

Reform topic	Impact of reform	Ref.	Description of measure	Are ANEC monitoring?	Responsibility	Frequency	2011/12	2012/13	2013/14	Q1 2014/15	Comparison to first three months in 2013/14	Q2 2014/15	First six months (cumulative)	Comparison of Q2 to Q1	Comparison to first six months in 2013/14	Q1 Comments	Q2 Comments
Universal Credit	Direct	WR62	Universal Credit direct measure - to be developed.														
	Indirect	WR63	Universal Credit indirect measure - to be developed.														
Personal Independence payments	Direct	WR26	Information on numbers of clients approaching Stockton District Advice and Information Service (SDAIS) for advice	ANEC	RES	Quarterly	N/A	N/A	12,483	3077	✗	3251	6328	✗	✗	There have been almost 5% more clients approaching SDAIS for advice in quarter one than in the same period last year (2,935).	A 5% increase on quarter 1.
		WR27	The number of applicants approaching the Welfare Rights service as a result of welfare reforms		CESC	Quarterly	TBC	TBC	56.0% (974 clients)	270	N/A	443	Not Applicable	=		Of the 632 contacts for the Welfare Rights Service 270 were as the result of the impact of welfare reform measures, equating to 42.7% of all contacts. 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). Additionally, the service is now starting to receive queries regarding the impact of Universal Credit although the proportion remains low at this stage (20 clients equating to 3.2% of contacts). Comparative figures are not available for Q1 2013/14.	At quarter 2, there were 1033 total contacts to the Welfare Rights Service, 443 of which were as the result of the impact of welfare reform. This equates to 42.9%. This is in line with quarter 1 performance and the largest proportion of clients approaching the service were for information, advice and support for Employment and Support Allowance, Personal Independence Payments. The quarter has seen an increase in the queries in relation to Universal Credit increasing to 6.3% from 3.2% for quarter 1.
		WR28	The number of cases referred to SDAIS for assistance from Welfare Rights		RES	Quarterly	TBC	TBC	201	44	✓	38	82	✓	✓	Welfare Rights have referred 27% less cases to SDAIS for assistance than in the same period last year (56).	A small reduction in the number of referrals.
		WR29	Requests to councils / other agencies on advice debt management and also support with on line access	ANEC2	RES											Information is provided on requests made to through various Council services and SDAIS services. Details are recorded against these specific measures.	Information is provided on requests made to through various Council services and SDAIS services. Details are recorded against these specific measures.
		WR43	% of residents who think their personal financial circumstances will get worse over the next 12 months		RES	Annual	Not applicable	33%	29%	Not applicable (annual update)	Not applicable	27%	27%	Not applicable	✓	The results of the Viewpoint Survey are expected to be available in the Quarter 2 report.	In September 2014, Viewpoint 38 identified that 27% of residents think that their personal financial circumstances will get worse over the next 12 months. This is a 2% point reduction on 2013/14, which is an improvement.
	Indirect	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	899	204	✗	248	452	✗	✓	204 approaches for housing advice, including: <ul style="list-style-type: none"> Debt /affordability = 56 (DHP = 52) Rent arrears both private and social = 30 Mortgage arrears/possession = 24 Domestic abuse = 35 16 & 17 year olds asked to leave = 7 This compares with 188 approaches in the same quarter last year.	Q2 Stand alone: 248 approaches for housing advice, including: <ul style="list-style-type: none"> Debt /affordability (inc requests for DHP) = 154 Rent arrears both private and social = 27 Mortgage arrears/possession = 24 Domestic abuse = 36 16 & 17 year olds asked to leave = 7 Cumulative = 452. This compares with 463 approaches during the same period last year.
		WR24a	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	Accompanying table with year end report	See table	Not applicable	See table	See table	Not applicable	Not applicable	Total no paid = 246 (comapred with 142 last year) Total amount paid = £143,657 (compared to £39,634 last year) See table for breakdown	Total no paid April - Sep 2014 = 402 (comapred with 237 during same period last year) Total amount paid = £222,551 (compared to £89,355 last year) See table for breakdown
		WR24b	Discretionary Housing Payments: Budget spend to date; spend as percentage of budget; number of applications; number of awards; changes to any critieria.	ANEC2	DNS	Quarterly	N/A	N/A	Accompanying table with year end report	See table	Not applicable	See table	See table	Not applicable	Not applicable	Budget: £446,762. Spend Q1: £172,184 = 38.54% of budget. Applications received: 361; paid: 246. Changes to criteria: NIL See table	Budget: £446,762. Spend Apr - Sep 2014: £251,080 = 56.20% of budget. Applications received: 606; paid: 402. Changes to criteria: NIL See table
		WR36	Back on Track pilot - Total number of applications	ANEC2	RES	Quarterly	N/A	N/A	1,401	259	✗	345	604	✗	✗	There has been a 31% increase in the total number of applications compared with the same period last year (197). The increase is due to the increase in number of applications for settlement grants.	A significant increase of 33% on quarter 1 in the number of applications which can be attributed to increased awareness of the scheme.
		WR47	Number of calls answered by Customer Services about Council Tax or Benefits	ANEC	RES	Quarterly		91,081	89575	23800	✗	23457	47257	✓	✗	The number of calls about council tax and benefits has increased by 2,346 (11%) compared to the same period last year.	In the first six months of the year, there has been a 7.4% increase in the number of calls (3,272) compared with the same period last year.
