

Ref.	Reference	Description	The indicators that ANEC are monitoring*	Responsibility	Frequency	2010/11	2011/12	2012/13	Q1 2013/14	Q1 Comments
Crime	WR01	Level of reported acquisitive crime, including burglary, theft, shop-lifting & vehicle theft. (ANEC)	ANEC	DNS	Quarterly	5,442	6,066	5,812	1,534	1,534 acquisitive crimes reported during Q1 2013/14, which is a 12.2% increase on the same period last year.
	WR02	Number of accident and emergency presentations as a result of domestic violence		DNS	Quarterly	N/A	N/A	116	21	The Q1 2013/14 figure is 21, which is the same as Q1 2012/13.
	WR03	Incidents of domestic violence resulting in a recorded crime	ANEC	DNS	Quarterly	N/A	N/A	1,036	226	226 incidents of domestic violence recorded during Q1 2013/14, which is a 12.3% reduction on the same period last year.
Employment	WR04	Annual Population Survey working age employment rate		DNS	Quarterly	70.4%	68.7%	69.4%	Data not yet available	The latest statistics for April 2012 to March 2013, released 17 July 2013 shows 69.4% of the working age population were employed. This is an increase of 0.7% points on 2011/12. The next results for June 2012 to June 2013 are due to be released 16 October 2013.
	WR05	Working age population self-employed		DNS	Quarterly	5.6%	6.0%	6.6%	Data not yet available	The latest statistics for April 2012 to March 2013, released 17 July 2013 shows 6.6% of the working age population were self-employed. This is an increase of 0.6% points on 2011/12. The next results for June 2012 to June 2013 are due to be released 16 October 2013.
	WR06	Job Seeker's Allowance Claimant Count (aged 16-64)	ANEC	DNS	Quarterly	5.3%	5.9%	5.7%	5.4%	The percentage of working age Job Seeker's Allowance claimants reduced from 5.7% in March 2013 to 5.4% in June 2013. In the last three years, the highest percentage of Stockton working age residents claiming Job Seeker's Allowance was 5.9% in February 2012, so recent results are positive.
	WR07	Young Person (18 - 24) Job Seeker's allowance claimant count		DNS	Quarterly	11.5%	13.3%	11.9%	11.2%	The percentage of young person (18-24) Job Seeker's Allowance claimant count reduced significantly from 11.9% in March 2013 to 11.2% in June 2013. In the last three years the highest percentage of 18-24 year old Stockton residents claiming Job Seeker's Allowance was 13.5% in February 2012, so recent results are positive.
	WR08	People (aged 16-64) who have been Job Seeker's Allowance claimants for over 12 months		DNS	Quarterly	0.8%	1.4%	2.0%	2.0%	The percentage of working age Job Seeker's Allowance claimants over 12 months remained static at 2.0% in June 2013. The percentage has not increased since January 2013.
	WR09	Young Persons (aged 18-24) who have been a Job Seeker's allowance claimant for over 12 months		DNS	Quarterly	0.5%	1.9%	3.1%	3.1%	The percentage of young person (18-24) Job Seeker's Allowance claimants over 12 months reduced from 3.2% in May and April 2013 to 3.1% in June 2013.
Debt	WR10	Number of new enquiries dealt with by Stockton District Advice and Information Service (SDAIS) regarding debt		RES	Quarterly	N/A	587	607	To be reported at Q2	Data is provided for Q1 for previous outturns to allow a comparison. Awaiting data for Q1 2013/14 from SDAIS.
	WR11	Total amount of outstanding debt for clients of CAB		RES		N/A				Definiton of this measure is being clarified / determined. Information should be available at Q2.
Economy	WR12	Estimated loss to Stockton-on-Tees economy due to welfare reforms and equivalent per working age adult (16-64)		DNS	N/A	N/A	N/A	N/A	£67m or £538 per working age adult per year from 2014/15	The research undertaken by Centre for Regional Economic and Social Research and Sheffield Hallam University published in the "Hitting the Poorest Hardest Report April 2013" estimates the local and regional impact of welfare reform across the country. This assessment estimates that Stockton-on-Tees will lose £67m per year from the economy as a result of the welfare reforms which equates to a financial loss of £538 per working age adult per year from 2014/15.

