



PAPER

# Revenue and Benefit Service

Performance Report  
January 2024

## Caseload Analysis

Caseload Data													
Position at:	Poition 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	Position at 31/3/23	2022/23 In Year Movement	2023/24		
Banded Council Tax Dwellings											Current Position	In Year Movement	In Year Percentage Movement
HBBC	50,359	453	50,601	242	50,852	251	51,232	380	51,764	532	52,239	475	2.0%
HDC	39,739	650	40,532	793	41,554	1,022	42,590	1,036	43,528	938	44,269	741	3.9%
NWLDC	44,940	733	45,564	624	46,277	713	47,189	912	48,028	839	48,463	435	2.7%
Totals	135,038		136,697		138,683			Current Total:	143,320	4,637	144,971		
NDR Rated Assessments									Position		Current Position	In Year Movement	In Year Percentage
HBBC	3,181	19	3,179	-2	3,224	45	3,262	38	3,298	36	3,338	40	2.33%
Debit (£)									(previous month)	40,734,257	40,725,944		
HDC	3,086	46	3,123	37	3,189	66	3,246	57	3,277	31	3,290	13	1.36%
Debit (£)									(previous month)	62,148,585	62,161,665		
NWLDC	3,440	23	3,519	79	3,563	44	3,554	-9	3,589	35	3,531	-58	-0.65%
Debit (£)									(previous month)	99,722,856	99,624,971		
Totals	9,707		9,821		9,976			Current Total:	10,164	188	102,897,768		
HB/CTLS Live Caseload									Caseload		Current Caseload	In Year Movement	Caseload %
HBBC	5,579	-204	5,321	-258	5,257	-64	5,257	-260	5,249		5,189	-60	
											1,761	-75	34%
											308	8	6%
											3,120	7	60%
HDC	3,243	-145	3,185	-58	3,210	25	3,210	-198	3,076		3,117	41	
											1,201	-32	40%
											175	2	5%
											1,741	71	55%
NWLDC	5,413	-283	5,118	-295	4,964	-154	4,964	-312	4,972		4,905	-67	
											1,979	-90	40%
											186	-11	4%
											2,740	34	56%
Totals	14,235		27,248			Current Total:			13,297		13,211		

## Leicestershire Partnership - Revenues and Benefits Performance Indicators

<b>North West Leicestershire District Council</b>													<b>2023/24</b>	<b>Year End 2023/24 target</b>
<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)	24.3	24.6	19.7	15.7	15.6	14.9	15.8	19.1	17.7	17.5			<b>18.5</b>	<b>15</b>
<i>Position for 2022/23</i>	15.4	13.9	17.2	15.2	12.6	20.4	21.2	18.8	20.2	24	15.3	18.8	17.8	
In month: Change Events (Days)	6.9	8	5	4.6	4.9	5.3	5.7	5.5	5.4	6.5			<b>5.8</b>	<b>6</b>
<i>Position for 2022/23</i>	5.8	6.2	8.3	5.1	4.5	7.1	7.0	8.0	6.5	7.8	2	7.9	6.3	
<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 (%)	9.9%	18.9%	28.0%	37.0%	46.1%	55.1%	64.2%	73.3%	82.2%	91.3%			<b>91.3%</b>	<b>97.3%</b>
This years profiled target (based on 22/23)	10.0%	19.1%	28.1%	37.1%	46.1%	55.1%	64.2%	73.4%	82.3%	91.4%	94.5%	97.2%	97.2%	
Arrears Reduction (£m) end of month	£6.0m	£5.9m	£5.8m	£5.6m	£5.5m	£5.4m	£5.4m	£5.3m	£5.2m	£5.1m			<b>£5.1m</b>	<b>INFO</b>
<i>Position for 2022/23</i>	£6.2m	£5.6m	£5.5m	£5.3m	£5.2m	£5.1m	£5.0m	£4.9m	£4.9m	£4.7m	£4.4m	£5.0m	£5.0m	
<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 (%)	9.2%	18.0%	26.8%	37.0%	45.7%	54.9%	62.1%	70.2%	78.5%	89.2%			<b>89.2%</b>	<b>99.0%</b>
This years profiled target (based on 22/23)	10.0%	18.5%	28.1%	37.9%	46.2%	55.4%	64.4%	73.5%	82.3%	91.3%	95.6%	99.1%	99.1%	
Arrears Reduction (£m) end of month	£1.6m	£1.5m	£2.1m	£1.5m	£0.5m	£0.5m	£0.8m	£0.9m	£2.3m	£2.1m			<b>£2.1m</b>	<b>INFO</b>
<i>Position for 2022/23</i>	£1.7m	£1.1m	£1.2m	£1.1m	£1.0m	£0.98m	£0.85m	£0.85m	£0.71m	£0.58m	£0.42m	£0.51m	£0.51m	
<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	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m	£1.3m			<b>£1.3m</b>	<b>INFO</b>
<i>Position for 2022/23 (£m)</i>	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.3m	£1.3m	£1.3m	
HB Overpayments Recovered	1%	3%	4%	5%	7%	8%	9%	10%	10%	11%			<b>11%</b>	<b>34%</b>
This years profiled target (based on 22/23)	5%	10%	11%	14%	14%	16%	17%	18%	19%	20%	21%	21%	21%	
<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	1	1	0	0	1	0	0	0			<b>3</b>	<b>6</b>
This years profiled target (Based on 22/23)	0	0	1	0	1	0	2	0	0	0	0	0	4	