WR50	In year collection performance - the percentage of Council Tax that was due for the year and actually collected in-year		RES	Quarterly		98%	98%	97%	29%	=	Not applicable	56%	N/A	=	The collection performance at the end of quarter one is very similar to the same time last year (28.79%).	Similar figure to same period last year	

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Under occupation	Direct	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	899	204	✗	248	452	✗	✓	204 approaches for housing advice, including: • Debt / affordability = 56 (DHP = 52) • Rent arrears both private and social = 30 • Mortgage arrears/possession = 24 • Domestic abuse = 35 • 16 & 17 year olds asked to leave = 7 This compares with 188 approaches in the same quarter last year.	Q2 Stand alone: 248 approaches for housing advice, including: • Debt / affordability (inc requests for DHP) = 154 • Rent arrears both private and social = 27 • Mortgage arrears/possession = 24 • Domestic abuse = 36 • 16 & 17 year olds asked to leave = 7 Cumulative = 452. This compares with 463 approaches during the same period last year.
		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	2525	Data not yet available	N/A	Data not yet available	Data not yet available	N/A	N/A	SDAIS have reported that with the switch to their new (national) case recording system they have not been able to find a way to determine the stats previously recorded under WR10 but are continuing to look at this.	SDAIS have reported that with the switch to their new (national) case recording system they have not been able to find a way to determine the stats previously recorded under WR10 but are continuing to look at this.
		WR11	Total amount of outstanding debt for clients of SDAIS taken on for debt casework		RES	Quarterly	N/A	16,521,531	19,220,398	3,030,472	✓	3553882	6584354	✗	✓	There is a significant decrease on the amount of debt reported by clients of SDAIS compared with last year (4,565,875).	A significant increase of 17% on quarter 1 but still below that of the first six months of last year.
		WR16	Number of bids on Choice Based Lettings for property types vs availability		DNS	Quarterly	N/A	N/A	Accompanying table with year end report	See table	Not applicable					See table	
		WR17	Level of social housing rent arrears (percentage) net of outstanding Housing Benefit	ANEC	DNS	Quarterly	N/A	104.31%	97.83%	98.39%	✓	97.67%	97.67%	✓	✓	98.39% compared to 111.23% last year. Figures relate to Tristar Homes only. Figure is reported from the week when benefit is received, as the only 'true' week. (outturn may be in excess of 100% due to the rent collected including payments for arrears, overpayments/accounts in credit, court costs.	97.67% compared to 104.34% last year. Figures relate to Tristar Homes only. Figure is reported from the week when benefit is received, as the only 'true' week. (outturn may be in excess of 100% due to the rent collected including payments for arrears, overpayments/accounts in credit, court costs.
		WR18	Number of households in rent arrears		DNS	Quarterly	7,727	7,514	4,165	4,513	✓	4224	4224	✓	✓	Figures relate to Tristar Homes properties only. This figure accounts for 45.43% of total households. To break this down further there are 736 households in arrears over £500, which is equivalent to 16.31% of households in arrears and 7.42% of all properties. Figures are a snapshot, not cumulative.	4,224 compared to 5246 reported for the same period last year. Figures relate to Tristar Homes only. This figure accounts for 42% of total households. Figures are a snapshot, not cumulative.
		WR19	Number of rent arrears eviction court claims		DNS	Quarterly	383	340	672	151	✗	128	278	✓	✓	151 including private, social and accelerated landlords, as well as mortgage arrears eviction claims, compared to 95 during the same period last year.	278 including private, social and accelerated landlords, as well as mortgage arrears eviction claims, compared to 288 during the same period last year.
		WR20	Number of landlord rent arrears repossession court orders	ANEC	DNS	Quarterly	352	259	142	46	✓	20	66	✓	✗	Outright orders (exc. Suspended orders) = 46 including private, social and accelerated landlords (exc. Mortgaged 27) compared to 62 during the same period last year.	Outright orders (exc. Suspended orders) = 66 including private, social and accelerated landlords (exc. Mortgaged 52) compared to 58 during the same period last year.
		WR13	Mental Health - People in contact with mental health services per 100,000 population	ANEC2	RES	Quarterly	N/A	N/A	N/A	2,116	N/A	Data not yet available	N/A	N/A	N/A	Public Health England have reported that for the Hartlepool and Stockton CCG in quarter 1 2013/14, there were 2,116 people in contact with mental health services per 100,000 population. This is similar to the rate in England of 2,176. This is the most up to date information available and a comparator to the previous year is not available.	Public Health England has not provided an update since last quarter.
		WR21	Number affected by under occupation	ANEC	DNS	Quarterly	N/A	2,690 (April 2012 figure)	2,137	2,055	✓	1977	1977	✓	✓	2055 people affected by under occupation, compared with 2268 at the same time last year.	1977 people affected by under occupation, compared with 2148 at the same time last year.
		WR22	Percentage of tenancies failing within the first 12 months	ANEC	DNS	Quarterly	8.0%	9.2%	11.3%	10.7%	✗	10.0%	10.0%	✓	✗	10.74% of starter tenancies failing within the first 12 months, this compares with 8.90% reported for the same period last year. 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.	9.99% of starter tenancies failing within the first 12 months, this compares with 8.46% reported for the same period last year. 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.

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		WR23	Numbers waiting for 1, 2 or 3 bedroom properties, including the length of waiting time	ANEC	DNS	Quarterly	N/A	N/A	Accompanying table with year end report	3,247	N/A					3,247 waiting for 1, 2 and 3 bedroom properties. Comparative figures are not available for Q1 2013/14. Waiting times are included on the separate table.	
