

Reference	Description	The indicators that ANEC are monitoring*	Responsibility	Frequency	2010/11	2011/12	2012/13	Q1 2013/14	Q2 2013/14	First six months of 2013/14	Q3 2013/14	Comparison of Q3 to Q2 2013/14	First nine months of 2013/14	Comparison to first nine months of 2012/13	Q4 2013/14	Comparison of Q4 to Q3 2013/14	Full year outturn - 2013/14	Comparison to 2012/13	
Crime	WR01	Level of reported acquisitive crime, including burglary, theft, shop-lifting and vehicle theft	ANEC	DNS	Quarterly	5,442	6,066	5,812	1,534	1,732	3,266	1,311	✓	4,575	✗	1,251	✓	5,826	=
	WR02	Number of accident and emergency presentations as a result of domestic violence		DNS	Quarterly	N/A	N/A	116	21	24	45	28	=	73	✓	27	✓	100	✓
	WR03	Incidents of domestic violence resulting in a recorded crime	ANEC	DNS	Quarterly	N/A	N/A	1,036	226	175	401	194	✗	595	✓	166	✓	761	✓
Employment	WR04	Annual Population Survey working age employment rate		DNS	Quarterly	70.4%	68.7%	69.4%	69.4% (July 2012 to June 2013)	71% (Oct 2012 to Sept 2013)	69.4% (July 2012 to June 2013)	71.2% (January to December 2013)	✓	71.2% (January to December 2013)	✓	Data not yet available	Data not yet available	Data not yet available	Data not yet available
	WR05	Working age population self-employed		DNS	Quarterly	5.6%	6.0%	6.6%	7.2% (July 2012 to June 2013)	7.6% (Oct 2012 to Sept 2013)	7.2% (July 2012 to June 2013)	7.6% (January to December 2013)	✓	7.6% (January to December 2013)	✓	Data not yet available	Data not yet available	Data not yet available	Data not yet available
	WR06	Job Seeker's Allowance Claimant Count (aged 16-64)	ANEC	DNS	Quarterly	5.3%	5.9%	5.7%	5.4%	5.0%	5.0%	4.7%	✓	4.7%	✓	4.6%	✓	4.6%	✓
	WR07	Young Person (18 - 24) Job Seeker's allowance claimant count		DNS	Quarterly	11.5%	13.3%	11.9%	11.2%	10.5%	10.5%	9.2%	✓	9.2%	✓	9.0%	✓	9.0%	✓
	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%	1.9%	1.9%	1.8%	✓	1.8%	✓	1.7%	✓	1.7%	✓
	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%	2.9%	2.9%	2.5%	✓	2.5%	✓	2.3%	✓	2.3%	✓
Debt	WR10	Number of clients coming to Stockton District Advice and Information Service (SDAIS) for the first time for assistance on new debts and clients coming to SDAIS for assistance with new debts		RES	Quarterly	N/A	N/A	N/A	468	554	1022	763	N/A	1,785	N/A	740	✓	2,525	Not applicable
	WR11	Total amount of outstanding debt for clients of SDAIS taken on for debt casework		RES	Quarterly	N/A	N/A	16,521,531	4,565,875	4,924,197	9,490,072	4,433,464	✓	13,923,536	✗	5,296,862	✗	19,220,398	✗
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	£67m or £538 per working age adult per year from 2014/15	Not applicable (annual update)	Not applicable (annual update)									
Health	WR13	Mental Health - The number of adults receiving secondary MH services per 1,000 population (total number and repeat incidents)	ANEC2	RES	Quarterly	2.5													

