



Revenue and Benefit Service

Performance Report May 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	Position at 31/3/23	2022/23 In Year Movement	2023/24				
											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	51,834	70	1.2%		
HDC	39,739	650	40,532	793	41,554	1,022	42,590	1,036	43,528	938	43,698	170	2.6%		
NWLDC	44,940	733	45,564	624	46,277	713	47,189	912	48,028	839	48,108	80	1.9%		
Totals	135,038		136,697		138,683			Current Total:	143,320	4,637	143,640				
NDR Rated Assessments											Current Position		Current Position	In Year Movement	In Year Percentage
HBBC	3,181	19	3,179	-2	3,224	45	3,262	38	3,298	36	3,298	0	1.10%		
HDC	3,086	46	3,123	37	3,189	66	3,246	57	3,277	31	3,274	-3	0.86%		
NWLDC	3,440	23	3,519	79	3,563	44	3,554	-9	3,589	35	3,580	-9	0.73%		
Totals	9,707		9,821		9,976			Current Total:	10,164	188	10,152				
HB/CTLS Live Caseload											Current Caseload		Current Caseload	In Year Movement	Caseload %
HBBC	5,579	-204	5,321	-258	5,257	-64	5,257	-260	5,249		5,225	-24			
					Current Caseload Analysis	Joint HB/CTS	1,892	1,836			1,822	-14	35%		
						HB only	301	300			283	-17	5%		
						CTS only	3,019	3,113			3,120	101	60%		
HDC	3,243	-145	3,185	-58	3,210	25	3,210	-198	3,076		3,103	27			
					Current Caseload Analysis	Joint HB/CTS	1,322	1,233			1,235	2	40%		
						HB only	196	173			166	-7	5%		
						CTS only	1,692	1,670			1,702	32	55%		
NWLDC	5,413	-283	5,118	-295	4,964	-154	4,964	-312	4,972		4,951	-21			
					Current Caseload Analysis	Joint HB/CTS	2,100	2,069			2,065	-4	42%		
						HB only	206	197			190	-7	4%		
						CTS only	2,655	2,706			2,696	-10	54%		
Totals	14,235		13,624			Current Total:			13,297		13,279				

Leicestershire Partnership - Revenues and Benefits Performance Indicators

Harborough District Council													2023/24	Year - End 2023/24 target
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative	
In month: Right Time (days)	8.8	10.2											9.5	
<i>Position for 2022/23</i>	6.9	7.1	8.9	7.3	5.3	9.4	10.5	9.6	7.1	10.7	3.3	8	7.8	6
In month: New Claims (Days)	22.1	21.8											21.9	
<i>Position for 2022/23</i>	14.7	13.9	16.1	15.5	11.9	17.1	20.5	18.9	13.5	24.2	15	19.1	16.7	15
In month: Change Events (Days)	7.2	8.6											7.2	
<i>Position for 2022/23</i>	5.5	6.5	8.1	5.5	4.2	8.1	8.3	7.5	5.7	7.7	2.5	6	6.3	6
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	10.6%	19.7%											19.7%	
Profiled target (based on 22/23)	10.8%	20.0%	29.2%	38.2%	47.2%	56.4%	65.7%	74.9%	83.7%	92.8%	95.9%	98.3%	98.3%	98.1%
Arrears Reduction (£m) end of month	£3.5m	£3.4m												
<i>Position for 2022/23</i>	£3.2m	£3.1m	£3.0m	£2.9m	£2.8m	£2.7m	£2.7m	£2.6m	£2.6m	£2.4m	£2.3m	£2.2m	£2.2m	
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	7.9%	15.9%											15.9%	99.2%
Profiled target (based on 22/23)	9.5%	18.5%	28.4%	37.7%	47.2%	56.6%	64.7%	73.5%	78.3%	85.0%	88.1%	98.6%	98.6%	99.2%
Arrears Reduction (£m) end of month	£2.1m	£1.7m												
<i>Position for 2022/23</i>	£1.4m	£0.71m	£0.69m	£0.68m	£0.59m	£0.57m	£0.83m	£0.81m	£1.7m	£2.2m	£2.1m	£0.79m	£0.79m	
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
HB Overpayments outstanding	£0.75m	£0.77m											£0.77m	
<i>Position for 2022/23 (£m)</i>	£0.75m	£0.75m	£0.75m	£0.76m	£0.74m	£0.74m	£0.73m	£0.74m	£0.74m	£0.74m	£0.75m	0.75m	£0.75m	
HB Overpayments Recovered end of month	2%	3%											3%	
Profiled target (based on 22/23)	1%	3%	4%	6%	10%	11%	12%	13%	13%	14%	14%	15%	15%	31%
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
CTLS Sanctions gained	0	0											0	
Profiled target based on 22/23	0	0	2	1	0	0	0	0	0	1	0	0	4	6