		WR24a	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	Accompanying table with year end report	See table	Not applicable	See table	See table	Not applicable	Not applicable	Total no paid = 246 (compared with 142 last year) Total amount paid = £143,657 (compared to £39,634 last year) See table for breakdown	Total no paid April - Sep 2014 = 402 (compared with 237 during same period last year) Total amount paid = £222,551 (compared to £89,355 last year) See table for breakdown
		WR25	Proportion of households approaching the authority and accepted as statutory homeless	ANEC2	DNS	Quarterly	2.9%	1.3%	1.0%	0.1%	✓					692 households approaching the local authority and accepted full duty to one case April - June 2014, which equates to 0.1%. This is a reduction than for the same period last year (1.2%). There can be a range of advice and other resolutions to the households approaching the service, with acceptance as being statutory homeless just one of those resolutions.	
		WR26	Information on numbers of clients approaching Stockton District Advice and Information Service (SDAIS) for advice	ANEC	RES	Quarterly	N/A	N/A	12,483	3,077	✗	3251	6328	✗	✗	There have been almost 5% more clients approaching SDAIS for advice in quarter one than in the same period last year (2,935).	A 5% increase on quarter 1.
		WR27	The number of applicants approaching the Welfare Rights service as a result of welfare reforms		CESC	Quarterly	TBC	TBC	56.0% (974 clients)	270	N/A	443	Not Applicable	=		Of the 632 contacts for the Welfare Rights Service 270 were as the result of the impact of welfare reform measures, equating to 42.7% of all contacts. 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). Additionally, the service is now starting to receive queries regarding the impact of Universal Credit although the proportion remains low at this stage (20 clients equating to 3.2% of contacts). Comparative figures are not available for Q1 2013/14.	At quarter 2, there were 1033 total contacts to the Welfare Rights Service, 443 of which were as the result of the impact of welfare reform. This equates to 42.9%. This is in line with quarter 1 performance and the largest proportion of clients approaching the service were for information, advice and support for Employment and Support Allowance, Personal Independence Payments. The quarter has seen an increase in the queries in relation to Universal Credit increasing to 6.3% from 3.2% for quarter 1.
		WR28	The number of cases referred to SDAIS for assistance from Welfare Rights		RES	Quarterly	TBC	TBC	201	44	✓	38	82	✓	✓	Welfare Rights have referred 27% less cases to SDAIS for assistance than in the same period last year (56).	A small reduction in the number of referrals.

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	Indirect	WR30	The number of child protection plans (existing cases)		CEC	Quarterly	N/A	274	369	276	✓	304	Not Applicable	✓	✓	At Q1, 276 children were the subject of a child protection plan. This compares to 2013/14 Q1 performance of 356 showing a significant reduction in cases.	At Q2 there were 304 children who were the subject of a child protection plan. This compares to 2013/14 performance of 356 representing a good improvement in reducing the numbers of cases.	
		WR32	Family Welfare Support contacts (contact/caseload count for Sure Start's Welfare Right worker)		CEC	Quarterly	N/A	N/A	83	Data not yet available	N/A	57	Not Applicable	✓	✓	Data not yet available. To be reported at Q2	At Q2 there were 57 families approaching Sure Start Children's Centres Welfare Rights worker for benefit advice via the CAB worker. This is higher than for the same period 2013/14 of 42. Numbers continue to remain small by comparison to the total number of families accessing services.	
		WR33	The number of children taken into care (existing cases)	ANEC	CEC	Quarterly	N/A	N/A	204	37	✓	77	Not Applicable	✓	✓	During Q1 there were 37 new admissions to care. This is a significant reduction on Q1 2013/14 performance of 64 new admissions. The majority of these are short term admissions (less than 3 months) and are due to single period of accommodation under Section 20 of the Children Act. These are generally young people with complex needs / behavioural problems.	At the end of Q2 there were a total of 77 admissions to care. The majority of these remain short term admissions (less than 3 months) and are due to single period of accommodation under Section 20 of the Children Act. In general these are children and young people with complex needs / behavioural problems.	
		WR37c	Back on Track pilot - Number of awards for: - rent in advance	ANEC2	RES	Quarterly	N/A	N/A	1,381	191	✗	258	449	✗	✓	✓	There has been a 15% increase in the number of applications for crisis support compared with the same period with last year (166). Given that it was a new scheme last year this is not a particularly significant increase.	A significant increase of 35% on quarter 1 on awards which the deliverer Five Lamps has attributed to a higher approval rate as the quality of the applications has improved. Crisis awards were higher in the last half of the year in 13/14 which covered the winter months
		WR47	Number of calls answered by Customer Services about Council Tax or Benefits	ANEC	RES	Quarterly		91,081	89,575	23,800	✗	23,457	47,257	✓	✗	✗	The number of calls about council tax and benefits has increased by 2,346 (11%) compared to the same period last year.	In the first six months of the year, there has been a 7.4% increase in the number of calls (3,272) compared with the same period last year.
		WR48	Number of face to face enquiries about Council Tax or Benefits	ANEC	RES	Quarterly		43,604	53,165	12,573	✓	12,438	25,011	✓	✓	✓	The number of face to face enquiries about council tax and benefits has decreased by 1,519 (10.8%) compared to the same period last year.	In the first six months of the year, there has been a 7.3% decrease in the number of face to face enquiries (1,978) compared with the same period last year.
		WR61	Number of new households accessing a foodbank		RES	Quarterly	N/A	N/A	N/A	152	N/A	160	312	✗	N/A	N/A	This is a new indicator therefore previous outturns for comparison are not available. SDAIS have set up a food bank project and at the end of the project we will have a better idea about how many households are accessing food banks. The outturn for quarter one refers to the number of referrals SDAIS have made during the quarter to a food bank. Please note the methodology of this measure will be changing throughout the year as more agencies become part of the project therefore a trend will not be available at this early stage.	This can be viewed as a snap shot in time only as the figure would be expected to increase as other foodbank outlets join the two providing regular data for the project which is run by Stockton District Advice and Information Services.

