



# Revenue and Benefit Service

Performance Report

March 2025

# 1. PURPOSE OF THE REPORT

1.1. To inform members of the performance of the Partnership for the period April 2024 to March 2025.

1.2. That performance is noted.

1.3. To approve the performance indicators for the financial year 2025/2026

<b>Caseload Data</b>								
Position at:				31/03/2024		2024/25		
Banded Council Tax Dwellings						Current Position (31/3/25)	Movement	Percentage Movement
HBBC				52,305		52,845	540	1.0%
HDC				44,398		44,892	494	1.1%
NWLDC				48,554		49,150	596	1.2%
Totals			Current Total:	145,257		146,887	1,630	1.1%
NDR Rated Assessments				Position		Current Position	Movement	Percentage Movement
HBBC				3,337		3,361	24	0.72%
Debit (£)			(previous month)		£45,664,633	£45,651,079	-£13,554	
HDC				3,296		3,340	44	1.33%
Debit (£)			(previous month)		£64,031,974	£63,650,391	-£381,583	
NWLDC				3,530		3,531	1	0.03%
Debit (£)			(previous month)		£111,771,409	£111,368,831	-£402,578	
Totals			Current Total:	10,163		10,232		
HB/CTLS Live Caseload				Caseload		Current Caseload	Movement	Caseload %
HBBC				5,202		5,210	8	
	Joint HB/CTS			1,735		1,437	-298	28%
	HB only			309		293	-16	6%
	CTS only			3,158		3,480	322	66%
HDC				3,129		3,079	-50	
	Joint HB/CTS			1,205		1,015	-90	33%

	HB only			168		148	-20	5%
	CTS only			1,756		1,916	160	62%
NWLDC				4,934		4,824	-138	
	Joint HB/CTS			1,944		1533	-411	32%
	HB only			188		151	-37	3%
	CTS only			2,802		3,140	338	65%
Totals	Current Total:			13,265		13,113	-152	

## Performance Indicators

North West Leicestershire District Council													2024/25	Year End 2024/25 target
<b>BENEFITS</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>		
In month: New Claims (Days)	18.4	16.6	14.2	14.6	13.9	14.9	13	14.5	15	15.8	17.7	13.4	15	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	4.3	5.1	2.3	3.2	4.8	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	
<b>COUNCIL TAX</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>		
In Year (%)	10.0%	19.1%	28.1%	37.3%	46.3%	55.4%	64.5%	73.5%	82.5%	91.5%	94.3%	97.2%	97.2%	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	£5.8m	£5.8m	£5.7m	£5.5m	£5.5m	£5.4m	£5.4m	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	
<b>NON DOMESTIC RATES</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>		
In Year (%)	8.9%	18.6%	26.9%	36.7%	45.5%	53.6%	62.3%	72.0%	80.3%	89.3%	93.1%	96.8%	96.8%	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	£3.0m	£3.0m	£2.8m	£2.8m	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	
<b>HOUSING BENEFIT DEBT</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>		
HB Overpayments outstanding end of month	£1.4m	£1.4m	£1.3m	£1.3m	£1.3m	£1.3m	£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%	16.6%	17.6%	18.0%	20%	20.0%	34%
<i>Position for 2023/24</i>	1%	3%	4%	5%	7%	8%	9%	10%	10%	11%	11%	13%	13%	
<b>FRAUD</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>		

