

**Report of Assistant Chief Executive (Citizens and Communities)**

**Report to Citizens and Communities Scrutiny Board**

**Date: 9<sup>th</sup> November 2015**

**Subject: Quarterly Performance Report (Q2)**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

**Summary of main issues**

The report provides an update on performance against elements of the Best Council Plan 2015-20 that are under the Board's remit alongside information on performance of other key areas within the Citizens and Communities directorate. It allows the Assistant Chief Executive (Citizens and Communities) an opportunity to highlight good performance as well as identify any emerging areas of concern or risk across the directorate.

**Recommendations**

Members are invited to consider the quarterly report of the Assistant Chief Executive (Citizens and Communities) providing an update on performance against elements of the Best Council Plan 2015-20 that are under the Board's remit alongside information on performance of other key areas within the Citizens and Communities directorate.

## 1 Purpose of this report

- 1.1 The purpose of the report is to provide the Board with an update from the Assistant Chief Executive (Citizens and Communities), highlighting areas of good performance as well as challenges, and emerging areas of concern or risks relating to elements of the Best Council Plan 2015-20 that are under the Board's remit alongside information on performance of other key areas within the Citizens and Communities directorate.

## 2 Background information

- 2.1 Performance issues relating to the Citizens and Communities directorate were, for the first time, reported to the new Citizens and Communities Scrutiny Board on the 27<sup>th</sup> July 2015. Members were asked to indicate the nature and detail of performance information that they would like to receive in future reports (in addition to the data presented). Three additional areas were identified, all of which have been included in this report:

- The impact of Individual Electoral Registration - particularly in relation to the student population
- Discretionary Housing Payments made by Ward and;
- Leeds City Credit Union membership numbers and loan book value.

## 3 Main issues

- 3.1 The following performance information is available for Members consideration:

**Cross-Directorate Performance Information** - Appendix 1 details the Best Council Plan performance indicators that are within the scope of the Citizens and Communities directorate.

**Customer Services** - Appendix 2 details the Customer Services performance data including call answer rates, customer satisfaction, web visits, number of face-to-face visits, emails etc.

**Elections, Licensing & Registration** - Appendix 3 details performance information relating to Elections and Registration and includes: local authority searches, availability of appointments to register a death, registration of deaths within 5 days and; the number of people on the electoral register. Performance data relating to Licensing has been excluded from this report (at the request of Scrutiny) as licensing data is currently presented at the Licensing Committee.

**Welfare and Benefits** - Appendix 4 details performance data which includes: claims affected by under-occupancy, impact of the benefit cap, discretionary housing payments, local welfare scheme statistics and; local council tax support scheme statistics.

3.2 The main areas to highlight to the Board are:

3.2.1 Customer Services - continue to see improvements across a number of performance areas, specifically in relation to:

- Improvements in Customer satisfaction (face to face) scores – plans are in place to roll out a similar approach across other channels
- Web visits – the number of 'unique page views' has increased from a monthly average of 1.26m (2014/15) to a currently monthly average of 1.43m
- Visit waiting times - 95% of customers waiting less than 15 minutes (quarter 2) against our target of 90%

Areas to focus on for quarter 3 include:

- Email response times – the percentage of emails responded to in 2 day as reduced to 59% (quarter 2) against our target of 70%
- Calls answered – which has seen a decrease in the average (monthly) number of calls answered by CSO's and an increase in the average number (monthly) number of calls answered by IVR (compared to 2014/15)
- Call wait (average time to answer) – which is currently at 6m27s (quarter2), an increase from our 2014/15 year end figure of 3m00s
- Web chats – we have seen a reduction in the number of chats answered during August and September 2015

The skills and knowledge of our officers is attractive to other services and we continue to lose officers who wish to pursue their careers. To address this we have a rolling programme of recruitment in place.

3.2.2 Elections, Licensing and Registration - performance continues to improve across the following areas:

- Local Land Changes – achieving 97% for both indicators (relating to the completion of searches within 3 working days) at the end of quarter 2 despite problems with the search service system and higher than usual staff absence
- Availability of appointments to register deaths within 2 working days of customer contact – the service is currently performing at 98% (against a target of 95%)

Areas to focus on for quarter 3 include:

- Registration of deaths within 5 days of death - performance is currently at 84%, below the target of 90%. Although appointments are generally available within timescale, it is not always possible to register death within 5 days of death because customers choose to wait for an appointment closer to home rather than travelling into the city centre. We are reviewing our attendance at

one stop centres to improve efficiency and increase the number of locally available appointments.

- Elections are currently half way through the annual canvass exercise. All households have received a Household Enquiry Form to identify who should be registered to vote. If new potential electors are notified to us, Invitation to register forms are then sent to these individuals.
- Universities are providing us with details of all their incoming students later this month. We will use this data to send Invitations to register to each student. This will be backed up with visits from representatives of the Electoral Registration Officer where no response to the form is received. Students can respond online which should encourage them to engage. We are also working with the universities to make voter registration part of student enrolment. At present this is most likely to be in the form of an email with a link to the government registration website. For the time being we continue to work with the universities to make use of student data they supply. We will send all students living in halls of residence or other university administered accommodation an invitation to register personalised to them. Students who do not respond will be visited by a doorstep canvasser in November 2015. We are also supporting a registration campaign run by Leeds Beckett University using Cabinet Office funding for Individual Electoral Registration. We have experienced canvassers in areas with high numbers of students and provide contact details for wardens and supervisors of student accommodation and gated communities to allow them to arrange access. Canvassing will also take place at non-responding households throughout the entire City. The next update to the electorate will be 1 December 2015.

