

Reform topic	Impact of reform	Ref.	Description of measure	Q1 2014/15	Q2 2014/15	Q3 2014/15	Comparison of Q3 to Q2	First nine months (cumulative)	Comparison to first nine months in 2013/14	Q1 Comments	Q2 Comments	Q3 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	3,077	3,251	2,337	✓	8,665	✓	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.	A decrease of 28% on quarter 2. SDAIS report that this reduction can in part be explained by their data now being sorted by Outreach rather than enquiry type which will return slightly more accurate results. There has been a decrease compared with the same point last year (9,632).
		WR27	The number of applicants approaching the Welfare Rights service as a result of welfare reforms	270	443	346		1094 clients (46%)	✓	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.	Aduring Q3, there were a total of 718 contacts to the Welfare Rights Service, 346 (48.2%) of which were as a result of the impact of welfare reform. This is an increase on the position at Q2. The highest proportion of clients approaching the service continue to be clients requiring advice / support regarding Employment Support Allowance which accounts for 53.8% of all enquiries.
		WR28	The number of cases referred to SDAIS for assistance from Welfare Rights	44	38	30	✓	112	✓	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.	A 21% reduction in the number of referrals compared to quarter 2. A reduction compared with same point last year (143).
		WR43	% of residents who think their personal financial circumstances will get worse over the next 12 months	Not applicable (annual update)	27%	Not applicable (annual update)	N/A	Not applicable (annual update)	N/A	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.	These measures are collected through an annual survey and the results were reported at quarter 2.
	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)	204	248	223	-25	675		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.	Q3 Stand Alone: 223 approaches for housing advice, including: Debt affordability (including DHP requests) = 123 Rent arrears both private and social = 43 Mortgage arrears/possession = 20 Domestic Abuse = 26 16 - 17 year olds asked to leave = 11. Cumulative = 675. This compares with 187 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	See table	See table					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	Total no paid April - December 2014 = 540 Total amount paid = £288,352
		WR24b	Discretionary Housing Payments: Budget spend to date; number of applications; number of awards; changes to any criteria.	See table	See table	See table				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	Budget: £446,762. Spend Apr - Dec 2014: £316,881 = 29% of budget. Applications received: 811; paid: 540. Changes to criteria: NIL  See table
		WR36	Back on Track pilot - Total number of applications	259	345	311	✓	915	✓	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.	A 10% decrease in the number of applications compared with q2.
		WR47	Number of calls answered by Customer Services about Council Tax or Benefits	23,800	23,457	21,634	✓	68,891	✓	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.	In the first nine months of the year there has been a 6.9% increase in the number of calls (4,449) 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	29%	Not applicable	Not applicable	=	83.16%	=	The collection performance at the end of quarter one is very similar to the same time last year (28.7%).	Similar figure to same period last year	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)	204	248	223	-25	675		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.	Q3 Stand Alone: 223 approaches for housing advice, including: Debt affordability (including DHP requests) = 123 Rent arrears both private and social = 43 Mortgage arrears/possession = 20 Domestic Abuse = 26 16 - 17 year olds asked to leave = 11. Cumulative = 675. This compares with 187 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	Data not yet available	Data not yet available	348	✓	731 (Q1 was recorded differently so cannot be included)	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.	The outturn for quarters two and three are now available. This figure represents the number of clients approaching SDAIS with debt issues who have attended the bureau since the introduction of a new recording system for cases in July 2014. The change from q2 to q3 is a reduction of 9.14%.
		WR11	Total amount of outstanding debt for clients of SDAIS taken on for debt casework	3,030,472	3,553,882	2,986,954	✓	9,571,308	✓	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.	A decrease of 16% on quarter 2. The amount of outstanding debt that new clients have which SDAIS have seen so far this year is much smaller than at the same point last year (13,923,536).
		WR16	Number of bids on Choice Based Lettings for property types vs availability	See table		See table			✓	See table		Information will be available at year end.