CTLS Sanctions gained	0	0	0	2	1	0	0	0	3	0	1	2	9	6
Position for 2023/24	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	14.6	13.4	12.9	15.6	15.7	15
Position for 2023/24	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	
In month: Change Events (Days)	5.1	5.4	6.7	5.2	6.3	5.5	3.9	3.9	4.7	5.8	2.0	4.4	4.9	6
Position for 2023/24	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	
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%	83.6%	92.5%	95.3%	98.1%	98.1%	98.1%
Position for 2023/24	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%	
Arrears Reduction (£m) end of month	£3.8m	£3.7m	£3.6m	£3.5m	£3.4m	£3.3m	£3.2m	£3.2m	£3.1m	£3.0m	£3.0m	£3.0m	£3.0m	£3.0m
Position for 2023/24	£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%	81.8%	90.8%	95.0%	99.1%	99.1%	99.2%
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%	
Arrears Reduction (£m) end of month	£0.4m	£0.2m	£1.0m	£0.2m	£0.1m	£0.03m	£-0.1m	£-0.1m	£-0.20m	£-0.25m	£-0.4	£-0.2m	£-0.2m	INFO
Position for 2023/24	£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	£0.76m	£0.76m	£0.79m	£0.79m	INFO
Position for 2023/24	£0.75m	£0.77m	£0.75m	£0.75m	£0.76m	£0.76m	£0.77m	£0.77m	£0.77m	£0.78m	£0.78m	£0.78m	£0.78m	
HB Overpayments Recovered end of month	1.2%	3.6%	5.3%	6.5%	7.4%	8.7%	9.7%	11.5%	12.5%	13.5%	14.5%	15%	15%	34%
Position for 2023/24	2%	3%	5%	5%	6%	7%	8%	9%	10%	11%	12%	14%	14%	
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
CTLS Sanctions gained	2	0	2	1	0	0	0	0	0	2	0	1	8	
Position for 2023/24	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	11.7	15.2	15.6	14.7	14.6	
<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	4.0	5.6	1.9	3.4	4.8	6
<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	
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%	83.2%	92.2%	94.8%	97.6%	97.6%	97.6%
<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%	
In Year Arrears Reduction (£) end of month	£5.9m	£5.8m	£5.7m	£5.5m	£5.4m	£5.3m	£5.2m	£5.2m	£5.1m	£4.9m	£4.9m	4.8m	£4.8m	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%	82.6%	91.7%	94.8%	97.8%	97.8%	98.8%
<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%	
Arrears Reduction (£m) end of month	£1.5m	£1.3m	£1.4m	£1.4m	£1.2m	£1.1m	£1.2m	£1.2m	£1.3m	£1.2m	£0.70m	£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	£1.1m	£1.1m	£1.2m	£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%	15%	16%	17.2%	20.6%	22%	22%	36%
<i>Position for 2023/24</i>	1%	4%	6%	7%	9%	11%	15%	16%	17%	19%	20%	21%	21%	
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
CTLS Sanctions gained	0	0	1	0	3	0	0	1	1	0	2	1	9	
<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:**

<b>HBBC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>
Lower Threshold	£6,786	£11,664	£16,104	£20,588	£25,108	£29,276	£33,605	£38,457	£42,648	£46,961	£51,005	£55,093
Upper Threshold	£7,634	£13,122	£18,117	£23,162	£28,246	£32,936	£37,806	£43,264	£47,979	£52,831	£57,380	£61,980
<b>Actual</b>	<b>£3,456</b>	<b>£7,752</b>	<b>£9,169</b>	<b>£11,365</b>	<b>£12,022</b>	<b>£12,455</b>	<b>£12,596</b>	<b>£13,701</b>	<b>£14,390</b>	<b>£14,865</b>	<b>£14,927</b>	<b>£15,353</b>
Lower Tolerance	£3,330	£3,911	£6,934	£9,224	£13,086	£16,821	£21,010	£24,755	£28,258	£32,096	£36,077	£39,740
Upper Tolerance	£4,179	£5,369	£8,947	£11,797	£16,224	£20,481	£25,210	£29,562	£33,589	£37,966	£42,453	£46,627

<b>HDC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>
Lower Threshold	£5,119	£8,016	£10,945	£14,126	£16,925	£19,729	£22,870	£25,718	£28,441	£31,340	£33,988	£36,437
Upper Threshold	£5,759	£9,018	£12,313	£15,892	£19,041	£22,195	£25,728	£28,932	£31,996	£35,258	£38,237	£40,992
<b>Actual</b>	<b>£852</b>	<b>£1,717</b>	<b>£2,572</b>	<b>£2,439</b>	<b>£6,681</b>	<b>£6,685</b>	<b>£6,677</b>	<b>£6,853</b>	<b>£6,993</b>	<b>£7,054</b>	<b>£8,656</b>	<b>£8,770</b>
Lower Tolerance	£4,267	£6,298	£8,373	£11,688	£10,245	£13,044	£16,192	£18,865	£21,448	£24,286	£25,332	£27,667
Upper Tolerance	£4,907	£7,300	£9,741	£13,454	£12,360	£15,510	£19,051	£22,080	£25,003	£28,204	£29,580	£32,222

