



PAPER

Revenue and Benefit Service

Performance Report November 2022

Caseload Analysis

Caseload Data													
Position at:	Position at 31/3/19	2018/19 In Year Movement	Position at 31/3/20	2019/20 In Year Movement	Position at 31/3/21	2020/21 In Year Movement	Position at 31/3/22	2021/22 In Year Movement	2022/23			Overall Movement since April 2011	
									Current Position	In Year Movement	In Year Percentage Movement		
Banded Council Tax Dwellings													
HBBC	50,359	453	50,601	242	50,852	251	51,232	380	51,647	415	0.8%	5,475	10.6%
HDC	39,739	650	40,532	793	41,554	1,022	42,590	1,036	43,306	716	1.7%	7,383	17.0%
NWLDC	44,940	733	45,564	624	46,277	713	47,189	912	47,782	593	1.3%	7,756	16.2%
Totals	135,038		136,697		138,683			Current Total:	142,735			Total Movement:	20,614
NDR Rated Assessments													
HBBC	3,181	19	3,179	-2	3,224	45	3,262	38	3,291	29	0.89%	415	12.6%
HDC	3,086	46	3,123	37	3,189	66	3,246	57	3,274	28	0.86%	658	20.1%
NWLDC	3,440	23	3,519	79	3,563	44	3,554	-9	3,594	40	1.13%	412	11.5%
Totals	9,707		9,821		9,976			Current Total:	10,159			Total Movement:	1,485
HB/CTLS Live Caseload													
HBBC	5,579	-204	5,321	-258	5,257	-64	5,257	-260	5,212	-45		-1,888	-35.9%
					Current Caseload Analysis	Joint HB/CTS		1,892	1,868	-24	36%		
						HB only		301	302	1	6%		
						CTS only		3,019	3,042	23	58%		
HDC	3,243	-145	3,185	-58	3,210	25	3,210	-198	3,117	-93		-1,072	-34.4%
					Current Caseload Analysis	Joint HB/CTS		1,322	1,272	-50	41%		
						HB only		196	181	-15	6%		
						CTS only		1,692	1,664	-28	53%		
NWLDC	5,413	-283	5,118	-295	4,964	-154	4,964	-312	4,922	-42		-2,265	-46.0%
					Current Caseload Analysis	Joint HB/CTS		2,195	2,136	-59	43%		
						HB only		224	199	-25	4%		
						CTS only		2,545	2,587	42	53%		
Totals	14,235		13,624			Current Total:			13,251			Total Movement:	-5,225

Dashboard Performance Summaries for each Council follows below:

Harborough District Council													2022/23	Year -End 2022/23 target	2021/22 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	6.9	7.1	8.9	7.3	5.3	9.4	10.5	9.6					8.1	6	
<i>Position for 2021/22</i>	12.3	10.9	12.3	7.8	7.1	7.4	5.9	6.6	6.1	7.5	2.1	4.9			8.8
In month: New Claims (Days)	14.7	13.9	16.1	15.5	11.9	17.1	20.5	18.9					16.1	15	
<i>Position for 2021/22</i>	16.8	19.3	15.9	12.0	12.4	17.1	14.0	15.2	14.0	14.0	10.5	12.4			16.3
In month: Change Events (Days)	5.5	6.5	8.1	5.5	4.2	8.1	8.3	7.5					6.7	6	
<i>Position for 2021/22</i>	9.3	10.1	12.0	7.2	6.2	6.1	5.1	5.6	4.5	6.2	1.6	3.9			8.1
Right Time profiled in month target 20/21	8.9	6.9	8.6	7.0	7.8	6.7	8.0	8.9	10.1	9.1	2.7	7.9			
New Claims profiled in month target 20/21	17.4	15.7	20.3	15.8	17.3	14.9	17.5	15.5	16.6	16.8	12.7	16.3			
Change Events profiled in month target 20/21	7.6	5.9	7.4	5.8	6.0	5.5	6.9	8.1	9.1	8.0	2.3	6.1			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.8%	20.0%	29.2%	38.2%	47.2%	56.4%	65.7%	74.9%					74.9%	98.1%	
This years profiled target															
<i>Position for 2019/20</i>	11.1%	20.4%	29.6%	38.9%	48.1%	57.4%	66.8%	75.8%	84.7%	93.8%	96.3%	98.4%			
<i>Position for 2021/22</i>	10.9%	19.8%	28.9%	38.0%	47.1%	56.3%	65.4%	74.5%	83.5%	92.5%	95.5%	98.1%			
Arrears Reduction (£m) end of month	£3.2m	£3.1m	£3.0m	£2.9m	£2.8m	£2.7m	£2.7m	£2.6m					£2.6m	INFO	
<i>Position for 2021/22</i>	£3.3m	£3.0m	£2.9m	£2.8m	£2.7m	£2.6m	£2.5m	£2.4m	£2.4m	£2.3m	£2.2m	£2.1m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	9.5%	18.5%	28.4%	37.7%	47.2%	56.6%	64.7%	73.5%					73.5%	99.2%	
This years profiled target															
<i>Position for 2019/20</i>	10.2%	19.2%	28.9%	39.0%	47.5%	56.8%	65.8%	74.5%	82.9%	92.4%	96.0%	99.1%			
<i>Position for 2021/22</i>	8.3%	16.5%	24.2%	33.5%	42.7%	52.2%	61.4%	72.6%	81.4%	89.8%	95.0%	99.2%			
Arrears Reduction (£m) end of month	£1.4m	£0.71m	£0.69m	£0.68m	£0.59m	£0.57m	£0.83m	£0.81m					£0.81m	INFO	
<i>Position for 2020/21</i>	£3.4m	£3.1m	£2.7m	£2.6m	£2.1m	£1.6m	£1.2m	£0.49m	£0.44m	£0.57m	£0.49m	£0.46m			
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding	£0.75m	£0.75m	£0.75m	£0.76m	£0.74m	£0.74m	£0.73m	£0.74m					£0.74m	INFO	
<i>Position for 2020/21 (£m)</i>	£0.76m	£0.74m	£0.74m	£0.75m	£0.75m	£0.75m	£0.75m	£0.75m	£0.74m	£0.75m	£0.76m	£0.75m			
HB Overpayments Recovered end of month	1%	3%	4%	6%	10%	11%	12%	13%					13%	31%	
This year sprofiled target															
<i>Position for 2020/21</i>	2%	5%	6%	9%	11%	12%	13%	16%	17%	19%	20%	27%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	0	2	1	0	0	0	0					3	6	
This years profiled target															
<i>Position for 2021/22</i>	0	0	0	0	0	0	0	0	0	0	0	0			