		WR17	Level of social housing rent arrears (percentage) net of outstanding Housing Benefit	98.39%	97.67%	96.91	-0.76%		✓	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.	96.91% compared to 98.45% 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	4,513	4224	4623	399 (+)	13350		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.	4523 compared to 5166 reported for the same period last year. Figures relate to Tristar Homes only. This figure accounts for over 40 % of total households. Figures are snapshot not cumulative
		WR19	Number of rent arrears eviction court claims	151	128					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.	Data to be reported at year end.
		WR20	Number of landlord rent arrears repossession court orders	46	20					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.	Data to be reported at year end.
		WR13	Mental Health - People in contact with mental health services per 100,000 population	2,116	Data not yet available	Data not yet available	N/A	Data not yet available	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.	Public Health England has not released an update since June 2014. The data is made available through the mental health community profiles and therefore it is anticipated that they will not be refreshed until June 2015.
		WR21	Number affected by under occupation	2,055	1977	Data not yet available	24 (-)	Data not yet available		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.	1953 people affected by under occupation compared with 2129 at the same time last year.
		WR22	Percentage of tenancies failing within the first 12 months	10.7%	10.0%	9.81%	0.19% (-)			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.	9.81% of starter tenancies failing within the first 12 months, this compares to 9.82% reported in 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	3,247						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.		Data will be available at year end.
		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	See table	See table	See table				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	Total no paid April - December 2014 = 540 Total amount paid = £288,352 See table for breakdown
		WR25	Proportion of households approaching the authority and accepted as statutory homeless	0.1%		0.42%				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.		709 households approaching the local authority and accepted full duty in three cases. This equates to 0.5% and shows a reduction when compared with the same period last year (1.2%).
		WR26	Information on numbers of clients approaching Stockton District Advice and Information Service (SDAIS) for advice	3,077	3,251	2,337	✓	8,665	✓	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.	A decrease of 28% on quarter 2. SDAIS report that this reduction can in part be explained by their data now being sorted by Outreach rather than enquiry type which will return slightly more accurate results. There has been a decrease compared with the same point last year (9,632).
		WR27	The number of applicants approaching the Welfare Rights service as a result of welfare reforms	270	443	346		1094 clients (46%)	✓	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.	Aduring Q3, there were a total of 718 contacts to the Welfare Rights Service, 346 (48.2%) of which were as a result of the impact of welfare reform. This is an increase on the position at Q2. The highest proportion of clients approaching the service continue to be clients requiring advice / support regarding Employment Support Allowance which accounts for 53.8% of all enquiries.
		WR28	The number of cases referred to SDAIS for assistance from Welfare Rights	44	38	30	✓	112	✓	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.	A 21% reduction in the number of referrals compared to quarter 2. A reduction compared with same point last year (143).

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	Indirect	WR33	The number of children taken into care (existing cases)	37	77	111				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.	At the end of Q3 there were a total of 111 new 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	191	258	74	✓	157	✗	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	A reduction of 9% compared with quarter 2.
		WR47	Number of calls answered by Customer Services about Council Tax or Benefits	23,800	23,457	21,634	✓	68,891	✓	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.	In the first nine months of the year there has been a 6.9% increase in the number of calls (4,449) compared with the same period last year.
		WR48	Number of face to face enquiries about Council Tax or Benefits	12,573	12,438	12,074	✓	37,081	✓	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.	In the first nine months of the year there has been a decrease of 5.7% in the number of face to face enquiries (2,230) compared to the same period last year.
		WR61	Number of new households accessing a foodbank	152	160	N/A	N/A	N/A	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	259	345	311	✓	915	✓	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.	A 10% decrease in the number of applications compared with Q2.
		WR37a	Back on Track pilot - Number of awards for: - crisis support	191	260	177	✓	930	✗	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	A decrease of 32% on the last quarter.
		WR37b	Back on Track pilot - Number of awards for: - settlement support	214	262	123	✓	453	✗	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.	A decrease of 52% on quarter 3. The number of awards has reduced which can largely be attributed to capping the maximum value of awards in a year to £500 rather than the previous £1,500. An approved application could result in a number of different awards of goods ie. A fridge, a cooker etc would each be a separate award. The cap on the maximum value of the award means applicants would prioritise which goods they needed.
		WR37c	Back on Track pilot - Number of awards for: - rent in advance	73	81	74	✓	157	✗	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.	A reduction of 9% compared with quarter 2.