<b>NWLDC</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>
Lower Threshold	£4,468	£10,983	£15,218	£19,284	£23,614	£27,366	£31,066	£35,267	£38,048	£42,039	£45,518	£48,951
Upper threshold	£5,027	£12,356	£17,120	£21,694	£26,566	£30,787	£34,950	£39,676	£42,804	£47,293	£51,208	£55,069
<b>Actual</b>	<b>£1,574</b>	<b>£11,176</b>	<b>£13,029</b>	<b>£14,198</b>	<b>£15,899</b>	<b>£16,054</b>	<b>£38,269</b>	<b>£39,840</b>	<b>£39,987</b>	<b>£40,615</b>	<b>£40,943</b>	<b>£42,196</b>
Lower Tolerance	£2,894	<b>-£193</b>	£2,189	£5,086	£7,715	£11,312	<b>-£7,203</b>	<b>-£4,573</b>	<b>-£1,940</b>	£1,424	£4,575	£6,755
Upper Tolerance	£3,453	£1,180	£4,091	£7,496	£10,667	£14,732	<b>-£3,319</b>	<b>-£164</b>	£2,816	£6,679	£10,264	£12,874

### 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	£36,517	£70,237	£11,640	£14,782	£441,020
Partnership collection Rate	2%	3%	4%	9%	10%	11%	12%	15%	16%	17%	21%	22%	
Sundry Debt collection rate													
Combined													
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	£10,309	£15,448	£19,231	£76,100	£213,029
Partnership collection Rate	1%	4%	5%	7%	7%	9%	10%	11%	12%	13%	15%	15%	
Sundry Debt collection rate													
Combined													
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	£11,880	£14,313	£15,901	£8,809	£342,975
Partnership collection Rate	2%	3%	7%	10%	11%	13%	16%	16%	17%	18%	18%	20%	
Sundry Debt collection rate													
Combined													
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. HBBC are meeting the target for processing new claims, with NWLDC and HDC being slightly behind. All showed an improvement in the 2023/24 processing performance.

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

**Council Tax collection**

HBBC and HDC have met the council tax performance target, with NWLDC within 0.07% equating to £56k. The actual amount collected by all three LAs is over £9m higher than last year, an increase of between 12% and 13% at each LA. Collection rates have been broadly maintained despite these large increases.

**Business Rate collection**

HBBC are within 1% of the non-domestic rates performance target, with HDC within 0.07%. NWLDC has been impacted by large uncollectable assessments within the East Midlands Freeport. The impact of these assessments is detailed below. It is expected that these assessments will be resolved in 2025/26, though this is dependent on external factors beyond our control or influence.

	Total	Large EMF assessments removed
Net collectible debit	£110,915,707.05	£108,222,334.69
Amount collected	£107,374,562.74	£107,374,562.74
Collection percentage	96.8%	99.2%
Distance from target	2.2% below target	0.1% above target

The actual amount collected when compared to last year has increased by £8m (22%) for HBBC, £12.9m (26%) for HDC, and £29m (37%) for NWLDC.

## **Suspense account access**

There are occasions where customer payments cannot be automatically allocated to their account and are held in a suspense account. Both the Council Tax and Business Rates teams sought to interrogate these accounts to identify any payments that could be allocated.

For NWLDC and HDC, access was granted extremely late, and with insufficient detail to allow missing payments to be allocated, affecting the total amount collected in year. Whilst it is not possible to put a figure to this impact, improved access in this area would certainly make a positive difference to the in-year collection.

Along with delays in posting payment files from HDC, both LRBP and customer services teams have had to do additional work to remedy and correct this, at the expense of time spent dealing with customers and collecting due amounts.

## **Annual billing and year-end review**

A review of the annual billing and year-end processes will be held in May, with any learning from this shared to improve the process for future years. Views will be sought from LRBP staff, Finance, Customer Services, and ICT teams.

It was suggested that targets were slightly reduced for 24.25 ; it was agreed to leave as they were for the previous year to give challenge. The outcomes are excellent given the challenges we see our customers experiencing.

## **Performance Indicators 2025/2026**

After consultation with the Management Board approval is sought to retain the same performance targets as the previous year; noting these are stretching and in some cases weren't met.