### 3.2.3 Welfare & Benefits continue to work with partners to develop initiatives to tackle financial hardship and respond to welfare reforms.

- Leeds Credit Union:

Since 2005, Leeds City Credit Union (LCCU) membership has increased from 11,000 members to 31,518 Leeds members today. Most of this growth has been new members on low incomes or benefits. Total membership however stands at 36,384 (as at September 2015). The total loan book value at the end of quarter two is £8.2m. The total value of new lending for quarter ended September 2015 stands at over £2m – of which £1.6m are loans to financially excluded groups, these are lower value loans between £500-£1,000 and are paid back over 6-12 months.

Since 2009, the total loan book for loans to financially excluded members has increased from £2.3m in 2009 to £5m currently. On this basis the current value of increased disposable income to Leeds families can be estimated to be in the region of £6.5m. Cash activity within branches continues to rise with approximately 15-16,000 separate transactions per month, with an average withdrawal of £136. Overall the credit union has an ambition to build its loan book to £20m (currently £8.2m and £10m including White Rose) to make a material impact on the estimated £90m high cost lending market in Leeds. The growth phase of this plan will require investments in staff, technology

and marketing. In addition to reducing the market share of the high cost lenders, the plan would also see a considerable additional saving for households and the local economy and further build the capacity of the credit union. LCCU performance information will be reported on annual basis, the next point of reporting will be at quarter 4.

The last quarter has seen the launch of 3 significant (LCCU) initiatives aimed at helping to address financial hardship. LCCU has launched an online PayDay loan product that provides a cheaper alternative to the PayDay loan offers on the high street. Alongside this, a new initiative has been launched that provides an alternative to the rent-to-buy market. This initiative, called Your Homeware, is supported by Argos, Debenhams and Currys and allows household and electronic goods to be purchased and paid for weekly. The key differences are that the product becomes the property of the purchaser at the point of sale rather than when the final payment is made, the cost of credit is cheaper than high street rent-to-buy retailers and the goods come with a small discount. Finally, LCCU has extended the Your Loanshop concept into the Compton Centre to increase accessibility and reach.

- **Discretionary Housing Payments:**  
The service is closely monitoring the application of the Discretionary Housing Payment policy to help ensure that the full budget is spent on helping the most vulnerable tenants. As a result of this, many awards which were due to end after 6 months will be extended beyond this time. This is in response to feedback from tenants and analysis of member enquiries which show that many tenants remain unable to pay their full rent once the initial 6 month award has finished. The policy will continue to be monitored
- **Universal Credit:**  
Preparations are underway for both the launch of Universal Credit in Leeds in February 2016 and the implementation of the Government's reforms announced in the Summer Budget.
- **Single Persons Discount:**  
Of the 316,000 registered Council Tax charge-payers, there are approximately 140,000 Single Person Discounts in Leeds at any one time. In May 2015, the Council Tax Service commissioned an exercise to check entitlements to Single Person Discount. The exercise, based on past experience, was to identify over £500,000 of additional Council Tax revenue for the Council in respect of incorrectly awarded Single Person Discount. As of the 21<sup>st</sup> October 2015 the exercise has achieved an estimated £268k in cancelled single person discounts. For those who do not respond to the reminder, the single person discount will be cancelled, and the forecasted estimate of cancelled single person discount is expected to exceed original target of £500k.
- **New Homes Bonus:**  
The local authority receives funding from central government in the form of New Homes Bonus funding which was introduced by the Government in 2011/12 to facilitate housing growth. The grant is paid by the Government to

reward local authorities for increasing the number of new homes built and long term empty properties being brought back into use. New Homes Bonus is calculated from the Council Tax Base (CTB) Government Return dated 5 October 2015. The Council Tax Unit, along with the Empty Homes Team, have concentrated on this area of work so to maximise New Homes Bonus Funding for the Council, and the figures on the CTB Return indicate estimated funding of £3.35m.

## **4 Corporate Considerations**

### **4.1 Consultation and Engagement**

- 4.1.1 This is a performance report for the Board's information and as such there is no need for wider consultation. If the Board determines that any performance area requires further investigation, then it may be decided that the views of interested parties should be sought or that existing information reflecting the views of customers and others stakeholders should be provided to the Board.

### **4.2 Equality and Diversity / Cohesion and Integration**

- 4.2.1 This is not a decision-making report and as such there is no need for an EIA screening document to be completed.

The business of the Citizens and Communities Scrutiny Board is to consider the extent to which the corresponding directorate is delivering council priorities and also to review and challenge performance in particular as outlined in the Best Council Plan 2015-20.

