Committee.

3. BACKGROUND

3.1 The timetables for budget setting for the Partnership is that the budget will normally be approved prior to the 31st January each year.

Budget overview

3.2 In preparing this draft budget for 2023/24 the following factors and assumptions have been taken into account:

- Actual spend for 2022/23 has been used as an indicator where relevant.
- A provision has been made on salaries for the £1925 pay award for 2022/23 and a 5% pay award for 2023/24 based on the current establishment provided by each Partner.
- In terms of general inflation, no provision has been made other than for contractual increases at RPI.
- Salary costs also include additional costs associated to pension contributions; annual pay increments due during 2023/24.

3.3 The draft 2023/24 budget shows an increase of £229,810 for the Partnership (net of other body contributions) and is detailed below (Table 1).

3.4 The main cause of the decrease in 2023/24 is due to moving from a 2% vacancy factor to a 5% factor and employer costs in relation to increased NI and pension contributions.

Expenditure / Income Type	2022/2023 Budget (OR)	2022/2023 Budget (LA)	2023/24 Draft Budget (5% Vacancy Factor)	Increase/ Decrease on 2022/23 Revised
		£	£	
Employees	2,826,560	2,826,560	3,092,460	265,900
Premises Related Expenditure	98,220	98,220	42,310	(55,910)
Transport Related Expenditure	15,000	15,000	15,000	0
Supplies & Services	922,900	922,900	942,720	19,820
Central & Administrative Exp	31,200	31,200	31,200	0
Total Expenditure	3,893,880	3,893,880	4,123,690	229,810
Partner Contributions	(3,874,880)	(3,874,880)	(4,091,790)	(216,910)
Contributions from Other Bodies	(19,000)	(19,000)	(31,900)	(12,900)
Contributions from Reserves	0	0	0	0
Total Funding	(3,893,880)	(3,893,880)	(4,123,690)	(229,810)

3.5 After allowing for a 5% vacancy factor, the budget for the Partnership will increase by £229,810, requiring increased funding from partners of £216,910 with the remaining £12,900 being recovered from other bodies contributions.

Partner Contributions

3.7 Partner contributions have been calculated on the basis of the budget and split in accordance with the Partnership Agreement: The only exception to this split is:

- Search and liability expenses which are charged to each partner based on activity. Partners will be billed quarterly for actual costs incurred and will receive any recovered income directly into their own General Fund

Based on this methodology, the estimated contributions for each partner are detailed below for a budget with a vacancy factor at 5%. The impact of Covid is still placing pressure on the partnership, there it may mean savings might not be delivered as hoped.

Table 2	Total	Other Bodies	HBBC	HDC	NWLDC
			37.32%	28.87%	33.81%
Total Partnership Contributions excluding Searches and Liability Orders	4,062,190		1,516,010	1,172,750	1,373,430
Searches	8,700		2,070	1,660	4,970
Liability Order Expenses	20,900		7,450	7,290	6,160
Total contribution (A)	4,091,790	0	1,525,530	1,181,700	1,384,560
Contributions from Other Bodies	31,900	31,900	0	0	0
Contribution from Reserves	0		0	0	0
Total contribution 2023/24	4,123,690	31,900	1,525,530	1,181,700	1,384,560
2020/21 Revised Contribution (B)	-3,874,880	0	-1,443,648	-1,119,332	-1,311,900
Contributions from Other Bodies	-19,000	-19,000	0	0	0
Total funding and contribution 2020/21	-3,893,880	-19,000	-1,443,648	-1,119,332	-1,311,900
Difference – Increase/(Decrease) Partners	216,910		81,882	62,368	72,660
Actual Increase from requested contribution in year (A)-(B)	229,810	12,900	81,882	62,368	72,660

3.7.1 The change in contributions is mainly due to staff cost changes, see table 3 below.

Table 3: Cost pressures	£
Pay Award - 2023/24 - 5%	58,000
Increase (Decrease) in NI Contribution	-6,270
Pension Contribution	26,510
Increments	35,670
Additional costs of £1,925 pay award not budgeted for in 2022/23 - Replaced budget of 1.75% (inc Oncosts)	139,090
Increase in due to additional hours funded by BID Partner	12,900
Total	265,900
Reduction in Rental for Office Accommodation due to move to Hub	-55,910
Court Costs etc reduced split between partners based on the original budgets rather than normal partnership split	-18,000
Other Budget Variances	37,820
Additional Income from BID Partner	-12,900
Partner Contributions	-216,910
Total increase	-265,900

Appendix 1 – Breakdown of budgets

Detail Code Name	2022/2023 Budget (OR)	2022/2023 Budget (LA)	2023/24 Draft Budget (5% Vacancy Factor)
Salaries - Full Time	2,814,680	2,814,680	3,080,510
Shared Service Employees- Salaries	0	0	0
Criminal Records Bureau Checks	820	820	850
Training Incl Conferences & Seminars	10,000	10,000	10,000
Professional Subscriptions	1,060	1,060	1,100
Electricity	4,850	4,850	0
Gas	2,990	2,990	0
Rent	53,450	53,450	42,310
Services Charges	15,170	15,170	0
NNDR	17,240	17,240	0
Water Metered	1,780	1,780	0
Caretaking & Cleaning	2,740	2,740	0
Mileage	15,000	15,000	15,000
Computer Software Maintenance & Upgrade	535,450	535,450	565,100
Computer Consumables	5,000	5,000	5,000
Flexible Working	33,350	33,350	33,350
Clothes & Uniforms	600	600	600
Printing & Stationery	16,940	16,940	16,940
Library (Other)	0	0	0
Consultancy Fees	2,000	2,000	2,000
Legal Fees	0	0	0
Audit Fees	7,010	7,010	7,290
Liability Order Expenses	38,900	38,900	20,900
Postages	16,280	16,280	17,090
Virtual Mail Room	230,850	230,850	242,390
Telephone	11,970	11,970	12,450
Mobile Telephone	1,600	1,600	1,660
Remote Access	5,000	5,000	0
Subsistence	500	500	500
Travel Arrangements	500	500	500
Subscriptions	7,250	7,250	7,250
Company Searches	8,700	8,700	8,700
Room Hire & Expenses	0	0	0
Other - Miscellaneous	1,000	1,000	1,000
S151 Officer - Shared Services	12,000	12,000	12,000
Accountancy Support - Shared Services	6,000	6,000	6,000
Democratic Services - Shared Services	1,200	1,200	1,200
Monitoring Officer - Shared Services	12,000	12,000	12,000

Total Costs	3,893,880	3,893,880	4,123,690
Miscellaneous Income	-19,000	-19,000	-31,900
Contributions from Outside Bodies	-3,874,880	-3,874,880	-4,091,790
Contribution from Reserves	0	0	0
Use of Reserves for CFwds	0	0	0
FERIS	0	0	0
Contributions and funding Total	-3,893,880	-3,893,880	-4,123,690



Leicestershire Partnership Revenues & Benefits

Financial Performance to December 2022

Joint Committee

1. PURPOSE OF THE REPORT

- 1.1 To inform the Joint Committee of the financial performance of the Partnership for the period April 2022 to December 2022.

