



PAPER

Revenue and Benefit Service

Performance Report September 2023

Caseload Analysis

Position at:	Poition 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		
Banded Council Tax Dwellings											Current Position	In Year Movement	In Year Percentage Movement
HBBC	50,359	453	50,601	242	50,852	251	51,232	380	51,764	532	52,092	328	1.7%
HDC	39,739	650	40,532	793	41,554	1,022	42,590	1,036	43,528	938	43,984	456	3.3%
NWLDC	44,940	733	45,564	624	46,277	713	47,189	912	48,028	839	48,339	311	2.4%
Totals	135,038		136,697		138,683			Current Total:	143,320	4,637	144,415		
NDR Rated Assessments										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	3,309	11	1.44%
HDC	3,086	46	3,123	37	3,189	66	3,246	57	3,277	31	3,269	-8	0.71%
NWLDC	3,440	23	3,519	79	3,563	44	3,554	-9	3,589	35	3,583	-6	0.82%
Totals	9,707		9,821		9,976			Current Total:	10,164	188	10,161		
HB/CTLS Live Caseload										Caseload	Current Caseload	In Year Movement	Caseload %
HBBC	5,579	-204	5,321	-258	5,257	-64	5,257	-260	5,249		5,198	-51	
					Current Caseload Analysis	Joint HB/CTS	1,892	1,836			1,773	-63	34%
						HB only	301	300			298	-2	6%
						CTS only	3,019	3,113			3,127	14	60%
HDC	3,243	-145	3,185	-58	3,210	25	3,210	-198	3,076		3,125	49	
					Current Caseload Analysis	Joint HB/CTS	1,322	1,233			1,224	-9	39%
						HB only	196	173			173	0	6%
						CTS only	1,692	1,670			1,728	58	55%
NWLDC	5,413	-283	5,118	-295	4,964	-154	4,964	-312	4,972		4,956	-16	
					Current Caseload Analysis	Joint HB/CTS	2,100	2,069			2,025	-44	41%
						HB only	206	197			191	-6	4%
						CTS only	2,655	2,706			2,740	34	55%
Totals	14,235		27,248			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: New Claims (Days)	22.1	21.8	18.5	16.5	16.2	14.5							18.3	15
<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	
In month: Change Events (Days)	7.2	8.6	5.2	3.9	5.7	5.8							6.1	6
<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	
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	10.6%	19.7%	28.9%	38.0%	47.1%	56.2%							56.2%	98.1%
This years 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%	
Arrears Reduction (£m) end of month	£3.5m	£3.4m	£3.3m	£3.3m	£3.3m	£3.3m							£3.3m	INFO
<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%	25.6%	35.4%	44.1%	53.1%							53.1%	99.2%
This years 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%	
Arrears Reduction (£m) end of month	£2.1m	£1.7m	£1.5m	£1.7m	£1.9m	£1.3m							£1.3m	INFO
<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	£0.75m	£0.75m	£0.76m	£0.76m							£0.76m	INFO
<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%	5%	5%	6%	7%							7%	31%
This years profiled target (based on 22/23)	1%	3%	4%	6%	10%	11%	12%	13%	13%	14%	14%	15%	15%	
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
CTLS Sanctions gained	0	0	2	0	2	0							4	6
This years profiled target	0	0	2	1	0	0	0	0	0	1	0	0	4	

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	Cumulative	
In month: New Claims (Days)	24.3	24.6	19.7	15.7	15.6	14.9							19.1	15
<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	
In month: Change Events (Days)	6.9	8	5	4.6	4.9	5.3							5.8	6
<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	
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	9.9%	18.9%	28.0%	37.0%	46.1%	55.1%							55.1%	97.3%
This years 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%	
Arrears Reduction (£m) end of month	£6.5m	£6.4m	£6.2m	£6.2m	£6.2m	£6.2m							£6.2m	INFO
<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%	26.8%	37.0%	45.7%	54.9%							54.9%	99.0%
This years 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%	
Arrears Reduction (£m) end of month	£1.6m	£1.5m	£2.1m	£1.5m	£0.5m	£0.5m							£0.5m	INFO
<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	£1.3m	£1.3m	£1.3m							£1.3m	INFO
<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%	4%	5%	7%	8%							8%	34%
This years profiled target (based on 22/23)	5%	10%	11%	14%	14%	16%	17%	18%	19%	20%	21%	21%	21%	
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
CTLS Sanctions gained	0	0	1	1	0	0							2	6
This years profiled target (Based on 22/23)	0	0	1	0	1	0	2	0	0	0	0	0	4	