		WR38	Back on track pilot budget	78,250	78,250	78,250	N/A	548,433	N/A	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	86,841	116,597	116,597	N/A	116,088	N/A	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.	Following the Governments' withdrawal of funding for local welfare schemes post March 2015 Cabinet agreed to amend the scheme and the offer in order and use the remaining funds to continue the scheme for as long as possible. In order for this to happen spend had to be profiled to stay within the projected budget. Spend has been profiled at £18k a month since November so this indicator is no longer comparable to previous quarters.
		WR40	Back on Track pilot - spend as a percentage of budget for quarter	110.00%	149.00%		N/A	21.17%	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.	
		Indirect	WR41	Number of Back on Track loan defaults	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.
		WR61	Number of new households accessing a foodbank	152	160	N/A	N/A	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.	Data not yet available

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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	Data not yet available	Data not yet available	348	✓	731 (Q1 was recorded differently so cannot be included)	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.	The outturn for quarters two and three are now available. This figure represents the number of clients approaching SDAIS with debt issues who have attended the bureau since the introduction of a new recording system for cases in July 2014. The change from q2 to q3 is a reduction of 9.14%.	
		WR12	Estimated loss to Stockton-on-Tees economy due to welfare reforms and equivalent per working age adult (16-64)		Data not yet available	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.	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	23,800	23,457	21,634	✓	68,891	✓	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.	In the first nine months of the year there has been a 6.9% increase in the number of calls (4,449) compared with the same period last year.	
		WR48	Number of face to face enquiries about Council Tax or Benefits	12,573	12,438	12,074	✓	37,081	✓	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.	In the first nine months of the year there has been a decrease of 5.7% in the number of face to face enquiries (2,230) compared to the same period last year.	
		WR49	Number of Taxation face-to-face queries coming into Kingsway House	455	384	239	✓	1,078	✓	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.	Q3 figures are very much in line with historic trends.	
		WR50	In year collection performance - the percentage of Council Tax that was due for the year and actually collected in-year	28.91%	Not applicable	Not applicable	=	83.16%	=	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	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	99.10%	Not applicable	Not applicable	=	99.10%	=	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	Similar figure to same period last year.	
		WR52a	Enforcement activity per thousand dwellings: · Summonses	1.7	Not applicable	Not applicable	Not applicable	168.8	=		Similar figure to same period last year. Figures are not comparable with Q1 as the measure is cumulative.	Very similar figure to same period last year. Figures are not comparable between quarters as the measure is cumulative.	
		WR52b	Enforcement activity per thousand dwellings: · Bailiff referrals	6.1	Not applicable	Not applicable	Not applicable	21.52	✓	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.	Cumulatively fewer cases have been referred for enforcement due to a review of internal processes. For example one of the new processes introduced for smaller council tax balances is a new visiting stage where a visit will be made prior to the enforcement stage to try and obtain a payment arrangement. This has been very successful with in excess of 35% of those customers visited making and maintaining a payment arrangement.	
		WR52c	Enforcement activity per thousand dwellings: · Attachment of Earnings Orders	14.6	Not applicable	Not applicable	Not applicable	Not available	N/A		Unable to provide Q2 information due to reporting software changes (new system is currently being installed).	As with previous quarter, still unable to obtain this information.	
		WR52d	Enforcement activity per thousand dwellings: · Deductions from benefit	14.6	Not applicable	Not applicable	Not applicable	Not available	N/A				
		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	24.12%	Not applicable	Not applicable	Not applicable	61.15%	Not applicable	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).	Figures are not comparable with other quarters as the measure is cumulative. A comparison with the previous year is also not available due to a change in calculation method.	
		WR54a	Council Tax Support Claimants - Enforcement activity per thousand dwellings: · Summonses	530	Not applicable	Not applicable	Not applicable	322.04	Not applicable		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).	Figures are not comparable with other quarters as the measure is cumulative. A comparison with the previous year is also not available due to a change in calculation method.
		WR54b	Council Tax Support Claimants - Enforcement activity per thousand dwellings: · Bailiff referrals	Nil	Not applicable	Not applicable	Not applicable	9.14	Not applicable			A small number of cases have been referred to the in-house enforcement team this year and these are being closely monitored; last year none of the cases were referred for enforcement.	