2. RECOMMENDATION

- 2.1 That the financial performance of the Partnership be noted.

3. INFORMATION

Budget Position

- 3.1. The financial position of the Partnership has been outlined in **Appendix 1** to this report. The key headlines have been detailed below for information.
- 3.2. As at 30 December 2022, the Partnership had a net overspend on the budget of £319,752. After adjusting for net timing difference of £385,750 the remaining net underspend is £65,998. The timing differences will be billed to partners following the quarter end.

Table 1	Budget December 2022	Actual to December 2022	Variance to Date	Timing Differences	Variance after Timing Differences
INCOME	(£2,872,018)	(£2,021,552)	£850,466	(£751,341)	£99,125
EXPENDITURE	£2,936,168	£2,405,454	(£530,714)	£365,592	(£165,122)
Over / (Under) Spend	£64,150	£383,902	£319,752	(£385,750)	(£65,998)

- 3.3 The key variances to the end of December 2022 to bring to the attention of the Management Board are:
- Salaries are underspend by £53,000 due to vacant posts
 - Premises savings of £36,000 due to the move to the Hinckley Hub.
- 3.4 There is a potential for a year-end underspend on salaries of £55,000, and expected premises savings of £36,000 due to the move from the Atkins building
- 3.5 There is a direct link between partner contributions and expenditure incurred and therefore partner contributions have been adjusted by £64,000 to reflect the actual expenditure to date.
- 3.6 The timing difference are due to the invoices not being issued and payroll costs not yet transferred for inclusion.

Appendix 1: Leicestershire Revenues & Benefits Partnership Monitoring Report to 31st December 2022

Expenditure / Income Type	2022/23 Latest Budget to Date	Actual to Date	Timing Differences	Variance after Timing Differences	2022/23 Total Estimate (Original)	2022/23 Total Estimate (Revised)
	£	£	£	£	£	£
Employees	2,119,024	1,663,308	400,048	55,668	2,698,460	2,698,460
Premises Related Expenditure	84,155	48,079		36,076	97,220	97,220
Transport Related Expenditure	11,250	4,523	93	6,634	20,000	20,000
Supplies & Services	698,339	666,557	111	31,671	853,190	853,190
Central & Administrative Exp	23,400	22,988		412	31,200	31,200
Revenue Income	-2,872,018	-2,021,552	-786,002	-64,464	-3,700,070	-3,700,070
				0	0	0
Sum:	64,150	383,902	-385,750	65,998	0	0

Page 13

Timing Differences

	HDC	NWLDC	HBBC	Total
Salaries - Quarter 3 - 2022	153,939	246,109		400,048
Mileage & Disturbance Costs - Quarter 3 - 2022	93	0		93
Supplies & Services - Quarter 3 - 2022	111	0		111
Contributions - Quarter 3 - 2022	-218,175	-266,513	-301,315	-786,002
	-64,031	-20,404	-301,315	-385,750

Explanations

	Variance at 30/09/22(Over) / Under Spend £	Year End £	Explanation £5k+
Salaries	53,000	55,000	After allowing for Large pay award the underspend is likely to be approx £55k due to vacant posts which are currently being appointed to
Training	2,000		Variance > £5k
Premises Related Expenditure	36,000	36,000	Savings as a result of moving to the Hub
Car Allowances	7,000		Fewer Miles being done than previously anticipated
Printing & Stationery	7,000		Costs lower than anticipated
Audit Fees (Additional Fees)	-19,000		Additional Audit Fees incurred relating to Grant verifications
Postages	11,000		Postage costs lower than anticipated due to lower volumes and posting unit costs have not increased as much as anticipated
Liability Expenses	29,000		The Courts have reduced the summons cost fee per case
Minor Variances	4,000		Other Minor Variances
Contributions	-64,000		There is a direct link between partner contributions and expenditure incurred and therefore partner contributions have been adjusted to reflect the actual expenditure to date.
	66,000	91,000	



SERVICE PLAN 2023/24

The Leicestershire Partnership Revenues and Benefits (LRBP)

CONTENTS

1. COUNCILS' AIMS AND PRIORITIES
2. OVERALL PURPOSE AND OBJECTIVES OF THE SERVICE
3. NATIONAL & LOCAL AGENDA ITEMS
4. KEY PROJECTS – OUR IMPROVEMENT PLAN
5. CUSTOMERS
6. PERFORMANCE
7. RISKS

1 Councils' Aims and Priorities:



- Priority 1
- Priority 2
- Priority 3
- Priority 4

Harborough District Council

Place and Community: Community leadership to create a sense of pride and belonging
Healthy Lives: Promoting health and wellbeing and encouraging healthy life choices
Environment and sustainability: Creating a sustainable environment to protect future generations
Economy: Supporting businesses and residents to deliver a prosperous local economy



Hinckley & Bosworth
Borough Council

A Borough to be proud of

- Priority 1
- Priority 2
- Priority 3

Hinckley & Bosworth Borough Council

People: Helping people to stay healthy, active, and protected from harm.
Places: Creating clean and attractive places to live and work.
Prosperity: Encouraging growth, attracting businesses improving skills and supporting regeneration.