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Local Welfare Assistance Scheme	Direct	WR36	Back on Track pilot - Total number of applications	ANEC2	RES	Quarterly	N/A	N/A	1,401	259	✗	345	604	✗	✗	There has been a 31% increase in the total number of applications compared with the same period last year (197). The increase is due to the increase in number of applications for settlement grants.	A significant increase of 33% on quarter 1 in the number of applications which can be attributed to increased awareness of the scheme.
		WR37a	Back on Track pilot - Number of awards for: - crisis support	ANEC2	RES	Quarterly	N/A	N/A	1,381	191	✗	258	449	✗	✓	There has been a 15% increase in the number of applications for crisis support compared with the same period with last year (166). Given that it was a new scheme last year this is not a particularly significant increase.	A significant increase of 35% on quarter 1 on awards which the deliverer Five Lamps has attributed to a higher approval rate as the quality of the applications has improved. Crisis awards were higher in the last half of the year in 13/14 which covered the winter months
		WR37b	Back on Track pilot - Number of awards for: - settlement support	ANEC2	RES	Quarterly	N/A	N/A	767	214	✗	262	476	✗	✗	There has been a 449% increase in the number of applications for settlement support compared with the same period as last year (39). The numbers last year reflected that it was a new scheme for the borough and therefore the significant increase reflects a greater awareness of the local scheme.	A significant increase of 22%, compared with quarter 1, on awards which the deliverer Five Lamps has attributed to a higher approval rate as the quality of the applications has improved.
		WR37c	Back on Track pilot - Number of awards for: - rent in advance	ANEC2	RES	Quarterly	N/A	N/A	164	73	✗	81	154	✗	✗	There has been a 421% increase in the number of awards for rent in advance compared with the same period last year (14). The numbers last year reflected that it was a new scheme for the borough. Having secured funding to be used as Back on Track, Housing Options has to date been able to help clients with either rent in advance payments to secure privately rented accommodation, or pay shortfalls for clients to be placed in supported accommodation (this payment is made when there is a delay in the individual's benefit).	A significant increase on quarter 1 and last year which will put pressure on the remaining rent in advance budget which is administered by Housing Options. Housing Options been able to help clients with either rent in advance payments to secure privately rented accommodation, or pay shortfalls for clients to be placed in supported accommodation (this payment is made when there is a delay in benefits being in immediate effect).
		WR38	Back on track pilot budget	ANEC1	RES	Quarterly	N/A	N/A	731,244	78,250	✗	78,250	156,500	=	✗	The budget profile for Q1 2013/14 was based on the take up of the DWP Crisis Loans and Community Grants scheme and set at £731,244 for the year. The levels of take up however were far smaller when it became a local scheme so the budget profile passed across to the deliverer was reduced accordingly this year to reflect spend levels in Q4 2013/14.	A significant increase on quarter 1 and last year which will put pressure on the remaining rent in advance budget which is administered by Housing Options. Housing Options been able to help clients with either rent in advance payments to secure privately rented accommodation, or pay shortfalls for clients to be placed in supported accommodation (this payment is made when there is a delay in benefits being in immediate effect).
		WR39	Back on track pilot spend	ANEC2	RES	Quarterly	N/A	N/A	204,664	86,841	✗	116,597	203,438	✗	✗	There has been a significant increase in the spend compared with the same period last year (£15,825). However the take up last year reflected that it was a new scheme for the borough and therefore the increase reflects a greater awareness of the local scheme.	We had based anticipated spend in 2014/15 on spend in quarter 4 in 2013/14 minus some savings from changing the offer after Cabinet. Spend in Q1 and Q2 has exceeded projections however the cap of the max payout on settlement to £500, from November, should bring spend back within the overall projections. The cap was approved at Cabinet in October as part of a holistic package of support to keep the support available for as long as possible following the withdrawal of government funding post March 2015. The number and spend on rent in advance has also increased.
		WR40	Back on Track pilot - spend as a percentage of budget for quarter	ANEC2	RES	Quarterly	N/A	N/A	27.99%	110.00%	✗	1.49	N/A	✗	✗	The budget for the quarter had been based on quarter 4 2013/14. The spend will be taken into account in the October Cabinet report on the scheme which will look at the approach going forward.	We had based anticipated spend in 2014/15 on spend in quarter 4 in 2013/14 minus some savings from changing the offer after Cabinet. Spend in Q1 and Q2 has exceeded projections however the cap of the max payout on settlement to £500, from November, should bring spend back within the overall projections. The cap was approved at Cabinet in October as part of a holistic package of support to keep the support available for as long as possible following the withdrawal of government funding post March 2015. The number and spend on rent in advance has also increased.
		WR41	Number of Back on Track loan defaults		RES	Quarterly	N/A	N/A	Nil	Nil	=	Nil	Nil	=	=	The number of loans issued has been minimal indicating a lack of any affordability in the client group.	The number of loans issued is negligible indicating a lack of any affordability in the client group.

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	Indirect	WR61	Number of new households accessing a foodbank		RES	Quarterly	N/A	N/A	N/A	152	N/A	160	312	✗	N/A	This is a new indicator therefore previous outturns for comparison are not available. SDAIS have set up a food bank project and at the end of the project we will have a better idea about how many households are accessing food banks. The outturn for quarter one refers to the number of referrals SDAIS have made during the quarter to a food bank. Please note the methodology of this measure will be changing throughout the year as more agencies become part of the project therefore a trend will not be available at this early stage.	This can be viewed as a snap shot in time only as the figure would be expected to increase as other foodbank outlets join the two providing regular data for the project which is run by Stockton District Advice and Information Services.