Reference	Q1 Comments	Q2 Comments	Q3 Comments	Q4 Comments	
Crime	WR01	1,534 acquisitive crimes reported during Q1 2013/14, which is a 12.2% increase on the same period last year.	1,732 acquisitive crimes reported in Q2. 3,266 reported April - September 2013, which is a 13.4% increase on the same period last year. There has been a 7.4% increase in acquisitive crime since the same period last year. However, some wards have seen a significant increase, including Fairfield, Hartburn, Billingham South, Norton North, Stockton Town Centre and Eaglescliffe, see appendix for details.	1,311 acquisitive crimes reported in Q3, 4,575 reported April - December 2013, which is an increase of 6.1% on the same period last year. While there have been significant improvements in household burglary (-21.8%) and robbery against a business (-14.3%), there has been a significant increase in robbery against the person (13%), shoplifting offences (11%), and vehicle crime (7.6%). Although incidents of shoplifting have increased compared to the same period last year, the figure at Q3 is an improvement from the increase of 25% for the period April - September 2013.	1,251 acquisitive crimes reported in Q4, 5,826 reported April - March 2014, which is an increase of 0.3% on 2012/13. While there have been significant improvements in domestic burglary (-18.1%) and personal robbery (-9.5%), there has been an increase in robberies against a business (+11.1%) and shoplifting offences (+3.0%). Please note, the increase in business robberies is 1 crime (10 compared to 9 last year), and shoplifting an increase of 43 (1,482, compared to 1,439 last year).
	WR02	The Q1 2013/14 figure is 21, which is the same as Q1 2012/13.	24 accident and emergency presentations as a result of domestic violence reported in Q2. 45 reported April - September 2013, compared with 56 during the same period last year. See appendix for details.	28 accident and emergency presentations as a result of domestic violence reported in Q3. 73 reported April - December 2013, compared with 87 during the same period last year. Given that Q3 contains the Christmas and New Year periods, direct comparison with the preceding quarter alone is not appropriate for this measure.	100 Accident and Emergency presentations during 2013/14, compared to 116 during 2012/13, which is a 14% reduction.
	WR03	226 incidents of domestic violence recorded during Q1 2013/14, which is a 12.3% reduction on the same period last year.	175 incidents of domestic violence recorded in Q2. 401 recorded April - September 2013, which is a 20% reduction on the same period last year.	194 incidents of domestic violence resulting in a recorded crime in Q3. 595 recorded April - December 2013, which is a reduction of 24% on the same period last year. Given that Q3 contains the Christmas and New Year periods, direct comparison with the preceding quarter alone is not appropriate for this measure.	166 incidents of domestic violence resulting in a recorded crime in Q4. 761 recorded April - March 2014, which is a reduction of 25.8% on 2012/13. This reduction falls in line with the reduction of violence in the borough. Comparisons with the three other Tees Valley Local Authorities also show significant reductions in DV related crime (Hartlepool -33.9%, Redcar and Cleveland -20.4%, and Middlesbrough -15.8%).
Employment	WR04	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 July 2012 to June 2013 are due to be released 16 October 2013.	The latest statistics for July 2012 to June 2013 shows 69.4% of the working age population were employed. This is the same as the 2012/13 results but is lower than the rate of 69.8% for July 2011 to June 2012.	The latest statistics for October 2012 to September 2013 show 71% of the working age population were employed. This is an increase of 1.6% on the figure of 69.4% reported last quarter for July 2012 to June 2013 and is higher than the rate of 68.3% for October 2011 to September 2012.	The latest statistics for January to December 2013 show 71.2% of the working age population were employed. This is an increase of 0.2% on the figure of 71% reported last quarter for September 2012 to October 2013 and is 2.8% points higher than the rate of 68.4% for January to December 2012.
	WR05	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 July 2012 to June 2013 are due to be released 16 October 2013.	The latest statistics for July 2012 to June 2013 shows 7.2% of the working age population were self-employed. This is an increase of 0.6% points on 2012/13 and is higher than the rate of 6.3% for July 2011 to June 2012.	The latest statistics for October 2012 to September 2013 show 7.6% of the working age population were self-employed. This is an increase of 0.4% points on the figure of 7.2% reported last quarter for July 2012 to June 2013 and is higher than the rate of 6.2% for October 2011 to September 2012.	The latest statistics for January to December 2013 show 7.6% of the working age population were self-employed. This is the same as the figure of 7.6% reported last quarter for October 2012 to September 2013 and is 1.9% points higher than the rate of 5.7% for January to December 2012.
	WR06	The percentage of working age Job Seeker's Allowance claimants reduced significantly 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.	The percentage of working age Job Seeker's Allowance claimants reduced from 5.4% (6,707) in June 2013 to 5.0% (6,221) in September 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. See appendix for details.	The percentage of working age Job Seeker's Allowance claimants reduced from 5.0% (6,221) in September 2013 to 4.7% (5,855) in December 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.	The percentage of working age Job Seeker's Allowance claimants reduced from 4.7% in December 2013 (5,885) to 4.6% (5,710) in March 2014. 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 show a downward trend. The year-end target of 5.2% has been exceeded by 0.6% points.
	WR07	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.	The percentage of young person (18-24) Job Seeker's Allowance claimant count reduced from 11.2% (2,000) in June 2013 to 10.5% (1,870) in September 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. See appendix for details.	The percentage of young person (18-24) Job Seeker's Allowance claimant count reduced from 10.5% (1,870) in September 2013 to 9.2% (1,655) in December 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.	The percentage of young person (18-24) Job Seeker's Allowance claimant count reduced from 9.2% (1,655) in December 2013 to 9% (1,610) in March 2014. 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 show a downward trend. The year-end target of 11.15% has been exceeded by 2.15% points.
	WR08	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.	The percentage of working age Job Seeker's Allowance claimants over 12 months reduced from 2.0% (2,490) in June 2013 to 1.9% (2,400) in September 2013, but is higher than 1.8% in September 2012. See appendix for details.	The percentage of working age Job Seeker's Allowance claimants over 12 months reduced from 1.9% (2,400) in September 2013 to 1.8% (2,225) in December 2013, and is lower than 1.9% (2,365) in December 2012.	The percentage of working age Job Seeker's Allowance claimants over 12 months reduced from 1.8% (2,225) in December 2013 to 1.7% (2,130) in March 2014, and is lower than 2.0% (2,460) in March 2013.
	WR09	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.	The percentage of young person (18-24) Job Seeker's Allowance claimants over 12 months reduced from 3.1% (560) in June 2013 to 2.9% (520) in September 2013. Current performance is the same as this time last year.	The percentage of young person (18-24) Job Seeker's Allowance claimants over 12 months reduced from 2.9% (520) in September 2013 to 2.5% (450) in December 2013 and is lower than 3.1% (550) in December 2012.	The percentage of young person (18-24) Job Seeker's Allowance claimants over 12 months reduced from 2.5% (450) in December 2013 to 2.3% (410) in March 2014, and is lower than 3.1% (565) in March 2013.
Debt	WR10	In Q1 2012/13, the number of enquiries were 607 therefore this indicates debt enquires are down so far this year however there was an increase in requests for benefits advice.	Due to recent implementation of new case software across all CAB's nationally, quarter 2 data is delayed and will not be available until w/c 18th November 2013.	There has been a significant increase in debt enquires for q3 compared with quarters 1 and 2. There has been an increase in the total amount of debt of those that were seen. (see below).	There has been a decrease in recorded new enquiries this quarter. There are recording and data storage problems with the new CAB recording system, which has impacted on the accuracy of this data. The National CAB Association is progressing a resolution to the data issues.
	WR11	Definiton of this measure is being clarified / determined. Information should be available at Q2.	Discussions on-going with SDAIS to develop a collection methodology for this measure. Recent changes to staffing structures means that this information is currently not collected. Training of new staff and the new case management software should allow for more bespoke welfare reform information to be collected and reported. Discussions are taking place w/c 18th November to move these discussions forward.	The nine month debt figure is 84% of the total 12 month debt figure for 2012/13. It would indicate that, should this trend continue, that the total amount of debt of clients will have increased on the previous year.	An increase in total outstanding debt for SDAIS clients taken on for debt casework in quarter 4 and a 16% increase in 2013/14 compared with 2012/13.
Economy	WR12	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.	The institute of Local Governance have been commissioned to continue to monitor the financial impact of Welfare Reforms across Stockton and the region. This is a longer term study. The work Sheffield Hallam have undertaken is being considered to see if formula used in their study can be applied locally on an annual basis to monitor the ongoing economic impact. an update of progress with these investigations will be reported at Qtr 3.	The institute of Local Governance have been commissioned to continue to monitor the financial impact of Welfare Reforms across Stockton and the region. This is a longer term study. The work Sheffield Hallam have undertaken is being considered to see if formula used in their study can be applied locally on an annual basis to monitor the ongoing economic impact. an update of progress with these investigations will be reported at Qtr 3.	This is a more longitudinal study. A report on short term impact is being prepared regionally through ANEC and should be available later in the year.
Health	WR13	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. Progress of partners against the target will be measured through the Joint Health and Wellbeing Strategy delivery plan and performance monitoring framework in future.			The NHS Information Centre has not provided an in the number of adults & elderly receiving secondary mental health services since 2010/11. The rate for the Borough was the same as in England.