- Priority 1
- Priority 2
- Priority 3
- Priority 4
- Priority 5

North West Leicestershire District Council

Supporting Coalville to be a more vibrant, family town
Our communities are safe, healthy, and connected
Local people live in high quality, affordable homes
Supporting businesses and helping people into local jobs
Developing a clean and green district

2. OVERALL PURPOSE AND OBJECTIVES OF THE SERVICE	To provide a high-quality Revenues and Benefits service to our residents and businesses at an economical cost and in accordance with the principles of continuous improvement and changing customer requirements.
Objectives	<ol style="list-style-type: none"> 1) To assess and pay Housing Benefit and Council Tax Support accurately and promptly. 2) As part of our DWP liaison role to ensure all referrals are made in accordance with the requirements of the DWP. 3) To issue accurate and prompt Council Tax and NNDR bills to maximise collection rates, and to deal appropriately with non-payers to minimise arrears, whilst supporting those in need. 4) To provide residents with a choice of how to engage with services via access channels that ensure customer choice, safety and are covid compliant 5) To widely publicise the availability of business rate grants, discounts, exemptions, reliefs, and housing benefit, and to provide proactive advice on all Revenues and Benefits matters. 6) To ensure that the service observes all statutory requirements including those governing the administration of Revenues and Benefits, Freedom of Information, Data Protection, Human Rights and Health and Safety. 7) To adhere to our commitment to promote equality and diversity among our residents and staff. 8) To provide and develop innovative services for all customers. 9) To communicate effectively with our customers and stakeholders, developing our services to meet their changing needs. 10) To provide accurate and timely services for our external and internal customers. 11) To maximize collection rates whilst having due regard to the difficulties faced by some customers in making their payments. With reference to economic pressures presenting. 12) Develop our services through well trained, empowered and committed staff who are proud to work for the Leicestershire Revenue and Benefits Service. 13) To treat all our customers consistently and fairly. 14) To learn from compliments, complaints and ensure service delivery reflects such feedback 15) To provide Value for Money services by delivering both financial and processing efficiencies.

Scope of services provided by the partnership

Council Tax Billing, Recovery & Enforcement	Housing Benefit administration
NNDR Billing, Recovery & Enforcement (including BIDs for both HBBC and NWLDC)	Council Tax Reduction Scheme Administration (Council Tax Support)
The investigation of Council Tax Support Fraud	Housing Benefit Overpayment enforcement
Provision of customer support and guidance	Housing Benefit/Council Tax Support advice and support
DWP Liaison in respect of Housing Benefit Fraud	Administration of hardship awards and reliefs in any discipline
Certification & audit of grant claims for all disciplines	Ad hoc financial support to our communities via government schemes e.g., Test & Test Isolation Support payments, Energy Rebate payments, Covid-19 grants etc. Not a planned service but undertaken by LRBP.

3. National & Local Agenda Items

There are new and existing matters that will need to be addressed during the latter part of 2022 and 2023 to meet both central government objectives and the Partnerships.

The items are:

1. The financial impact on individuals and businesses arising from the Cost-of-Living crisis and unprecedented costs of energy
2. Continuation of the Housing Benefit Award Accuracy initiative
3. Reconciliation, post payment assurance and debt recovery linked to grants work
4. Energy Bills Support Scheme (EBSS)– Alternative Funding & Alternative Fuel payments (Domestic)
5. Business Rates revaluation effective 1 April 2023

6. Retail, Hospitality and Leisure Relief – Support for eligible retail, hospitality, and leisure businesses is increased from 50% to 75% business rates relief up to £110,000 per business in 2023-24.
7. Changes to service delivery brought about by unplanned changes beyond our control
8. Financial pressures on three constituent authorities, impacting on MTFs resulting in additional work streams linked to efficiencies and savings

Supporting communities

It's likely several national measures will be introduced to support businesses and individuals because of the cost-of-living crisis, the Partnership will support other teams as required. This is a significant pressure on the partnership and becomes more of a pressure due to difficulties in recruiting to substantive roles and the cost of temporary staff.

The financial impact on individuals

Central Government has announced a series of measures designed to support the most vulnerable in society. These include:

- Uprating the state pension, benefits and the benefits cap in line with inflation (September CPI of 10.1%)
- Increasing the National Living Wage
- £650 one off Cost of Living Payment for those on means tested benefits and an anticipated payment of £900 in 2023-2024
- An additional one-off payments of £300 to pensioner households with a similar amount in 2023-2024
- Expanding the energy bills support scheme to reduce household bills by £400.

Whilst all these measures are welcomed its highly likely that a significant number of households and businesses will struggle to pay their priority debts so we need to be mindful that this may well impact on our collection rates

Changes to Service Delivery

Over the past year we have seen a number of initiatives that have been administered by the partnership. Most recently we were responsible for setting up, establishing eligibility and arranging payment of the energy rebate schemes (both main and discretionary). Against a backdrop of ensuring that our 'business as usual work' was maintained this incredibly complex and resource hungry project was delivered as required for all three LA's

4 KEY PROJECTS

In addition to the 'business as usual' projects we are currently working on a number of new projects during 2023/24

Description	Key actions	Responsible Officer(s)	Critical Support
Embed the use of E-services to enable customers to self service	To include. E-Claim E-Change of circumstances Discount & Exemption module	Operational Managers	Academy/Systems/IT
Automation of benefit file transfers into LA systems (UCDS)	Testing to ensure that DWP data is updated as required and not compromised	Benefit Operational Manager	Academy/Systems
Compliance with GDPR and data removal/retention	Testing and removal of data	Head of Partnership	GDPR officer/Legal/systems
Business Process Re-engineering	Fully utilising the functionality provided by the Capita product	Benefit Operational Manager	Academy/Systems
Destin Solutions	Fully utilising the functionality provided by the MI and reporting tool	Operational Managers	PMT, Systems,LRBP Teamleaders
Promotion & marketing the partnership	As directed by Management Board & Joint Committee	Head of Partnership	Comms team /Legal/finance
Consideration of a single employer	Project Delivery as led by CEX	Head of Partnership	All partners
Working with potential new partner (s) to	As descriptor	Head of Partnership	MB, PMT,legal,HR,finance

onboard and put together business case			
Direct Debit Automation	Testing and automating elements of the direct Debit process	Operational Managers	Academy/Systems/IT
Exploring the use of Robotics within revenues and benefits	Establish whether it can deliver: Lower costs Increased speed of processing Increased accuracy	Head of Partnership	MB, PMT, Systems

5. **CUSTOMERS**

Service Standards

- The Leicestershire Partnership aims to demonstrate its commitment to equality, diversity and fairness by:
 - Providing services which are accessible to all, and which meet customer needs. We do this by providing information in different languages, in large type or on tape or using British sign language where appropriate.
 - Promoting and demonstrating fairness and equality of opportunity in the employment of staff. This is achieved through a corporate approach to recruitment and staff retention that aims to be inclusive.
 - Being proactive in the promotion of equality and diversity with each council and all its operations.
 - Maintaining and improving turnaround times for new claims for Housing Benefit and Council Tax Support

6 **PERFORMANCE**

All targets will be reviewed following the 2022/23 out-turn. The setting of targets for the 2023/2024 financial year will be reported back to Joint Committee for approval

7 Risks

It is our intention to manage our business risks in a consistent and cost-effective manner.