Hinckley & Bosworth Borough Council													Cumulative e2022/23	Year-End 2022/23 Target	2021/22 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In month: Right Time (days)	6.5	6.9	8.7	6.9	6	9.3	9.3	9.7					7.9	6	
<i>Position for 2021/22</i>	11.0	10.7	12.5	8.7	7.6	7.1	5.6	6.4	6.0	7.9	2.1	5.7			8.7
In month: New Claims (Days)	15.4	14.8	14.8	14.0	12.3	18.9	18.9	20.1					16.1	15	
<i>Position for 2021/22</i>	21.5	19.8	15.4	12.7	14.4	17.1	13.5	15.4	10.2	13.2	10.1	11.6			16.2
In month: Change Events (Days)	5.4	6.1	7.9	5.4	4.8	7.4	7.3	7.2					6.5	6	
<i>Position for 2021/22</i>	9.3	9.7	12.3	8.1	6.4	5.4	4.7	5.4	5.3	6.7	1.7	4.6			7.9
Right Time profiled in month target 20/21	8.3	6.9	8.9	6.1	6.7	7.4	6.9	8.4	9.2	8.5	2.6	7.8			
New Claims profiled in month target 20/21	18.1	14.3	15.4	11.7	12.8	14.2	13.3	14.7	12.5	13.3	12.1	13.2			
Change Events profiled in month target 20/21	7.4	6.1	8.1	5.4	5.8	6.3	5.9	7.5	8.6	7.9	2.2	6.7			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.6%	19.7%	28.8%	37.8%	47.0%	56.2%	65.5%	74.6%					74.6%	97.6%	
This years profiled target															
<i>Position for 2019/20</i>	10.9%	20.1%	29.2%	38.5%	47.6%	57.1%	66.3%	75.4%	84.6%	93.6%	96.0%	97.9%			
<i>Position for 2021/22</i>	10.7%	19.7%	28.8%	37.9%	47.0%	56.2%	65.4%	74.5%	83.4%	92.5%	95.2%	97.5%			
In Year Arrears Reduction (£) end of month	£5.2m	£5.0m	£4.9m	£4.7m	£4.5m	£4.5m	£4.4m	£4.4m					£4.4m	INFO	
<i>Position for 2021/22</i>	£4.8m	£4.6m	£4.5m	£4.4m	£4.2m	£4.1m	£4.1m	£4.0m	£3.9m	£3.8m	£3.7m	£3.5m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.4%	18.9%	26.2%	37.1%	46.0%	55.8%	64.5%	75.1%					75.1%	98.8%	
This years profiled target															
<i>Position for 2019/20</i>	11.9%	20.6%	29.9%	38.9%	48.4%	57.9%	66.7%	75.2%	84.3%	93.5%	96.6%	98.5%			
<i>Position for 2021/22</i>	10.8%	19.9%	26.2%	35.1%	43.8%	51.6%	58.8%	67.2%	76.1%	85.6%	94.0%	97.3%			
Arrears Reduction (£m) end of month	£1.3m	£1.3m	£2.3m	£2.2m	£1.4m	£1.3m	£0.72m	£0.67m					£0.67m	INFO	
<i>Position for 2021/22</i>	£2.9m	£2.8m	£2.3m	£2.2m	£2.1m	£2.0m	£2.0m	£1.7m	£2.0m	£0.78m	£0.78m	£0.76m			
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	£1.1m	£1.1m	£1.1m					£1.1m	INFO	
<i>Position for 2021/22 £m</i>	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.2m	£1.1m	£1.1m	£1.1m			
HB Overpayments Recovered	2%	4%	5%	6%	7%	8%	11%	12%					12%	36%	
This years profiled target															
<i>Position for 2020/21</i>	2%	3%	6%	9%	10%	12%	13%	15%	17%	18%	21%	23%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	2	0	0	0	1	2	0	1					6	6	
This years profiled target															
<i>Position for 2021/22</i>	0	0	0	0	0	1	0	0	0	1	0	0			