Local Council Tax Support Scheme	Direct	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	2,525	Data not yet available	N/A	Data not yet available	Data not yet available	N/A	N/A	SDAIS have reported that with the switch to their new (national) case recording system they have not been able to find a way to determine the stats previously recorded under WR10 but are continuing to look at this.	SDAIS have reported that with the switch to their new (national) case recording system they have not been able to find a way to determine the stats previously recorded under WR10 but are continuing to look at this.
		WR12	Estimated loss to Stockton-on-Tees economy due to welfare reforms and equivalent per working age adult (16-64)		RES		N/A	N/A			N/A	Data not yet available	N/A	N/A	N/A		ANEC and the ILG are undertaking a longitudinal study on the impact of WR on the region. Interim reports are expected annually at year end.
		WR47	Number of calls answered by Customer Services about Council Tax or Benefits	ANEC	RES	Quarterly		91,081	89,575	23,800	✗	23457	47257	✓	✗	The number of calls about council tax and benefits has increased by 2,346 (11%) compared to the same period last year.	In the first six months of the year, there has been a 7.4% increase in the number of calls (3,272) compared with the same period last year.
		WR48	Number of face to face enquiries about Council Tax or Benefits	ANEC	RES	Quarterly		43,604	53,165	12,573	✓	12438	25011	✓	✓	The number of face to face enquiries about council tax and benefits has decreased by 1,519 (10.8%) compared to the same period last year.	In the first six months of the year, there has been a 7.3% decrease in the number of face to face enquiries (1,978) compared with the same period last year.
		WR49	Number of Taxation face-to-face queries coming into Kingsway House		RES	Quarterly	1,111	981	1,579	455	✗	384	839	✓	✓	The number of face to face queries coming into Kingsway House has increased by 60 (15%) compared to the same period last year. As statistics relating to the nature of visits are no longer maintained, it is not possible to confirm what percentage were Welfare Reform related.	Q1 is always historically a busy time for personal visits due to the issue of annual bills, so reduction in Q2 expected.
		WR50	In year collection performance - the percentage of Council Tax that was due for the year and actually collected in-year		RES	Quarterly	98.10%	98.20%	96.90%	28.91%	=	Not applicable	55.97%	N/A	=	The collection performance at the end of quarter one is very similar to the same time last year (28.79%).	Similar figure to same period last year
		WR51	Long term collection performance - the percentage of Council Tax that was due for the year that was collected after 3 years		RES	Annually	98.74%	99.03%	99.17%	99.10%	=	Not applicable	99.10%	N/A	=	The collection performance at the end of quarter one is very similar to the same period last year (99.07%).	Similar figure to same period last year
		WR52a	Enforcement activity per thousand dwellings: Summons	ANEC2	RES	Quarterly	N/A	113.5	208.3	1.7	✓	Not applicable	9.28	Not applicable	N/A		Similar figure to same period last year. Figures are not comparable with Q1 as the measure is cumulative.
		WR52b	Enforcement activity per thousand dwellings: Bailiff referrals	ANEC2	RES	Quarterly	N/A	60.7	39.5	6.1	✗	Not applicable	N/A	Not applicable	N/A	Although enforcement activity per thousand dwellings has only increased marginally, the percentage of those that we have requested a deduction from benefit by way of recovery, has increased by around 30% mainly due to Council Tax Support claimants. In addition, we have sent less cases to the bailiff for recovery due to the changes to the Enforcement (Bailiff) Regulations that came into force on the 6th April 2014, which has reduced the cases that are deemed appropriate due to the revised fee structure.	Q2 performance for 2013/14 was 22.7, however it should be noted that cases were withheld pending commencement of the new internal enforcement service and therefore the figures are not comparable. Figures are not comparable with Q1 as the measure is cumulative.
		WR52c	Enforcement activity per thousand dwellings: Attachment of Earnings Orders	ANEC2	RES	Quarterly	N/A	28.2	19.8	14.6	✗	Not applicable	N/A	Not applicable	N/A		Unable to provide Q2 information due to reporting software changes (new system is currently being installed).
		WR52d	Enforcement activity per thousand dwellings: Deductions from benefit	ANEC2	RES	Quarterly	N/A	40.7	87.1	14.6	✗	Not applicable	N/A	Not applicable	N/A		Unable to provide Q2 information due to reporting software changes (new system is currently being installed).
		WR53	Council Tax Support Claimants - the percentage of Council Tax from those on Council Tax Support that was due for the year and actually collected in-year		RES	Quarterly	N/A	N/A	84.40%	24.12%	=	Not applicable	42.42%	Not applicable	N/A	The collection performance for the support claimants at the end of quarter one was very similar figure to the same time last year (24.80%).	Figures are not comparable with Q1 as the measure is cumulative. A comparison with the previous year is also not available due to a new method of calculation being used this year, which looks at all claimants (as opposed to working age claimants).
		WR54a	Council Tax Support Claimants - Enforcement activity per thousand dwellings: Summons		RES	Quarterly	N/A	N/A	624.1	530	✗	Not applicable	263.5	Not applicable	N/A	Enforcement activity per thousand dwellings for support claimants has increased by around 31% from the same period last year. The percentage of those that we have requested a deduction from benefit by way of recovery, has increased by around 38% due to it being the most appropriate option to recover. Bailiff referrals remain at nil due to a reluctance to refer those affected by the Welfare Reforms for this type of recovery until all other options have been exhausted. Welfare visits have also been carried out in order to try and engage with this customer group.	Figures are not comparable with Q1 as the measure is cumulative. A comparison with the previous year is also not available due to a new method of calculation being used this year, which looks at all claimants (as opposed to those just paying for the first time).