Risk	Mitigating Actions in place	Actions put in place	Owner
Insufficient Business Continuity arrangements/plans: could prevent ability to deliver services	Business continuity plans in place Risk Assessment to prioritise resource against priority/critical services using generic corporate risk assessment	Like most LA's we are experiencing difficulties in recruiting to key positions within the Partnership. One of the key benefits that we can offer potential recruits is the ability to work flexibly (from home/office), however we may need to consider an enhanced pay package (budget allowing) to attract the right candidate. We have reviewed several processes that deliver the same outcome but do not require an actual visit or for staff to attend the office (i.e., making payments remotely)	Head of Partnership
Failure to keep up to date or not complying with latest legislation and regulations such as Health & Safety policy could lead to damage to reputation and potential prosecution	Implement revised requirements of new H&S Policy once approved by Council Attend training and adopt policy Enforcement of existing H&S policy and procedures	Each partner authority has their own policies which are reviewed and implemented as required	Operational Managers
Failure to improve sickness absence causes reduced capacity leading to failure/inability to deliver services/objectives efficiently	Continue to set absence targets and monitor against targets Compliance with Management of Absence arrangements Monthly monitoring of absence statistics provided by HR Setting of targets. Continued focus on long-term absence management and alternative options i.e., rehabilitation	The appropriate sickness absence monitoring framework is adhered to and reported monthly to the Management Board	Operational Managers

Reduced benefits subsidy from Central Govt. because of a high incidence of errors.	To introduce a revised Quality Checking Procedure within Benefits	Implementing the QA functionality within Destin to bring a consistent approach to QA within the partnership	Operational Managers
Effects of the cost of living crisis on collection and increase in Benefit Claims: need to deal with new claims and change of circumstance as quickly as possible to relieve financial hardship and avoid benefit overpayments	Regularly report on performance to Management Board.	As a result of the increasing cost of living we will continue to promote the availability of Council tax Support and discretionary discounts. Increased use of automation and electronic applications will reduce the time taken to process claims	Benefits Operational Manager
Failure to bring projects in on time	Effective Project management and forward planning of available resources	Adherence to project timetables	Head of Partnership
Partners do not involve LRBP in planning stage of projects, therefore meaning either BAU is compromised, or we are unable to support partners	All partners contribute to the LRBP service plan effectively	Following repeated incidents, all asked to contribute to the service plan, direct requests for resource via HoP	LRBP Management Board
Capita's failure to deliver critical software releases on time potentially impacting on key projects/completion of statutory returns etc	Effective management of the escalation protocols within Capita and project management of our resources	Adherence to project timetables and maintain effective lines of communication with our account manager	Head of Partnership
Inability to recruit to roles or authorisation not given to recruit to vacant roles	Robust business case provided to recruit to full time roles as appropriate.	Liaison with Comms and HR to attract candidates and advertise in the correct place. Whilst noting there are problems in all service areas with recruitment	ALL

How?

- Maintain a robust and consistent risk management approach that will identify and effectively manage strategic, operational, partnership and project risks
- Ensure accountabilities, roles and responsibilities for managing risks are clearly defined and communicated
- Consider risk as an integral part of service improvement planning, key decision-making processes, and project and partnership governance
- Communicate risk information effectively through a clear reporting framework
- Increase understanding and expertise in risk management through targeted training and the sharing of best practice.



PAPER

Page 27

Revenue and Benefit Service

Performance Report November 2022

Agenda Item 7

Caseload Analysis

Caseload Data													
Position at:	Position at 31/3/19	2018/19 In Year Movement	Position at 31/3/20	2019/20 In Year Movement	Position at 31/3/21	2020/21 In Year Movement	Position at 31/3/22	2021/22 In Year Movement	2022/23			Overall Movement since April 2011	
									Current Position	In Year Movement	In Year Percentage Movement		
Banded Council Tax Dwellings													
HBBC	50,359	453	50,601	242	50,852	251	51,232	380	51,647	415	0.8%	5,475	10.6%
HDC	39,739	650	40,532	793	41,554	1,022	42,590	1,036	43,306	716	1.7%	7,383	17.0%
NWLDC	44,940	733	45,564	624	46,277	713	47,189	912	47,782	593	1.3%	7,756	16.2%
Totals	135,038		136,697		138,683			Current Total:	142,735			Total Movement:	20,614
NDR Rated Assessments													
HBBC	3,181	19	3,179	-2	3,224	45	3,262	38	3,291	29	0.89%	415	12.6%
HDC	3,086	46	3,123	37	3,189	66	3,246	57	3,274	28	0.86%	658	20.1%
NWLDC	3,440	23	3,519	79	3,563	44	3,554	-9	3,594	40	1.13%	412	11.5%
Totals	9,707		9,821		9,976			Current Total:	10,159			Total Movement:	1,485
HB/CTLS Live Caseload													
HBBC	5,579	-204	5,321	-258	5,257	-64	5,257	-260	5,212	-45		-1,888	-35.9%
					Current Caseload Analysis	Joint HB/CTS		1,892	1,868	-24	36%		
						HB only		301	302	1	6%		
						CTS only		3,019	3,042	23	58%		
HDC	3,243	-145	3,185	-58	3,210	25	3,210	-198	3,117	-93		-1,072	-34.4%
					Current Caseload Analysis	Joint HB/CTS		1,322	1,272	-50	41%		
						HB only		196	181	-15	6%		
						CTS only		1,692	1,664	-28	53%		
NWLDC	5,413	-283	5,118	-295	4,964	-154	4,964	-312	4,922	-42		-2,265	-46.0%
					Current Caseload Analysis	Joint HB/CTS		2,195	2,136	-59	43%		
						HB only		224	199	-25	4%		
						CTS only		2,545	2,587	42	53%		
Totals	14,235		13,624			Current Total:			13,251			Total Movement:	-5,225

Dashboard Performance Summaries for each Council follows below:

Harborough District Council													2022/23	Year -End 2022/23 target	2021/22 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	6.9	7.1	8.9	7.3	5.3	9.4	10.5	9.6					8.1	6	
<i>Position for 2021/22</i>	12.3	10.9	12.3	7.8	7.1	7.4	5.9	6.6	6.1	7.5	2.1	4.9			8.8
In month: New Claims (Days)	14.7	13.9	16.1	15.5	11.9	17.1	20.5	18.9					16.1	15	
<i>Position for 2021/22</i>	16.8	19.3	15.9	12.0	12.4	17.1	14.0	15.2	14.0	14.0	10.5	12.4			16.3
In month: Change Events (Days)	5.5	6.5	8.1	5.5	4.2	8.1	8.3	7.5					6.7	6	
<i>Position for 2021/22</i>	9.3	10.1	12.0	7.2	6.2	6.1	5.1	5.6	4.5	6.2	1.6	3.9			8.1
Right Time profiled in month target 20/21	8.9	6.9	8.6	7.0	7.8	6.7	8.0	8.9	10.1	9.1	2.7	7.9			
New Claims profiled in month target 20/21	17.4	15.7	20.3	15.8	17.3	14.9	17.5	15.5	16.6	16.8	12.7	16.3			
Change Events profiled in month target 20/21	7.6	5.9	7.4	5.8	6.0	5.5	6.9	8.1	9.1	8.0	2.3	6.1			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.8%	20.0%	29.2%	38.2%	47.2%	56.4%	65.7%	74.9%					74.9%	98.1%	
This years profiled target															
<i>Position for 2019/20</i>	11.1%	20.4%	29.6%	38.9%	48.1%	57.4%	66.8%	75.8%	84.7%	93.8%	96.3%	98.4%			
<i>Position for 2021/22</i>	10.9%	19.8%	28.9%	38.0%	47.1%	56.3%	65.4%	74.5%	83.5%	92.5%	95.5%	98.1%			
Arrears Reduction (£m) end of month	£3.2m	£3.1m	£3.0m	£2.9m	£2.8m	£2.7m	£2.7m	£2.6m					£2.6m	INFO	
<i>Position for 2021/22</i>	£3.3m	£3.0m	£2.9m	£2.8m	£2.7m	£2.6m	£2.5m	£2.4m	£2.4m	£2.3m	£2.2m	£2.1m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	9.5%	18.5%	28.4%	37.7%	47.2%	56.6%	64.7%	73.5%					73.5%	99.2%	
This years profiled target															
<i>Position for 2019/20</i>	10.2%	19.2%	28.9%	39.0%	47.5%	56.8%	65.8%	74.5%	82.9%	92.4%	96.0%	99.1%			
<i>Position for 2021/22</i>	8.3%	16.5%	24.2%	33.5%	42.7%	52.2%	61.4%	72.6%	81.4%	89.8%	95.0%	99.2%			
Arrears Reduction (£m) end of month	£1.4m	£0.71m	£0.69m	£0.68m	£0.59m	£0.57m	£0.83m	£0.81m					£0.81m	INFO	
<i>Position for 2020/21</i>	£3.4m	£3.1m	£2.7m	£2.6m	£2.1m	£1.6m	£1.2m	£0.49m	£0.44m	£0.57m	£0.49m	£0.46m			
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding	£0.75m	£0.75m	£0.75m	£0.76m	£0.74m	£0.74m	£0.73m	£0.74m					£0.74m	INFO	
<i>Position for 2020/21 (£m)</i>	£0.76m	£0.74m	£0.74m	£0.75m	£0.75m	£0.75m	£0.75m	£0.75m	£0.74m	£0.75m	£0.76m	£0.75m			
HB Overpayments Recovered end of month	1%	3%	4%	6%	10%	11%	12%	13%					13%	31%	
This year sprofiled target															
<i>Position for 2020/21</i>	2%	5%	6%	9%	11%	12%	13%	16%	17%	19%	20%	27%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	0	2	1	0	0	0	0					3	6	
This years profiled target															
<i>Position for 2021/22</i>	0	0	0	0	0	0	0	0	0	0	0	0			

Hinckley & Bosworth Borough Council													Cumulative e2022/23	Year-End 2022/23 Target	2021/22 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In month: Right Time (days)	6.5	6.9	8.7	6.9	6	9.3	9.3	9.7					7.9	6	
<i>Position for 2021/22</i>	11.0	10.7	12.5	8.7	7.6	7.1	5.6	6.4	6.0	7.9	2.1	5.7			8.7
In month: New Claims (Days)	15.4	14.8	14.8	14.0	12.3	18.9	18.9	20.1					16.1	15	
<i>Position for 2021/22</i>	21.5	19.8	15.4	12.7	14.4	17.1	13.5	15.4	10.2	13.2	10.1	11.6			16.2
In month: Change Events (Days)	5.4	6.1	7.9	5.4	4.8	7.4	7.3	7.2					6.5	6	
<i>Position for 2021/22</i>	9.3	9.7	12.3	8.1	6.4	5.4	4.7	5.4	5.3	6.7	1.7	4.6			7.9
Right Time profiled in month target 20/21	8.3	6.9	8.9	6.1	6.7	7.4	6.9	8.4	9.2	8.5	2.6	7.8			
New Claims profiled in month target 20/21	18.1	14.3	15.4	11.7	12.8	14.2	13.3	14.7	12.5	13.3	12.1	13.2			
Change Events profiled in month target 20/21	7.4	6.1	8.1	5.4	5.8	6.3	5.9	7.5	8.6	7.9	2.2	6.7			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.6%	19.7%	28.8%	37.8%	47.0%	56.2%	65.5%	74.6%					74.6%	97.6%	
This years profiled target															
<i>Position for 2019/20</i>	10.9%	20.1%	29.2%	38.5%	47.6%	57.1%	66.3%	75.4%	84.6%	93.6%	96.0%	97.9%			
<i>Position for 2021/22</i>	10.7%	19.7%	28.8%	37.9%	47.0%	56.2%	65.4%	74.5%	83.4%	92.5%	95.2%	97.5%			
In Year Arrears Reduction (£) end of month	£5.2m	£5.0m	£4.9m	£4.7m	£4.5m	£4.5m	£4.4m	£4.4m					£4.4m	INFO	
<i>Position for 2021/22</i>	£4.8m	£4.6m	£4.5m	£4.4m	£4.2m	£4.1m	£4.1m	£4.0m	£3.9m	£3.8m	£3.7m	£3.5m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.4%	18.9%	26.2%	37.1%	46.0%	55.8%	64.5%	75.1%					75.1%	98.8%	
This years profiled target															
<i>Position for 2019/20</i>	11.9%	20.6%	29.9%	38.9%	48.4%	57.9%	66.7%	75.2%	84.3%	93.5%	96.6%	98.5%			
<i>Position for 2021/22</i>	10.8%	19.9%	26.2%	35.1%	43.8%	51.6%	58.8%	67.2%	76.1%	85.6%	94.0%	97.3%			
Arrears Reduction (£m) end of month	£1.3m	£1.3m	£2.3m	£2.2m	£1.4m	£1.3m	£0.72m	£0.67m					£0.67m	INFO	
<i>Position for 2021/22</i>	£2.9m	£2.8m	£2.3m	£2.2m	£2.1m	£2.0m	£2.0m	£1.7m	£2.0m	£0.78m	£0.78m	£0.76m			
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding end of month	£1.1m	£1.1m					£1.1m	INFO							
<i>Position for 2021/22 £m</i>	£1.1m	£1.1m	£1.2m	£1.1m	£1.1m	£1.1m									
HB Overpayments Recovered	2%	4%	5%	6%	7%	8%	11%	12%					12%	36%	
This years profiled target															
<i>Position for 2020/21</i>	2%	3%	6%	9%	10%	12%	13%	15%	17%	18%	21%	23%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	2	0	0	0	1	2	0	1					6	6	
This years profiled target															
<i>Position for 2021/22</i>	0	0	0	0	0	1	0	0	0	1	0	0			

