



Revenue and Benefit Service

Performance Report
September 2024

1. PURPOSE OF THE REPORT

1.1. To inform the Joint Committee of the performance of the Partnership for September 2024.

1.2. That performance is noted.

Caseload Data								
Position at:				31/03/2024		2024/25		
Banded Council Tax Dwellings						Current Position	Movement	Percentage Movement
HBBC				52,305		52,628	323	0.6%
HDC				44,398		44,642	244	0.5%
NWLDC				48,554		48,854	300	0.6%
Totals	Current Total:			145,257		146,124		
NDR Rated Assessments				Position		Current Position	Movement	Percentage Movement
HBBC				3,337		3,358	21	0.63%
Debit (£)	(previous month)				£46,156,000	£46,056,914	-£99,086	
HDC				3,296		3,326	30	0.91%
Debit (£)	(previous month)				£65,796,823	£65,950,255	£153,432	
NWLDC				3,516		3,535	19	0.54%
Debit (£)	(previous month)				£111,736,872	£112,454,871	£717,999	
Totals	Current Total:			10,149		10,219		
HB/CTLS Live Caseload				Caseload		Current Caseload	Movement	Caseload %
HBBC				5,202		5,193	-9	
	Joint HB/CTS			1,735		1,596	-139	31%
	HB only			309		278	-31	5%
	CTS only			3,158		3,319	161	64%
HDC				3,129		3,101	-28	
	Joint HB/CTS			1,205		1,107	-98	36%
	HB only			168		162	-6	5%
	CTS only			1,756		1,832	76	59%
NWLDC				4,934		4,834	-100	
	Joint HB/CTS			1,944		1,760	-184	36%
	HB only			188		159	-29	4%
	CTS only			2,802		2,915	113	60%
Totals	Current Total:			13,265		13,128		

Leicestershire Partnership - Revenues and Benefits Performance Indicators

North West Leicestershire District Council													2024/25	Year End 2023/24 target
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In month: New Claims (Days)	18.4	16.6	14.2	14.6	13.9	14.9							15.4	15
<i>Position for 2023/24</i>	24.3	24.6	19.7	15.7	15.6	14.9	15.8	19.1	17.7	17.5	13.9	14.6	17.8	
In month: Change Events (Days)	5.6	4.9	5.9	4.9	5.9	5.7							5.5	6
<i>Position for 2023/24</i>	6.9	8	5	4.6	4.9	5.3	5.7	5.5	5.4	6.5	2.2	5	5.4	
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	10.0%	19.1%	28.1%	37.3%	46.3%	55.4%							55.4%	97.3%
<i>Position for 2023/24</i>	9.9%	18.9%	28.0%	37.0%	46.1%	55.1%	64.2%	73.3%	82.2%	91.3%	94.3%	97.2%	97.2%	
Arrears Reduction (£m) end of month	£6.7m	£6.6m	£6.4m	£6.3m	£6.1m	£5.9m							£5.9m	INFO
<i>Position for 2023/24</i>	£6.0m	£5.9m	£5.8m	£5.6m	£5.5m	£5.4m	£5.4m	£5.3m	£5.2m	£5.1m	£4.8m	£4.8m	£4.8m	
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	8.9%	18.6%	26.9%	36.7%	45.5%	53.6%							53.6%	99.0%
<i>Position for 2023/24</i>	9.2%	18.0%	26.8%	37.0%	45.7%	54.9%	62.1%	70.2%	78.5%	89.2%	92.5%	97.2%	97.2%	
Arrears Reduction (£m) end of month	£3.3m	£1.6m	£2.7m	£2.3m	£3.0m	£3.1m							£3.1m	INFO
<i>Position for 2023/24</i>	£1.6m	£1.5m	£2.1m	£1.5m	£0.5m	£0.5m	£0.8m	£0.9m	£2.3m	£2.1m	£0.18m	£0.28m	£0.28m	
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
HB Overpayments outstanding end of month	£1.4m	£1.4m	£1.3m	£1.3m	£1.3m	£1.3m							£1.3m	INFO
<i>Position for 2023/24</i>	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	
HB Overpayments Recovered	1.6%	2.3%	6.9%	9.8%	11.3%	12.9%							12.9%	34%
<i>Position for 2023/24</i>	1%	3%	4%	5%	7%	8%	9%	10%	10%	11%	11%	13%	13%	
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
CTLS Sanctions gained	0	0	0	2	1	0							3	6
<i>Position for 2023/24</i>	0	0	1	1	0	0	1	0	0	0	0	0	3	