Reference	Description	The indicators that ANEC are monitoring*	Responsibility	Frequency	2010/11	2011/12	2012/13	Q1 2013/14	Q2 2013/14	First six months of 2013/14	Q3 2013/14	Comparison of Q3 to Q2 2013/14	First nine months of 2013/14	Comparison to first nine months of 2012/13	Q4 2013/14	Comparison of Q4 to Q3 2013/14	Full year outturn - 2013/14	Comparison to 2012/13	
H WR14	Percentage of residents with bad or very bad general health		RES	Annual	N/A	N/A	6%	Not applicable (annual update)	9%	Not applicable (snapshot measure)	Not applicable (annual update)					9%	✗		
Housing, Inc. - Homelessness	WR15	Approaches for housing advice (in relation to debt, rent arrears, mortgage arrears, domestic violence, HB/CTB issues and 16/17 yr olds asked to leave home)	DNS	Quarterly	N/A	N/A	N/A	188	275	463	187	✓	650	N/A	291	✗	899	N/A	
	WR16	Number of bids on Choice Based Lettings for property types vs availability	DNS	Quarterly	N/A	N/A	N/A	See Appendix	See Appendix	See Appendix	See Appendix	Not applicable	See Appendix	Not applicable	See Appendix	N/A	See Appendix	N/A	
	WR17	Level of social housing rent arrears (percentage) net of outstanding Housing Benefit	ANEC	DNS	Quarterly	N/A	N/A	104.31%	103.61%	104.34%	104.34%	98.45%	✗	98.45%	✗	97.83%	✗	97.83%	✗
	WR18	Number of households in rent arrears	DNS	Quarterly	N/A	7,727	7,514	4,877	5,246	5,246	5,166	✓	5,166	✓	4,165	✓	4165	✓	
	WR19	Number of rent arrears eviction court claims	DNS	Quarterly	352	383	340	95	140	235	111	✓	346	✗	Not available until June 14	N/A	N/A	N/A	
	WR20	Number of landlord rent arrears repossession court orders	ANEC	DNS	Quarterly	295	352	259	62	86	148	90	=	238	✗	Not available until June 14	N/A	N/A	N/A
	WR21	Number affected by under occupation	ANEC	DNS	Quarterly	N/A	N/A	2,690 (April 2,012 figure)	2,268	2,148	2,148	2,129	N/A	N/A	N/A	2,137	✓	2137	✓
	WR22	Percentage of tenancies failing within the first 12 months	ANEC	DNS	Quarterly	9.42%	7.96%	9.22%	8.90%	8.46%	8.46%	9.82%	✗	9.82%	✗	11.34%	✗	11.34%	✗
	WR23	Numbers waiting for 1, 2 or 3 bedroom properties, including the length of waiting time	ANEC	DNS	Quarterly	N/A	N/A	N/A	See Comments	See Appendix	Not applicable	See Appendix	N/A	N/A	N/A	See Appendix	N/A	See Appendix	N/A

Reference	Q1 Comments	Q2 Comments	Q3 Comments	Q4 Comments
H WR14	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.	Monitoring of these indicators through the Viewpoint survey was undertaken during quarter two 2013/14. The initial, statistically weighted results indicate that performance has deteriorated slightly.	This is an annual indicator, please see quarter two outturn and comments.	Monitoring of these indicators through the Viewpoint survey was undertaken during quarter two 2013/14. The initial, statistically weighted results indicate that performance has deteriorated slightly.
WR15	Debt - 88 Rent Arrears - 41 Mortgage Arrears - 14 Domestic Violence - 29 16/17 year-olds - 16 (April - 19th July 2013)	Q2 figures (April - September inclusive in brackets): Debt - 122 (210) Rent Arrears - 46 (87) Mortgage Arrears - 46 (60) Domestic Violence - 42 (71) 16/17 year-olds - 19 (35) Breakdown only collected from April 2013/14 so no breakdown comparisons to last year available. All categories have seen an increase in numbers since qtr 1. Overall numbers using the service has increased from 1396 to 1739 in the first 6 months of last year.	Q3 figures (April - December inclusive in brackets): Debt (affordability) - 82 (292) Rent Arrears - 38 (125) Mortgage Arrears - 25 (85) Domestic Violence - 26 (97) 16/17 year-olds - 16 (51) Breakdown only collected from April 2013/14 so no breakdown comparisons to last year available. All categories have seen a decrease in numbers since Q2. Overall numbers using the service Q1-Q3 2431, compared to 2294 in the same period last year.	Q4 figures (April - March inclusive in brackets): Debt (affordability which includes DHP cases) = 163 (455) Rent arrears (both Social and private) = 53 (178) Mortgage arrears = 20 (105) Domestic violence (from partner or associated person) = 38 (135) 16 and 17 year olds = 17 (68) Breakdown only collected from April 2013/14 so no breakdown comparisons to last year available. All categories have seen a decrease in numbers since Q2. Overall numbers using the housing advice service was 3,328, an 8% reduction compared to 3,620 in the same period last year.
WR16		Data provided relates to Stockton residents only. Analysis shows that there are many more applications than properties available with particular pressures on the 1 and 2 bed properties. Data indicates that most people are looking to downsize property. When considered in conjunction with WR23 numbers waiting for 1,2,3 bedroom properties inc waiting times it is clear that the lack of smaller properties is impacting on waiting times which are lengthening with possible impact on those subject to bedroom tax.	Data provided relates to Stockton residents only. Analysis shows that there are many more applications than properties available with particular pressures on the 1 and 2 bed properties. Data indicates that most people are looking to downsize property.	Data provided relates to Stockton residents only. Analysis shows that there are many more applications than properties available with particular pressures on the 1 and 2 bed properties. Data indicates that most people are looking to downsize property.
WR17	Figures relate to Tristar Homes only	Figures relate to Tristar Homes properties only	Figures relate to Tristar Homes only. Figure is reported from the week when benefit is received, as the only 'true' week. Numerator = rent collected in quarter (which may include payments for arrears, overpayments/accounts in credit, court costs). Denominator = rent due in quarter. So rent collected/rent may equal in excess of 100%	Figures relate to Tristar Homes only. Figure is reported from the week when benefit is received, as the only 'true' week. Numerator = rent collected in quarter (which may include payments for arrears, overpayments/accounts in credit, court costs). Denominator = rent due in quarter. So rent collected/rent may equal in excess of 100%
WR18	Figures relate to Tristar Homes only	Figures relate to Tristar Homes properties only. This figure accounts for 52% of total households. To break this down further there are 746 households in arrears over £500, which is equivalent to 14% of households in arrears & 7% of all properties. Figures are a snapshot, not cumulative.	Figures relate to Tristar Homes properties only. This figure accounts for 51% of total households. To break this down further there are 759 households in arrears over £500, which is equivalent to 15% of households in arrears and 7% of all properties. Figures are a snapshot, not cumulative.	Figures relate to Tristar Homes properties only. This figure accounts for 40.99% of total households. To break this down further there are 718 households in arrears over £500, which is equivalent to 17.24% of households in arrears and 7.07% of all properties. Figures are a snapshot, not cumulative.
WR19	Ministry of Justice data available quarterly, but by calendar year. Latest data available is for Q1 2013, which is January - March 2013.	After revision of data by Ministry of Justice, figures now available by financial year. Previous year's totals revised accordingly. Data released quarterly, but two months in arrears. Latest data available is for Q1 2013/14.	Data released quarterly, but two months in arrears. Latest data available is for Q2 2013/14.	Data released quarterly, but two months in arrears. Latest data available is for Q3 2013/14.
WR20	Ministry of Justice data available quarterly, but two months in arrears. Latest data available is for Q1 2013/14.	After revision of data by Ministry of Justice, figures now available by financial year. Previous year's totals revised accordingly. Data released quarterly, but two months in arrears. Latest data available is for Q1 2013/14. Please note that one claim can lead to more than one order, however changes in the data supplied from MoJ mean that individual claim information is no longer available. Indicator therefore revised to reflect court orders.	Data released quarterly, but two months in arrears. Latest data available is for Q2 2013/14. Please note that one claim can lead to more than one order, however changes in the data supplied from MoJ mean that individual claim information is no longer available. Indicator therefore revised to reflect court orders.	Data released quarterly, but two months in arrears. Latest data available is for Q3 2013/14. Please note that one claim can lead to more than one order, however changes in the data supplied from MoJ mean that individual claim information is no longer available. Indicator therefore revised to reflect court orders.
WR21	April 2013: 2418 (restrictions introduced) June 2013: 2268 Numbers have reduced due to the following: • 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 In addition registered providers have worked to identify alternative accommodation options for tenants affected, and there are anecdotal reports more lately that tenants unable to afford the shortfall (particularly young single people) are moving back to live with friends and family.	April 2013: 2418 (restrictions introduced) June 2013: 2268 October 2013: 2148 Numbers have reduced due to the following: • 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 In addition registered providers have worked to identify alternative accommodation options for tenants affected, and there are anecdotal reports more lately that tenants unable to afford the shortfall (particularly young single people) are moving back to live with friends and family.	April 2013: 2,418 (restrictions introduced) June 2013: 2,268 October 2013: 2,148 January 2014: 2,129 Numbers have reduced due to the following: • 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 In addition registered providers have worked to identify alternative accommodation options for tenants affected, and there are anecdotal reports more lately that tenants unable to afford the shortfall (particularly young single people) are moving back to live with friends and family.	April 2013: 2,418 (restrictions introduced) June 2013: 2,268 October 2013: 2,148 January 2014: 2,129 April 2014: 2,137 Numbers have reduced due to the following: • 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 In addition, registered providers have worked to identify alternative accommodation options for tenants affected, with anecdotal reports that tenants unable to afford the shortfall (particularly young single people) are moving back to live with friends and family.
WR22	Comparative data unavailable as developed by Tristar Homes two years ago to measure of how successful the initiatives to support new tenants had been.	Figures relate to Tristar Homes properties only. Figures show a slight improvement at Qtr2 which is positive, providing greater stability.	Figures relate to Tristar Homes only. The main reason for the increase is believed to be under occupancy, with the majority of terminated tenancies occurring in flats that are under occupied. Also, procedures to provide more support to customers living in certain areas have been put into place, but weren't introduced until November, so unlikely to see benefit until Q4..	Welfare reform has clearly had a detrimental impact on this measure, as well as affordability. Affordability and demand are the two major factors that are affecting the sustainability of tenancies.
WR23	Final definition of indicator currently being developed. Information will be reported at report at Q2.	2866 people waiting for 1,2,3 bed properties. This data is a snapshot, taken mid October 2013. Please note that not all of those applicants who are 'waiting' are actively bidding, as they may be waiting for a specific property and/or a specific street/area. Those waiting may be subject to under occupancy tax. DHP is being used to subsidise single people in high need living in 2 bedroom properties, whilst they look for more suitable accommodation.	1854 people waiting for 1, 2 and 3 bed properties. This data is a snapshot, taken mid January 2014. Please note that not all of those applicants who are 'waiting' are actively bidding, as they may be waiting for a specific property and/or a specific street/area. Those waiting may be subject to the under occupancy charge.	2,034 people are waiting for 1, 2 and 3 bed properties. This data is a snapshot, taken mid-April 2014. Not all of those applicants who are 'waiting' are actively bidding, as they may be waiting for a specific property and/or a specific area. Those waiting may be subject to the under occupancy charge.

