



PAPER

# Revenue and Benefit Service

Performance Report  
March 2024

1. PURPOSE OF THE REPORT

1.1. To inform members of the performance of the Partnership for the period April 2023 to March 2024.

2. RECOMMENDATION

2.1. That performance is noted and used to determine the targets for 2024/2025.

2.2. The targets are set as detailed below

Caseload Analysis														
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			
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	52,305	541	2.1%	
HDC	39,739	650	40,532	793	41,554	1,022	42,590	1,036	43,528	938	44,398	870	4.2%	
NWLDC	44,940	733	45,564	624	46,277	713	47,189	912	48,028	839	48,554	526	2.9%	
Totals	135,038		136,697		138,683			Current Total:	143,320	4,637	148,386			
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	3,337	39	2.30%	
Debit (£)									(previous month)	40,741,035	40,661,235			
HDC	3,086	46	3,123	37	3,189	66	3,246	57	3,277	31	3,296	19	1.54%	
Debit (£)									(previous month)	62,077,002	62,009,388			
NWLDC	3,440	23	3,519	79	3,563	44	3,554	-9	3,589	35	3,516	-73	-1.07%	
Debit (£)									(previous month)	99,361,728	99,241,444			
Totals	9,707		9,821		9,976			Current Total:	10,164	188	10,149			
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		5,202	-47		
					Current Caseload Analysis	Joint HB/CTS	1,892	1,836			1,735	-101	33%	
						HB only	301	300			309	9	6%	
						CTS only	3,019	3,113			3,158	45	61%	
HDC	3,243	-145	3,185	-58	3,210	25	3,210	-198	3,076		3,129	53		
					Current Caseload Analysis	Joint HB/CTS	1,322	1,233			1,205	-28	39%	
						HB only	196	173			168	-5	5%	
						CTS only	1,692	1,670			1,756	86	56%	
NWLDC	5,413	-283	5,118	-295	4,964	-154	4,964	-312	4,972		4,934	-38		
					Current Caseload Analysis	Joint HB/CTS	2,100	2,069			1,944	-125	39%	
						HB only	206	197			188	-9	4%	
						CTS only	2,655	2,706			2,802	96	57%	
Totals	14,235		27,248			Current Total:			13,297		13,265			



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	12.9	16.2	13.9	13.8	16.2	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	3.8	7	2.1	3.7	5.2	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%	83.1%	92.2%	94.9%	97.5%	97.5%	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	£5.1m	£5.0m	£4.9m	£4.8m	£4.8m	£4.7m	£4.6m	£4.5m	£4.5m	£4.4m	£4.2m	£4.2m	£4.2m	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%	83.3%	92.7%	95.6%	98.5%	98.5%	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	£1.3m	£1.2m	£1.0m	£1.0m	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	£1.0m	£1.0m	£1.0	£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%	17%	19%	20%	21%	21%	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	2	1	0	0	4	6
This years profiled target (Based on 22/23)	2	0	0	0	1	2	0	1	0	1	0	2	9	

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	13.4	19.1	16.1	15.2	17.0	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	4.6	6.6	2.1	4.1	5.4	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%	83.5%	92.5%	95.3%	98.0%	98.0%	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	£3.1m	£3.0m	£2.9m	£2.8m	£2.7m	£2.6m	£2.6m	£2.6m	£2.5m	£2.5m	£2.5m	£2.4m	£2.4m	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%	80.3%	89.4%	94.9%	98.7%	98.7%	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	£0.5m	£0.5m	£0.4m	£0.6m	£0.4m	£0.4m	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	£0.77m	£0.77m	£0.78m	£0.78m	£0.78m	£.078m	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%	10%	11%	12%	14%	14%	31%
This year 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	0	0	1	1	3	0	9	6
This years profiled target (based on 22/3)	0	0	2	1	0	0	0	0	0	1	0	0	4	

### 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	£41,625	£45,968	£50,206	£54,356
Upper Threshold	£4,926	£11,910	£17,172	£21,876	£26,662	£31,876	£36,944	£42,179	£46,828	£51,714	£56,481	£61,150
<b>Actual</b>	<b>£547</b>	<b>£2,501</b>	<b>£6,861</b>	<b>£9,492</b>	<b>£9,917</b>	<b>£12,485</b>	<b>£12,682</b>	<b>£13,093</b>	<b>£18,521</b>	<b>£18,944</b>	<b>£19,233</b>	<b>£20,468</b>
Lower Tolerance	£3,831	£8,085	£8,403	£9,954	£13,783	£15,849	£20,157	£24,399	£23,104	£27,024	£30,973	£33,887
Upper Tolerance	£4,379	£9,408	£10,311	£12,384	£16,745	£19,391	£24,261	£29,085	£28,307	£32,770	£37,249	£40,682

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	£28,207	£31,179	£33,960	£36,764
Upper Threshold	£3,056	£8,663	£11,902	£15,132	£18,581	£21,838	£24,960	£28,518	£31,733	£35,076	£38,205	£41,359
<b>Actual</b>	<b>£25</b>	<b>£119</b>	<b>£716</b>	<b>£769</b>	<b>£917</b>	<b>£1,583</b>	<b>£1,699</b>	<b>£1,698</b>	<b>£1,852</b>	<b>£2,802</b>	<b>£2,802</b>	<b>£4,316</b>
Lower Tolerance	£2,691	£7,581	£9,863	£12,681	£15,599	£17,829	£20,488	£23,652	£26,355	£28,377	£31,158	£32,447
Upper Tolerance	£3,031	£8,544	£11,185	£14,363	£17,664	£20,255	£23,261	£26,820	£29,881	£32,274	£35,403	£37,043