		WR54b	Council Tax Support Claimants - Enforcement activity per thousand dwellings: Bailiff referrals		RES	Quarterly	N/A	N/A	Nil	Nil	=	Not applicable	4.1	Not applicable	N/A		Unable to provide Q2 information due to reporting software changes (new system is currently being installed).
WR54c	Council Tax Support Claimants - Enforcement activity per thousand dwellings: Attachment of Earnings Orders		RES	Quarterly	N/A	N/A	4.9	Nil	=	Not applicable	N/A	Not applicable	N/A		Unable to provide Q2 information due to reporting software changes (new system is currently being installed).		
WR54d	Council Tax Support Claimants - Enforcement activity per thousand dwellings: Deductions from benefit		RES	Quarterly	N/A	N/A	411.9	50.1	✗	Not applicable	N/A	Not applicable	N/A		Unable to provide Q2 information due to reporting software changes (new system is currently being installed).		

Reform topic	Impact of reform	Ref.	Description of measure	Are ANEC monitoring?	Responsibility	Frequency	2011/12	2012/13	2013/14	Q1 2014/15	Comparison to first three months in 2013/14	Q2 2014/15	First six months (cumulative)	Comparison of Q2 to Q1	Comparison to first six months in 2013/14	Q1 Comments	Q2 Comments	
	Indirect	WR11	Total amount of outstanding debt for clients of SDAIS taken on for debt casework		RES	Quarterly	N/A	16,521,531	19,220,398	3,030,472	✓	3553882	6584354	✗	✓	There is a significant decrease on the amount of debt reported by clients of SDAIS compared with last year (4,565,875).	A significant increase of 17% on quarter 1 but still below that of the first six months of last year.	
		WR13	Mental Health - People in contact with mental health services per 100,000 population	ANEC2	RES	Quarterly	N/A	N/A	N/A	2,116	N/A	Data not yet available	N/A	N/A	N/A	Public Health England have reported that for the Hartlepool and Stockton CCG in quarter 1 2013/14, there were 2,116 people in contact with mental health services per 100,000 population. This is similar to the rate in England of 2,176. This is the most up to date information available and a comparator to the previous year is not available.	Public Health England has not provided an update since last quarter.	
		WR16	Number of bids on Choice Based Lettings for property types vs availability		DNS	Quarterly	N/A	N/A	Accompanying table with year end report	See table	Not applicable						See table	
		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	899	204	✗	248	452	✗	✓	204 approaches for housing advice, including: • Debt /affordability = 56 (DHP = 52) • Rent arrears both private and social = 30 • Mortgage arrears/possession = 24 • Domestic abuse = 35 • 16 & 17 year olds asked to leave = 7 This compares with 188 approaches in the same quarter last year.	Q2 Stand alone: 248 approaches for housing advice, including: • Debt /affordability (inc requests for DHP) = 154 • Rent arrears both private and social = 27 • Mortgage arrears/possession = 24 • Domestic abuse = 36 • 16 & 17 year olds asked to leave = 7 Cumulative = 452. This compares with 463 approaches during the same period last year.	
The benefit cap	Direct	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	899	204	✗	248	452	✗	✓	204 approaches for housing advice, including: • Debt /affordability = 56 (DHP = 52) • Rent arrears both private and social = 30 • Mortgage arrears/possession = 24 • Domestic abuse = 35 • 16 & 17 year olds asked to leave = 7 This compares with 188 approaches in the same quarter last year.	Q2 Stand alone: 248 approaches for housing advice, including: • Debt /affordability (inc requests for DHP) = 154 • Rent arrears both private and social = 27 • Mortgage arrears/possession = 24 • Domestic abuse = 36 • 16 & 17 year olds asked to leave = 7 Cumulative = 452. This compares with 463 approaches during the same period last year.	
		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	2,525	Data not yet available	N/A	Data not yet available	Data not yet available	N/A	N/A	SDAIS have reported that with the switch to their new (national) case recording system they have not been able to find a way to determine the stats previously recorded under WR10 but are continuing to look at this.	SDAIS have reported that with the switch to their new (national) case recording system they have not been able to find a way to determine the stats previously recorded under WR10 but are continuing to look at this.	
		WR11	Total amount of outstanding debt for clients of SDAIS taken on for debt casework		RES	Quarterly	N/A	16,521,531	19,220,398	3,030,472	✓	3553882	6584354	✗	✓	There is a significant decrease on the amount of debt reported by clients of SDAIS compared with last year (4,565,875).	A significant increase of 17% on quarter 1 but still below that of the first six months of last year.	
	Indirect	WR61	Number of new households accessing a foodbank		RES	Quarterly	N/A	N/A	N/A	152	N/A	160	312	✗	N/A	This is a new indicator therefore previous outturns for comparison are not available. SDAIS have set up a food bank project and at the end of the project we will have a better idea about how many households are accessing food banks. The outturn for quarter one refers to the number of referrals SDAIS have made during the quarter to a food bank. Please note the methodology of this measure will be changing throughout the year as more agencies become part of the project therefore a trend will not be available at this early stage.	This can be viewed as a snap shot in time only as the figure would be expected to increase as other foodbank outlets join the two providing regular data for the project which is run by Stockton District Advice and Information Services.	
