



Revenue and Benefit Service

Performance Report
July 2025

1. PURPOSE OF THE REPORT

1.1 To inform members of the performance of the Partnership for the period June 2025

1.2 That performance is noted

Caseload Data							
Position at:		31/3/2025		2025/26			
Banded Council Tax Dwellings				Current Position (31/7/25)	Movement	Percentage Movement	
HBBC		52,845		53,137	292	1%	
HDC		44,892		45,302	590	1%	
NWLDC		49,150		49,609	459	1%	
Totals	Current Total:	146,887		148,048	1,161	1%	
NDR Rated Assessments				Current Position	Movement	Percentage Movement	
HBBC		3,361		3,373	12	0%	
Debit (£)	(previous month)		£48,501,914	£48,949,977			
HDC		3,340		3,353	13	0%	
Debit (£)	(previous month)		£69,250,062	£68, 816,264			
NWLDC		3,531		3,559	28	0%	
Debit (£)	(previous month)		£114,428,672	£116,822,145			
Totals	Current Total:	10,232		10,285	53	0%	
HB/CTLS Live Caseload				Current Caseload	Movement	Caseload %	
HBBC			5,210		5,222	12	
	Joint HB/CTS		1,437		1,328	-109	25%
	HB only		293		302	9	6%
	CTS only		3,480		3592	112	69%
HDC			3,072		3073	1	
	Joint HB/CTS		1,013		926	-87	30%
	HB only		149		126	-23	4%

	CTS only			1,910		2021	111	66%
NWLDC				4,834		4,812	-22	
	Joint HB/CTS			1527		1,379	-148	29%
	HB only			157		145	-9	3%
	CTS only			3150		3288	138	68%
Totals	Current Total:			13,116		13,107	-9	

Leicestershire Partnership - Revenues and Benefits Performance Indicators

North West Leicestershire District Council													Cumulative 2025/26	Year End 2025/26 target
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In month: New Claims (Days)	17.3	21.71	18.5	18.3									18.9	
Position for 2024/25	18.4	16.6	14.2	14.6	13.9	14.9	13	14.5	15	15.8	17.7	13.4	15.2	15
In month: Change Events (Days)	3.9	4.39	5.35	4.1									4.4	
Position for 2024/25	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
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	10.1%	19.2%	28.2%	37.2%									37.2%	97.3%
Position for 2024/25	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%	
Prior years' arrears	£7.4m	£7.2m	£7.1m	£7.0m									£7.0m	INFO
Position for 2024/25	£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	
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	8.1%	17.3%	26%	34.7%									34.7%	99.0%
Position for 2024/25	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%	
Prior years' arrears	6.2m	£6.3m	£5.4m	£6.3m									£6.3m	INFO
Position for 2024/25	£3.3m	£1.6m	£2.7m	£2.3m	£3.0m	£3.1m	£3.2m	£3.2m	£3.2m	£3.0m	£3.0m		£3.0m	
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	INFO
Position for 2024/25	£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	£1.3m
HB Overpayments Recovered	1.25%	2.3%	3.5%	4.4%									4.4%	34%
Position for 2024/25	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%	
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
CTLS Sanctions gained	1	2	0	1									4	6
Position for 2024/25	0	0	0	2	1	0	0	0	3	0	1	2	9	

Hinckley & Bosworth Borough Council													20.4	Year-End 2025/26 Target
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In month: New Claims (Days)	16.7	22.3	18.1	16.3									18.8	15
Position for 2024/25	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	
In month: Change Events (Days)	3.8	4.9	5.1	4.0									4.5	6
Position for 2024/25	6.1	4.5	5.9	5.8	5	5.7	5	4.5	4.0	5.6	1.9	3.4	4.8	
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	10.5%	19.5%	28.1%	37.7%									37.7%	97.6%
Position for 2024/25	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%	
Prior years' arrears	£6.6m	£6.4m	6.3m	6.2m									£6.2m	INFO
Position for 2024/25	£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	
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	10.7%	18.7%	27.5%	37.4%									37.4%	98.8%
Position for 2024/25	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%	
Prior years' arrears	£1.9m	£1.8m	£2.5m	£1.8m									£1.8m	INFO
Position for 2024/25	£1.5m	£1.3m	£1.4m	£1.4m	£1.2m	£1.1m	£1.2m	£1.2m	£1.3m	£1.2m	£0.70m		£0.7m	
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	INFO
Position for 2024/25	£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	
HB Overpayments Recovered	3.6%	5.7%	9.5%	13.6 %									9.5%	36%
Position for 2024/25	1.5%	3.0%	4.5%	9%	10%	11%	12%	15%	16%	17.2%	20.6%	22%	22%	
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
CTLS Sanctions gained	3	0	0	3									6	6
Position for 2024/25	0	0	1	0	3	0	0	1	1	0	2	1	9	