### **4.3 Council policies and City Priorities**

- 4.3.1 The performance information received by the Board allows it to assess and challenge performance in relation to the delivery of specific priorities within the Best Council Business Plan 2015-20.

### **4.4 Resources and value for money**

- 4.4.1 The Board has specifically asked that the performance information provided is based on information that is already available, and has determined that it will only require more detailed reports where it wants to examine performance areas in more depth, thereby ensuring that reporting arrangements remain efficient and effective.

### **4.5 Legal Implications, Access to Information and Call In**

- 4.5.1 The report is provided within the context of the formal role of Scrutiny Boards within the Council's constitution. There is no decision being made and there is therefore no call-in requirement.

### **4.6 Risk Management**

- 4.6.1 The provision of performance information to the Board is designed to enable the Board to fulfil its role effectively and as such will minimise the risks of non-delivery

of Best Council Business Plan Priorities. Care is being taken to make use of existing data rather than create an additional reporting burden.

## **5 Recommendations**

Members are invited to consider the quarterly report of the Assistant Chief Executive (Citizens and Communities) providing an update on performance against elements of the Best Council Plan 2015-20 that are under the Board's remit alongside information on performance of other key areas within the Citizens and Communities directorate.

## **6 Background documents<sup>1</sup>**

None

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<sup>1</sup> The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

**Appendix 1: Cross-Directorate Performance Information (Best Council Plan Performance Indicators - Citizens and Communities)**

<b>Performance Indicator</b>	<b>2014/15</b>	<b>Target</b>	<b>July 2015</b>	<b>Oct 2015</b>
Increase number of people supported into jobs - cumulative	796 (Q4) 4,630 (2014/15)	4,500 – annual 375 - monthly	1,264	975 (Q2) 2,239 YTD
Increased provision of free welfare and debt advice through the Advice Leeds Consortium	N/A - New measure	30,575 (unique clients)	6284 (Q1)	4,636 (Jul-Aug) 10,920 YTD
Reduce number of complaints received about council services	4,433 (2014/15)	N/A - Targets not set	1,149 (Apr-June 2015/16)	772 (Jul-Aug 2015/16) 1,921 (YTD)
Increase number of compliments received about Council services	1,155 (2014/15)	N/A - Targets not set	422 (Apr-June 2015/16)	269 (Jul-Aug 2015/16) 691 (YTD)
Increase percentage of customer contact received via self-service digital channels	17.05% (2014/15)	N/A - Baseline year	36.77% (Quarter 1)	36.46% Q2 36.5% YTD
Reduce number of people working in Leeds who are earning below the living wage (annual reporting)	76,015 (20.8%)	N/A - Targets not set	N/A	Annual indicator - Next point of reporting – Nov 2015



## Appendix 2: Customer Services

Theme	Title	Target	Q2	YTD	Comments and action
Customer	Customer satisfaction score - overall	95%	98%	99%	Face to Face only. Also 95% excellent to good rating on webchat.
Value for money	email	N/A	33,000	62,000	Around 10,000 emails per month. (2014-15 monthly avg - 10,500). We are looking for ways to better manage email contact including faster turnaround time
	face to face visits (enquiries) to one stops and hubs	N/A	130,000	265,000	Around 44,000 visits per month. (2014-15 monthly avg - 44,000)
	phone calls answered (CSO & IVR)	N/A	301,000	627,000	Around 71,000 calls answered by CSO per month with a further 33,000 calls answered each month by IVR. (2014-15 monthly avg - 74,000 calls & 28,000 IVR)
	touch screen and public access PCs	N/A	2,900	5,600	Currently base lining as insufficient data from previous year to show trend
	web visits	N/A	4,146,000	8,605,000	The number of 'unique page views' continues to rise, the monthly average YTD was 1.43m (2014-15 monthly avg - 1.26m)
Process	Call answer rate	90%	82%	82%	The challenges in the second half of last year and Quarter 1 this year have continued into Quarter 2, particularly on Council Tax & Benefits, where it takes several weeks to recruit, train and embed new staff. We are developing joint contingency plans with Council Tax & Benefits and other services.
	Call wait (average time to answer)	3m 00s	6m 27s	6m 06s	
	Complaint response time (% complaints responded in 10	95%	90%	90%	Customer Access only – 10 working days is our aspirational target; for the

	days)				council as a whole, the corporate response target is 15 working days
	Email response time (% emails responded in 2 days)	70%	59%	53%	Emails are handled by the same staff who take calls in the Contact Centre and the ability to respond to emails within two working days is affected by the same issues which affect call responsiveness
	Visit wait time (% customers waiting less than 15 mins)	90%	95%	96%	Based on data from face to face sites which operate a queue management system

### Appendix 3: Elections, Licensing and Registration

<b>Performance Indicator</b>	<b>2014/15</b>	<b>Target</b>	<b>Q1</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Q2</b>
Local Land Charges - % of STANDARD local authority searches completed within 3 working days –	100%	90%	100%	100%	90%	100%	97%
Local Land Charges - % of ALL local authority searches completed within 3 working days –	100%	85%	100%	100%	91%	100%	97%
Availability of appointments to register a death within 2 working days of customer contact	97%	95%	96%	97%	99%	98%	98%
Registration of deaths within 5 days of death	84%	90%	81%	86%	84%	83%	84%
Electorate (registrations)	533,715 (1/12/14)	N/A - Targets not set	560,06 3				557,215 Next report due 1/12/15