Reference	Description	The indicators that ANEC are monitoring*	Responsibility	Frequency	2010/11	2011/12	2012/13	Q1 2013/14	Q2 2013/14	First six months of 2013/14	Q3 2013/14	Comparison of Q3 to Q2 2013/14	First nine months of 2013/14	Comparison to first nine months of 2012/13	Q4 2013/14	Comparison of Q4 to Q3 2013/14	Full year outturn - 2013/14	Comparison to 2012/13	
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		DNS	Quarterly	N/A	N/A	N/A	See Appendix	See Appendix	Not applicable	See Appendix	N/A	N/A	N/A	See Appendix	N/A			
	Budget spend to date; spend as percentage of budget; number of applications; number of awards; changes to any criteria.	ANEC2						See comments	See comments	Not applicable	See Appendix	N/A	N/A	N/A	See Appendix	N/A			
WR25	Proportion of households approaching the authority and accepted as statutory homeless	ANEC2	DNS	Quarterly	2.2%	2.9%	1.3%	1.2%	1.3%	1.3%	1.2%	✓	1.2%	✓	1.0%	✓	1.0%	✓	
Advice / Information	WR26	Information on numbers of clients approaching Stockton District Advice and Information Service (SDAIS) for advice	ANEC	RES	Quarterly	N/A	N/A	N/A	2,935	2,777	5,712	3,920	N/A	9,632	N/A	2,851	✓	12,483	Not applicable
	WR27	The number of applicants approaching the Welfare Rights service as a result of welfare reforms		CESC	Quarterly	TBC	TBC	TBC	See comments	See cumulative figure	70.8% (554 clients)	See cumulative figure	✓	69.6% (628 clients)	✗			56.0% (974 clients)	
	WR28	Welfare Rights to identify the number of cases they take on and the number referred to CAB for assistance		RES	Quarterly	TBC	TBC	TBC	56	51	107	36	✗	143	Data not available	58	✗	201	N/A
	WR29	Requests to councils / other agencies on advice debt management and also support with on line access	ANEC2	RES															
Children's Services	WR30	The number of child protection plans (existing cases)		CESC	Quarterly	N/A	N/A	274	356	See cumulative figure	356	See cumulative figure	✓	332	✓	See cumulative figure	✓	296	✓
	WR32	Family Welfare Support contacts (contact/caseload count for Sure Start's Welfare Right worker)		CESC	Quarterly	N/A	N/A	N/A	35	See cumulative figure	42	See cumulative figure	✓	71	✗	See cumulative figure	✓	83	N/A
	WR33	The number of children taken into care (existing cases)	ANEC	CESC	Quarterly	N/A	N/A	N/A	64	41	105	60	✗	165	✗	39	✓	204	