Harborough District Council													Cumulative 2025/26	Year - End 2025/26 target
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In month: New Claims (Days)	18	25.4	17.6	17.4									19.7	15
<i>Position for 2024/25</i>	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	
In month: Change Events (Days)	4.3	5.1	5.4	3.4									4.5	6
<i>Position for 2024/25</i>	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	
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	10.6%	19.7%	28.8%	38%									38%	98.1%
<i>Position for 2024/25</i>	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%	
Prior years' arrears	£4.4m	£ 4.3m	£4.1m	£4.1m									£4.1m	INFO
<i>Position for 2024/25</i>	£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	
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	8.9%	18.1%	26.7%	36.2%									36.2%	99.2%
This years profiled target (based on 24/25)	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%	
Prior years' arrears	£0.2m	£0.2m	£0.2m	£0.2m									£0.2m	INFO
<i>Position for 2024/25</i>	£0.4m	£0.2m	£1.0m	£0.2m	£0.1m	£0.03m	£-0.1m	£-0.1m	£0.20m	£0.25m	£-0.4		£-0.4m	
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
HB Overpayments outstanding	£0.8m	£0.7m	£0.74m	0.74m									£0.74m	INFO
<i>Position for 2024/25</i>	£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	
HB Overpayments Recovered end of month	1.58%	13.5%	14.6%	16.9%									16.9%	34%
<i>Position for 2024/25</i>	1.2%	3.6%	5.3%	6.5%	7.4%	8.7%	9.7%	11.5%	12.5%	13.5%	14.5%	15%	15%	
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
CTLS Sanctions gained	0	2	0	0									2	6
<i>Position for 2024/25</i>	2	0	2	1	0	0	0	0	0	2	0	1	8	

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	£6,206	£10,697	£14,605	£18,874								
Upper Threshold	£6,982	£12,034	£16,431	£21,233								
Actual	£472	£978	£1,831	£4,620								
Lower Tolerance	£5,735	£9,719	£12,774	£14,254	£0	£0	£0	£0	£0	£0	£0	£0
Upper Tolerance	£6,510	£11,056	£14,600	£16,613	£0	£0	£0	£0	£0	£0	£0	£0

HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£4,532	£7,317	£9,847	£12,460								
Upper Threshold	£5,099	£8,231	£11,078	£14,018								
Actual	£173	£ 234	£400	£1,586								
Lower Tolerance	£4,359	£6,585	£9,447	£10,874	£0	£0	£0	£0	£0	£0	£0	£0
Upper Tolerance	£4,926	£7,408	£10,678	£12,431	£0	£0	£0	£0	£0	£0	£0	£0

NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£5,051	£8,828	£12,059	£15,284								
Upper threshold	£5,682	£9,932	£13,566	£17,194								
Actual	£7,779	£9,372	£11,826	£12,884								
Lower Tolerance	-£2,728	-£544	£233	£2,400	£0	£0	£0	£0	£0	£0	£0	£0
Upper Tolerance	-£2,097	-£40	£1,740	£4,310	£0	£0	£0	£0	£0	£0	£0	£0

Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

Speed of Processing – The continued trend of reduction in processing days has continued. All three authorities are below the current national average of 20 days for New Claims and 6 days for Changes as reported by the DWP.