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	£39,027	£42,849	£46,776	£50,593
Upper threshold	£4,950	£9,528	£16,892	£21,430	£25,925	£30,953	£35,480	£40,487	£43,906	£48,205	£52,623	£56,918
<b>Actual</b>	<b>£9,454</b>	<b>£2,632</b>	<b>£3,123</b>	<b>£3,576</b>	<b>£747</b>	<b>£1,473</b>	<b>£1,781</b>	<b>£1,968</b>	<b>£2,190</b>	<b>£3,217</b>	<b>£3,560</b>	<b>£8,508</b>
Lower Tolerance	-£5,054	£5,838	£11,892	£15,473	£22,297	£26,041	£29,757	£34,021	£36,838	£39,632	£43,217	£42,085

Upper Tolerance	-£4,504	£6,897	£13,769	£17,854	£25,178	£29,480	£33,699	£38,519	£41,716	£44,988	£49,064	£48,409
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**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 and despite our best efforts we have not been able to claw back the processing time lost during April 2023. To recap Vodafone disconnected the PSN circuit we use to gain real time access to DWP and HMRC data which meant that if we needed to verify a claimant details, we had to contact them direct. The link was not restored until 3 May 2023 which meant we did not have this functionality for over 30 days. In addition to this, we continue to have difficulties recruiting experienced staff for vacant roles.

### 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 Managed Migration

A separate briefing has been prepared setting out the DWP's plans but 'Shelter' have already raised concerns that because of the significant differences between housing benefit and universal credit, there will be claimants who struggle to make a new claim on time. They have asked the DWP to pause the rollout to people who only claim housing benefit and make sure there are adequate safeguards in place to identify and support people who may find the move to UC difficult.

### Housing Support Fund & Debt Relief Orders

To help the most vulnerable households with the cost of essentials such as food and utilities, the government is providing an additional £500 million to enable the extension of the Household Support Fund in England from April to September 2024. The fund was supposed to end on 31 March 2024 but pressure from Councils has seen this extension.

To support households struggling with problem debts, the government is making it easier to access a debt relief order (DRO). DROs are a personal insolvency debt solution for individuals who cannot pay their debts. At Spring Budget, the government is removing the £90 administration fee from 6 April 2024. The government is also raising the maximum debt value threshold from £30,000 to £50,000 and increasing the maximum value of motor vehicle that an individual can retain from £2,000 to £4,000, from 28 June 2024.

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

### **Council Tax collection**

All three LAs are only 0.1% behind the profiled target at year end, in monetary terms this amounts to approximately £70k. NWLDC maintains the same level of collection as last year.

At the IRRV virtual conference it was highlighted that Council Tax collection remains very difficult nationwide.

### **Business Rate collection**

All three LA's have not met the profiled target. In monetary terms HDC required a further £300k; HBBC £130k and NWLDC £1.8m to hit target.

As previously highlighted, both HDC and HBBC have seen significant increases in their respective debits throughout the financial year. HDC had £1.2m and HBBC £509k in new assessments in the final 6 months of the year, reducing the time available for repayment and collection. At NWLDC one assessment valued at £2.15m remained uncollected due to delays from the Government in issuing Freeport relief guidance. This equates to 2.16% of their net collectible debit. Without this assessment the target would have been exceeded.

We have faced a number of challenges this year in relation to collection which includes the cost-of-living crisis affecting both businesses and households and to a lesser extent changes in finance systems at NWLDC & HDC which has created difficulties in cash allocation in some cases.

### **Business Rates recovery**

Prior years' recovery continues in Business Rates. Comparison against the position last year is unreliable due to the nature of the business rates system, where changes to the rating list can be backdated for several years, impacting on the arrears levels.

### **Select Committee report on council tax collection.**

The Government has responded to the Levelling Up, Housing and Communities Select Committee report on collection setting out their views and amongst other areas have confirmed that:

- There are no plans to remove imprisonment as a sanction for non-payment. "The payment of council tax is critical to the delivery of local services to the local community and the ultimate risk of imprisonment for willful non-payment



is a tool that can assist councils in getting residents to engage and to assist councils in council tax collection.”

- The government has no plans to conduct a revaluation of council tax bands. “A revaluation would be expensive to undertake, and it would particularly risk penalising those on a lower income, including pensioners, who have seen their homes appreciate in value, and might face a substantial increase in tax without having the income to pay it. It may also increase council tax for households where home improvements have been made since they moved in”.

### **Key Performance Indicators 2024/2025**

It is normal process to wait for outturn before setting targets. The above information will assist in target setting, the targets are recommended as below.

	Ave Outturn 2022/23	Ave Outturn 2023/24	Target 2022/3 & 2023/4	Suggested 2024/25
New Claims	17	17	15	15 days (this is an ambitious target, though needs to be ambitious to make payments to our residents in a timely manner during the cost-of-living crisis)
Change of Circumstances	5.3	5.3	6	6 days (remain the same)
NDR	<b>NWLDC</b> 23/4 Target 99.0% Outturn 97.2%	<b>HBBC</b> 23/24 Target 98.8% Outturn 98.5%	<b>HDC</b> 23/4 Target 99.2 % Outturn 98.7%	All three LAs remain the same, (noting a % may not be the best measure)
Council Tax	23/4 Target 97.3 Outturn 97.2 %	23/4 Target 97.6% Outturn 97.5%	23/4 Target 98.1% Outturn 98.0%	Reduction of 0.1% to all three authorities; in recognition of ongoing cost of living pressures/collection pressures felt nationwide.