



PAPER

Revenue and Benefit Service

Performance Report

November 2025

1. PURPOSE OF THE REPORT

- 1.1 To inform the Management Board of the performance of the Partnership for the period October 2025
- 1.2 That performance is noted

Caseload Data						
Position at:			31/3/2025		2025/26	
Banded Council Tax Dwellings					Current Position (30/11/25)	Movement
			52,845		53,277	432
HBBC						1%
			44,892		45,469	577
HDC						1%
			49,150		49,912	762
NWLDC						2%
Totals	Current Total:		146,887		148,658	1,771
NDR Rated Assessments			Position		Current Position	Movement
			3,358		3,361	3
HBBC						0%
Debit (£)			(previous month)	£48,757,534	£48,765,888	
HDC			3,364		3,364	0
Debit (£)			(previous month)	£67,505,846	£67,655,160	
NWLDC			3,555		3,553	-2
Debit (£)			(previous month)	£117,262,957	£116,006,520	
Totals	Current Total:		10,277		10,278	45
HB/CTLS Live Caseload			Caseload		Current Caseload	Movement
HBBC			5,210		5,160	-50
	Joint HB/CTS		1,437		1,228	-209
			293		281	-12
			3,480		3,651	171
						71%
HDC			3,072		3,062	10
	Joint HB/CTS		1,013		875	-138
						30%

	HB only			149		121	-28	4%
	CTS only			1,910		2066	165	66%
NWLDC				4,834		4,766	-68	
	Joint HB/CTS			1,527		1,268	-259	27%
				157		120	-37	3%
				3,150		3,378	228	70%
Totals	Current Total:			13,116		12,988	-128	

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	13.7	15.2	14.5	TBC					17	
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	3.8	3.8	3.9	TBC					4.2	
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%	46.2%	55.2%	64.1%	73%					73%	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	£6.9m	£6.8m	£6.7m	£6.7m					£6.7m	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%	44.7%	51.9%	59.6%	71.4%					71.4%	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	£7.2m	£7m	£6.3m	£6m					£6m	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	£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	£1.4m	£1.3m	£1.3m					£1.3m	INFO
Position for 2024/25	£1.4m	£1.4m	£1.3m	£1.3m										
HB Overpayments Recovered	1.25%	2.3%	3.5%	4.4%	5%	6%	8%	8%					8%	34%

<i>Position for 2024/25</i>	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	1	1	0	0					6	6
<i>Position for 2024/25</i>	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	13.6	15.9	13.5	TBC					16.9	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	4.1	4	TBC					4.3	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%	46.7%	55.9%	65.0%	74%					74%	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	6m	£6m	£5.9m	£5.9m					£5.9m	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%	46%	54.7%	63.1%	71%					71%	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	£2.1m	£1.8m	£1.8m	£1.5m					£1.5m	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	£1.2m	£1.3m	£1.35m	£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 %	15%	17%	19%	21%					19%	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	0	0	2	0					8	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	18.1	12.9	16.6	TBC					18.1	15
Position for 2024/25	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	43.8	3.5	3.6	TBC					4.1	6
Position for 2024/25	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%	46.8%	55.9%	65.1%	74%					74%	98.1%
Position for 2024/25	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	£4m	£3.9m	£3.8m	£3.7m					£3.7m	INFO
Position for 2024/25	£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%	48%	54.9%	63.2%	76.1%					76.1%	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	£0.1m					£0.1m	INFO						
Position for 2024/25	£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	£0.8m	£0.9m	0.9m	0.8m					£0.8m	INFO
Position for 2024/25	£0.78m	£0.77m	£0.77m	£0.77m	£0.77m	£0.77m	£0.78m	£0.77m	£0.77m	£0.76m	£0.76 m	£0.79m	£0.79m	
HB Overpayments Recovered end of month	1.58%	13.5%	14.6%	16.9%	18%	18%	19%	20%					19%	34%
Position for 2024/25	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	0	0	0	0					2	6
Position for 2024/25	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	£23,137	£27,201	£31,005	£34,634				
Upper Threshold	£6,982	£12,034	£16,431	£21,233	£26,029	£30,601	£34,881	£38,963				
Actual	£472	£978	£1,831	£4,620	£3,443	£4,247	£6,056	£8,154				
Lower Tolerance	£5,735	£9,719	£12,774	£14,254	£19,694	£22,954	£24,949	£26,480	£0	£0	£0	£0
Upper Tolerance	£6,510	£11,056	£14,600	£16,613	£22,586	£26,354	£28,825	£30,809	£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	£14,805	£17,348	£20,006	£22,185				
Upper Threshold	£5,099	£8,231	£11,078	£14,018	£16,655	£19,517	£22,507	£24,958				
Actual	£173	£ 234	£400	£1,586	£2,232	£2,193	£2,193	£2,347				
Lower Tolerance	£4,359	£6,585	£9,447	£10,874	£12,573	£15,155	£17,813	£19,838	£0	£0	£0	£0
Upper Tolerance	£4,926	£7,408	£10,678	£12,431	£14,424	£17,324	£20,314	£22,611	£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	£18,782	£21,856	£25,118	£27,968				
Upper threshold	£5,682	£9,932	£13,566	£17,194	£21,130	£24,588	£28,258	£31,464				
Actual	£7,779	£9,372	£11,826	£12,884	£13,018	£13,734	£14,647	£16,569				
Lower Tolerance	-£2,728	-£544	£233	£2,400	£5,764	£8,122	£10,471	£11,399	£0	£0	£0	£0
Upper Tolerance	-£2,097	-£40	£1,740	£4,310	£8,112	£10,854	£13,611	£14,895	£0	£0	£0	£0

Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

Speed of Processing

Although the official speed of processing data is currently unavailable, the overall trajectory indicates continued improvement in both New Claims and Changes. Additional intelligence suggests that the performance for both areas is expected to remain consistent with previous months.