## Appendix 4: Welfare and Benefits

### Discretionary Housing Payments by Ward (year to 30/09/2015)

WARD NAME	NUMBER OF DHP AWARDS	VALUE OF DHP AWARDS
Adel and Wharfedale	16	£5,014.93
Alwoodley	81	£20,579.27
Ardsley and Robin Hood	44	£16,538.32
Armley	225	£57,192.47
Beeston and Holbeck	120	£29,103.08
Bramley and Stanningley	136	£44,042.92
Burmantofts and Richmond Hill	284	£83,139.47
Calverley and Farsley	32	£9,818.16
Chapel Allerton	136	£33,408.45
City and Hunslet	155	£58,235.48
Cross Gates and Whinmoor	103	£30,892.72
Farnley and Wortley	108	£31,191.27
Garforth and Swillington	27	£9,175.43
Gipton and Harehills	230	£75,131.00
Guiselley and Rawdon	24	£6,462.10
Harewood	12	£3,161.26
Headingley	43	£12,034.98
Horsforth	36	£10,124.41
Hyde Park and Woodhouse	163	£37,323.86
Killingbeck and Seacroft	215	£53,715.75
Kippax and Methley	40	£12,113.59
Kirkstall	118	£32,901.34
Middleton Park	164	£44,216.69
Moortown	67	£16,986.35
Morley North	40	£11,320.36
Morley South	75	£24,043.31
Otley and Yeadon	57	£13,107.97
Pudsey	76	£21,642.23
Rothwell	81	£26,689.98
Roundhay	64	£21,298.81
Temple Newsam	92	£22,100.01
Weetwood	61	£16,267.57
Wetherby	25	£7,877.91
Grand Total	3150	£896,851.45

**UNDER OCCUPANCY DETAILS**

**Details Of Claims Affected By Under Occupancy**

NUMBER OF CLAIMS AFFECTED BY UNDER OCCUPATION												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
BITMO	143	146	138	141	145	144						
HSG LEEDS	5092	5040	4974	4987	4935	4915						
<b>TOTAL HSG LEEDS &amp; BITMO</b>	<b>5235</b>	<b>5186</b>	<b>5112</b>	<b>5128</b>	<b>5080</b>	<b>5059</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
HA/RSL	1309	1288	1292	1274	1249	1255						
<b>CITY TOTAL</b>	<b>6544</b>	<b>6474</b>	<b>6404</b>	<b>6402</b>	<b>6329</b>	<b>6314</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
WEEKLY LOSS IN HB FOR CLAIMS AFFECTED BY UNDER OCCUPATION - BY HSG LEEDS BITMO & RSL												
	April	May	June	July	August	September	October	November	December	January	February	March
BITMO	£ 1,831.25	£ 1,862.39	£ 1,779.07	£ 1,754.39	£ 1,803.87	£ 1,805.14						
HSG LEEDS	£ 63,707.91	£ 63,253.40	£ 62,094.21	£ 62,020.42	£ 61,396.81	£ 61,495.52						
<b>TOTAL</b>	<b>£ 65,539.16</b>	<b>£ 65,115.79</b>	<b>£ 63,873.28</b>	<b>£ 63,774.81</b>	<b>£ 63,200.68</b>	<b>£ 63,300.66</b>	£ -	£ -	£ -	£ -	£ -	£ -
HA/RSL	£ 20,438.06	£ 20,249.45	£ 20,341.01	£ 20,059.38	£ 19,649.59	£ 19,848.91						
<b>CITY TOTAL</b>	<b>£ 85,977.22</b>	<b>£ 85,365.24</b>	<b>£ 84,214.29</b>	<b>£ 83,834.19</b>	<b>£ 82,850.27</b>	<b>£ 83,149.57</b>	£ -	£ -	£ -	£ -	£ -	£ -



## Details Of Arrears In Respect Of Housing Leeds / BITMO Claims Affected By Under Occupancy

VALUE OF UNDER OCCUPIED CLAIMS WITH RENT ARREARS - BY ALMO												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
BITMO	£ 19,733.62	£ 21,902.29	£ 21,649.01	£ 24,242.24	£ 25,953.20	£ 25,534.62						
HSG LEEDS	£ 813,293.76	£ 824,453.35	£ 818,054.49	£ 850,377.22	£ 874,037.09	£ 836,860.53						
<b>TOTAL</b>	<b>£ 833,027.38</b>	<b>£ 846,355.64</b>	<b>£ 839,703.50</b>	<b>£ 874,619.46</b>	<b>£ 899,990.29</b>	<b>£ 862,395.15</b>	-	£ -	£ -	£ -	£ -	£ -

NUMBER OF UNDER OCCUPIED CLAIMS WITH RENT ARREARS BY ALMO												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
BITMO	80	84	84	85	90	87						
HSG LEEDS	2755	2790	2700	2771	2741	2638						
<b>TOTAL</b>	<b>2835</b>	<b>2874</b>	<b>2784</b>	<b>2856</b>	<b>2831</b>	<b>2725</b>	-	0	0	0	0	0