Reference	Q1 Comments	Q2 Comments	Q3 Comments	Q4 Comments	
WR24		A review of previous decisions indicates that the DHP policy is fit for purpose though some minor changes to the wording will ensure staff is interpreting the policy appropriately to meet the needs of customers in line with the policy intention. Decisions have now been made in respect of the outstanding DHP applications. There is a projected under spend and staff are undertaking proactive work to target those customers who are known to have been affected by the welfare reforms.	<p>The Discretionary Housing Payments team are proactively working to both address the under spend and to ensure that all groups identified within the DHP policy have access to the available funding, as a result of which they have introduced the following new working practices:</p> <ul style="list-style-type: none"> o Contacting customers who meet the fast track criteria within the DHP policy e.g. approaching pension age, child approaching a relevant birthday, and o Working with Registered Providers to identify customers affected by under occupation who are also in rent arrears to prevent homelessness <p>This work has generated a significant number of applications and staff from across the service are working through them as a matter of priority.</p> <p>The DHP team have also attended awareness raising sessions with other Council departments to ensure all services are aware of DHPs in order for them to signpost their customers if appropriate.</p>	In Q3 a review of policy and procedures was initiated and by Q4 a greater emphasis was placed on carrying out targeting work to reach customers affected by welfare reforms. Customers temporarily affected by the under-occupation rules (pending a change in their circumstances) were directly contacted. The service worked with Registered Providers to identify customers struggling to keep up with rental payments who were at risk of court action or losing their home. In addition there was an increase in requests for assistance from customers affected by the benefit cap which was introduced in Q2. New application forms were developed and made available on the website. Staff attended awareness sessions to promote DHP and encourage referrals into the service. These interventions resulted in a significant increase in applications from customers affected by the welfare reforms.	
	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.	Budget £ 395,220 -Spend cumulative Q2 89,355.23 Applications received 538 successful applications - 237	<ul style="list-style-type: none"> • Budget £395,220. • Spend cumulative to end Q3 £175,560.73 = 44.42%. • Applications received 793 • Number of awards 377 • Cabinet approved the DHP policy for 2014/15. No criteria change required but policy will be kept under regular review. 	<ul style="list-style-type: none"> • Budget £395,220. • Spend cumulative to end Q4 £395,663.64 • Applications received 1340 • Number of awards 976 <p>Cabinet approved the DHP policy for 2014/15. No criteria change required but policy will be kept under regular review.</p> <p>Reasons for increase outlined above.</p>	
	Budget in 2012/13 was £167,269 and 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.				
WR25	893 people approached the Housing Options service in Q1 2013/14. Whilst they did not all present as homeless, they felt they were in homeless or potentially homeless situations.	846 people approached the Housing Options service in Q2 2013/14. Whilst they did not all present as homeless, they felt they were in homeless or potentially homeless situations.	Please note this indicator was changed to 'Proportion of households approaching the authority and accepted as statutory homeless' from 'Number presenting as homeless' at Q3, to better reflect available data. For the period April - December, there were 2431 cases taken and homeless duty was accepted to 28 = 1.15%. There is a range of advice and other resolutions available to the households approaching the service, with acceptance as being statutory homeless just one of those resolutions.	For the period April - March, 3,328 households approached the authority for housing advice, with a homeless duty accepted in just 32 cases = 0.96%. There is a range of advice and other resolutions available to the households approaching the service, with acceptance as being statutory homeless just one of those resolutions.	
Advice / Information	WR26	Awaiting current and historical data from SDAIS. Will be available at Q2.	Available at Q3. Awaiting quarter 2 monitoring from SDAIS expected end of October mid Nov. The info is delayed due to staffing restructure and implementation of new case software.	Of these - cause (direct benefit WR issues) 2102, Effect (non benefit WR issue) 1709. The non benefit issues are up 40% on Q3 2012/13. Benefit maximisation £413,981	
	WR27	Final definition of indicator currently being developed. Information will be reported at report at Q2.	Latest data available at Q2 shows that of 782 clients approached the Welfare Rights Service 554 (70.8%) were as the result of Welfare Reform. Recording processes are now in place to capture information more to enable further analysis and comparisons across quarters.	Latest data available at Q3 shows a slight decrease in the proportion of residents approaching the Welfare Rights service as a result of the impact of Welfare Reform measures at 69.6%. Of the 902 clients who approached welfare rights, 628 were as the result of welfare reform. The largest proportion of clients approaching the service were for information, advice and support for Employment and Support Allowance (replaced Incapacity / Sickness benefits) and Personal Independence Payment (replaced Disability Living Allowance).	
	WR28	Final definition of indicator currently being developed. Information will be reported at report at Q2.	Processes are not in place to capture CAB referrals. Clients are advised by workers if they are unable to help to contact the CAB directly rather than through a recorded referral procedure. Further work will be needed to capture this information in an easily accessible format.	Processes are not in place to capture CAB referrals. Clients are advised by workers if they are unable to help to contact the CAB directly rather than through a recorded referral procedure. However SDAIS do record the number referred to them from Welfare Rights and these figures have been provided for Q3 and previous quarters.	Processes are not in place to capture CAB referrals. Clients are advised by workers if they are unable to help to contact the CAB directly rather than through a recorded referral procedure. However SDAIS do record the number referred to them from Welfare Rights and these figures have been provided. The number of cases being referred is an increase on the previous quarter but similar to the number of referrals made in quarter one and two.
	WR29				We have been unable to capture this data accurately during 2013/14. Consideration is being given to requirements of data capture for year 2.
Children's Services	WR30	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.	At Quarter 2 the number of children subject to a child protection plan was 356. This compares to 2012/13 Quarter 2 of 277 children subject to a child protection plan.	At quarter 3 there were 332 children subject to a child protection plan. This compares to 2012/13 Quarter 3 performance of 346.	
	WR32	Historic data is not available for this measure. At quarter 1, 35 families have been referred for welfare support.	At quarter 2, 42 families had been referred for Family Welfare Support via Stockton's Sure Start Children's Centres. It should be noted that this service is available at 4 of the 11 centres. Work is ongoing with commissioned service providers to make services available within their centres.	At quarter 3, 71 families had been referred to for Family Welfare Support via Stockton's Sure Start Children's Centres. This is a significant increase from quarter 2 performance of 69%.	
	WR33	In the period 1 April to 30 June there were 64 new admissions to care.	At quarter 2 there had been a further 41 new admissions to care. The numbers of children in care continue to be reviewed monthly via the Children's Social Care Performance Clinics.	At quarter 3 there have been a further 60 admissions to care. This compares to 142 admissions for the same period in 2012/13. It should be noted that the largest proportion of admissions are due to single period of accommodation under Section 20 of the Children Act. These are generally young people with complex needs / behavioural problems.	

