



Revenue and Benefit Service

Performance Report
March 2023

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	51,764	532	1.0%	5,592	10.8%
HDC	39,739	650	40,532	793	41,554	1,022	42,590	1,036	43,528	938	2.2%	7,605	17.5%
NWLDC	44,940	733	45,564	624	46,277	713	47,189	912	48,028	839	1.8%	8,002	16.7%
Totals	135,038		136,697		138,683			Current Total:	143,320			Total Movement:	21,199
NDR Rated Assessments									Current Position	In Year Movement	In Year Percentage		
HBBC	3,181	19	3,179	-2	3,224	45	3,262	38	3,298	36	1.10%	422	12.8%
HDC	3,086	46	3,123	37	3,189	66	3,246	57	3,277	31	0.96%	661	20.2%
NWLDC	3,440	23	3,519	79	3,563	44	3,554	-9	3,589	35	0.98%	407	11.3%
Totals	9,707		9,821		9,976			Current Total:	10,164			Total Movement:	1,490
HB/CTLS Live Caseload									Current Caseload	In Year Movement	Caseload %		
HBBC	5,579	-204	5,321	-258	5,257	-64	5,257	-260	5,202	-55		-1,898	-36.1%
					Current Caseload Analysis	Joint HB/CTS		1,892	1,835	-57	36%		
						HB only		301	287	-14	6%		
						CTS only		3,019	3,080	61	58%		
HDC	3,243	-145	3,185	-58	3,210	25	3,210	-198	3,076	-134		-1,113	-36.2%
					Current Caseload Analysis	Joint HB/CTS		1,322	1,233	-89	41%		
						HB only		196	173	-23	6%		
						CTS only		1,692	1,670	-22	53%		
NWLDC	5,413	-283	5,118	-295	4,964	-154	4,964	-312	4,972	8		-2,215	-44.5%
					Current Caseload Analysis	Joint HB/CTS		2,100	2,069	-31	43%		
						HB only		206	197	-9	4%		
						CTS only		2,655	2,706	51	53%		
Totals	14,235		13,624			Current Total:			13,250			Total Movement:	-5,226

Hinckley & Bosworth Borough Council													Cumulative 2022/23	Year-End 2022/23 Target
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	7.6	10.8	3	9.1	7.8	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		
In month: New Claims (Days)	15.4	14.8	14.8	14.0	12.3	18.9	18.9	20.1	17.3	22.8	15.2	16.5	16.7	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		
In month: Change Events (Days)	5.4	6.1	7.9	5.4	4.8	7.4	7.3	7.2	5.0	8.5	2.2	7.2	6.2	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		
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%	83.5%	92.60%	95.40%	97.70%	97.7%	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	£4.3m	£4.3m	£4.1m	£4.1m	£4.1m	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%	83.7%	92.3%	95.1%	98.1%	98.1%	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	£0.63m	£0.62m	£0.56m	£0.55m	£0.55m	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	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	INFO
<i>Position for 2021/22 £m</i>	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.2m	£1.1m	£1.1m	£1.1m		
HB Overpayments Recovered	2%	4%	5%	6%	7%	8%	11%	12%	13%	14%	14%	15%	15%	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	0	1	0	2	9	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
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	9.4	11.2	2.9	10.5	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		
In month: New Claims (Days)	15.4	13.9	17.2	15.2	12.6	20.4	21.2	18.8	20.2	24	15.3	18.8	17.8	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		
In month: Change Events (Days)	5.8	6.2	8.3	5.1	4.5	7.1	7.0	8.0	6.5	7.8	2	7.9	6.3	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		
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%	82.3%	91.4%	94.5%	97.2%	97.2%	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	£4.7m	£4.4m	£5.0m	£5.0m	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%	82.3%	91.3%	95.6%	99.1%	99.1%	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	£0.71m	£0.58m	£0.42m	£0.51m	£0.51m	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	£1.2m	£1.3m	£1.3m	£1.3m	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%	19%	20%	21%	21%	21%	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	0	0	0	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
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Lower Threshold	£4,388	£10,345	£14,448	£18,945	£23,188	£27,574	£31,605	£36,028	£40,476	£44,518	£48,427	£52,405
Upper Threshold	£4,936	£11,638	£16,254	£21,313	£26,086	£31,021	£35,555	£40,531	£45,535	£50,083	£54,480	£58,956
Actual	£719	£941	£1,965	£2,180	£3,972	£5,674	£5,983	£6,425	£6,498	£6,877	£8,442	£8,875
Lower Tolerance	£3,669	£9,404	£12,483	£16,765	£19,216	£21,900	£25,621	£29,603	£33,977	£37,641	£39,985	£43,530
Upper Tolerance	£4,218	£10,697	£14,289	£19,133	£22,114	£25,347	£29,572	£34,106	£39,037	£43,206	£46,038	£50,080