Satisfaction	Direct	WR42	% of residents who think that the economy in the local area is really struggling or not doing well		RES	Annual	Not applicable	81%	68%	Not applicable (annual update)	Not applicable	55%	55%	Not applicable	✓	The results of the Viewpoint Survey are expected to be available in the Quarter 2 report.	In September 2014, Viewpoint 38 identified that 55% of residents think that the economy of the local area is really struggling or not doing well. This is a 13% point reduction on 2013/14, which is an improvement.	
		WR44	% of residents who never or rarely feel optimistic about the future		RES	Annual	Not applicable	24%	21%	Not applicable (annual update)	Not applicable	14%	14%	Not applicable	✓	The results of the Viewpoint Survey are expected to be available in the Quarter 2 report.	In September 2014, Viewpoint 38 identified that 14% of residents never or rarely feel optimistic about the future. This is a 7% point reduction on 2013/14, which is an improvement.	
		WR45	% of the residents affected by the economic climate in the last 12 months		RES	Annual	Not applicable	53%	71%	Not applicable (annual update)	Not applicable	95%	95%	Not applicable	✗	The results of the Viewpoint Survey are expected to be available in the Quarter 2 report.	In September 2014/15, Viewpoint 38 identified that 95% of residents surveyed had experienced at least one financial challenge in the last 12 months. This is a notable 24% point increase on the 71% reporting this in 2013/14, which is a large decline.	
	Indirect	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	59%	62%	Not applicable (annual update)	Not applicable	62%	62%	Not applicable	=	The results of the Viewpoint Survey are expected to be available in the Quarter 2 report.	In September 2014, Viewpoint 38 identified that 62% of residents agree that Stockton-on-Tees is a place where people from different backgrounds get on well together. This is equal to performance in 2013/14.	

Reform topic	Impact of reform	Ref.	Description of measure	Are ANEC monitoring?	Responsibility	Frequency	2011/12	2012/13	2013/14	Q1 2014/15	Comparison to first three months in 2013/14	Q2 2014/15	First six months (cumulative)	Comparison of Q2 to Q1	Comparison to first six months in 2013/14	Q1 Comments	Q2 Comments	
Other / General	Direct	WR04	Annual Population Survey working age employment rate		DNS	Quarterly	68.7%	69.4%	71.2% (Jan-Dec 2013)	70.2% (April 2013 - March 2014)	✗	70.5% (July 2013 - June 2014)	N/A	✓	✓	The latest statistics for April 2013 to March 2014 show 70.2% of the working age population were employed. This is a small reduction of 1% point on the figure of 71.2% reported last quarter for January to December 2013 but is 0.8% points higher than the rate of 69.4% for April 2012 to March 2013.	The latest statistics for July 2013 to June 2014 show 70.5% of the working age population were employed. This is a small increase of 0.3% point on the figure of 70.2% reported last quarter for April 2013 to March 2014 and 1.1% points higher than the rate of 69.4% for July 2012 to June 2013.	
		WR05	Working age population self-employed		DNS	Quarterly	6.0%	6.6%	7.6% (Jan-Dec 2013)	7.1% (April 2013 - March 2014)	✗	7.7% (July 2013 - June 2014)	N/A	✓	✓	The latest statistics for April 2013 to March 2014 show 7.1% of the working age population were self-employed. This is a small reduction of 0.5% points on the figure of 7.6% reported last quarter for January to December 2013 but is 0.5% points higher than the rate of 6.6% for April 2012 to March 2013.	The latest statistics for July 2013 to June 2014 show 7.7% of the working age population were self-employed. This is a small increase of 0.6% points on the figure of 7.1% reported last quarter for April 2013 to March 2014 and 0.5% points higher than the rate of 7.2% for July 2013 to June 2014.	
		WR06	Job Seeker's Allowance Claimant Count (aged 16-64)	ANEC	DNS	Quarterly	5.9%	5.7%	4.6%	4.0%	✓	3.7%	N/A	✓	✓	The percentage of working age Job Seeker's Allowance claimants reduced from 5.4% (6,685) in June 2013 to 4.0% (4,975) in June 2014. In the last three years, the highest percentage of Stockton working residents claiming Job Seeker's Allowance was 5.9% in February 2012, so recent results are positive. We are on track to achieve the year-end target of 4.1%.	The percentage of working age Job Seeker's Allowance claimants reduced from 4.0% (4,975) in June 2014 to 3.7% (4,545) in September 2014. In the last three years, the highest percentage of Stockton working residents claiming Job Seeker's Allowance was 5.9% in February 2012, so recent results are positive. We are on track to achieve the year-end target of 4.1%.	
		WR07	Young Person (18 - 24) Job Seeker's allowance claimant count		DNS	Quarterly	13.3%	11.9%	9.0%	7.4%	✓	7.1%	N/A	✓	✓	The percentage of young person (18-24) Job Seeker's Allowance (JSA) claimant count reduced from 11.2% (2,000) in June 2013 to 7.4% (1,325) in June 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 are positive. We are on track to achieve the year-end target of 8.2%.	The percentage of young person (18-24) Job Seeker's Allowance (JSA) claimant count reduced from 7.4% (1,325) in June 2014 to 7.1% (1,245) in September 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 are positive. We are on track to achieve the year-end target of 8.2%.	
		WR08	People (aged 16-64) who have been Job Seeker's Allowance claimants for over 12 months		DNS	Quarterly	1.4%	2.0%	1.7%	1.5%	✓	1.3%	N/A	✓	✓	The percentage of working age Job Seeker's Allowance claimants over 12 months reduced from 2% (2,490) in June 2013 to 1.5% (1,875) in June 2014.	The percentage of working age Job Seeker's Allowance claimants over 12 months reduced from 1.5% (1,875) in June 2014 to 1.3% (1,620) in September 2014.	