Hinckley & Bosworth Borough Council													Cumulative 2024/25	Year-End 2024/25 Target
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In month: New Claims (Days)	17.9	18.4	15.2	15.3	14.6	13.0							15.7	
<i>Position for 2023/24</i>	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
In month: Change Events (Days)	6.1	4.5	5.9	5.8	5	5.7							5.5	
<i>Position for 2023/24</i>	8.2	8.1	5	4.5	5.2	4.7	5	4.8	3.8	7	2.1	3.7	5.2	6
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	10.5%	19.6%	28.6%	37.8%	46.8%	56.1%							56.1%	
<i>Position for 2023/24</i>	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%
In Year Arrears Reduction (£) end of month	£5.9m	£5.8m	£5.7m	£5.5m	£5.4m	£5.3m							£5.3m	INFO
<i>Position for 2023/24</i>	£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	
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	10.5%	20.0%	28.8%	39.1%	47.9%	56.6%							56.6%	
<i>Position for 2023/24</i>	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%
Arrears Reduction (£m) end of month	£1.5m	£1.3m	£1.4m	£1.4m	£1.2m	£1.1m							£1.1m	INFO
<i>Position for 2023/24</i>	£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	
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	£1.0m	£1.1m	£1.1m							£1.1m	INFO
<i>Position for 2023/24</i>	£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	
HB Overpayments Recovered	1.5%	3.0%	4.5%	9%	10%	11%							11.0%	
<i>Position for 2023/24</i>	1%	4%	6%	7%	9%	11%	15%	16%	17%	19%	20%	21%	21%	36
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
CTLS Sanctions gained	0	0	1	0	3	0							4	
<i>Position for 2023/24</i>	0	0	0	0	0	1	0	0	2	1	0	0	4	6

Harborough District Council													Cumulative 2024/25	Year - End 2024/25 target
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In month: New Claims (Days)	19.2	16.5	20.4	17	15.5	14.4							17.2	
<i>Position for 2023/24</i>	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
In month: Change Events (Days)	5.1	5.4	6.7	5.2	6.3	5.5							5.7	
<i>Position for 2023/24</i>	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
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	10.5%	19.7%	29.0%	38.1%	47.1%	56.5%							56.5%	
<i>Position for 2023/24</i>	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%
Arrears Reduction (£m) end of month	£3.8m	£3.7m	£3.6m	£3.5m	£3.4m	£3.3m							£3.3m	INFO
<i>Position for 2023/24</i>	£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	
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	8.9%	18.4%	27.6%	36.9%	46.2%	55.7%							55.7%	
This years profiled target (based on 22/23)	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%
Arrears Reduction (£m) end of month	£0.4m	£0.2m	£1.0m	£0.2m	£0.1m	£0.03m							£0.03m	INFO
<i>Position for 2023/24</i>	£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	
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
HB Overpayments outstanding	£0.78m	£0.77m	£0.77m	£0.77m	£0.77m	£0.77m							£0.77m	INFO
<i>Position for 2023/24</i>	£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	
HB Overpayments Recovered end of month	1.2%	3.6%	5.3%	6.5%	7.4%	8.7%							8.7%	
<i>Position for 2023/24</i>	2%	3%	5%	5%	6%	7%	8%	9%	10%	11%	12%	14%	14%	34%
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
CTLs Sanctions gained	2	0	2	1	0	0							5	
<i>Position for 2023/24</i>	0	0	2	0	2	0	0	0	1	1	3	0	9	6