North West Leicestershire District Council													2022/23	Year End 2022/23 target	2021/22 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In month: Right Time (days)	7.0	6.9	9.2	6.8	5.5	9.2	9.2	10.1					8.0	6	
<i>Position for 2021/22</i>	13.0	11.1	12.1	8.7	8.0	7.2	6.1	6.6	7.7	7.7	2.2	5.2			9.1
In month: New Claims (Days)	15.4	13.9	17.2	15.2	12.6	20.4	21.2	18.8					16.9	15	
<i>Position for 2021/22</i>	21.2	19.7	19.2	13.1	15.1	14.5	14.6	15.2	17.0	14.6	9.4	11.7			16.7
In month: Change Events (Days)	5.8	6.2	8.3	5.1	4.5	7.1	7.0	8.0					6.5	6	
<i>Position for 2021/22</i>	11.8	10.3	11.5	8.1	6.8	6.0	5.2	5.5	5.8	6.5	1.9	4.2			8.4
Right Time profiled in month target 20/21	9.6	7.5	9.4	7.6	7.8	7.7	7.8	8.8	9.7	7.5	2.4	7.5			
New Claims profiled in month target 20/21	17.3	16.0	18.9	15.0	14.5	14.9	15.4	13.9	17.2	14.5	11.9	13.0			
Change Events profiled in month target 20/21	8.7	6.7	8.3	6.6	6.7	6.8	6.5	8.2	8.7	6.7	2.1	6.6			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.0%	19.1%	28.1%	37.1%	46.1%	55.1%	64.2%	73.4%					73.4%	97.3%	
This years profiled target															
<i>Position for 2019/20</i>	10.2%	19.5%	28.5%	38.0%	47.0%	56.0%	65.4%	74.5%	83.7%	92.7%	95.4%	97.6%			
<i>Position for 2021/22</i>	10.3%	19.3%	28.2%	37.1%	46.1%	55.2%	64.2%	73.4%	82.4%	91.2%	94.2%	96.9%			
Arrears Reduction (£m) end of month	£6.2m	£5.6m	£5.5m	£5.3m	£5.2m	£5.1m	£5.0m	£4.9m					£4.9m	INFO	
<i>Position for 2021/22</i>	£5.4m	£5.2m	£5.1m	£5.0m	£4.7m	£4.6m	£4.5m	£4.4m	£4.3m	£4.3m	£4.1m	£4.0m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.0%	18.5%	28.1%	37.9%	46.2%	55.4%	64.4%	73.5%					73.5%	99.0%	
This years profiled target															
<i>Position for 2019/20</i>	10.0%	19.1%	32.0%	40.4%	48.3%	57.8%	65.7%	74.0%	84.1%	92.5%	96.5%	99.2%			
<i>Position for 2021/22</i>	9.3%	18.4%	25.9%	35.3%	43.1%	51.5%	59.8%	68.0%	74.8%	85.8%	93.2%	98.5%			
Arrears Reduction (£m) end of month	£1.7m	£1.1m	£1.2m	£1.1m	£1.0m	£0.98m	£0.85m	£0.85m					£0.85m	INFO	
<i>Position for 2021/22</i>	£2.5m	£4.3m	£3.9m	£3.2m	£4.6m	£4.3m	£4.5m	£2.7m	£2.6m	£2.4m	£1.84m	£0.39m			
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding end of month	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m					£1.2m	INFO	
<i>Position for 2021/22 (£m)</i>	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m			
HB Overpayments Recovered	5%	10%	11%	14%	14%	16%	17%	18%					18%	34%	
This years profiled target															
<i>Position for 2021/22</i>	1%	3%	5%	7%	8%	9%	10%	11%	12%	13%	14%	15%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	0	1	0	1	0	2	0					4	6	
This years profiled target															
<i>Position for 2021/22</i>	0	0	0	0	0	0	0	0	0	0	0	1			

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	£4,388	£10,345	£14,448	£18,945	£23,188	£27,574	£31,605	£36,028				
Upper Threshold	£4,936	£11,638	£16,254	£21,313	£26,086	£31,021	£35,555	£40,531				
Actual	£719	£941	£1,965	£2,180	£3,972	£5,674	£5,983	£6,425				
Lower Tolerance	£3,669	£9,404	£12,483	£16,765	£19,216	£21,900	£25,621	£29,603	£0	£0	£0	£0
Upper Tolerance	£4,218	£10,697	£14,289	£19,133	£22,114	£25,347	£29,572	£34,106	£0	£0	£0	£0
HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£2,722	£7,657	£10,478	£13,217	£16,119	£19,068	£21,901	£24,900				
Upper Threshold	£3,063	£8,615	£11,787	£14,869	£18,134	£21,451	£24,638	£28,012				
Actual	£9	£197	£43	£43	£51	£291	£42	£47				
Lower Tolerance	£2,713	£7,460	£10,435	£13,174	£16,068	£18,776	£21,859	£24,852	£0	£0	£0	£0
Upper Tolerance	£3,053	£8,418	£11,744	£14,826	£18,083	£21,160	£24,596	£27,965	£0	£0	£0	£0
NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£4,264	£8,281	£14,418	£18,921	£22,850	£27,279	£31,315	£35,315				
Upper threshold	£4,797	£9,316	£16,221	£21,287	£25,706	£30,689	£35,229	£39,730				
Actual	£48	£5,135	£5,747	£6,118	£5,949	£9,308	£9,422	£9,728				
Lower Tolerance	£4,216	£3,146	£8,672	£12,803	£16,901	£17,971	£21,892	£25,587	£0	£0	£0	£0
Upper Tolerance	£4,749	£4,181	£10,474	£15,169	£19,757	£21,381	£25,807	£30,001	£0	£0	£0	£0