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Health	WR13	Mental Health - The number of adults receiving secondary MH services per 10, 000 population (total number & repeat incidents)	ANEC2	RES	Quarterly				To be reported at Q2	Under the new commissioning arrangements from April 2013, this target is owned by the CCG. Public Health is working in partnership with the CCG to deliver on this.																																																																																															
	WR14	% of residents with bad or very bad general health		RES	Annual	N/A	N/A	6%	N/A	The baseline was collected via the biennial IPSOS MORI Residents' Survey 2012. As an interim measure of performance, 2013/14 performance will be collected via a Viewpoint Survey in January 2014.																																																																																															
	WR15	Approaches for housing advice: in relation to debt, rent arrears, mortgage arrears, domestic violence, HB/CTB issues & 16/17 yr olds asked to leave home.		DNS	Quarterly	N/A	N/A	N/A	See Comments	Debt - 88 Rent Arrears - 41 Mortgage Arrears - 14 Domestic Violence - 29 16/17 year-olds - 16 (April - 19th July 2013) Historical comparisons will develop over time.																																																																																															
	WR16	Number of bids on Choice Based Lettings for property types vs availability		DNS	Quarterly	N/A	N/A	N/A	See comments	Total adverts and bids placed on property types <table border="1"> <thead> <tr> <th>Dwelling Type</th> <th>Total Bed</th> <th>Total Adverts</th> <th>Total Bids</th> <th>Average bids per advert</th> </tr> </thead> <tbody> <tr><td>Apartments</td><td>2 Bed</td><td>34</td><td>118</td><td>3.47</td></tr> <tr><td>Bungalow</td><td>1 Bed</td><td>35</td><td>729</td><td>20.83</td></tr> <tr><td>Bungalow</td><td>2 Bed</td><td>33</td><td>606</td><td>18.36</td></tr> <tr><td>Flat</td><td>1 Bed</td><td>128</td><td>2227</td><td>17.40</td></tr> <tr><td>Flat</td><td>2 Bed</td><td>60</td><td>691</td><td>11.52</td></tr> <tr><td>Flat</td><td>3 Bed</td><td>4</td><td>32</td><td>8.00</td></tr> <tr><td>Flat</td><td>Studio</td><td>1</td><td>20</td><td>20.00</td></tr> <tr><td>High rise flat</td><td>1 Bed</td><td>21</td><td>393</td><td>18.71</td></tr> <tr><td>High rise flat</td><td>2 Bed</td><td>57</td><td>304</td><td>5.33</td></tr> <tr><td>House</td><td>1 Bed</td><td>5</td><td>127</td><td>25.40</td></tr> <tr><td>House</td><td>2 Bed</td><td>182</td><td>2580</td><td>14.18</td></tr> <tr><td>House</td><td>3 Bed</td><td>276</td><td>2025</td><td>7.34</td></tr> <tr><td>House</td><td>4 Bed</td><td>55</td><td>266</td><td>4.84</td></tr> <tr><td>Maisonette</td><td>3 Bed</td><td>28</td><td>22</td><td>0.79</td></tr> <tr><td>Sheltered flat</td><td>1 Bed</td><td>4</td><td>3</td><td>0.75</td></tr> <tr><td>Studio flat</td><td>1 Bed</td><td>2</td><td>66</td><td>33.00</td></tr> <tr><td>Studio flat</td><td>Studio</td><td>7</td><td>71</td><td>10.14</td></tr> <tr><td>Supported flat</td><td>1 Bed</td><td>2</td><td>5</td><td>2.50</td></tr> </tbody> </table>	Dwelling Type	Total Bed	Total Adverts	Total Bids	Average bids per advert	Apartments	2 Bed	34	118	3.47	Bungalow	1 Bed	35	729	20.83	Bungalow	2 Bed	33	606	18.36	Flat	1 Bed	128	2227	17.40	Flat	2 Bed	60	691	11.52	Flat	3 Bed	4	32	8.00	Flat	Studio	1	20	20.00	High rise flat	1 Bed	21	393	18.71	High rise flat	2 Bed	57	304	5.33	House	1 Bed	5	127	25.40	House	2 Bed	182	2580	14.18	House	3 Bed	276	2025	7.34	House	4 Bed	55	266	4.84	Maisonette	3 Bed	28	22	0.79	Sheltered flat	1 Bed	4	3	0.75	Studio flat	1 Bed	2	66	33.00	Studio flat	Studio	7	71	10.14	Supported flat	1 Bed	2	5	2.50
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WR17	Level of social housing rent arrears (percentage) net of outstanding Housing Benefit	ANEC	DNS	Quarterly	N/A	N/A	104.31%	111.23%	Data relates to Tristar Homes only. Comparative Q12012/13 figures are being sourced.																																																																																																
WR18	Number of Households in Rent Arrears		DNS	Quarterly	N/A	7727	7514	4877	Data relates to Tristar Homes only. Comparative Q12012/13 figures are being sourced.																																																																																																