Hinckley & Bosworth Borough Council													Cumulative 2023/24	Year-End 2023/24 Target
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In month: New Claims (Days)	21.7	21.8	16.7	15.6	16.8	14.2	16.9	13.9	12.9	16.2			16.7	15
<i>Position for 2022/23</i>	15.4	14.8	14.8	14.0	12.3	18.9	18.9	20.1	17.3	22.8	15.2	16.5	16.7	
In month: Change Events (Days)	8.2	8.1	5	4.5	5.2	4.7	5	4.8	3.8	7			5.7	6
<i>Position for 2022/23</i>	5.4	6.1	7.9	5.4	4.8	7.4	7.3	7.2	5.0	8.5	2.2	7.2	6.2	
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	10.4%	19.5%	28.6%	37.6%	46.7%	55.9%	65.1%	74.3%	83.1%	92.2%			92.2%	97.6%
This years profiled target (based on 22/23)	10.6%	19.7%	28.8%	37.8%	47.0%	56.2%	65.5%	74.6%	83.5%	92.60%	95.40%	97.70%	97.7%	
In Year Arrears Reduction (£) end of month	£5.1m	£5.0m	£4.9m	£4.8m	£4.8m	£4.7m	£4.6m	£4.5m	£4.5m	£4.4m			£4.4m	INFO
<i>Position for 2022/23</i>	£5.2m	£5.0m	£4.9m	£4.7m	£4.5m	£4.5m	£4.4m	£4.4m	£4.3m	£4.3m	£4.1m	£4.1m	£4.1m	
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	10.5%	20.2%	29.1%	39.4%	48.6%	57.0%	66.3%	75.0%	83.3%	92.7%			92.7%	98.8%
This years profiled target (based on 22/23)	10.4%	18.9%	26.2%	37.1%	46.0%	55.8%	64.5%	75.1%	83.7%	92.3%	95.1%	98.1%	98.1%	
Arrears Reduction (£m) end of month	£1.2m	£1.2m	£1.2m	£1.2m	£1.5m	£1.4m	£1.4m	£1.4m	£1.4m	£1.3m			£1.3m	INFO
<i>Position for 2022/23</i>	£1.3m	£1.3m	£2.3m	£2.2m	£1.4m	£1.3m	£0.72m	£0.67m	£0.63m	£0.62m	£0.56m	£0.55m	£0.55m	
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	£1.0m	£1.0m	£1.0m	£1.0m			£1.0m	INFO
<i>Position for 2022/23 £m</i>	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m		
HB Overpayments Recovered	1%	4%	6%	7%	9%	11%	15%	16%	17%	19%			19%	36%
This years profiled target (based on 22/23)	2%	4%	5%	6%	7%	8%	11%	12%	13%	14%	14%	15%		
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
CTLS Sanctions gained	0	0	0	0	0	1	0	0	2	1			4	6
This years profiled target (based on 22/23)	2	0	0	0	1	2	0	1	0	1	0	2	9	