The DWP national average processing times remain at 21 days for New Claims and 7 days for Changes. The Partnership continues to deliver well within these benchmarks, demonstrating strong performance and efficiency.

LA Error and Subsidy

The subsidy position continues to reflect a healthy position across all three authorities with good bandwidth against thresholds being established providing protection against any issues which may be identified later in the year or future subsidy audits.

The NW Subsidy claim for 2023/24 is now ready for sign-off. Focus has shifted to the 2024/25 audit, with the initial kick-off meeting with KPMG successfully completed last week.

Welfare Reform

- Crisis and Resilience Fund Update**

The new Crisis and Resilience Fund will be introduced from 1 April 2026. This represents the first ever multi-year settlement for locally delivered crisis support.

The DWP are clear on the need for a new approach to local crisis support that prioritises cash-first support to help people through a sudden financial crisis. Work to draft a process and procedure will be required before the new financial year to ensure readiness to support household in crisis.

- Universal Credit Roll-out**

The final stage of managed migration for all remaining legacy benefit claimants will conclude in December 2025. The DWP plans to issue migration notices to 1 million lead carers and disabled people, ensuring full-scale managed migration is completed by March 2026. Following this, the DWP will shift its focus to Personal Independence Payment (PIP) Universal Credit reforms, scheduled to roll out from April 2026.

MOU

Work has progressed this period on ensuring compliance with the MOU and requirements identified through audits conducted with the DWP.

Benefit Manager

A temporary Benefits Manager started in November.

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

Council Tax Collection

The collection position remains consistent during the period with the exception of HBBC where prior years arrears have been reduced by £0.3m, which is a result of various activities including EA success and targeted work on recovery stage actions.

The work position on the team has improved with the lowest amount of outstanding work for the year and the oldest unallocated work being looked at within a week of receipt. Members of the Benefits team have been trained to deliver some Council Tax action to reduce hand-offs and deliver a more efficient process which has reduced activity on the team.

There is one member of the team currently on long-term sick and a new starter due on the team early in December who has some CT knowledge.

Detailed work on recovery stages has identified opportunities to undertake targeted action to boost recovery and work more efficiently in the work. In addition there is focused work being undertaken to identify cases which should be targeted for high-level recovery action.

It should be noted that universal credit migrations will see a cessation of attachments to legacy benefits, which may have an impact on Council Tax collection – an approach needs to be agreed on how these will be handled. Further details are to follow.

The budget did not deliver any changes to service delivery for the 2026/27 financial year and there have not been any further announcements on the proposed changes which were consulted on earlier this year, though it has been suggested

a change to regulations is imminent.

Business Rate Collection

The normal volatile nature of the caseload and rateable value continues to make for complex reading of performance with two of the three authorities continuing to track below 24/25 and Harborough tracking in excess of the previous year. This has been a result of varied factors including targeted work for certain debtors and closer working with the finance team to ensure credits are identified and moved on earlier

The work position remains healthy; however, there is one officer currently on long-term sick with work ongoing to assist them to return as soon as possible. However, this is at the detriment of development work and contingency for the additional work required to prepare for Annual Billing (AB).

The budget announcements have placed a lot of pressure on the team and created a substantial risk on the AB timetable. The team has commenced work to identify the accounts subject to the changes to the new multipliers and removal of Retail Relief. The software providers do not appear to have the readiness or solutions currently to provide confidence and are being pushed for answers, and we are expecting detailed answers at the December user group and upcoming webinars.

As above, the team has been short on resources in the second half of the month due to an officer going on long-term sickness. An agency worker has started in November to provide cover and to support the additional work required from proposed changes due to take effect for

Business Development & Support (Systems and Administration)

There were two system upgrades delivered during the period, both completed in their expected timescale however a weakness in the process was identified which is being remedied to ensure communications are clear and timely and arrangements with other services are made in collaboration.

Preparative work has commenced on Annual Billing with the timetable set, subject to the impact of budget changes, and preparations with key stakeholders in place.

There was one P1 incident raised in this period, however it was resolved quickly and did not result in any lost processing time and the teams were able to concentrate on other activities for the brief period of unavailability.

Innovation and Improvement

A number of processes are currently in development for change which will improve efficiency, reduce stationery and postal cost, including Attachment of Earnings and reporting household changes.

Work on developing high-level recovery action is progressing to enable more accounts to be worked in the future, with many opportunities developed.

The hybrid mail solution to move more post through our external supplier and benefit from the reduced costs has been progressed and is set to be rolled out across the teams in December.

Options appraisal for automation activity have been progressed alongside colleagues from LICT and recommendations due to be delivered in the near future.