

Revenue and Benefit Service

Performance Report November 2024

1. PURPOSE OF THE REPORT

- 1.1. To inform the Management Board of the performance of the Partnership for November 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		52,718	413	0.8%	
HDC			44,398		44,736	338	0.8%	
NWLDC			48,554		48,958	404	0.8%	
Totals		Current Total:	145,257		146,412			
NDR Rated Assessments				Position		Current Position	Movement	Percentage Movement
HBBC			3,337		3,353	16	0.48%	
Debit (£)			(previous month)	£46,564,209	£46,530,584	£-33,625		
HDC			3,296		3,326	30	0.91%	
Debit (£)			(previous month)	£64,557,815	£64,853,194	£295,379		
NWLDC			3,530		3,529	-1	-0.03%	
Debit (£)			(previous month)	£112,579,977	£112,366,438	£-213,539		
Totals		Current Total:	10,163		10,208			
HB/CTLS Live Caseload				Caseload		Current Caseload	Movement	Caseload %
HBBC			5,202		5,188	-14		
	Joint HB/CTS		1,735		1,554	-181	30%	
	HB only		309		291	-18	6%	
	CTS only		3,158		3,343	185	64%	
HDC			3,129		3,108	-21		
	Joint HB/CTS		1,205		1,062	-143	34%	
	HB only		168		174	6	6%	
	CTS only		1,756		1,872	116	60%	
NWLDC			4,934		4,820	-114		
	Joint HB/CTS		1,944		1,689	-255	35%	
	HB only		188		166	-22	3%	
	CTS only		2,802		2,965	163	62%	

Totals	Current Total:			13,265		13,116		
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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	13	14.5					15.0	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	5.4	4.8					5.3	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%	64.5%	73.5%					73.5%	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	£5.8m	£5.8m	£5.8m					£5.8m	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%	62.3%	72.0%					72.0%	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	£3.2m	£3.2m					£3.2m	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	£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%	15.7%	16.3%					16.3%	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	0	0					3	6
<i>Position for 2023/24</i>	0	0	1	1	0	0	1	0	0	0	0	0	3	

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	13.6	15.1					16.4	
<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	3.9	3.9					5.3	
<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%	65.7%	74.6%					74.6%	
<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	£3.2m	£3.2m					£3.2m	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%	65.1%	73.3%					73.3%	
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	£-0.1	£-0.1m					£-0.1m	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	£0.78m	£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%	9.7%	11.5%					11.5%	
<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	0	0					5	
<i>Position for 2023/24</i>	0	0	2	0	2	0	0	0	1	1	3	0	9	6

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	12.2	11.7					14.7	
<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	4.5					5.3	
<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%	65.2%	74.2%					74.2%	
<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	£5.2m	£5.2m					£5.2m	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%	65.2%	73.6%					73.6%	
<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	£1.2m	£1.2m					£1.2m	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	£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%	12%	14.9%					14.9%	
<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	0	1					5	
<i>Position for 2023/24</i>	0	0	0	0	0	1	0	0	2	1	0	0	4	6

Local Authority Error (HB Subsidy)												
Cumulative position:												
HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£6,786	£11,664	£16,104	£20,588	£25,108	£29,276	£33,605	£38,457				
Upper Threshold	£7,634	£13,122	£18,117	£23,162	£28,246	£32,936	£37,806	£43,264				
Actual	£3,456	£7,752	£9,169	£11,365	£12,022	£12,455	£12,596	£13,701				
Lower Tolerance	£3,330	£3,911	£6,934	£9,224	£13,086	£16,821	£21,010	£24,755	£0	£0	£0	£0
Upper Tolerance	£4,179	£5,369	£8,947	£11,797	£16,224	£20,481	£25,210	£29,562	£0	£0	£0	£0
HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£5,119	£8,016	£10,945	£14,126	£16,925	£19,729	£22,870	£25,718				
Upper Threshold	£5,759	£9,018	£12,313	£15,892	£19,041	£22,195	£25,728	£28,932				
Actual	£852	£1,717	£2,572	£2,439	£6,681	£6,685	£6,677	£6,853				
Lower Tolerance	£4,267	£6,298	£8,373	£11,688	£10,245	£13,044	£16,192	£18,865	£0	£0	£0	£0
Upper Tolerance	£4,907	£7,300	£9,741	£13,454	£12,360	£15,510	£19,051	£22,080	£0	£0	£0	£0
NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£4,468	£10,983	£15,218	£19,284	£23,614	£27,366	£31,066	£35,267				
Upper threshold	£5,027	£12,356	£17,120	£21,694	£26,566	£30,787	£34,950	£39,676				
Actual	£1,574	£11,176	£13,029	£14,198	£15,899	£16,054	£38,269	£39,840				
Lower Tolerance	£2,894	-£193	£2,189	£5,086	£7,715	£11,312	-£7,203	-£4,573	£0	£0	£0	£0
Upper Tolerance	£3,453	£1,180	£4,091	£7,496	£10,667	£14,732	-£3,319	-£164	£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	£45,010	£38,723					£307,845
Partnership collection Rate	2%	3%	4%	9%	10%	11%	12%	15%					
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	£11,471	£2,907					£91,941
Partnership collection Rate	1%	4%	5%	7%	7%	9%	10%	11%					
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	£36,973	£18,747					£292,073
Partnership collection Rate	2%	3%	7%	10%	11%	13%	16%	16%					
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 with both NWLDC and HBBC meeting target for processing new claims, HDC are slightly behind but have improved on last months processing times.

The Governments Plans for the Welfare State reform (White Paper)

The Jobcentre system will be transformed into a new national jobs and careers service, focused on people's skills and careers instead of just monitoring and managing benefit claims

The government is also delivering a new Youth Guarantee, so every young person has access to education or training to help them find a job and transforming the Apprenticeship Levy in England into a more flexible Growth and Skills Levy backed by £40 million to expand opportunities for young people to develop skills and get into work.

An independent review will also be launched into how employers can be better supported to employ people with disabilities health conditions, and to keep them in the workplace.

Building on these reforms, the government will bring forward measures to overhaul the health and disability benefits system so it better supports people to enter and remain in work and to tackle the spiralling benefits bill.

It comes as stark figures show almost one and a half million people are unemployed, over nine million people are inactive, a record 2.8 million people are out of work due to long-term sickness. Young people have also been left behind with one in eight young people not in education, employment or training, and nine million adults lack the essential skills they need to get on in work.

Revenues Operational Team

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

Council Tax collection

Both NWLDC and HDC are exceeding the collection performance for the same period last year with HBBC being 0.1% down

Business Rate collection

Both HDC and NWLDC are exceeding collection performance for the same period last year, HBBC has seen a reduction in performance, but this is due to an increase in their net debit of over half a million pounds in the previous month

Council Tax Base Calculation

This has been completed on schedule and passed onto the finance team as required together with forecasts of council tax growth for the next three months.