Harborough District Council													2023/24	Year - End 2023/24 target
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative	
In month: New Claims (Days)	22.1	21.8	18.5	16.5	16.2	14.5	15.3	15.8	13.4	19.1			17.3	15
<i>Position for 2022/23</i>	14.7	13.9	16.1	15.5	11.9	17.1	20.5	18.9	13.5	24.2	15	19.1	16.7	
In month: Change Events (Days)	7.2	8.6	5.2	3.9	5.7	5.8	5.4	5.1	4.6	6.6			5.8	6
<i>Position for 2022/23</i>	5.5	6.5	8.1	5.5	4.2	8.1	8.3	7.5	5.7	7.7	2.5	6	6.3	
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	10.6%	19.7%	28.9%	38.0%	47.1%	56.2%	65.5%	74.5%	83.5%	92.5%			92.5%	98.1%
This years profiled target (based on 22/23)	10.8%	20.0%	29.2%	38.2%	47.2%	56.4%	65.7%	74.9%	83.7%	92.8%	95.9%	98.3%	98.3%	
Arrears Reduction (£m) end of month	£3.1m	£3.0m	£2.9m	£2.8m	£2.7m	£2.6m	£2.6m	£2.6m	£2.5m	£2.5m			£2.5m	INFO
<i>Position for 2022/23</i>	£3.2m	£3.1m	£3.0m	£2.9m	£2.8m	£2.7m	£2.7m	£2.6m	£2.6m	£2.4m	£2.3m	£2.2m	£2.2m	
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
In Year (%)	7.9%	15.9%	25.6%	35.4%	44.1%	53.1%	61.7%	70.8%	80.3%	89.4%			89.4%	99.2%
This years profiled target (based on 22/23)	9.5%	18.5%	28.4%	37.7%	47.2%	56.6%	64.7%	73.5%	78.3%	85.0%	88.1%	98.6%	98.6%	
Arrears Reduction (£m) end of month	£2.1m	£1.7m	£1.5m	£1.7m	£1.9m	£1.3m	£0.75m	£0.5m	£0.5m	£0.4m			£0.4m	INFO
<i>Position for 2022/23</i>	£1.4m	£0.71m	£0.69m	£0.68m	£0.59m	£0.57m	£0.83m	£0.81m	£1.7m	£2.2m	£2.1m	£0.79m	£0.79m	
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
HB Overpayments outstanding	£0.75m	£0.77m	£0.75m	£0.75m	£0.76m	£0.76m	£0.77m	£0.77m	£0.77m	£0.78m			£.078m	INFO
<i>Position for 2022/23 (£m)</i>	£0.75m	£0.75m	£0.75m	£0.76m	£0.74m	£0.74m	£0.73m	£0.74m	£0.74m	£0.74m	£0.75m	0.75m	£0.75m	
HB Overpayments Recovered end of month	2%	3%	5%	5%	6%	7%	8%	9%	10%	11%			11%	31%
This year sprofiled target (based on 22/23)	1%	3%	4%	6%	10%	11%	12%	13%	13%	14%	14%	15%	15%	
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
CTLS Sanctions gained	0	0	2	0	2	0	0	0	1	1			6	6
This years profiled target	0	0	2	1	0	0	0	0	0	1	0	0	4	