## Details Of The Number Of Claims And Weekly Benefit Lost Due To Under Occupancy By Ward

	Sep-15								
	HSG LEEDS & BITMO NUMBER	HSG LEEDS & BITMO £	HA / RSL NUMBER	HA / RSL £		HSG LEEDS & BITMO NUMBER	HSG LEEDS & BITMO £	HA / RSL NUMBER	HA / RSL £
Adel and Wharfedale	32	£ 449.84	15	£ 185.68	Horsforth	83	£ 1,102.93	5	£ 75.02
Alwoodley	111	£ 1,274.21	29	£ 496.15	Hyde Park and Woodhouse	222	£ 2,683.03	97	£ 1,636.84
Ardsley and Robin Hood	68	£ 929.62	29	£ 400.17	Killingbeck and Seacroft	480	£ 6,181.42	64	£ 953.53
Armley	311	£ 3,555.35	81	£ 1,312.24	Kippax and Methley	67	£ 983.01	10	£ 157.46
Beeston and Holbeck	227	£ 2,621.65	27	£ 398.44	Kirkstall	254	£ 3,240.78	17	£ 252.56
Bramley and Stanningley	258	£ 3,420.05	31	£ 493.08	Middleton Park	350	£ 4,354.59	75	£ 1,145.63
Burmantofts and Richmond Hill	440	£ 5,090.26	102	£ 1,519.37	Moortown	44	£ 534.69	61	£ 960.44
Calverley and Farsley	46	£ 610.44	6	£ 117.16	Morley North	63	£ 776.74	18	£ 292.36
Chapel Allerton	225	£ 2,847.19	117	£ 1,985.41	Morley South	109	£ 1,229.13	17	£ 245.57
City and Hunslet	154	£ 1,909.22	89	£ 1,501.69	Otley and Yeadon	80	£ 943.11	10	£ 155.21
Cross Gates and Whinmoor	132	£ 1,776.30	27	£ 414.96	Pudsey	112	£ 1,538.35	25	£ 402.24
Farnley and Wortley	248	£ 3,050.97	16	£ 250.20	Rothwell	138	£ 1,855.00	38	£ 559.57
Garforth and Swillington	49	£ 631.77	3	£ 63.47	Roundhay	56	£ 704.06	32	£ 536.30
Gipton and Harehills	280	£ 3,535.14	122	£ 1,862.15	Temple Newsam	185	£ 2,451.93	35	£ 564.05
Guisley and Rawdon	36	£ 465.89	7	£ 103.66	Weetwood	120	£ 1,425.56	14	£ 233.19
Harewood	18	£ 288.54	1	£ 13.97	Wetherby	46	£ 640.72	10	£ 176.04
Headingley	15	£ 199.17	25	£ 385.10					

## Benefit Cap

## Details Of The Number Of Cases and The Financial Affect Of The Benefit Cap

Number Of Claims Affected By The Benefit Cap												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
Claims Affected By Benefit Cap At Date Of Extract	286	283	279	309	317	277						
Number Of Claims Affected By Benefit Cap : By Tenure Type												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
Cten	83	82	86	96	97	88						
Lha	175	174	168	185	188	169						
Rsl	28	27	25	27	31	19						
Hostel	0	0	0	1	1	1						
Number Of Benefit Cap Claims With Minimum HB Award (£0.50 / Week)												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
Claims With Minimum HB Award At Time Of Extract	29	28	28	28	31	29						
Total Weekly Reduction For Claims Affected By The Benefit Cap												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
Claims Affected By Benefit Cap At Date Of Extract	£ 14,553.52	£ 14,625.55	£ 13,865.50	£ 15,102.97	£ 15,390.07	£ 13,195.56						

Total Weekly Reduction In HB Of Claims Affected By Benefit Cap : By Tenure Type												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
Cten	£ 3,362.12	£ 3,526.01	£ 3,664.89	£ 3,881.35	£ 3,799.80	£ 3,530.44						
Lha	£ 9,776.46	£ 9,796.53	£ 8,953.49	£ 9,790.87	£ 10,142.94	£ 8,828.29						
Rsl	£ 1,414.94	£ 1,303.01	£ 1,247.12	£ 1,299.72	£ 1,316.30	£ 705.80						
Hostel				£ 131.03	£ 131.03	£ 131.03						
Average Weekly Reduction In HB For Claims Affected By Benefit Cap : By Tenure Type												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
Cten	£ 40.51	£ 43.00	£ 42.62	£ 40.43	£ 39.17	£ 40.12						
Lha	£ 55.87	£ 56.30	£ 53.29	£ 52.92	£ 53.95	£ 52.24						
Rsl	£ 50.53	£ 48.26	£ 49.88	£ 48.14	£ 42.46	£ 37.15						
Hostel				£ 131.03	£ 131.03	£ 131.03						



Number Of Benefit Cap Claims With Children												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
Benefit Cap Claims With Children At Date Of Extract	286	283	279	309	317	277						