Reference	Description	The indicators that ANEC are monitoring*	Responsibility	Frequency	2010/11	2011/12	2012/13	Q1 2013/14	Q2 2013/14	First six months of 2013/14	Q3 2013/14	Comparison of Q3 to Q2 2013/14	First nine months of 2013/14	Comparison to first nine months of 2012/13	Q4 2013/14	Comparison of Q4 to Q3 2013/14	Full year outturn - 2013/14	Comparison to 2012/13	
WR34	Percentage of children living in poverty		RES	Annual				22.30%	21.60%	Not applicable (snapshot measure)	Data not available	Not applicable	Not applicable (snapshot measure)	Not applicable	Data not available	Not applicable (snapshot measure)	Data not available	N/A	
WR31	The number and percentage of safeguarding cases that include a financial abuse element		CESC	Quarterly	N/A	N/A	N/A	20.40%	See cumulative figure	19.10%	See cumulative figure	✓	19.90%	✗	21.1%	✗	21.10%	N/A	
WR35	Home Care client debt (charges for Home Care services)		CESC	Quarterly	N/A	N/A	£218,114.32	£218,047.27	See cumulative figure	£234,652.98	See cumulative figure	✓	£229,264.08	✓	See cumulative figure	✗	£279,802.73	✗	
WR36	Back on Track pilot - Total number of applications	ANEC2	RES	Quarterly	N/A	N/A	N/A	197	365	562	380	✓	942	Not applicable (first year)	462	✗	1401	Not applicable	
WR37a	Back on Track pilot - Number of awards for: - crisis support	ANEC2	RES	Quarterly	N/A	N/A	N/A	166	403	569	361	✗	930	Not applicable (first year)	450	✗	1,381	Not applicable	
WR37b	- settlement support				N/A	N/A	N/A	39	150	189	427	264	✓	453	Not applicable (first year)	285	✗	767	Not applicable
WR37c	- rent in advance				N/A	N/A	N/A	14	40	54	63	✗	157	Not applicable (first year)	47	✓	164	Not applicable	
WR38	Back on track pilot budget				ANEC1	RES	Quarterly	N/A	N/A	N/A	182,811	182,811	365,622	182,811	Not applicable	548,433	Not applicable (first year)	182,811	Not applicable
WR39	Back on track pilot spend	ANEC2	RES	Quarterly	N/A	N/A	N/A	15,825	34,274	50,099	69,645	✓	116,088	Not applicable (first year)	82,922	✗	204,664	Not applicable	
WR40	Back on Track pilot - spend as a percentage of budget for quarter	ANEC2	RES	Quarterly	N/A	N/A	N/A	8.66%	19.43%	13.70%	38.00%	✓	21.17%	Not applicable (first year)	45.36%	✗	27.99%	Not applicable	
WR41	Number of Back on Track loan defaults		RES	Quarterly	N/A	N/A	N/A	-	0	0	0	✓	0	Not applicable (first year)	0	=	0	Not applicable	
WR42	% of residents who think that the economy in the local area is really struggling or not doing well		RES	Annual	Not applicable	Not applicable	81%	Not applicable (annual update)	68%	Not applicable (snapshot measure)	Not applicable (annual update)					68%	✓		
WR43	% of residents who think their personal financial circumstances will get worse over the next 12 months		RES	Annual	Not applicable	Not applicable	33%	Not applicable (annual update)	29%	Not applicable (snapshot measure)	Not applicable (annual update)					29%	✓		
WR44	% of residents who never or rarely feel optimistic about the future		RES	Annual	Not applicable	Not applicable	24%	Not applicable (annual update)	6%	Not applicable (snapshot measure)	Not applicable (annual update)					6%	✓		
WR45	% of the residents affected by the economic climate in the last 12 months		RES	Annual	Not applicable	Not applicable	53%	Not applicable (annual update)	68%	Not applicable (snapshot measure)	Not applicable (annual update)					68%	✗		
WR46	% of residents who agree that Stockton-on-Tees is a place where people from different backgrounds get on well together	ANEC2	RES	Annual	Not applicable	Not applicable	59%	Not applicable (annual update)	62%	Not applicable (snapshot measure)	Not applicable (annual update)					62%	✓		
WR47	Number of calls answered by Customer Services about Council Tax or Benefits	ANEC	RES	Quarterly			91,081	21,454	22,531	43,985	20,457	✓	64,442	✗	25,133	✗	89,575	✓	
WR48	Number of face to face enquiries about Council Tax or Benefits	ANEC	RES	Quarterly			43,604	14,092	12,897	26,989	12,326	✓	39,315	✓	13,850	✗	53,165	✗	
WR49	Number of Taxation face-to-face queries coming into Kingsway House		RES	Quarterly	N/A	1111	981	395	394	789	293	✓	1,082	✗	497	✗	1579	✗	