North West Leicestershire District Council													2022/23	Year End 2022/23 target	2021/22 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In month: Right Time (days)	7.0	6.9	9.2	6.8	5.5	9.2	9.2	10.1					8.0	6	
<i>Position for 2021/22</i>	13.0	11.1	12.1	8.7	8.0	7.2	6.1	6.6	7.7	7.7	2.2	5.2			9.1
In month: New Claims (Days)	15.4	13.9	17.2	15.2	12.6	20.4	21.2	18.8					16.9	15	
<i>Position for 2021/22</i>	21.2	19.7	19.2	13.1	15.1	14.5	14.6	15.2	17.0	14.6	9.4	11.7			16.7
In month: Change Events (Days)	5.8	6.2	8.3	5.1	4.5	7.1	7.0	8.0					6.5	6	
<i>Position for 2021/22</i>	11.8	10.3	11.5	8.1	6.8	6.0	5.2	5.5	5.8	6.5	1.9	4.2			8.4
Right Time profiled in month target 20/21	9.6	7.5	9.4	7.6	7.8	7.7	7.8	8.8	9.7	7.5	2.4	7.5			
New Claims profiled in month target 20/21	17.3	16.0	18.9	15.0	14.5	14.9	15.4	13.9	17.2	14.5	11.9	13.0			
Change Events profiled in month target 20/21	8.7	6.7	8.3	6.6	6.7	6.8	6.5	8.2	8.7	6.7	2.1	6.6			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.0%	19.1%	28.1%	37.1%	46.1%	55.1%	64.2%	73.4%					73.4%	97.3%	
This years profiled target															
<i>Position for 2019/20</i>	10.2%	19.5%	28.5%	38.0%	47.0%	56.0%	65.4%	74.5%	83.7%	92.7%	95.4%	97.6%			
<i>Position for 2021/22</i>	10.3%	19.3%	28.2%	37.1%	46.1%	55.2%	64.2%	73.4%	82.4%	91.2%	94.2%	96.9%			
Arrears Reduction (£m) end of month	£6.2m	£5.6m	£5.5m	£5.3m	£5.2m	£5.1m	£5.0m	£4.9m					£4.9m	INFO	
<i>Position for 2021/22</i>	£5.4m	£5.2m	£5.1m	£5.0m	£4.7m	£4.6m	£4.5m	£4.4m	£4.3m	£4.3m	£4.1m	£4.0m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.0%	18.5%	28.1%	37.9%	46.2%	55.4%	64.4%	73.5%					73.5%	99.0%	
This years profiled target															
<i>Position for 2019/20</i>	10.0%	19.1%	32.0%	40.4%	48.3%	57.8%	65.7%	74.0%	84.1%	92.5%	96.5%	99.2%			
<i>Position for 2021/22</i>	9.3%	18.4%	25.9%	35.3%	43.1%	51.5%	59.8%	68.0%	74.8%	85.8%	93.2%	98.5%			
Arrears Reduction (£m) end of month	£1.7m	£1.1m	£1.2m	£1.1m	£1.0m	£0.98m	£0.85m	£0.85m					£0.85m	INFO	
<i>Position for 2021/22</i>	£2.5m	£4.3m	£3.9m	£3.2m	£4.6m	£4.3m	£4.5m	£2.7m	£2.6m	£2.4m	£1.84m	£0.39m			
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding end of month	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m					£1.2m	INFO	
<i>Position for 2021/22 (£m)</i>	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m			
HB Overpayments Recovered	5%	10%	11%	14%	14%	16%	17%	18%					18%	34%	
This years profiled target															
<i>Position for 2021/22</i>	1%	3%	5%	7%	8%	9%	10%	11%	12%	13%	14%	15%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	0	1	0	1	0	2	0					4	6	
This years profiled target															
<i>Position for 2021/22</i>	0	0	0	0	0	0	0	0	0	0	0	1			

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

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£4,388	£10,345	£14,448	£18,945	£23,188	£27,574	£31,605	£36,028				
Upper Threshold	£4,936	£11,638	£16,254	£21,313	£26,086	£31,021	£35,555	£40,531				
Actual	£719	£941	£1,965	£2,180	£3,972	£5,674	£5,983	£6,425				
Lower Tolerance	£3,669	£9,404	£12,483	£16,765	£19,216	£21,900	£25,621	£29,603	£0	£0	£0	£0
Upper Tolerance	£4,218	£10,697	£14,289	£19,133	£22,114	£25,347	£29,572	£34,106	£0	£0	£0	£0
HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£2,722	£7,657	£10,478	£13,217	£16,119	£19,068	£21,901	£24,900				
Upper Threshold	£3,063	£8,615	£11,787	£14,869	£18,134	£21,451	£24,638	£28,012				
Actual	£9	£197	£43	£43	£51	£291	£42	£47				
Lower Tolerance	£2,713	£7,460	£10,435	£13,174	£16,068	£18,776	£21,859	£24,852	£0	£0	£0	£0
Upper Tolerance	£3,053	£8,418	£11,744	£14,826	£18,083	£21,160	£24,596	£27,965	£0	£0	£0	£0
NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£4,264	£8,281	£14,418	£18,921	£22,850	£27,279	£31,315	£35,315				
Upper threshold	£4,797	£9,316	£16,221	£21,287	£25,706	£30,689	£35,229	£39,730				
Actual	£48	£5,135	£5,747	£6,118	£5,949	£9,308	£9,422	£9,728				
Lower Tolerance	£4,216	£3,146	£8,672	£12,803	£16,901	£17,971	£21,892	£25,587	£0	£0	£0	£0
Upper Tolerance	£4,749	£4,181	£10,474	£15,169	£19,757	£21,381	£25,807	£30,001	£0	£0	£0	£0