Number Of Children On Benefit Cap Cases												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
Children On Benefit Cap Claims	1356	1339	1316	1448	1493	1303						

Weekly HB Reduction : Number Of Claims By Month												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
£0.01 to £25.00	121	114	119	135	143	129						
£25.01 to £50.00	47	46	45	51	46	39						
£50.01 to £75.00	45	50	45	43	44	33						
£75.01 to £100.00	31	35	31	38	40	37						
£100.01 to £125.00	15	14	16	16	16	16						
£125.01 to £150.00	9	9	9	13	14	12						
£150.01 to £175.00	7	5	5	4	7	6						
£175.01 to £200.00	11	10	9	9	7	5						

Weekly HB Reduction : Total Value												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
£0.01 to £25.00	£ 1,040.96	£ 1,065.46	£ 1,108.08	£ 1,299.12	£ 1,367.40	£ 1,224.62						
£25.01 to £50.00	£ 1,829.09	£ 1,754.82	£ 1,667.47	£ 1,920.05	£ 1,683.87	£ 1,437.98						
£50.01 to £75.00	£ 2,825.67	£ 3,161.30	£ 2,870.46	£ 2,694.66	£ 2,759.94	£ 2,072.10						
£75.01 to £100.00	£ 2,709.53	£ 3,100.35	£ 2,695.00	£ 3,217.41	£ 3,350.57	£ 3,049.36						
£100.01 to £125.00	£ 1,701.38	£ 1,613.52	£ 1,804.41	£ 1,833.78	£ 1,820.25	£ 1,838.39						
£125.01 to £150.00	£ 1,236.15	£ 1,235.78	£ 1,243.57	£ 1,802.11	£ 1,925.44	£ 1,650.50						
£150.01 to £175.00	£ 1,103.47	£ 782.70	£ 794.89	£ 643.06	£ 1,140.65	£ 965.54						
£175.01 to £200.00	£ 2,107.27	£ 1,911.62	£ 1,681.62	£ 1,692.78	£ 1,341.95	£ 957.07						

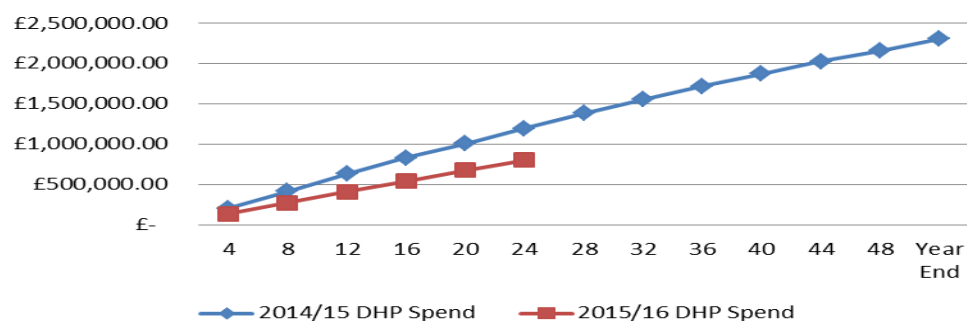
Ben Cap Claims With DHP												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
Claims Affected By The Benefit Cap That Are In Receipt Of Discretionary Housing Payments	60	63	58	53	55	55						

Number Of Claims Affected By Benefit Cap : By Ward												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
Adel and Wharfedale	0	0	1	1	1	1						
Alwoodley	3	4	3	3	3	3						
Ardley and Robin Hood	2	2	2	3	5	5						
Armley	17	19	20	26	27	23						
Beeston and Holbeck	16	15	12	14	15	13						
Bramley and Stanningley	13	14	15	15	15	16						
Burmantofts and Richmond Hill	36	36	35	37	40	40						
Calverley and Farsley	1	1	1	1	1	1						
Chapel Allerton	10	10	9	9	9	9						
City and Hunslet	30	29	26	24	24	18						
Cross Gates and Whinmoor	5	5	6	10	8	8						
Farnley and Wortley	9	9	8	8	10	9						
Garforth and Swillington	1	1	1	1	1	1						
Gipton and Harehills	42	44	39	39	39	29						
Guiseley and Rawdon	2	2	2	2	2	2						
Harewood	0	0	0	0	0	0						
Headingley	2	1	1	3	3	3						
Horsforth	1	1	1	1	1	1						
Hyde Park and Woodhouse	8	9	11	12	12	7						
Killingbeck and Seacroft	15	13	15	15	15	13						
Kippax and Methley	0	0	0	0	0	0						
Kirkstall	5	5	5	6	8	6						
Middleton Park	27	24	25	32	33	26						
Moortown	1	1	2	2	2	1						
Morley North	3	3	3	3	2	2						
Morley South	4	3	3	3	4	4						
Otley and Yeadon	4	3	3	3	2	2						
Pudsey	1	1	2	3	2	2						
Rothwell	4	4	3	5	5	6						
Roundhay	7	8	10	11	11	10						
Temple Newsam	14	13	13	13	13	12						
Weetwood	3	3	2	3	3	3						
Wetherby	0	0	0	1	1	1						