HB and CTLS Claim Activity 2022/23

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Cumulative Totals
(SHBE)													
New claims	133	160	156	146	144	123	144	175					1181
Change events	1095	1597	1329	734	803	645	692	723					7618
Atlas activity	1122	1005	800	780	894	846	952	1037					7436
HDC													Cumulative Totals
(SHBE)													
New claims	113	90	88	96	87	78	86	102					740
Change events	631	958	698	440	558	437	397	467					4586
Atlas activity	674	609	491	496	485	468	559	635					4417
NWLDC													Cumulative Totals
(SHBE)													
New claims	158	152	154	136	116	129	146	176					1167
Change events	1073	1487	1311	659	790	679	781	723					7503
Atlas activity	1115	1181	756	822	964	845	981	1050					7714

Data below for same position for last year

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Cumulative Totals
(SHBE)													
New claims	162	159	146	163	146	133	162	152	100	171	149	161	1804
Change events	944	1427	1647	962	834	778	1453	1284	581	765	2690	864	14229
Atlas activity	927	826	727	770	772	785	795	779	738	2962	1506	1251	12838
HDC													Cumulative Totals
(SHBE)													
New claims	141	88	96	104	91	74	90	89	69	99	94	94	1129
Change events	702	882	1116	685	540	534	923	713	342	479	1648	696	9260
Atlas activity	611	544	507	469	477	479	509	502	494	1779	1077	842	8290
NWLDC													Cumulative Totals
(SHBE)													
New claims	178	140	141	147	135	135	140	163	119	139	133	175	1745
Change events	1188	1519	1673	987	835	860	1471	1275	591	769	2807	1060	15035
Atlas activity	1060	930	761	747	821	858	891	789	780	2372	1933	1359	13301

Sickness

Latest sickness position is provided below:

Hinckley & Bosworth Borough Council	Annual Target 8 days		
	Month		
	October		Cumulative
Long Term	3.00		72.00
Short Term	3.00		48.00
Days lost	6.00		120.00
FTE Average	0.21 days		4.20 Days
Profiled Target Average	0.67 Days		4.66 Days
Harborough District Council	Annual Target 9 days		
	Month		
	September		Cumulative
Long Term	22.00		105.00
Short Term	0.00		8.50
Days lost	22.00		113.50
FTE Average	1.71 Days		8.80 Days
Profiled Target Average	0.75 Days		4.50 Days
North West Leicestershire District Council	Annual Target 8.5 days		
	Month		
	September		Cumulative
Long Term	0.00		32.00
Short Term	6.76		46.49
Days lost	6.76		78.49
FTE Average	0.33 Days		3.78 Days
Profiled Target Average	0.71 Days		4.34 Days

Position regarding vacancies advertised

- Business Development Team Leader – advertised – no suitable applicants – readvertised
- Administration Officer – 2 days officer in post - 3 days candidates to be shortlisted
- Business Development Officer – advertised – no suitable applicants – readvertised
- Council Tax Officer – Full time – to be advertised
- Council Tax Officer (Job share 18.5 hours) to be advertised

Government Initiatives

Energy Rebate £150 Main Scheme completed

➤ *Encashed Post Office Voucher/Letters*

	(Cases)	(Monetary Value)
• Harborough	6,324	£948,600
• Hinckley & Bosworth	9,941	£1,491,150
• North West Leicestershire	9,663	£1,449,450
•		

➤ *Paid via BACS*

• Harborough	20,539 + 243 manuals	£3,117,300
• Hinckley & Bosworth	30,816 + 222 manuals	£4,655,700
• North West Leicestershire	27,191 + 353 manuals	£4,131,600
•		