Hinckley & Bosworth Borough Council													Cumulative 2023/24	Year-End 2023/24 Target
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In month: Right Time (days)	9.8	9.4											9.6	
<i>Position for 2022/23</i>	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
In month: New Claims (Days)	21.7	21.8											21.8	
<i>Position for 2022/23</i>	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
In month: Change Events (Days)	8.2	8.1											8.1	
<i>Position for 2022/23</i>	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
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	10.4%	19.5%											19.5%	
Profiled target (based on 22/23)	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%
In Year Arrears Reduction (£) end of month	£5.5m	£5.3m											£5.3m	
<i>Position for 2022/23</i>	£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	
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	10.5%	20.2%											20.2%	
Profiled target (based on 22/23)	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%
Arrears Reduction (£m) end of month	£1.2m	£1.2m											£1.2m	
<i>Position for 2022/23</i>	£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	
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	
<i>Position for 2022/23 £m</i>	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m		
HB Overpayments Recovered	1%	4%											4%	
Profiled target (based on 22/23)	2%	4%	5%	6%	7%	8%	11%	12%	13%	14%	14%	15%	15%	
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
CTLS Sanctions gained	0	0											0	
Profiled target (based on 22/23)	2	0	0	0	1	2	0	1	0	1	0	2	9	

North West Leicestershire District Council													2023/24	Year End 2023/24 target
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In month: Right Time (days)	8.7	9.6											9.1	
<i>Position for 2022/23</i>	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
In month: New Claims (Days)	24.3	24.6											24.5	
<i>Position for 2022/23</i>	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
In month: Change Events (Days)	6.9	8											7.4	
<i>Position for 2022/23</i>	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
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	9.9%	18.9%											18.9%	
Profiled target (based on 22/23)	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%
Arrears Reduction (£m) end of month	£6.5m	£6.4m											£6.4m	
<i>Position for 2022/23</i>	£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	
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	9.2%	18.0%											18.0%	
Profiled target (based on 22/23)	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%
Arrears Reduction (£m) end of month	£1.6m	£1.5m											£1.5m	
<i>Position for 2022/23</i>	£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	
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
HB Overpayments outstanding end of month	£1.3m	£1.3m											£1.3m	
<i>Position for 2022/23 (£m)</i>	£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	
HB Overpayments Recovered	1%	3%											3%	
Profiled target (based on 22/23)	5%	10%	11%	14%	14%	16%	17%	18%	19%	20%	21%	21%	21%	34%
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
CTLS Sanctions gained	0												0	
Profiled target (Based on 22/23)	0	0	1	0	1	0	2	0	0	0	0	0	4	6

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	£4,379	£10,586										
Upper Threshold	£4,926	£11,910										
Actual	£547	£2,501										
Lower Tolerance	£3,831	£8,085	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Upper Tolerance	£4,379	£9,408	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£2,716	£7,700										
Upper Threshold	£3,056	£8,663										
Actual	£25	£119										
Lower Tolerance	£2,691	£7,581	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Upper Tolerance	£3,031	£8,544	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£4,400	£8,470										
Upper threshold	£4,950	£9,528										
Actual	£9,454	£2,632										
Lower Tolerance	-£5,054	£5,838	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Upper Tolerance	-£4,504	£6,897	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
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Recruitment

- Business Development Team Leader – Offer made subject to medical and appropriate checks
- Council Tax Officer (Job share 18.5 hours) – Appointed started 1 June
- Council Tax Officer (Job share 18.5 hours) – Awaiting references
- Revenues and Benefits Manager (Revenues Focus) – Appointment made to start 26 June
- Visiting Officer – Interviews 15 June 2023

Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

Speed of Processing

The time taken to process new claims and changes has been significantly impacted by the disconnection by Vodafone of the wrong PSN circuit and we were unable to access from 4 April to 3 May. Having access to the DWP searchlight system means that the assessment team can access a person’s entitlement to state benefits immediately when assessing their Council Tax Support/Housing Benefit. In addition, access to their VEP system allows the team to see Real Time information of HMRC records to view up to date earnings and occupational & pensions.