## Discretionary Housing Payments as at 30/09/2015

Sep-15							
Priority Group	Total requests	Awards	% of awards	No award	% where no award	Ave Weekly award	Total cost of awards made
Sig adapted	82	52	63%	30	37%	£ 16.20	£ 35,427.00
Child access	234	188	80%	46	20%	£ 14.92	£ 109,296.00
Approach PC age	5	5	100%	0	0%	£ 15.80	£ 1,416.00
Housing & birth	73	69	95%	4	5%	£ 23.86	£ 24,774.00
Exceptional circs	1402	783	56%	619	44%	£ 15.10	£ 184,393.00
Foster Carers	9	9	100%	0	0%	£ 15.62	£ 4,374.00
<b>Number of UO cases</b>	<b>1805</b>	<b>1106</b>	<b>61%</b>	<b>699</b>	<b>39%</b>		<b>£ 359,680.00</b>
LHA cases affected by welfare changes	92	55	60%	37	40%	£ 26.54	£ 31,768.00
Bond Payments	184	17	9%	167	91%		£ 6,943.00
Benefit Cap cases	52	42	81%	10	19%	£ 60.48	£ 61,043.00
Cases not in above categories	678	326	48%	352	52%	£ 33.29	£ 159,463.00
<b>Total of DHP claims</b>	<b>2,811</b>	<b>1,546</b>	<b>55%</b>	<b>1,265</b>	<b>45%</b>		<b>£ 618,897.00</b>
2014/15 Renewals		0					£ 759,821.00
Total committed spend to date							£ 1,378,718.00
<b>Payments To Date (Week 27)</b>							£ 934,784.18
DHP Government contribution							£ 1,531,192.00

**DHP Total Payment Comparisons  
2014/15 To 2015/16**



# Local Welfare Scheme statistics as at 30/09/2015

Sep-15

Call Stats					
Date	Offered	Abandoned	To CSO's	Eligible Applications	Awards
Apr-15	1612	328	1284	367	304
May-15	1539	303	1236	316	251
Jun-15	1724	330	1394	337	255
Jul-15	1764	353	1411	390	326
Aug-15	1739	316	1423	362	280
Sep-15	1866	364	1502	401	299
Oct-15					
Nov-15					
Dec-15					
Jan-16					
Feb-16					
Mar-16					
<b>Total</b>	<b>10,244</b>	<b>1,994</b>	<b>8,250</b>	<b>2,173</b>	<b>1,715</b>

Volumes per total no. of claims		
Award	Value	Number
Store Cards	£15,460.00	443
ASDA baskets	£2,347.69	40
Fuel (cash)	£15,192.00	743
White goods	£112,227.40	499
Brown goods	£22,456.00	153
Re-use goods	£49,440.50	372
Flooring	£73,805.00	189
Travel	£24.60	7
Removal	£10,040.00	25
Fareshare Referrals	N/A	622
<b>Total</b>	<b>£300,993.19</b>	<b>3,093</b>

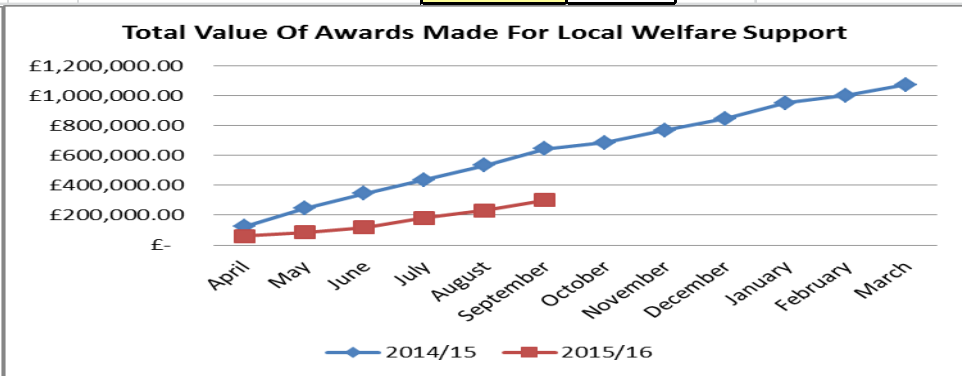
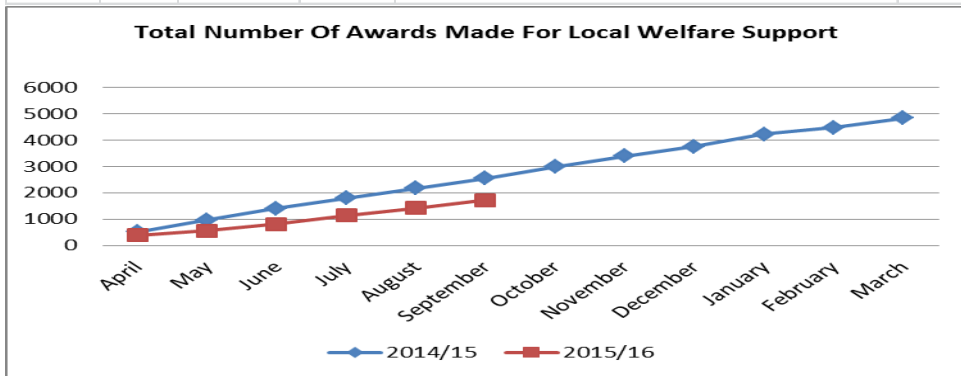
Breakdown of decisions		
Outcome	Totals	%
awarded	1720	79%
not awarded	453	21%
<b>Total</b>	<b>2173</b>	