All New Claim and Change work items are currently being looked at within 5 working days of receipt.

LA Error and Subsidy

The subsidy position is looking healthy across all three authorities with good bandwidth against thresholds being established.

Welfare Reform

- **Crisis and Resilience Fund Update**

The DWP held a national call with all LAs recently, in which they outlined their approach to develop the fund. They were not able to confirm at this point where the funds would be administered from in two-tier areas and if there would be any policy direction or limitations on how councils would distribute funds.

There was a lack of understanding with regard to the internal decision-making process to develop and agree policies. Their current thinking was they had until 1 April 2026 to deliver the project however it was presented to them that 31 December 2025 should be their target date to allow LAs the time to develop their policies and set-up the administrative infrastructure in advance of schemes opening from 1 April 2026 and enabling continuity for existing recipients of additional support.

The DWP have not confirmed a date when they will provide a further update however the LGA have devised a survey to gather detail of how the fund is likely to impact on local welfare provision. This is due to close on the 12 September 2025 and the Partnership will contribute information to the responses.

- **Universal Credit Roll-out**

There have not been any operational issues identified in relation to the final stages of UC migration with LCTS caseloads increasing in volumes as Housing Benefit moves into UC.

Housing Benefits Overpayments

There has been some traction on HBBC and HDC for recovery however NWL remains low, this is the focus for the next

period to enable positive movement. Final agreement has been confirmed to proceed with trial with Payment Plan with the contract and Information Governance arrangements in the process of being agreed. Cases are now in the process of being issued to the DWP for address and employer matching to enable earnings attachments to be placed on cases which are not in recovery.

Revenues Operational Team

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

Council Tax collection

Two of the three LAs are down on collection; HBBC 0.5% and HDC 0.2% whilst NWLDC is 0.1% up on the 24/25 position. There is outstanding activity for the May & June court which should realise an improvement in the position during the next period. The current backlog in the team will also impact; whilst outstanding work accounts are awaiting processing there is a recovery inhibit to stop action and in turn contact.

Cash Posting Issue NWL

A routine job failed on two consecutive days affecting cash posting impacting 168 accounts, six of these were payments in full which would have prevented Liability Orders from being issued.

All accounts were corrected on the day the issue was identified and customers contacted with the incorrect Liability Orders withdrawn.

The source of why the system job to post the cash failed has not been identified. Additional checks have been instigated ahead of large runs for Reminders, Summons and Liability Orders going forward.

Outstanding work in Council Tax

The controls put in place to manage the outstanding work on Council Tax have been effective with more than a third of the backlog cleared during July. August will be a challenging period due to higher leave however the position is being monitored constantly aimed at directing resources to maximise the clearance and prevent the avoidable contact of customers chasing delays in expected processing times.

Business Rate collection

All three LAs are down on the collection rate for this time last year with several contributing factors:

- As reported last month the net collectible debit increase compared to 24/25 has swayed the collection %
- NWL have two large cases pending Freeport relief applications with recovery on hold

- The ESFA payment for schools has not been allocated for NWL or HDC accounts worth £0.5m for each authority
- The first batch of court cases for this year for HBBC and HDC had not been sent to the Enforcement Agents in the past period; these will now start to see recovery action
- Focused resources have been reduced for the period whilst training of a new officer has been undertaken. They are progressing well and will become more self-sufficient over the coming weeks

Business Development & Support (Systems and Administration)

Two P1 incidents occurred in the last period; 21 and 23 July, both affecting Citrix and the ability to access core systems resulting in a number of hours where productivity was impacted. This has been recorded across the teams as 72 hours of reduced capacity to deliver services.

Innovation and Improvement

To support the development work across the section an agency project lead, Laverne Belle, who has a wealth of system and technical knowledge has been appointed. Her early focus is to finalise the DD automation for Council Tax and undertake a review of system parameters to identify opportunities to introduce additional automation within existing system parameters without incurring additional expense of third-party supplier engagement.

Work has also commenced with the Hybrid Mail provider to reduce the volume of internal printing to create efficiencies within the team and realise savings from the postal discounts obtained under the contract.