## 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	£4,379	£10,586	£15,264	£19,445	£23,699	£28,334	£32,839	£37,492	£41,625	£45,968		
Upper Threshold	£4,926	£11,910	£17,172	£21,876	£26,662	£31,876	£36,944	£42,179	£46,828	£51,714		
<b>Actual</b>	<b>£547</b>	<b>£2,501</b>	<b>£6,861</b>	<b>£9,492</b>	<b>£9,917</b>	<b>£12,485</b>	<b>£12,682</b>	<b>£13,093</b>	<b>£18,521</b>	<b>£18,944</b>		
Lower Tolerance	£3,831	£8,085	£8,403	£9,954	£13,783	£15,849	£20,157	£24,399	£23,104	£27,024	£0	£0
Upper Tolerance	£4,379	£9,408	£10,311	£12,384	£16,745	£19,391	£24,261	£29,085	£28,307	£32,770	£0	£0

HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£2,716	£7,700	£10,579	£13,451	£16,516	£19,412	£22,187	£25,350	£28,207	£31,179		
Upper Threshold	£3,056	£8,663	£11,902	£15,132	£18,581	£21,838	£24,960	£28,518	£31,733	£35,076		
<b>Actual</b>	<b>£25</b>	<b>£119</b>	<b>£716</b>	<b>£769</b>	<b>£917</b>	<b>£1,583</b>	<b>£1,699</b>	<b>£1,698</b>	<b>£1,852</b>	<b>£2,802</b>		
Lower Tolerance	£2,691	£7,581	£9,863	£12,681	£15,599	£17,829	£20,488	£23,652	£26,355	£28,377	£0	£0
Upper Tolerance	£3,031	£8,544	£11,185	£14,363	£17,664	£20,255	£23,261	£26,820	£29,881	£32,274	£0	£0

NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£4,400	£8,470	£15,015	£19,049	£23,044	£27,514	£31,537	£35,988	£39,027	£42,849		
Upper threshold	£4,950	£9,528	£16,892	£21,430	£25,925	£30,953	£35,480	£40,487	£43,906	£48,205		
<b>Actual</b>	<b>£9,454</b>	<b>£2,632</b>	<b>£3,123</b>	<b>£3,576</b>	<b>£747</b>	<b>£1,473</b>	<b>£1,781</b>	<b>£1,968</b>	<b>£2,190</b>	<b>£3,217</b>		
Lower Tolerance	<b>-£5,054</b>	£5,838	£11,892	£15,473	£22,297	£26,041	£29,757	£34,021	£36,838	£39,632	£0	£0
Upper Tolerance	<b>-£4,504</b>	£6,897	£13,769	£17,854	£25,178	£29,480	£33,699	£38,519	£41,716	£44,988	£0	£0

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

**Speed of Processing**

All 3 LA's are meeting the target for processing changes in circumstances and we continue to monitor our performance on processing times for new claims hoping to claw back the time lost at the start of the year.

**LA Error and Subsidy**

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

**Capital Disregards for Council Tax Support**

Very topical at the moment is the list of those payments that can be disregarded when looking at a claimant's capital includes Post Office compensation payments.

**Research into Pension age**

The retirement age will have to rise to 71 for middle-aged workers across the UK, according to research into the impact of growing life expectancy and falling birthrates on the state pension.

The UK pension age of 66 is set to rise to 67 between May 2026 and March 2028.

According to the Office for Budget Responsibility, pensioner benefits will cost the UK government £136bn in 2023-24, of which £124bn will be spent on state pensions. Parliament must by law consider regularly whether to amend pension age. The review should have been done earlier this year but has been pushed back until after the general election.

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

**Council Tax collection**

Collection is slightly behind the profiled target of between 0.1 and 0.4%.

**Council Tax recovery**

Prior years' arrears continue to be collected through arrangements, attachment of benefits and earnings, and via third party enforcement agents. High level recovery is pursued for large debts and persistent non-payment.

**Business Rate collection**

Both HDC and HBBC are exceeding the profiled target with NWLDC currently behind target.

**Business Rates recovery**

Prior years' recovery continues in Business Rates. Comparison against the position last year is unreliable due to the nature of the business rates system, where changes to the rating list can be backdated for several years, impacting on the arrears levels.