WR19	Number of rent arrears eviction court claims		DNS	Quarterly	347 (2010 figure)	394 (2011 figure)	337 (2012 figure)	83 (Jan - Mar)	Ministry of Justice data available quarterly, but by calendar year. Latest data available is for Q1 2013, which is January - March 2013.																																																																																																
WR20	Number of landlord rent arrears repossession claims leading to a court order	ANEC	DNS	Quarterly	256 (2010 figure)	313 (2011 figure)	253 (2012 figure)	65 (Jan-Mar)	Ministry of Justice data available quarterly, but by calendar year. Latest data available is for Q1 2013, which is January - March 2013.																																																																																																

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Housing, inc. Homelessness	WR21	Number affected by under occupation	ANEC	DNS	Quarterly	N/A	N/A	2690 (April 2012 figure)	2268	<p>April 2013: 2418 (restrictions introduced) June 2013: 2268</p> <p>Numbers have reduced due to the following:</p> <ul style="list-style-type: none"> • Supported accommodation is now exempt from the criteria • Legislative changes relating to foster carers • Identification of disabled people requiring a room for overnight carers • Caselaw/DWP guidance relating to disabled children who are unable to share a bedroom <p>In addition registered providers have worked to identify alternative accommodation options for tenants affected. Evidence is being gathered to understand some of the other reasons behind the shortfall and what solutions have been put in place.</p>																						
	WR22	Number of tenancies failing within first 12 months	ANEC	DNS	Quarterly	9.42%	7.96%	9.22%	8.90%	Commentary will be available from Q2 to better understand the reason for tenancy failure.																						
	WR23	Numbers waiting for 1, 2 or 3 bedroom properties, inc length of waiting time	ANEC	DNS	Quarterly	N/A	N/A	N/A		Final definition of Indicator currently being developed - detailed information by category will be reported at report at Q2																						
	WR24	Discretionary Housing Payments:- Number and amount of DHP awards - broken down into claimants affected by - Benefit Cap/Removal of Spare Room Subsidy/Local Housing Allowance Restrictions/Combination of Welfare Reforms/ Not affected by HB reforms									<p>DHP</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Q1 No</th> <th>Q1 Amount</th> </tr> </thead> <tbody> <tr> <td>Benefit Cap</td> <td>0</td> <td>0</td> </tr> <tr> <td>Underoccupation</td> <td>46</td> <td>18612.17</td> </tr> <tr> <td>LHA restriction (inc under 25)</td> <td>66</td> <td>15570.59</td> </tr> <tr> <td>Combination of reforms</td> <td>0</td> <td>0</td> </tr> <tr> <td>No impact</td> <td>30</td> <td>5451.61</td> </tr> <tr> <td>Total</td> <td>142</td> <td>£39,634.37</td> </tr> </tbody> </table> <p>Budget: £395,220. Spend Q1: £39,634.37 = 10.03%. Applications received: 465; paid: 142. There are still 141 applications outstanding. Two additional temporary staff have been appointed, who will be in post by the end of July. We anticipate greater demand in future quarters as the benefit cap is imposed on families in Stockton, and the budget will be fully committed.</p> <p>Budget in 2012/13 was £167,269 & was fully utilised. A total of 451 payments were made. Cabinet approved a new DHP policy on 11 April 2013, in anticipation of increased demand as welfare reform changes were implemented.</p>	Item	Q1 No	Q1 Amount	Benefit Cap	0	0	Underoccupation	46	18612.17	LHA restriction (inc under 25)	66	15570.59	Combination of reforms	0	0	No impact	30	5451.61	Total	142	£39,634.37
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WR25	Number presenting as homeless	ANEC2	DNS	Quarterly	N/A	N/A	N/A	See comments	893 people approached Housing Options service in Q1 2013/14. Whilst not all present as homeless, they felt they were in homeless or potentially homeless situations. Comparator data is being sourced.																							