		WR09	Young Persons (aged 18-24) who have been a Job Seeker's allowance claimant for over 12 months		DNS	Quarterly	1.9%	3.1%	2.3%	1.8%	✓	1.5%	N/A	✓	✓	The percentage of young person (18-24) Job Seeker's Allowance claimants over 12 months reduced from 3.1% (560) in June 2013 to 1.8% (320) in June 2014.	The percentage of young person (18-24) Job Seeker's Allowance claimants over 12 months reduced from 1.8% (320) in June 2014 to 1.5% (270) in September 2014.	
		WR12	Estimated loss to Stockton-on-Tees economy due to welfare reforms and equivalent per working age adult (16-64)		RES			N/A	N/A			N/A	Data not yet available	N/A	N/A	N/A		ANEC and the ILG are undertaking a longitudinal study on the impact of WR on the region. Interim reports are expected annually at year end.
		WR34	Percentage of children living in poverty		RES	Annual	21.6%	N/A	N/A		Data not yet available	N/A	Data not yet available	N/A	N/A	N/A	HMRC have not provided an update on this measure.	In September, the Department for Education have launched a child poverty basket of local indicators which reports that in 2012, 21.0% of children in Stockton-on-Tees (8,985) live in families in receipt of out-of-work (means-tested) benefits or in families in receipt of tax credits whose reported income is less than 60% of median income. This compares better than the North East as a whole (22.6%) but worse than the national average (18.6%). Since 2009, the number of children living in low income families has been on the decline but there is no data available since 2012.
		WR56	Number of clients visiting Stockton District Advice and Information Service (SDAIS) for debt related matters		RES	Quarterly	N/A	N/A	4,432	496	✗	598	1094	✗	✗	There have been almost 10% more clients visiting SDAIS for debt related matters than in the same period last year.	A significant increase on q1.	
		WR57	Number of clients visiting Stockton District Advice and Information Service (SDAIS) with pay day loans		RES	Quarterly	N/A	N/A	124	37	✗	15	52	✓	✗	There have been 37% more clients visiting SDAIS with pay day loans than in the same period last year.	These are relatively low numbers presenting with problems with pay day loans considering the prevalence of pay day loans.	
WR60	DWP sanctions (measure to be developed)																	

Reform topic	Impact of reform	Ref.	Description of measure	Are ANEC monitoring?	Responsibility	Frequency	2011/12	2012/13	2013/14	Q1 2014/15	Comparison to first three months in 2013/14	Q2 2014/15	First six months (cumulative)	Comparison of Q2 to Q1	Comparison to first six months in 2013/14	Q1 Comments	Q2 Comments
	Indirect	WR61	Number of new households accessing a foodbank		RES	Quarterly	N/A	N/A	N/A	152	N/A	160	312	✗	N/A	This is a new indicator therefore previous outturns for comparison are not available. SDAIS have set up a food bank project and at the end of the project we will have a better idea about how many households are accessing food banks. The outturn for quarter one refers to the number of referrals SDAIS have made during the quarter to a food bank. Please note the methodology of this measure will be changing throughout the year as more agencies become part of the project therefore a trend will not be available at this early stage.	This can be viewed as a snap shot in time only as the figure would be expected to increase as other foodbank outlets join the two providing regular data for the project which is run by Stockton District Advice and Information Services.
		WR01	Level of reported acquisitive crime, including burglary, theft, shop-lifting and vehicle theft	ANEC	DNS	Quarterly	6,066	5,812	5,826	1,340	✓	1235	2575	✓	✓	1,340 acquisitive crimes reported during April - June 2014, compared with 1,513 during the same period last year. This represents an 11.4% reduction.	2,575 acquisitive crimes reported during April - September 2014, compared with 3,218 during the same period last year. This represents a 20.0% reduction.
		WR02	Number of accident and emergency presentations as a result of domestic violence		DNS	Quarterly	N/A	116	100	36	✗	23	59	✓	✗	36 accident and emergency presentations as a result of domestic violence during April - June 2014, compared with 21 during the same period last year. This represents an increase of 71%.	59 accident and emergency presentations as a result of domestic violence during April - September 2014, compared with 45 during the same period last year. This represents an increase of 31%.
		WR03	Incidents of domestic violence resulting in a recorded crime	ANEC	DNS	Quarterly	N/A	1,036	761	127	✓	131	258	✗	✓	127 incidents of domestic violence resulting in a recorded crime reported April - June 2014, compared to 197 during the same period last year. This represents a 35.5% reduction.	258 incidents of domestic violence resulting in a recorded crime reported during April - September 2014, compared with 402 during the same period last year. This represents a 35.8% reduction.
		WR14	Percentage of residents with bad or very bad general health		RES	Annual	N/A	6%	9%	Not applicable (annual update)	Not applicable	14%	14%	Not applicable	✓	The results of the Viewpoint Survey are expected to be available in the Quarter 2 report.	In September 2014, Viewpoint 38 identified that 14% of respondents declared their health in general as either bad or very bad. This is a 5% point increase on 2013/14.
		WR59	Animal Welfare (measure to be developed)														

Key:
 ANEC Information that we are already collecting that ANEC have requested.
 ANEC2 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/ biannually
 N/A Data not available

Comparison symbols
 ✓ Tick for an improvement / positive shift
 = Equals sign for static / no movement
 ✗ Cross for a decline / negative shift