HB and CTLS Claim Activity 2022/23

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Cumulative Totals
(SHBE)													
New claims	133	160	156	146	144	123	144	175					1181
Change events	1095	1597	1329	734	803	645	692	723					7618
Atlas activity	1122	1005	800	780	894	846	952	1037					7436
HDC													Cumulative Totals
(SHBE)													
New claims	113	90	88	96	87	78	86	102					740
Change events	631	958	698	440	558	437	397	467					4586
Atlas activity	674	609	491	496	485	468	559	635					4417
NWLDC													Cumulative Totals
(SHBE)													
New claims	158	152	154	136	116	129	146	176					1167
Change events	1073	1487	1311	659	790	679	781	723					7503
Atlas activity	1115	1181	756	822	964	845	981	1050					7714

Data below for same position for last year

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Cumulative Totals
(SHBE)													
New claims	162	159	146	163	146	133	162	152	100	171	149	161	1804
Change events	944	1427	1647	962	834	778	1453	1284	581	765	2690	864	14229
Atlas activity	927	826	727	770	772	785	795	779	738	2962	1506	1251	12838
HDC													Cumulative Totals
(SHBE)													
New claims	141	88	96	104	91	74	90	89	69	99	94	94	1129
Change events	702	882	1116	685	540	534	923	713	342	479	1648	696	9260
Atlas activity	611	544	507	469	477	479	509	502	494	1779	1077	842	8290
NWLDC													Cumulative Totals
(SHBE)													
New claims	178	140	141	147	135	135	140	163	119	139	133	175	1745
Change events	1188	1519	1673	987	835	860	1471	1275	591	769	2807	1060	15035
Atlas activity	1060	930	761	747	821	858	891	789	780	2372	1933	1359	13301

Sickness

Latest sickness position is provided below:

Hinckley & Bosworth Borough Council	Annual Target 8 days		
	Month		
	October		Cumulative
Long Term	3.00		72.00
Short Term	3.00		48.00
Days lost	6.00		120.00
FTE Average	0.21 days		4.20 Days
Profiled Target Average	0.67 Days		4.66 Days
Harborough District Council	Annual Target 9 days		
	Month		
	September		Cumulative
Long Term	22.00		105.00
Short Term	0.00		8.50
Days lost	22.00		113.50
FTE Average	1.71 Days		8.80 Days
Profiled Target Average	0.75 Days		4.50 Days
North West Leicestershire District Council	Annual Target 8.5 days		
	Month		
	September		Cumulative
Long Term	0.00		32.00
Short Term	6.76		46.49
Days lost	6.76		78.49
FTE Average	0.33 Days		3.78 Days
Profiled Target Average	0.71 Days		4.34 Days

Position regarding vacancies advertised

- Business Development Team Leader – advertised – no suitable applicants – readvertised
- Administration Officer – 2 days officer in post - 3 days candidates to be shortlisted
- Business Development Officer – advertised – no suitable applicants – readvertised
- Council Tax Officer – Full time – to be advertised
- Council Tax Officer (Job share 18.5 hours) to be advertised

Government Initiatives

Energy Rebate £150 Main Scheme completed

➤ *Encashed Post Office Voucher/Letters*

	(Cases)	(Monetary Value)
• Harborough	6,324	£948,600
• Hinckley & Bosworth	9,941	£1,491,150
• North West Leicestershire	9,663	£1,449,450
•		

➤ *Paid via BACS*

• Harborough	20,539 + 243 manuals	£3,117,300
• Hinckley & Bosworth	30,816 + 222 manuals	£4,655,700
• North West Leicestershire	27,191 + 353 manuals	£4,131,600
•		

➤ *Direct credit to council tax accounts*

• Harborough	672	£100,800
• Hinckley & Bosworth	1,103	£165,450
• North West Leicestershire	965	£144,750

Energy Rebate Discretionary Scheme completed

➤ *Encashed Post Office Voucher/Letters (£150)*

	(Cases)	(Monetary Value)
• Harborough	215	£32,250
• Hinckley & Bosworth	123	£18,450
• North West Leicestershire	15	£15,750

➤ *Paid via BACS (£150)*

• Harborough	1	£150
• Hinckley & Bosworth	6	£900
• North West Leicestershire	27,191 + 353 manuals	£4,131,600

➤ *Direct credit to council tax accounts*

• Harborough	2,972 each value £23.60	£70,139.20
	24 each value £150	£3,600
• Hinckley & Bosworth	4,865 each value £24.80	£165,450
	18 each value £150	£2,700
• North West Leicestershire	4,698 each value £23.70	£111,342.60
	25 each value £150	£3,750

Benefits Operational Team (Housing Benefit, Council Tax Support and Fraud)

Speed of Processing

We are marginally behind our processing targets.

LA Error and Subsidy

There has been no negative impact on subsidy as all LA's are below the lower threshold for LA error.

Cost of Living Crisis

Central Government has announced a series of measures designed to support the most vulnerable in society. These include:

- Uprating the state pension, benefits and the benefits cap in line with inflation (September CPI of 10.1%)
- Increasing the National Living Wage
- £650 one off Cost of Living Payment for those on means tested benefits and an anticipated payment of £900 in 2023-2024
- An additional one-off payments of £300 to pensioner households with a similar amount in 2023-2024
- Expanding the energy bills support scheme to reduce household bills by £400.
- Supporting those in social housing, under current rules, rents could have risen by up to 11.1% but now they will only be able to rise by a maximum of 7% in 2023- 24.

Benefits to Bricks

There are plans to boost home ownership. These include a Local Housing Allowance (LHA) for first time buyers and allowing those in low-paid work but claiming housing benefit to have their welfare payments counted as income when applying for a mortgage.

Reducing Fraud & Error

The government is taking further action to protect taxpayer money by investing an extra £280 million between now and 2024-25 to target fraud, error and debt across the benefits system.

Revenues Operational Team
(Council Tax, Non-Domestic Rates and Housing Benefit Overpayments)

Council Tax

In year collection rates position is as follows:

Harborough

In-month collection target:	Current Position: 74.9%	End of year target	98.1%
		<i>Position for last year</i>	74.6%

Hinckley & Bosworth

In-month collection target:	Current Position: 74.6%	End of year target	97.6%
		<i>Position for last year</i>	74.5%

North West Leicestershire

In-month collection target:	Current Position: 73.4%	End of year target	97.3%
		<i>Position for last Year:</i>	73.4%

Local Tax Base

Council tax new build growth forecasting has been shared with partners.

Early next month will provide individual Band D equivalent tax base reports with overall totals for each Council.

NDR (Business Rates)

In year collection rates position is as follows:

Harborough

In-month collection target:	Current Position: 73.5%	End of year target	99.2%
		<i>Position for last year</i>	72.6%

Hinckley & Bosworth

In-month collection target:	Current Position: 75.1%	End of year target	98.8%
		<i>Position for last year</i>	67.2%

North West Leicestershire

In-month collection target:	Current Position: 73.5%	End of year target	99.0%
		<i>Position for last year</i>	68.0%

Draft 2023/24 Rating list

There will be a new rating list effective from 1st April 2023 and will run for 3 years.