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Advice / Information	WR26	Information on numbers of clients approaching CAB for advice	ANEC	RES	Quarterly					Awaiting tcurrent and historical data from CAB. Will be available at Q2
	WR27	Number of applicants approaching the Welfare Rights service as a result of welfare reforms		CESC	Quarterly	N/A	N/A	N/A	See comments	Final definition of Indicator currently being developed - detailed information will be reported at report at Q2
	WR28	Welfare Rights to identify the number of cases they take on and the number referred to CAB for assistance		CESC	Quarterly	TBC	TBC	TBC	See comments	Final definition of Indicator currently being developed - Information will be reported at report at Q2
	WR29	Requests to councils / other agencies on advice debt management and also support with on line access	ANEC2	RES						Data collection being developed. Progress to be reported at Qtr 2 .
Children's Services	WR30	The number of child protection plans (existing cases)		CESC	Quarterly	N/A	N/A	274	356	A piece of work has been commissioned with ILG to determine if there is any correlation between the rise in numbers and the introduction of WR.
	WR31	The number and percentage of safeguarding cases that include a financial abuse element		CESC	Quarterly					Further work on an appropriate definition for this measure is underway.
	WR32	Family Welfare Support contacts (contact/caseload count for Sure Start's Welfare Right worker)		CESC	Quarterly	N/A	N/A	N/A	35	Historic data is not available for this measure. At quarter 1, 35 families have been referred for welfare support.
	WR33	The number of children taken into care (existing cases)	ANEC	CESC	Quarterly	N/A	N/A	N/A	64	In the period 1 April to 30 June there were 64 new admissions to care.
	WR34	Percentage of children living in poverty		RES	Annual				22.30%	A breakdown is availbe by ward.
Adult Social Care	WR35	Home Care client debt (charges for Home Care services)		CESC	Quarterly	N/A	N/A	£218,114.32		Awaiting data for Qtr 1. .
Social Fund pilot	WR36	Back on Track pilot - Total number of applications	ANEC2	RES	Quarterly	N/A	N/A	N/A		Data to be provided for cabinet 3.10.13We are doing some targetted awareness raising sessions with agencies the impact of which may reflect in Q2 data.
	WR37a	Back on Track pilot - Number of awards for: - crisis support	ANEC2	RES	Quarterly	N/A	N/A	N/A	166	Both crisis and settlement awards have initially been lower than expected which is reflected across many local authorities, although there is a steady month on month increase.
	WR37b	- settlement support				N/A	N/A	N/A	39	Both crisis and settlement awards have initially been lower than expected which is reflected across many local authorities, although there is a steady month on month increase.
	WR37c	- rent in advance				N/A	N/A	N/A	14	First quarter of collecting this data. Comparator will be availbe from Q2.
	WR38	Back on track pilot spend to date	ANEC2	RES	Quarterly	N/A	N/A	N/A	10,924	Due to the number of awards being lower than expected spend has also been lower.
	WR39	Back on Track pilot - budget	ANEC2	RES	Quarterly	N/A	N/A	N/A		Data to be provided for cabinet 3.10.13
	WR40	Back on Track pilot - spend as a percentage of budget	ANEC2	RES	Quarterly	N/A	N/A	N/A		Data to be provided for cabinet 3.10.13
	WR41	Number of Back on Track loan defaults		RES	Quarterly	N/A	N/A	N/A	N/A	No loans have been issued to date and therefore default information is not applicable.