Reference	Q1 Comments	Q2 Comments	Q3 Comments	Q4 Comments
WR34	A breakdown is available by ward.	Ward poverty data attached at appendix. A Brighter borough for all Tackling Family poverty will focus on this agenda hoping to make a difference to the overall numbers of children in poverty.	Latest data available is HMRC Snapshot at 31st Aug 2011 (proportion of children living in families in receipt of Child Tax Credit whose reported income is less than 60% of the median nationally) has shown an improvement from the previous reported figure and represents positive progress in reducing the overall numbers of children living in poverty. 21.6% compares to an England average of 20.1% and North east average of 23.7%	An update from the 2011 snapshot has not been released. Please see quarter three comments.
WR31	Further work on an appropriate definition for this measure is underway.	The figures reported are for Adults safeguarding referrals only. Children's safeguarding process does not record financial abuse.	At Q3 19.9% of completed investigations for vulnerable adults were for financial abuse. Although this is a slight increase from the position at Q2 it should be noted that 60.2% of all investigations in the year to date are for physical abuse / neglect.	At quarter 4 66 (21.1%) of investigations were undertaken as a result of financial abuse. This in line with previous years and suggests that there has not been a significant increase in financial abuse cases as a result of the impact of welfare reform measures.
WR35	Figure reported is total current debt for non-residential services.	Figure reported is total current debt for non-residential services (homecare debt can not be disaggregated from this). A targeted resource is now in place to improve debt collection and reduce client debt. It should be noted that when financial assessments are undertaken, the impact of Welfare Reform measures i.e. bedroom tax are accounted for and a disregard applied. To date there has not been a significant increase in debt as a result of reforms. However, all new assessment / review documentation now asks clients to identify whether this has been a contributory factor to their debt.	Debt at Q3 has shown a slight reduction from the figure reported at Q2. Figure reported is total current debt for non-residential services (homecare debt can not be disaggregated from this). The targeted resource is now in place to improve debt collection and as a result there has been a slight improvement in the level of client debt. It should be noted that when financial assessments are undertaken, the impact of Welfare Reform measures i.e. bedroom tax are accounted for and a disregard applied. To date there has not been a significant increase in debt as a result of reforms. However, all new assessment / review documentation now asks clients to identify whether this has been a contributory factor to their debt.	At Q4 total client debt for non-residential services (homecare debt can not be disaggregated from this) was £279,802.73. There has been a significant increase in debt from the previous quarter and compared to the previous year. The impact of Welfare Reform measures on clients continues to be minimised in so far as is possible through continued application of a disregard.
WR36	Back on Track is a new local scheme which replaced the DWP Social Fund Scheme. Data to be provided for Cabinet 3.10.13. We are doing some targeted awareness raising sessions with agencies the impact of which may reflect in Q2 data.	There has been an 85% increase in the number of applications in Q2. Some of these applications will not have been awarded support and some will have been awarded more than one support type.	There has been a small increase in applications in Q3 compared with Q2. The proportion of applications for settlement rather than crisis went from 18% in Q2 to 32% in Q3, which accounts for the increase in spend levels as settlement awards cover furniture, white goods etc.	There has been an increase of 22% in the number of applications made in quarter four compared with quarter three. This is a large increase compared with the number of applications made at the start of the financial year.
WR37a	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.	Both crisis and settlement awards have initially been lower than expected which is reflected across many local authorities, although there is a significant increase at Q2. Please note these figures are as of 3rd October and they may increase slightly as the awards, in particular the settlement support, which were applied for towards the end of the quarter are fulfilled.	A slight decrease in crisis awards compared with quarter 2.	There has been an increase of 25% in the number of crisis awards given in quarter four compared with quarter three. There has been a total of 1,381 crisis support awards given in 2013/14.
WR37b	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.		Settlement awards increased in quarter 3.	There has been an increase of 8% in the number of settlement awards given in quarter four compared with quarter three. There has been a total of 767 settlement support awards given in 2013/14.
WR37c	First quarter of collecting this data. Comparators will be available from Q2.	This has increased significantly since the first quarter.	This has continued to increase throughout the year.	There has been a decrease of 25% in the number of settlement awards given in quarter four compared with quarter three. There has been a total of 767 settlement support awards given in 2013/14.
WR38	Budget is provided annually and split equally here to give a budget for each quarter. Total budget is £731,244.	Budget is provided annually and split equally here to give a budget for each quarter. Total budget is £731,244.	Budget is provided annually and split equally here to give a budget for each quarter. Total budget is £731,244.	Budget is provided annually and split equally here to give a budget for each quarter. Total budget is £731,244.
WR39	Due to the number of awards being lower than expected spend has also been lower.	There has been significant increase in spend in Q2 compared with the spend in Q1.	There has been a significant increase in spend largely on the settlement side of the support.	There has been significant increase in spend in quarter four compared with quarter three.
WR40	First quarter of collecting this data. Comparators will be available from Q2.	A much larger proportion of the budget has been spent this quarter compared with last, this equates to around a fifth of the budget available.	A significant increase on last quarter. Spend also reflects emergency support to the Clarences following the flooding and an increase in housing related awards (rent in advance) .	There has been a much larger proportion of the budget spent this quarter compared with the previous quarters. Less than a third of the overall budget was spent this year. As with the previous DWP social fund scheme, the fund is a last resort, a 'triage' approach is taken with both successful and unsuccessful applicants being signposted to other services and support as appropriate.
WR41	No loans have been issued to date and therefore default information is not applicable.	Only 1 loan has been issued to date.	4 loans have been issued to date.	Five loans have been issued in 2013/14 and there have been zero defaults.
WR42	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.	Monitoring of these indicators through the Viewpoint survey was undertaken during quarter two 2013/14. The initial, statistically weighted results indicate that positive progress has been made since the 2012 Residents' Survey.	This is an annual indicator, please see quarter two outturn and comments.	This is an annual indicator, please see quarter two outturn and comments.
WR43	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.	Monitoring of these indicators through the Viewpoint survey was undertaken during quarter two 2013/14. The initial, statistically weighted results indicate that positive progress has been made since the 2012 Residents' Survey.	This is an annual indicator, please see quarter two outturn and comments.	This is an annual indicator, please see quarter two outturn and comments.
WR44	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.	Monitoring of these indicators through the Viewpoint survey was undertaken during quarter two 2013/14. The initial, statistically weighted results indicate that positive progress has been made since the 2012 Residents' Survey.	This is an annual indicator, please see quarter two outturn and comments.	This is an annual indicator, please see quarter two outturn and comments.
WR45	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.	Work is on-going on the calculation of the affected by the economic climate indicator to ensure it mirrors the calculation used by Ipsos Mori.	Monitoring of these indicators through the Viewpoint survey was undertaken during quarter two 2013/14 with the outturn for this indicator now being calculated. The initial, statistically weighted results indicate that negative progress has been made since the 2012 Residents' Survey.	This is an annual indicator, please see quarter two outturn and comments.
WR46	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.	Monitoring of these indicators through the Viewpoint survey was undertaken during quarter two 2013/14. The initial, statistically weighted results indicate that positive progress has been made since the 2012 Residents' Survey.	This is an annual indicator, please see quarter two outturn and comments.	This is an annual indicator, please see quarter two outturn and comments.
WR47	There were 21,454 calls answered in the first quarter of the year, which compares with 22,544 during the same period in 2012-13.	There were 22,531 calls answered in the second quarter of the year, which compares with 22,457 during the same period in 2012-13.	There were 20,457 calls answered in the third quarter of the year, which compares with 20,984 during the same period in 2012-13.	There were 25,133 calls answered in the fourth quarter of the year, which is a slight increase compared with the same period in 2012-13 (25,096). For the year as a whole there has been a 1.7% decrease in the number of calls received about Council Tax or Benefits.
WR48	There were 14,092 face to face enquiries in the first quarter of the year, which compares with 10,280 during the same period in 2012-13.	There were 12,987 face to face enquiries in the second quarter of the year, which compares with 10,947 during the same period in 2012-13.	There were 12,326 face to face enquiries in the third quarter of the year, which compares with 10,061 during the same period in 2012-13.	There were 13,850 face to face enquiries in the fourth quarter of the year, which is an increase compared with the same period in 2012-13 (12,316). For the year as a whole there has been a 21.9% increase in the number of face to face enquiries about Council Tax or Benefits.
WR49	Q1 total for 2012-13 was 261- significant increase in visits due to welfare reform and empty property charges	Q2 total for 2012/13 was 263 - Still a large increase in Q2 visits compared to previous years for the same reasons as Q1.	The number of face-to-face enquiries during the first three months of 2013-14 (1,082) has already exceeded the full year total for 2012-13. This is due to a large increase in the number of people querying welfare reform/ empty property charges.	There has been a large increase in the number of face to face enquires in comparison to 2012/13. The majority of the increase is due to people querying empty property charges and welfare reform charges.