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	£27,633	£30,288	£33,084	£35,775
Upper Threshold	£3,063	£8,615	£11,787	£14,869	£18,134	£21,451	£24,638	£28,012	£31,088	£34,074	£37,219	£40,247
Actual	£9	£197	£43	£43	£51	£291	£42	£47	£47	£116	£994	£1,333
Lower Tolerance	£2,713	£7,460	£10,435	£13,174	£16,068	£18,776	£21,859	£24,852	£27,586	£30,172	£32,090	£34,442
Upper Tolerance	£3,053	£8,418	£11,744	£14,826	£18,083	£21,160	£24,596	£27,965	£31,040	£33,958	£36,225	£38,914

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	£38,725	£42,582	£46,421	£50,242
Upper threshold	£4,797	£9,316	£16,221	£21,287	£25,706	£30,689	£35,229	£39,730	£43,565	£47,905	£52,223	£56,522
Actual	£48	£5,135	£5,747	£6,118	£5,949	£9,308	£9,422	£9,728	£9,781	£13,852	£26,782	£32,884
Lower Tolerance	£4,216	£3,146	£8,672	£12,803	£16,901	£17,971	£21,892	£25,587	£28,944	£28,730	£19,638	£17,358
Upper Tolerance	£4,749	£4,181	£10,474	£15,169	£19,757	£21,381	£25,807	£30,001	£33,785	£34,053	£25,441	£23,638

Government Initiatives

Energy Bills Support Scheme Alternative Funding (EBSS AF) and the Alternative Fuel Payment (AFP) scheme

Following the governments announcements of support to those households who do not have a direct relationship with a domestic energy supplier or those who use alternative fuel it is becoming increasingly obvious that verifying entitlement is significantly more complex than originally anticipated. We have also seen changes made to the guidance and have asked the Department for Business Energy & Industrial Strategy (BEIS) for clarification on a number of questions regarding eligibility. Of significant risk to the Council is the fact that if payments are made incorrectly then they will not be reimbursed for the amount paid out, therefore if there are any concerns around eligibility then these will not be paid until the evidence has been provided.

Annual Billing 2023/2024

The project has been completed and in line with the timetable both the business rate and council tax bills will start to be issued early March.

Projects

There are three projects currently being worked on:

- Automation of unpaid and amendments to direct debits for both council tax and non-domestic rate. This will remove the need for manual intervention in the majority of cases.
- Council tax refunds automation
- Migration of printed correspondence to the mailing house. This will negate the need for any manual packing of documents

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

Speed of Processing

When published speed of processing indicators are rounded and on this basis each of the three LA's have met their target for processing 'change events'. All three LAs were marginally behind the target for processing new claims.

State Pension Age

The State Pension Age Review has now been published and the Government has confirmed the State Pension age will rise to 67 by the end of 2028. It is believed that the Government plans to have a further review within two years of the next Parliament to reconsider the rise to age 68. It is anticipated that the spend on state pension and benefits will be £245bn in 2022/2023

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

Collection Rates

Council Tax

It is pleasing to report that both Harborough and Hinckley & Bosworth exceeded their council tax collection targets and North West Leicestershire were only 0.1% behind in matching performance for the previous year. Given the difficulties that households are sadly facing in the cost of living crisis performance is to be applauded.

Business Rates

Collection of business rates has been particularly challenging this year brought about by the increasing energy costs that the majority of businesses are facing and in the case of Harborough District in January 2023 we were faced with a significant increase in the debit brought about by the inclusion in the rating list of an industrial unit with an RV of £2.1m

LA	Target	Actual Performance	% behind target	What does this mean in monetary terms(O/S)	Largest debt
HBBC	98.8%	98.1%	0.7%	£259,149	[REDACTED]
HDC	99.2%	98.6%	0.6%	£303,409	[REDACTED]
NWLDC	99.0%	99.1% (exceeded)	N/A		