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Satisfaction / Feeling positive through the Residents' Survey	WR42	% of residents who think that the economy in the local area is really struggling or not doing well		RES	Annual	N/A	N/A	81%	N/A	The baseline was collected via the biennial IPSOS MORI Residents' Survey 2012. As an interim measure of performance, 2013/14 performance will be collected via a Viewpoint Survey in January 2014.
	WR43	% of residents who think their personal financial circumstances will get worse over the next 12 months		RES	Annual	N/A	N/A	33%	N/A	The baseline was collected via the biennial IPSOS MORI Residents' Survey 2012. As an interim measure of performance, 2013/14 performance will be collected via a Viewpoint Survey in January 2014.
	WR44	% of residents who never or rarely feel optimistic about the future		RES	Annual	N/A	N/A	81%	N/A	The baseline was collected via the biennial IPSOS MORI Residents' Survey 2012. As an interim measure of performance, 2013/14 performance will be collected via a Viewpoint Survey in January 2014.
	WR45	% of the residents affected by the economic climate in the last 12 months		RES	Annual	N/A	N/A	53%	N/A	The baseline was collected via the biennial IPSOS MORI Residents' Survey 2012. As an interim measure of performance, 2013/14 performance will be collected via a Viewpoint Survey in January 2014.
	WR46	% of residents who agree that Stockton-on-Tees is a place where people from different backgrounds get on well together	ANEC2	RES	Annual	N/A	N/A	59%	N/A	The baseline was collected via the biennial IPSOS MORI Residents' Survey 2012. As an interim measure of performance, 2013/14 performance will be collected via a Viewpoint Survey in January 2014.
Organisational impact	WR47	Number of calls answered by Customer Services about Council Tax or Benefits	ANEC	RES	Quarterly				21,454	Comparator data is being sourced .
	WR48	Number of face to face enquiries about Council Tax or Benefits	ANEC	RES	Quarterly				14,092	Comparator data is being sourced .
	WR49	Number of Taxation face-to-face queries coming into Kingsway House		RES	Quarterly				To be reported at Q2.	To be reported at Q2.
	WR50	In year collection performance - the percentage of Council Tax that was due for the year and actually collected in-year		RES	Quarterly	97.90%	98.10%	98.20%	28.79%	There are significant changes to council tax this year which include removal of empty property exemptions and discounts and over 7,000 council tax support claimants on low income paying council tax for the first time. This has impacted on the collection levels and collection is slightly lower than target but expected to catch up by the end of the year. Quarter one performance was 28.79%, compared to 29.5% for the same period in 2012/2013.
	WR51	Long term collection performance - the percentage of Council Tax that was due for the year that was collected after 3 years		RES	Annually					This is a long term impact measure. A sub set of this measure is being developed to show recovery rates against debt in the short and medium term.
	WR52	Enforcement activity per thousand dwellings: · Summonses · Bailiff referrals · Attachment of Earnings Orders · Deductions from benefit	ANEC2	RES	Quarterly					Q1 2013/14: Summonses - 92.7, Bailiff Referrals -6.6, AOE Orders - 4.3, Deductions from Benefit- 11.0 Q1 2012/13: Summonses - 43.8, Bailiff Referrals - 16.3, AOE Orders - 6.1, Deductions from Benefit 9.2. Comparison confirms expected outcome - i.e. first quarter showing marked increase in number of summonses issued, which is likely due to increased numbers paying for the first time.
	WR53	General impact on organisations e.g RSL's, Health colleagues		RES	6 monthly					Methodology to be determined
WR54	Additional costs to LA of Welfare Reform- E.Gs of where WR has imposed additional costs		RES						Methodology to be determined.	
Other	WR55	Possible data on pay day lenders/ loan sharks/ membership of credit union.		RES						Methodology to be determined.
	WR56	Foodbank - number of uses or vouchers for food parcels. Reasons for people being in crisis		RES	Quarterly					Work ongoing with FB coordinator to determine how best to report on latest position.

Welfare Reform Indicators

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* 'ANEC' denotes information that we are already collecting that ANEC have requested. 'ANEC2' denotes possible additional data required by ANEC for regional monitoring work that Stockton were not already collecting (as at June 2013).