Reference	Description	The indicators that ANEC are monitoring*	Responsibility	Frequency	2010/11	2011/12	2012/13	Q1 2013/14	Q2 2013/14	First six months of 2013/14	Q3 2013/14	Comparison of Q3 to Q2 2013/14	First nine months of 2013/14	Comparison to first nine months of 2012/13	Q4 2013/14	Comparison of Q4 to Q3 2013/14	Full year outturn - 2013/14	Comparison to 2012/13	
Organisational impact	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%	27.47%	56.26%	See cumulative figure	Not applicable	83.69%	✗	See cumulative figure	Not applicable	96.90%	✗
	WR51	Long term collection performance - the percentage of Council Tax that was due for the year that was collected after 3 years		RES	Annually	99.62%	98.74%	99.03%	99.07%	See cumulative figure	99.11%	See cumulative figure	Not applicable	99.14	N/A	See cumulative figure	Not applicable	99.17%	Not applicable
	WR52	Enforcement activity per thousand dwellings: · Summonses · Bailiff referrals · Attachment of Earnings Orders · Deductions from benefit	ANEC2	RES	Quarterly	N/A	N/A	113.5	92.7	See cumulative figure	135.2	See cumulative figure	Not applicable	173.0	✗	See cumulative figure	Not applicable	208.3	✗
								60.7	6.6		22.7			36.1	✗			39.5	✗
								28.2	4.3		7.4			11.1	✗			19.8	✗
								40.7	11.0		39.8			63.0	✗			87.1	✗
	WR53	Council Tax Support Claimants - collection rates		RES	Quarterly	N/A	N/A	N/A	24.8%	19.6%	44.4%	See cumulative figure	Not applicable	70.0%	Not applicable (first year)	See cumulative figure	Not applicable	84.4%	Not applicable
WR54	Council Tax Support Claimants - Enforcement activity per thousand dwellings: · Summonses · Bailiff referrals · Attachment of Earnings Orders · Deductions from benefit		RES	Quarterly	N/A	N/A	N/A	403.0	See cumulative figure	515.5	See cumulative figure	Not applicable	579.6	Not applicable (first year)	See cumulative figure	Not applicable	624.1	Not applicable	
								0.0		0.0			0.0				0.0		
								0.0		1.7			3.5				4.9		
								36.1		215.7			313.6				411.9		
Other	WR55	General impact on organisations e.g RSL's, Health colleagues		RES	TBC														
	WR56	Number of clients visiting Stockton District Advice and Information Service (SDAIS) for debt related matters		RES	Quarterly	N/A	N/A	N/A	452	505	957	624	✗	1,581	N/A	2,851	✗	4,432	Data not available
	WR57	Number of clients visiting Stockton District Advice and Information Service (SDAIS) with pay day loans		RES	Quarterly	N/A	N/A	N/A	27	14	41	42	✗	83	N/A	41	✓	124	Data not available
	WR58	Number of new households accessing a foodbank coordinated by the charity 'A Way Out'		RES	Quarterly	N/A	N/A	N/A	N/A	N/A	N/A	166	N/A	N/A	N/A	183	✗	681	Data not available

Key:

✓ Tick for an improvement / positive shift

= Equals sign for static / no movement

✗ Cross for a decline / negative shift

ANEC - Information that we are already collecting that ANEC have requested.

ANEC 2 - Possible additional data required by ANEC for regional monitoring work that Stockton were not already collecting (as at June 2013).

Not applicable - e.g. measure is cumulative or updated annually

N/A - Data not available

Reference	Q1 Comments	Q2 Comments	Q3 Comments	Q4 Comments	
Organisational impact	WR50	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.	Collection still remains slightly lower than target for Q2 for the same reasons as Q1 comments. Collection rate at end of September 2012 was 57.49%.	Collection slightly up on target of 83.56% - no discernable reason for this.	In year collection rates have not reached the targeted level (97%). As mentioned in the quarter one comments, significant changes to council tax this year have impacted on the collection levels and collection is slightly lower than target.
	WR51	This is a long term impact measure. A subset of this measure is being developed to show recovery rates against debt in the short and medium term.	This is a long term impact measure.	This is a long term impact measure.	This is a long term impact measure.
	WR52	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.	Q2 12/13- summons-68.1 Bailiff-34.9, AOE-6.1, Deduc from Benefit-20.9. Second quarter comparison confirms the expected outcome - increase in summonses issued and deductions to benefit, again likely due to increased numbers paying for the first time (see indicator WR54).	Q3 12/13- summons-93.1 Bailiff-47.4, AOE-19.8, Deduc from Benefit-27.6. As in Q2 quarter Q3 comparison confirms the expected outcome - increase in summonses issued and deductions to benefit, again likely due to increased numbers paying for the first time (see indicator WR54).	Q4 12/13- summons-113.5 Bailiff-60.7, AOE-28.2 Deduct from Benefit-40.7 Comparison to previous quarters confirms the expected outcome - increase in summonses issued and deductions to benefit, again likely due to increased numbers paying for the first time (see indicator WR54).
	WR53		Collection remains lower for these households compared with all households.	As in Q2, collection remains lower for households claiming council tax support.	As in previous quarters - collection remains lower for households claiming council tax support. Comparisons cannot be made to previous years due to this being the first year that they have to pay.
	WR54	Data relates to those eligible for paying Council Tax for the first time only.	Summonses have been given to over half of the households claiming Council Tax Support. On-going support is provided to households to arrange payment before other actions are taken such as deductions from benefit.	Summonses continue to increase. On-going support is provided to households to arrange payment before other actions are taken such as deductions from benefit. No Council Tax Support cases have been issued to the Bailiff up to the end of Q3.	The number of summonses has continued to increase. Support has been provided throughout the year to households to arrange payment before other actions are taken such as deductions from benefit. No Council Tax Support cases have been issued to the Bailiff within the year. Comparisons cannot be made to previous years due to this being the first year that they have to pay.
Other	WR55	Methodology to be determined	Methodology to be determined		Capturing data accurately for this measure has proven difficult this year. Consideration will be given to how this area is recorded for year 2.
	WR56	Methodology to be determined	* please note that the information represents April - August 2013.	Outturns have been updated to cover the previous full quarters as well as for quarter 3. This figure represents 24% of the total client visits to SDAIS (2,610 clients visited in Q3).	Figures have increased for quarter 4. The new CAB national recording system recently introduced has identified some possible data quality issues with this indicator.
	WR57	Methodology to be determined	* please note that the information represents April - August 2013. This figure represents 2.5% of the total client base. Pay day loans are higher in clients aged 17 - 24 year olds (54%) and in single households (51%).	Outturns have been updated to cover the previous full quarters as well as for quarter 3. In quarter 3 there has been a 200% increase in the number of clients with payday loans compared with the number in Q2. However this may be due to an increase in clients seen.	The numbers of clients with payday loans visiting SDAIS has decreased slightly since quarter 3. The most common age group with pay day loans is people aged 25-34 (17 people) and more females (23) have visited compared to males (18). Ward data does not show any overrepresentation in any particular ward.
	WR58	Work ongoing with FB coordinator to determine how best to report on latest position.	Discussion has taken place with foodbank co-ordinator at 'A Way Out'. Still awaiting information of those using A Way Out food banks.	The 166 new households included 235 adults and 154 children, approximately 1/3 of the households had children under 16. The most common reasons for requiring food parcels included low Income (45), Welfare Reform (44) and general problems with benefit claims (42). The number of food parcels distributed is much higher, with an average of 130 distributed per week during the quarter, suggesting households are repeatedly accessing the foodbank.	The number of new households accessing a "A Way Out" foodbank has decreased in quarter 4. Intelligence from the charity suggests that the decrease is due to the strong link between food and fuel poverty, thus as the weather has become warmer people are spending less on fuel. A Way Out experienced large numbers of new cases up until the end of February and a reduced number of new cases since then. Although the foodbank is still supporting the households referred to them earlier in the year. The 183 new households include 241 adults and 114 children. The most commonly stated reason for households accessing the foodbank is due to having a low income (52), welfare reform changes (37) and general problems with benefits (37).