➤ *Direct credit to council tax accounts*

• Harborough	672	£100,800
• Hinckley & Bosworth	1,103	£165,450
• North West Leicestershire	965	£144,750

Energy Rebate Discretionary Scheme completed

➤ *Encashed Post Office Voucher/Letters (£150)*

	(Cases)	(Monetary Value)
• Harborough	215	£32,250
• Hinckley & Bosworth	123	£18,450
• North West Leicestershire	15	£15,750

➤ *Paid via BACS (£150)*

• Harborough	1	£150
• Hinckley & Bosworth	6	£900
• North West Leicestershire	27,191 + 353 manuals	£4,131,600

➤ *Direct credit to council tax accounts*

• Harborough	2,972 each value £23.60	£70,139.20
	24 each value £150	£3,600
• Hinckley & Bosworth	4,865 each value £24.80	£165,450
	18 each value £150	£2,700
• North West Leicestershire	4,698 each value £23.70	£111,342.60
	25 each value £150	£3,750

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

Speed of Processing

We are marginally behind our processing targets.

LA Error and Subsidy

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

Cost of Living Crisis

Central Government has announced a series of measures designed to support the most vulnerable in society. These include:

- Uprating the state pension, benefits and the benefits cap in line with inflation (September CPI of 10.1%)
- Increasing the National Living Wage
- £650 one off Cost of Living Payment for those on means tested benefits and an anticipated payment of £900 in 2023-2024
- An additional one-off payments of £300 to pensioner households with a similar amount in 2023-2024
- Expanding the energy bills support scheme to reduce household bills by £400.
- Supporting those in social housing, under current rules, rents could have risen by up to 11.1% but now they will only be able to rise by a maximum of 7% in 2023-24.

Benefits to Bricks

There are plans to boost home ownership. These include a Local Housing Allowance (LHA) for first time buyers and allowing those in low-paid work but claiming housing benefit to have their welfare payments counted as income when applying for a mortgage.

Reducing Fraud & Error

The government is taking further action to protect taxpayer money by investing an extra £280 million between now and 2024-25 to target fraud, error and debt across the benefits system.

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

Council Tax

In year collection rates position is as follows:

Harborough

In-month collection target:	Current Position: 74.9%	End of year target	98.1%
		<i>Position for last year</i>	74.6%

Hinckley & Bosworth

In-month collection target:	Current Position: 74.6%	End of year target	97.6%
		<i>Position for last year</i>	74.5%

North West Leicestershire

In-month collection target:	Current Position: 73.4%	End of year target	97.3%
		<i>Position for last Year:</i>	73.4%

Local Tax Base

Council tax new build growth forecasting has been shared with partners.

Early next month will provide individual Band D equivalent tax base reports with overall totals for each Council.

NDR (Business Rates)

In year collection rates position is as follows:

Harborough

In-month collection target:	Current Position:	73.5%	End of year target	99.2%
			<i>Position for last year</i>	72.6%

Hinckley & Bosworth

In-month collection target:	Current Position:	75.1%	End of year target	98.8%
			<i>Position for last year</i>	67.2%

North West Leicestershire

In-month collection target:	Current Position:	73.5%	End of year target	99.0%
			<i>Position for last year</i>	68.0%

Draft 2023/24 Rating list

There will be a new rating list effective from 1st April 2023 and will run for 3 years.

Next month in preparation for NDR1 23/24 government return the new rating list will be applied to test systems in readiness for debit raising in January 2023.

Housing Benefit Overpayments

Harborough

- Debt raised this year £94,962
- Overall debt reduced by £106,621
- Collection rate against all debt (arrears and new) 13%
- Overall debt position is: £742,272

Hinckley & Bosworth

- Debt raised this year £123,680
- Overall debt reduced by £148,572
- Collection rate against all debt (arrears and new) 12%
- Overall debt position is: £1.072m

North West Leicestershire

- Debt raised this year £317,310
- Overall debt reduced by £277,017
- Collection rate against all debt (arrears and new) 18%
- Overall debt position is: £1.229m

Channel Shift Analysis (Digital Service)

Tables below illustrate how customers are transacting online for setting up direct debits to include payment arrangements, council tax change of address. This also includes viewing their own records for council tax, housing benefit, council tax support and business rates.