Next month in preparation for NDR1 23/24 government return the new rating list will be applied to test systems in readiness for debit raising in January 2023.

Housing Benefit Overpayments

Harborough

- Debt raised this year £94,962
- Overall debt reduced by £106,621
- Collection rate against all debt (arrears and new) 13%
- Overall debt position is: £742,272

Hinckley & Bosworth

- Debt raised this year £123,680
- Overall debt reduced by £148,572
- Collection rate against all debt (arrears and new) 12%
- Overall debt position is: £1.072m

North West Leicestershire

- Debt raised this year £317,310
- Overall debt reduced by £277,017
- Collection rate against all debt (arrears and new) 18%
- Overall debt position is: £1.229m

Channel Shift Analysis (Digital Service)

Tables below illustrate how customers are transacting online for setting up direct debits to include payment arrangements, council tax change of address. This also includes viewing their own records for council tax, housing benefit, council tax support and business rates.

Connect Stats - HDC

Service Subscriptions (figures up to & including that month)

	September	October	November	
				Difference Since Last Month
Application	Total Number of Subscriptions			
Council Tax Online	9149	9303	9478	175
Housing Benefit Online	353	354	354	0
Landlord Online	48	48	47	-1
Business Rates Online	268	272	274	2

E-Billing and E-Notifications (figures up to & including that month)

	September	October	November	
				Difference Since Last Month
Application	Total Number of Subscriptions			
Council Tax Online	2904	2971	3071	100
Housing Benefit Online	154	154	154	0
Landlord Online	27	27	27	0
Business Rates Online	91	94	94	0

Direct Debits over the Web (figures for that month only)

	September	October	November	
				Difference Since Last Month
Application	Total Number of DDs Set Up			
Council Tax Online	354	343	346	3
Business Rates Online	3	0	0	0

Change of Address (figures for that month only)

	September	October	November	Total Since Live (02/10/2018)
Total for the Month	415	408	400	11985

March-17 HDC

Service Subscriptions

Application	Subscriptions
Council Tax Online	275
Housing Benefit Online	30
Landlord Online	25
Business Rates Online	22

Ebilling & Enotifications

Application	Subscriptions
Council Tax Online	94
Business Rates Online	6
Landlord Online	9
Housing Benefit Online	10

Connect Stats - HBBC				
Service Subscriptions (figures up to & including that month)				
	September	October	November	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	10756	10922	11065	143
Housing Benefit Online	378	381	383	2
Landlord Online	97	97	96	-1
Business Rates Online	516	517	519	2
E-Billing and E-Notifications (figures up to & including that month)				
	September	October	November	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	5405	5511	5611	100
Housing Benefit Online	169	171	172	1
Landlord Online	35	35	35	0
Business Rates Online	405	406	409	3
Direct Debits over the Web (figures for that month only)				
	September	October	November	
Application	Total Number of DDs Set Up			Difference Since Last Month
Council Tax Online	221	224	194	-30
Business Rates Online	2	3	1	-2
Change of Address (figures for that month only)				
	September	October	November	Total Since Live (04/10/2018)
Total for the Month	395	400	362	10123

March-17 HBBC	
Service Subscriptions	
Application	Subscriptions
Council Tax Online	1705
Housing Benefit Online	70
Landlord Online	58
Business Rates Online	34
Ebiling & Enotifications	
Application	Subscriptions
Council Tax Online	163
Business Rates Online	9
Landlord Online	4
Housing Benefit Online	8

Connect Stats - NWLDC				
Service Subscriptions (figures up to & including that month)				
	September	October	November	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	8569	8679	8789	110
Housing Benefit Online	349	350	250	-100
Landlord Online	79	80	82	2
Business Rates Online	281	282	288	6
E-Billing and E-Notifications (figures up to & including that month)				
	September	October	November	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	4958	5037	5108	71
Housing Benefit Online	203	203	203	0
Landlord Online	33	34	35	1
Business Rates Online	173	173	178	5
Direct Debits over the Web (figures for that month only)				
	September	October	November	
Application	Total Number of DDs Set Up			Difference Since Last Month
Council Tax Online	181	172	193	21
Business Rates Online	0	0	6	6
Change of Address (figures for that month only)				
	September	October	November	Total Since Live (05/10/2018)
Total for the Month	457	398	518	15594

March-17 NWL	
Service Subscriptions	
Application	Subscriptions
Council Tax Online	195
Housing Benefit Online	21
Landlord Online	19
Business Rates Online	4
Ebilling & Enotifications	
Application	Subscriptions
Council Tax Online	58
Business Rates Online	1
Landlord Online	4
Housing Benefit Online	7

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FORWARD PLAN FOR JOINT COMMITTEE 2022-23

Decision	Date of Decision (approx.)	Contacts
Budget Setting Report	January 2023	Ashley Wilson – Section 151 Officer
Financial Performance Report	January 2023	Ashley Wilson – Section 151 Officer
Service Plan 2023/24	January 2023	Sally O’Hanlon – Head of Partnership
Performance Report	January 2023	Sally O’Hanlon – Head of Partnership
Future of the Partnership (Confidential Item)	January 2023	Sally O’Hanlon – Head of Partnership
Financial Performance Report	March 2023	Ashley Wilson – Section 151 Officer
Performance Report	March 2023	Sally O’Hanlon – Head of Partnership
Future of the Partnership (Confidential Item)	March 2023	Sally O’Hanlon – Head of Partnership
Annual Meeting		
Schedule of meetings	July 2023	Democratic Services
Year End Performance Report	July 2023	Sally O’Hanlon – Head of Partnership
Year End Financial Report	July 2023	Ashley Wilson – Section 151 Officer
Future of the Partnership (Confidential Item)	July 2023	Sally O’Hanlon – Head of Partnership
Financial Performance Report	September 2023	Ashley Wilson – Section 151 Officer
Performance Report	September 2023	Sally O’Hanlon – Head of Partnership
Future of the Partnership (Confidential Item)	September 2023	Sally O’Hanlon – Head of Partnership
Financial Performance Report	November 2022	Ashley Wilson – Section 151 Officer

Decision	Date of Decision (approx.)	Contacts
Performance Report	November 2022	Sally O'Hanlon – Head of Partnership
Future of the Partnership (Confidential Item)	November 2022	Sally O'Hanlon – Head of Partnership