Lower Threshold	£4,468	£10,983	£15,218	£19,284	£23,614	£27,366						
Upper threshold	£5,027	£12,356	£17,120	£21,694	£26,566	£30,787						
Actual	£1,574	£11,176	£13,029	£14,198	£15,899	£16,054						
Lower Tolerance	£2,894	-£193	£2,189	£5,086	£7,715	£11,312	£0	£0	£0	£0	£0	£0
Upper Tolerance	£3,453	£1,180	£4,091	£7,496	£10,667	£14,732	£0	£0	£0	£0	£0	£0

Housing Benefit overpayment analysis

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Totals
Debt raised	£53,037	£15,616	£23,507	£35,126	£69,441	£27,386							£224,112
Partnership collection Rate	2%	3%	4%	9%	10%	11%							
Partnership anticipated collection rate	5%	9%	15%	19%	23%	25%	27%	28%	30%	32%	34%	36%	

HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Totals
Debt raised	£11,250	£15,734	£12,072	£8,293	£17,112	£13,102							£77,563
Partnership collection Rate	1%	4%	5%	7%	7%	9%							
Partnership anticipated collection rate	3%	7%	11%	15%	17%	18%	21%	23%	25%	26%	29%	31%	

NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Totals
Debt raised	£28,862	£48,987	£34,086	£31,964	£45,098	£47,356							£236,353
Partnership collection Rate	2%	3%	7%	10%	11%	13%							
Partnership anticipated collection rate	4%	4%	11%	16%	19%	20%	23%	24%	26%	29%	31%	34%	

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

Speed of Processing

All 3 LA's are meeting the processing time target for change of circumstances and both North West Leicestershire and Hinckley are at 15 days processing time for new claims.

LA Error and Subsidy

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

Fraud Error and Debt Bill

The government will bring forward a new Fraud, Error and Debt Bill in this parliamentary session to crack down on fraud in the social security system.

This legislation will give DWP powers to:

- Better investigate suspected fraud and new powers of search and seizure so DWP can take greater control investigations into criminal gangs defrauding the taxpayer.
- Allow DWP to recover debts from individuals who can pay money back but have avoided doing so, bringing greater fairness to debt recoveries.
- Require banks and financial institutions to share data that may show indications of potential benefit overpayments

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

Council Tax collection

All three LA's are either meeting or exceeding collection performance for the same period last year.

Business Rate collection

It is only HDC who are exceeding last year's performance for the same period last year and HBBC & NWLDC are behind by 0.4% and 1.3% respectively, however NWLDC has seen its debit grow by £717k over the last month.

Housing Benefit (HB) Overpayments

The latest national HB overpayment stats have been issued. The key issues include:

- LAs identified £445 million overpaid HB – £14 million more than during FYE 2023
- LAs recovered £439 million overpaid HB – £32 million more than during FYE 2023
- LAs wrote off £68 million overpaid HB – £4 million less than during FYE 2023
- at the start of Q4 of FYE 2024, there was £1.6 billion outstanding overpaid HB – £74 million less than at the start of Q4 of FYE 2023

Visits Team

We have provided a snapshot of the number of long-term empty properties that have been identified as being occupied and the number of second homes no longer meeting that definition. This is timely as it has an impact on the tax base calculation but validates the effectiveness of the team.

AMOUNT OF PROPERTIES TAKEN OFF THE LONG TERM EMPTY REPORT FOR EACH BAND										
COUNCIL	BAND									
	A	B	C	D	E	F	G	H	Total removed off list	Percentage removed off list
NWLDC	31	24	16	14	5	2	3	0	95	34.29%
HBBC	23	30	18	16	6	5	1	0	99	30.27%
HDC	13	17	14	13	12	6	4	0	79	25.48%
Totals	67	71	48	43	23	13	8	0	273	30.01%

AMOUNT OF PROPERTIES TAKEN OFF THE SECOND HOME REPORT FOR EACH BAND										
COUNCIL	BAND									
	A	B	C	D	E	F	G	H	Total removed off list	Percentage removed off list
NWLDC	14	11	8	9	2	3	2	0	49	28.00%
HBBC	6	14	10	13	1	1	3	0	49	29.16%
HDC	6	21	11	6	5	5	2	0	56	27.18%
Totals	26	46	29	28	8	9	7	0	154	28.11%