This allows us to process the claims we receive promptly and without the need to request this information from the customer.

In terms of our performance, it has resulted in a potential additional 30 days in processing time in cases where we could not access the information directly.

LA Error and Subsidy

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

Housing Benefit Accuracy initiative

For the second year we are required to comply with the DWP’s Housing Benefit Accuracy initiative which requires us to

undertake activities to identify unreported change of circumstances. New burdens funding has been provided which is ring fenced and intended to support LA's in delivering the project either through overtime or additional resources.

It is our recommendation that the agency member of staff is retained and works on the new cases until the total budget is extinguished (they have until the 30 June to complete any outstanding cases for last year).

Funding for 2023 – 2024

HDC £4,505.74

HBBC £7,411.68

NWLDC £6,230.86

Renters Reform bill

The Renters Reform Bill was presented to Parliament early May whilst it will take some time to become law it will significantly change renting in the UK. Landlords will no longer be able to recover their property on demand for instance. As such, assured shorthold tenancies (6 and 12 months for instance) will disappear and tenancies will in effect be for lifetime or until a prescribed situation arises or the tenant serves notice to leave. Rent increases will also be limited to once a year. Here are ten of the proposed key changes:

1. **S.21 'no-fault' evictions to be scrapped:** Landlords will need to provide a specific reason for evicting their tenant, and rely on the county courts to decide whether a tenant should be evicted.
2. **Introduction of rolling tenancies:** In other words, tenancies will automatically continue rather than being for short fixed terms (e.g. 12 months).
3. **Rent increase notice period to double to 2 months,** and rent cannot be increased more than once a year.
4. **Quicker procedure promised for 'fault-based' evictions is unlikely:** The Government has suggested rent arrears and anti-social behaviour evictions will be fast-tracked, but landlords should expect that in reality the process will be "slow and time-consuming".
5. **Landlords won't be able to 'unreasonably refuse' tenants having pets:** Although a 'pet insurance' can be charged by the landlord to account for the risk of damage.
6. **Landlord portal where tenants can rate them:** Akin to 'Checkatrade' or an 'Uber' rating for landlords, tenants will be able to find out about their landlord's letting history and 'score' a landlord.

7. **Property Ombudsman:** New single ombudsman to be introduced to resolve landlord and tenant disputes. This already applies to landlords with letting agents but will be extended to all private landlords.
8. **Repeated serious rent arrears will be a mandatory ground for eviction:** This will go some way to closing the current loophole where tenants can avoid eviction based on rent arrears provided that they pay the arrears before a possession hearing.
9. **Minimum Housing standards:** Called the 'Decent Homes Standard', this currently applies to social housing but will be extended to the private rental sector.
10. **No ban on benefits or families:** If they can pay the rent, tenants cannot be rejected on the basis they receive benefits or have children.

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

Collection Rates

Council Tax

Collection is marginally behind that of the previous year. Whilst the numbers of reminders issued at the start of the year are pretty consistent, we had received a request from customer services to stagger the numbers sent so they were better able to cope with the number of enquiries. We have ensured that all reminders due for April were issued before the end of May

Business Rates

Currently it is only HBBC who are exceeding target with NWLDC marginally behind. However, the net collectable debit for HDC has increased from £50.6m in March to £59.8m in April, which has had a significant impact on the collection rate

Enforcement Agent Procurement

The current contract comes to and end on October 31st 2023 and arrangements for the procurement of a new contract are progressing with the support of the Welland Partnership and YPO with Blaby as the lead. The tender will be split into three lots

Lot 1: The Partnership

Lot 2: Comprising Oadby & Wigston, Blaby, Rutland & Melton
Lot 3: Car parking (for Rutland only)

Hotels used by asylum seekers

The VOA have advised that hotels being used by asylum seekers will be moved from the NNDR list to the council tax list from the date that it started to be used for that purpose.