WR54c	Council Tax Support Claimants - Enforcement activity per thousand dwellings: · Attachment of Earnings Orders	Nil	Not applicable	Not applicable	Not applicable	Not available	N/A		Unable to provide Q2 information due to reporting software changes (new system is currently being installed).	As with previous quarter, still unable to obtain this information.			
WR54d	Council Tax Support Claimants - Enforcement activity per thousand dwellings: · Deductions from benefit	50.1	Not applicable	Not applicable	Not applicable	Not available	N/A						




Reform topic	Impact of reform	Ref.	Description of measure	Q1 2014/15	Q2 2014/15	Q3 2014/15	Comparison of Q3 to Q2	First nine months (cumulative)	Comparison to first nine months in 2013/14	Q1 Comments	Q2 Comments	Q3 Comments	
	Indirect	WR11	Total amount of outstanding debt for clients of SDAIS taken on for debt casework	3,030,472	3,553,882	2,986,954	✓	9,571,308	✓	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.	A decrease of 16% on quarter 2. The amount of outstanding debt that new clients have which SDAIS have seen so far this year is much smaller than at the same point last year (13,923,536).	
		WR13	Mental Health - People in contact with mental health services per 100,000 population	2,116	Data not yet available	Data not yet available	N/A	Data not yet available	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.	Public Health England has not released an update since June 2014. The data is made available through the mental health community profiles and therefore it is anticipated that they will not be refreshed until June 2015.	
		WR16	Number of bids on Choice Based Lettings for property types vs availability	See table		See table				✓	See table		Information will be available at year end.
		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)	204	248	223	-25	675			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.	Q3 Stand Alone: 223 approaches for housing advice, including: Debt affordability (including DHP requests) = 123 Rent arrears both private and social = 43 Mortgage arrears/possession = 20 Domestic Abuse = 26 16 - 17 year olds asked to leave = 11. Cumulative = 675. This compares with 187 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)	204	248	223	-25	675		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.	Q3 Stand Alone: 223 approaches for housing advice, including: Debt affordability (including DHP requests) = 123 Rent arrears both private and social = 43 Mortgage arrears/possession = 20 Domestic Abuse = 26 16 - 17 year olds asked to leave = 11. Cumulative = 675. This compares with 187 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	Data not yet available	Data not yet available	348	✓	731 (Q1 was recorded differently so cannot be included)	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.	The outturn for quarters two and three are now available. This figure represents the number of clients approaching SDAIS with debt issues who have attended the bureau since the introduction of a new recording system for cases in July 2014. The change from q2 to q3 is a reduction of 9.14%.	
		WR11	Total amount of outstanding debt for clients of SDAIS taken on for debt casework	3,030,472	3,553,882	2,986,954	✓	9,571,308	✓	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.	A decrease of 16% on quarter 2. The amount of outstanding debt that new clients have which SDAIS have seen so far this year is much smaller than at the same point last year (13,923,536).	
	Indirect	WR61	Number of new households accessing a foodbank	152	160	N/A	N/A	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.	Data not yet available	
Satisfaction	Direct	WR42	% of residents who think that the economy in the local area is really struggling or not doing well	Not applicable (annual update)	55%	Not applicable (annual update)	N/A	Not applicable (annual update)	N/A	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.	These measures are collected through an annual survey and the results were reported at quarter 2.	
		WR44	% of residents who never or rarely feel optimistic about the future	Not applicable (annual update)	14%	Not applicable (annual update)	N/A	Not applicable (annual update)	N/A	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.	These measures are collected through an annual survey and the results were reported at quarter 2.	
		WR45	% of the residents affected by the economic climate in the last 12 months	Not applicable (annual update)	95%	Not applicable (annual update)	N/A	Not applicable (annual update)	N/A	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.	These measures are collected through an annual survey and the results were reported at quarter 2.	
	Indirect	WR46	% of residents who agree that Stockton-on-Tees is a place where people from different backgrounds get on well together	Not applicable (annual update)	62%	Not applicable (annual update)	N/A	Not applicable (annual update)	N/A	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.	These measures are collected through an annual survey and the results were reported at quarter 2.	