Connect Stats - HDC				
Service Subscriptions (figures up to & including that month)				
	September	October	November	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	9149	9303	9478	175
Housing Benefit Online	353	354	354	0
Landlord Online	48	48	47	-1
Business Rates Online	268	272	274	2
E-Billing and E-Notifications (figures up to & including that month)				
	September	October	November	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	2904	2971	3071	100
Housing Benefit Online	154	154	154	0
Landlord Online	27	27	27	0
Business Rates Online	91	94	94	0
Direct Debits over the Web (figures for that month only)				
	September	October	November	
Application	Total Number of DDs Set Up			Difference Since Last Month
Council Tax Online	354	343	346	3
Business Rates Online	3	0	0	0
Change of Address (figures for that month only)				
	September	October	November	Total Since Live (02/10/2018)
Total for the Month	415	408	400	11985

March-17 HDC	
Service Subscriptions	
Application	Subscriptions
Council Tax Online	275
Housing Benefit Online	30
Landlord Online	25
Business Rates Online	22
E-billing & E-notifications	
Application	Subscriptions
Council Tax Online	94
Business Rates Online	6
Landlord Online	9
Housing Benefit Online	10

Connect Stats - HBBC

Service Subscriptions (figures up to & including that month)

	September	October	November	
				Difference Since Last Month
Application	Total Number of Subscriptions			
Council Tax Online	10756	10922	11065	143
Housing Benefit Online	378	381	383	2
Landlord Online	97	97	96	-1
Business Rates Online	516	517	519	2

E-Billing and E-Notifications (figures up to & including that month)

	September	October	November	
				Difference Since Last Month
Application	Total Number of Subscriptions			
Council Tax Online	5405	5511	5611	100
Housing Benefit Online	169	171	172	1
Landlord Online	35	35	35	0
Business Rates Online	405	406	409	3

Direct Debits over the Web (figures for that month only)

	September	October	November	
				Difference Since Last Month
Application	Total Number of DDs Set Up			
Council Tax Online	221	224	194	-30
Business Rates Online	2	3	1	-2

Change of Address (figures for that month only)

	September	October	November	Total Since Live (04/10/2018)
Total for the Month	395	400	362	10123

March-17

HBBC

Service Subscriptions

Application	Subscriptions
Council Tax Online	1705
Housing Benefit Online	70
Landlord Online	58
Business Rates Online	34

Ebilling & Enotifications

Application	Subscriptions
Council Tax Online	163
Business Rates Online	9
Landlord Online	4
Housing Benefit Online	8

Connect Stats - NWLDC

Service Subscriptions (figures up to & including that month)

	September	October	November	
				Difference Since Last Month
Application	Total Number of Subscriptions			
Council Tax Online	8569	8679	8789	110
Housing Benefit Online	349	350	250	-100
Landlord Online	79	80	82	2
Business Rates Online	281	282	288	6

E-Billing and E-Notifications (figures up to & including that month)

	September	October	November	
				Difference Since Last Month
Application	Total Number of Subscriptions			
Council Tax Online	4958	5037	5108	71
Housing Benefit Online	203	203	203	0
Landlord Online	33	34	35	1
Business Rates Online	173	173	178	5

Direct Debits over the Web (figures for that month only)

	September	October	November	
				Difference Since Last Month
Application	Total Number of DDs Set Up			
Council Tax Online	181	172	193	21
Business Rates Online	0	0	6	6

Change of Address (figures for that month only)

	September	October	November	Total Since Live (05/10/2018)
Total for the Month	457	398	518	15594

March-17

NWL

Service Subscriptions

Application	Subscriptions
Council Tax Online	195
Housing Benefit Online	21
Landlord Online	19
Business Rates Online	4

Ebilling & Enotifications

Application	Subscriptions
Council Tax Online	58
Business Rates Online	1
Landlord Online	4
Housing Benefit Online	7