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: New Claims (Days)	21.7	21.8	16.7	15.6	16.8	14.2							17.8	15
<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	
In month: Change Events (Days)	8.2	8.1	5	4.5	5.2	4.7							6.0	6
<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	
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	10.4%	19.5%	28.6%	37.6%	46.7%	55.9%							55.9%	97.6%
This years 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%	
In Year Arrears Reduction (£) end of month	£5.5m	£5.3m	£5.3m	£5.3m	£5.3m	£5.3m							£5.3m	INFO
<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%	29.1%	39.4%	48.6%	57.0%							57.0%	98.8%
This years 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%	
Arrears Reduction (£m) end of month	£1.2m	£1.2m	£1.2m	£1.2m	£1.5m	£1.4m							£1.4m	INFO
<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	£1.1m	£1.1m	£1.1m							£1.1m	INFO
<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%	6%	7%	9%	11%							11%	36%
This years profiled target (based on 22/23)	2%	4%	5%	6%	7%	8%	11%	12%	13%	14%	14%	15%		
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
CTLS Sanctions gained	0	0	0	0	0	1							1	6
This years profiled target (based on 22/23)	2	0	0	0	1	2	0	1	0	1	0	2	9	

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	£15,264	£19,445	£23,699	£28,334						
Upper Threshold	£4,926	£11,910	£17,172	£21,876	£26,662	£31,876						
Actual	£547	£2,501	£6,861	£9,492	£9,917	£12,485						
Lower Tolerance	£3,831	£8,085	£8,403	£9,954	£13,783	£15,849	£0	£0	£0	£0	£0	£0
Upper Tolerance	£4,379	£9,408	£10,311	£12,384	£16,745	£19,391	£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	£10,579	£13,451	£16,516	£19,412						
Upper Threshold	£3,056	£8,663	£11,902	£15,132	£18,581	£21,838						
Actual	£25	£119	£716	£769	£917	£1,583						
Lower Tolerance	£2,691	£7,581	£9,863	£12,681	£15,599	£17,829	£0	£0	£0	£0	£0	£0
Upper Tolerance	£3,031	£8,544	£11,185	£14,363	£17,664	£20,255	£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	£15,015	£19,049	£23,044	£27,514						
Upper threshold	£4,950	£9,528	£16,892	£21,430	£25,925	£30,953						
Actual	£9,454	£2,632	£3,123	£3,576	£747	£1,473						
Lower Tolerance	-£5,054	£5,838	£11,892	£15,473	£22,297	£26,041	£0	£0	£0	£0	£0	£0
Upper Tolerance	-£4,504	£6,897	£13,769	£17,854	£25,178	£29,480	£0	£0	£0	£0	£0	£0

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

Speed of Processing

All 3 LA's have either matched or improved their cumulative processing times.

LA Error and Subsidy

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

Universal Credit & tax credit managed migration

DWP have confirmed that the tax credit managed migration will continue for the rest of 2023.

Under the DWP's phased 'managed migration' process, claimants of tax credits and other older benefits, known as 'legacy benefits', will be required to switch to universal credit (UC). They have three months after receiving their 'migration notice' to claim UC. Managed migration started last year when in a 'discovery phase' the DWP informed a small number of claimants of 'legacy benefits' that they must claim UC. In April this year the process was scaled up, focusing on single, tax credit-only claimants, many of them working. By the end of this financial year, the DWP plans to have sent 500,000 tax-credit claiming households a migration notice, requiring them to claim UC. If the proportion of 'no-claims' stays at 28%, 140,000 households could have their current benefits stopped.

At some stage in the second part of next year, the proposal is that most housing benefit working age claimants will be notified that their HB will end.

At the moment, the DWP take the view that Councils should not assist claimants in the new UC claim process and will not fund Councils to do this. Instead affected former HB claimants should be referred to a helpline and / or to a website page.

Revenues Operational Team

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

Council Tax collection

Apart from NWLDC who are matching their profiled target council tax collection is still fractionally behind for the other two of between 0.2 & 0.3%)

Business Rate collection

NWLDC's collection rate is still 0.5% behind its profiled target, due in part to the increase in its debit over the preceding two months.

HDC's current collection rate has not improved and is stubbornly remaining at over 3% of the profiled target. However there has been a significant reduction in the previous year's arrears of £600k, you will recall that a significant increase in the debit at the start of the year also brought with it an increase in the arrears figure due to the backdating of charges. HBBC has improved its collection rate.

Enforcement tender

One of the present incumbents (Marstons) who were not selected are challenging the decision. This is being dealt with by YPO and legal at Blaby. As it stands the Contracts will not be awarded until the challenge is resolved.