



PAPER

Revenue and Benefit Service

Performance Report November 2023

Caseload Analysis

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	52,196	432	1.9%	
HDC	39,739	650	40,532	793	41,554	1,022	42,590	1,036	43,528	938	44,183	655	3.7%	
NWLDC	44,940	733	45,564	624	46,277	713	47,189	912	48,028	839	48,408	380	2.6%	
Totals	135,038		136,697		138,683				Current Total: 143,320	4,637	144,787			
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	3,329	31	2.05%	
HDC	3,086	46	3,123	37	3,189	66	3,246	57	3,277	31	3,279	2	1.02%	
NWLDC	3,440	23	3,519	79	3,563	44	3,554	-9	3,589	35	3,589	0	0.98%	
Totals	9,707		9,821		9,976				Current Total: 10,164	188	10,197			
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		5,196	-53		
					Current Caseload Analysis	Joint HB/CTS	1,892	1,836			1,770	-66	34%	
						HB only	301	300			304	4	6%	
						CTS only	3,019	3,113			3,122	9	60%	
HDC	3,243	-145	3,185	-58	3,210	25	3,210	-198	3,076		3,135	59		
					Current Caseload Analysis	Joint HB/CTS	1,322	1,233			1,244	11	40%	
						HB only	196	173			179	6	5%	
						CTS only	1,692	1,670			1,712	42	55%	
NWLDC	5,413	-283	5,118	-295	4,964	-154	4,964	-312	4,972		4,945	-27		
					Current Caseload Analysis	Joint HB/CTS	2,100	2,069			2,005	-64	41%	
						HB only	206	197			195	-2	4%	
						CTS only	2,655	2,706			2,745	39	55%	
Totals	14,235		27,248			Current Total:			13,297		13,276			

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	15.3	15.8					17.6	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	5.4	5.1					5.8	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%	65.5%	74.5%					74.5%	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	£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%	61.7%	70.8%					70.8%	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	£0.75m	£0.53m					£0.53m	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	£0.77m	£0.78m					£0.78m	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%	8%	9%					9%	31%
This year sprofiled 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	0	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		
In month: New Claims (Days)	24.3	24.6	19.7	15.7	15.6	14.9	15.8	19.1*					18.7	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	5.7	5.5					5.7	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%	64.2%	73.3%					73.3%	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	£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%	62.1%	70.2%					70.2%	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	£0.76m	0.87m					£0.87m	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	£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%	9%	10%					10%	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	1	0					3	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	16.9	13.9					17.2	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	5	4.8					5.7	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%	65.1%	74.3%					74.3%	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	£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%	66.3%	75.0%					75.0%	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	£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	£1.0m	£1.0m					£1.0m	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%	15%	16%					16%	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	0	0					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	£32,839	£37,492				
Upper Threshold	£4,926	£11,910	£17,172	£21,876	£26,662	£31,876	£36,944	£42,179				
Actual	£547	£2,501	£6,861	£9,492	£9,917	£12,485	£12,682	£13,093				
Lower Tolerance	£3,831	£8,085	£8,403	£9,954	£13,783	£15,849	£20,157	£24,399	£0	£0	£0	£0
Upper Tolerance	£4,379	£9,408	£10,311	£12,384	£16,745	£19,391	£24,261	£29,085	£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	£22,187	£25,350				
Upper Threshold	£3,056	£8,663	£11,902	£15,132	£18,581	£21,838	£24,960	£28,518				
Actual	£25	£119	£716	£769	£917	£1,583	£1,699	£1,698				
Lower Tolerance	£2,691	£7,581	£9,863	£12,681	£15,599	£17,829	£20,488	£23,652	£0	£0	£0	£0
Upper Tolerance	£3,031	£8,544	£11,185	£14,363	£17,664	£20,255	£23,261	£26,820	£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	£31,537	£35,988				
Upper threshold	£4,950	£9,528	£16,892	£21,430	£25,925	£30,953	£35,480	£40,487				
Actual	£9,454	£2,632	£3,123	£3,576	£747	£1,473	£1,781	£1,968				
Lower Tolerance	-£5,054	£5,838	£11,892	£15,473	£22,297	£26,041	£29,757	£34,021	£0	£0	£0	£0
Upper Tolerance	-£4,504	£6,897	£13,769	£17,854	£25,178	£29,480	£33,699	£38,519	£0	£0	£0	£0

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

Speed of Processing

All 3 LA's are meeting the target for processing changes in circumstances despite encountering software issues, and we are making marginal progress in improving the processing times for new claims.

* Processing time for North West Leicestershire was impacted in November when around 80 customer emails were identified that had not been passed through to Revenues and Benefits. These are currently being worked through to ensure that all customers receive their full entitlement.

LA Error and Subsidy

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

Discretionary Housing Payments (DHP's)

We have seen a significant year on year reduction in the Government funding for DHP's but unfortunately there has not been a commensurate reduction in demand which has grown expeditiously.

Latterly we have noticed that there has also been an increase in claims from those who have previously not claimed but

have been hit with increases in their rent as a result of landlords facing an increase in their mortgages due to the increases in interest rates. The weekly awards have also been increasing and have examples where the shortfall between the rent and benefit entitlement exceeds £100 per week.

Additional funding has been provided based on previous years spend but taking into account future commitments for the next four months a significant supplementary budget will be required.

*A separate briefing note will be supplied shortly forecasting future spend (based on current) and the various options available which could include limiting the weekly award.

The position at the end of November is as follows:

LA	Funding	Spend to 30/11 (excludes advance payments)	Claims from those in receipt of HB	Claims from those in receipt of UC
HBBC	£78,739	£105,745	£21,273	£84,472
NWLDC	£81,022	£89,704	£25,992	£63,712
HDC	£51,889	£36,399	£3,153	£33,246

You will note that those entitled to Universal Credit comprise the largest proportion of claimants.

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

Council Tax collection

Collection is slightly behind the profiled target of between 0.1 and 0.4%.

Business Rate collection

Increases in the debit continues to affect collection for both HDC and NWLDC, with NWLDC seeing an increase in rates payable of £1.96m over the previous month.