Reasons for no award	
Reason	Totals
Single – not met emergency criteria	118
Family – not met emergency criteria	87
No response to our phone call	138
Cancelled/ Withdrawn	10
previous claims	82
HRT/ GPOW (See decription below)	18
<b>Total</b>	<b>453</b>

\*HRT = Habitual Residence Test; GPOW = Genuine Prospect Of Work

NEW GOODS	TOTAL
G/COOKER	115
E/COOKER	155
F/FREEZER	118
U/FRIDGE	37
WASHER	68
DRYER	4
M/WAVE	2
BED	113
COT	13
SOFA	14
ARMCHAIR	2
CURTAINS	8

REFURBISHED GOODS	TOTAL
E/COOKER	124
F/FREEZER	136
U/FRIDGE	33
WASHER	50
DRYER	0
SINGLE BED	16
DOUBLE BED	2
SOFA	9
ARM CHAIR	2
3/SUITE	0



## Local Council Tax Support

NUMBER OF CLAIMS AFFECTED BY LOCALISED COUNCIL TAX SUPPORT												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
ALL CLAIMS	27051	26779	26372	25715	25594	25445						
Weekly Value Of Loss Of Benefit For Claims Affected By LCTS												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
ALL CLAIMS	£ 90,453.17	£ 89,551.55	£ 87,794.75	£ 85,238.01	£ 85,144.50	£ 84,191.53						

## Local Council Tax Support: Breakdown by ward of numbers with additional 25% to pay

Ward	Sep-15		
	Number Of Claims	Ward	Number Of Claims
Adel and Wharfedale	277	Horsforth	235
Alwoodley	545	Hyde Park and Woodhouse	1213
Ardley and Robin Hood	387	Killingbeck and Seacroft	1344
Armley	1577	Kippax and Methley	317
Beeston and Holbeck	1422	Kirkstall	916
Bramley and Stanningley	899	Middleton Park	1372
Burmantofts and Richmond Hill	2330	Moortown	423
Calverley and Farsley	339	Morley North	417
Chapel Allerton	1264	Morley South	539
City and Hunslet	1562	Otley and Yeadon	394
Cross Gates and Whinmoor	588	Pudsey	546
Farnley and Wortley	872	Rothwell	387
Garforth and Swillington	223	Roundhay	510
Gipton and Harehills	2473	Temple Newsam	705
Guiseley and Rawdon	256	Weetwood	534
Harewood	95	Wetherby	159
Headingley	325		

## Local Council Tax Support: Breakdown By Group Type

Sep-15		
COUNCIL TAX GROUP	NUMBER OF CLAIMS	COMMENTS
Elderly	26980	National Prescribed Scheme ; No Change to Entitlement
War Pensioners	33	Protected: no change to entitlement
Severe Disability	3980	Protected: no change to entitlement
Enhanced Disability	8410	Protected: no change to entitlement
Carer	2100	Protected: no change to entitlement
Lone Parent Child Under 5	6201	Protected: no change to entitlement
Other	25445	No Protection : Entitlement Reduced By 25%
Total	73149	

## Affect Of Council Tax Support On Council Tax Collection Rate

Council Tax Liability Of Claims Previously In Receipt Of 100% Council Tax Benefit												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
	£ 4,187,762.00	£ 4,148,764.00	£ 4,072,366.00	£ 4,003,472.00	£ 3,966,462.00	£ 4,021,131.00						
Council Tax Liability Of Claims Previously In Receipt Of Partial Council Tax Benefit												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
	£ 3,500,275.00	£ 3,480,590.00	£ 3,511,497.00	£ 3,482,770.00	£ 3,477,075.00	£ 3,540,998.00						
Council Tax Liability Of All CTS Claims Affected By The 25% Reduction In Benefit												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
	£ 7,688,037.00	£ 7,629,354.00	£ 7,583,863.00	£ 7,486,242.00	£ 7,443,537.00	£ 7,562,129.00						
Comparison Of Overall Council Tax Collection Rate (Both CTS and Non CTS Cases)												
	April	May	June	July	August	September	October	November	December	January	February	March
VARIANCE 2014/15 to 2015/16	0.10%	0.00%	0.10%	0.20%	0.10%	0.0%						
Council Tax Collection Rate For CTS and Non CTS Claims												
Collection Rate	April	May	June	July	August	September	October	November	December	January	February	March
Overall	10.2%	19.3%	28.4%	37.3%	46.0%	54.8%						
CTS Claims (Prev On 100% Benefit)	8.5%	14.3%	20.0%	26.0%	31.5%	36.9%						
All CTS Claims	8.9%	15.1%	21.5%	27.8%	33.8%	39.8%						