Reform topic	Impact of reform	Ref.	Description of measure	Q1 2014/15	Q2 2014/15	Q3 2014/15	Comparison of Q3 to Q2	First nine months (cumulative)	Comparison to first nine months in 2013/14	Q1 Comments	Q2 Comments	Q3 Comments	
Other / General	Direct	WR04	Annual Population Survey working age employment rate	70.2% (April 2013 - March 2014)	70.5% (July 2013 - June 2014)	70.4% (Oct 2013 - Sept 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.	The latest statistics for October 2013 to September 2014 show 70.4% (88,400) of the working age population were employed. This is a small decrease of 0.1% point on the figure of 70.5% (88,300) reported last quarter for July 2013 to June 2014 and 0.7% points lower than the rate of 71.1% (89,600) for October 2012 to September 2013.	
		WR05	Working age population self-employed	7.1% (April 2013 - March 2014)	7.7% (July 2013 - June 2014)	7.6% (Oct 2013 - Sept 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.	The latest statistics for October 2013 to September 2014 show 7.6% (10,100) of the working age population were self-employed. This is a small decrease of 0.1% points on the figure of 7.7% (10,300) reported last quarter for July 2013 to June 2014 and is the same percentage rate of 7.6% (10,300) but lower number for October 2012 to September 2013.	
		WR06	Job Seeker's Allowance Claimant Count (aged 16-64)	4.0%	3.7%	3.4%	✓	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%.	The percentage of working age Job Seeker's Allowance claimants reduced from 3.7% (4,545) in September 2014 to 3.4% (4,182) in December 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	7.4%	7.1%	6.2%	✓	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%.	The percentage of young person (18-24) Job Seeker's Allowance (JSA) claimant count reduced from 7.1% (1,245) in September 2014 to 6.2% (1,085) in December 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	1.5%	1.3%	1.1%	✓	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.	The percentage of working age Job Seeker's Allowance claimants over 12 months reduced from 1.3% (1,620) in September 2014 to 1.1% (1,410) in December 2014.	
		WR09	Young Persons (aged 18-24) who have been a Job Seeker's allowance claimant for over 12 months	1.8%	1.5%	1.1%	✓	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.	The percentage of young person (18-24) Job Seeker's Allowance claimants over 12 months reduced from 1.5% (270) in September 2014 to 1.1% (185) in December 2014.	
		WR12	Estimated loss to Stockton-on-Tees economy due to welfare reforms and equivalent per working age adult (16-64)		Data not yet available	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.	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.	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		Data not yet available	Data not yet available	Data not yet available	N/A	Data not yet available	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.	No update has been released. It is anticipated that the basket of indicators will not be refreshed until September 2015.
		WR56	Number of clients visiting Stockton District Advice and Information Service (SDAIS) for debt related matters	496	598	510	✓	2,100	✗		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.	A significant reduction on q2 of 53%. An increase on the same point last year (1,581), however in Q4 last year the number of clients increased dramatically.
		WR57	Number of clients visiting Stockton District Advice and Information Service (SDAIS) with pay day loans	37	15	N/A	N/A	N/A	N/A		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.	Data not yet available
WR60	DWP sanctions (measure to be developed)												



Reform topic	Impact of reform	Ref.	Description of measure	Q1 2014/15	Q2 2014/15	Q3 2014/15	Comparison of Q3 to Q2	First nine months (cumulative)	Comparison to first nine months in 2013/14	Q1 Comments	Q2 Comments	Q3 Comments
	Indirect	WR61	Number of new households accessing a foodbank	152	160	N/A	N/A	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.	Data not yet available
		WR01	Level of reported acquisitive crime, including burglary, theft, shop-lifting and vehicle theft	1,340	1235					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	36	23					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	127	131	254		512		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.	512 incidents of domestic violence resulting in a recorded crime reported during April to December 2014, compared with 563 during the same period last year. This represents a 9.10% reduction.
		WR14	Percentage of residents with bad or very bad general health	Not applicable (annual update)	14%	N/A	N/A	Not applicable	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.	This measure is collected through an annual survey and the results were reported at quarter 2.
		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