

Issue	Ref.	Description of measure	ANEC/ILG Monitoring	2013-14	2014-15	Q1 2015-16	Q2 2015-16 - CUMULATIVE YEAR TO DATE	Q3 2015-16 - CUMULATIVE YEAR TO DATE	Q2 2015-16 Comments	Q3 2015-16 Comments
Advice and Information Services	WR26	Information on numbers of clients approaching Stockton District Advice and Information Service (SDAIS) for advice	No	12,483	11,020	2,413	4,637	6,905	A decrease of 27% compared with the same period last year when 6,328 clients approached SDAIS.	A decrease of 20% compared with the same period last year when 8,665 clients approached SDAIS.
	WR27	The number of applicants approaching the Welfare Rights Service as a result of welfare reforms	No	974	1,352	329	690	985	There were 690 contacts for the Welfare Rights Service in the year-to-date as a result of the impact of welfare reform measures. This compares with 693 contacts in the same period last year.	There were 985 contacts for the Welfare Rights Service in the year-to-date as a result of the impact of welfare reform measures. This compares with 1,094 contacts in the same period last year.
	WR28	The number of cases referred to SDAIS for assistance from Welfare Rights Service	No	201	122	18	61	89	A decrease of 27% compared with the same period last year when 82 cases were referred to SDAIS.	A decrease of 21% compared with the same period last year when 112 cases were referred to SDAIS.
	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	No	Q4 - 740	Q4 - 491	499	906	1,258	407 clients contacting SDAIS between July and September 2015 compared with 568 in the same period last year.	352 clients contacting SDAIS between October and December 2015 compared with 348 in the same period last year.
	WR11	Total amount of outstanding debt for clients of SDAIS taken on for debt casework	No	£19,220,398	£11,920,988	£2,555,191	£1,170,441	£2,895,500	A decrease of 67% compared with the same period last year when £3,553,882 was outstanding.	A decrease of 3% compared with the same period last year when £2,986,954 was outstanding.
	WR56	Number of clients visiting Stockton District Advice and Information Service (SDAIS) for debt related matters	No	4,432	2,146	527	956	1,322	A 13% decrease from 1,094 in the same period last year.	A 37% decrease from 2,100 in the same period last year.
	WR57	Number of clients visiting Stockton District Advice and Information Service (SDAIS) with pay day loans	No	124	74	8	12	12	A 77% decrease from 52 in the same period last year.	Comparative data not available for the same period last year.
	WR15	Approaches to the Council for housing advice	No	899	958	219	467	718	<p>April to September 2015</p> <p>Debt /affordability inc DHP = 247 Mortgage arrears = 14 Rent arrears (private and RSL) = 113 16 and 17 year olds asked to leave = 21 Domestic Abuse = 72</p> <p>The overall number of 467 between April and September 2015 has increased by 3.3% compared with the same period last year when 452 were recorded.</p>	<p>April to December 2015</p> <p>Debt /affordability inc DHP = 389 Mortgage arrears = 21 Rent arrears (private and RSL) = 166 16 and 17 year olds asked to leave = 37 Domestic Abuse (including associate DV) = 105</p> <p>The overall number of 718 between April and December 2015 has increased by 6.4% compared with the same period last year when 675 were recorded.</p>
Discretionary Housing Payments	WR24a	Number and amount of Discretionary Housing Payment (DHP) Awards	Yes	Total number of payments = 976 Total amount paid = £395,664	Total number of payments = 811 Total amount paid = £447,959	Total no paid = 226 Total amount paid = £156,270	Total number of payments = 339 Total amount paid = £252,574	Total number of payments = 514 Total amount paid = £300,775	<p>Total no paid April to September 2015 = 399 Total amount paid = £252,574</p> <p>Benefit Cap: 11 Removal of Spare Room Subsidy: 233 Local Housing Allowance Restrictions: 97 Combination of reforms: 13 Not affected by Housing Benefit reforms: 45</p>	<p>Total no paid April to December 2015 = 514 Total amount paid = £300,775</p> <p>Benefit Cap: 17 Removal of Spare Room Subsidy: 286 Local Housing Allowance Restrictions: 137 Combination of reforms: 13 Not affected by HB reforms: 61</p>

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	WR24b	Discretionary Housing Payments: Budget spend to date; number of applications; number of awards; changes to any criteria	Yes	Budget: £395,220. Spend: £395,663.64 Applications received: 1,340 Number of awards: 976 Cabinet approved the DHP policy for 2014/15. No criteria change required but policy will be kept under regular review.	Budget: £446,762. Spend: £447,959 = 100% of budget. Applications received: 1,115; number of awards paid: 811. Changes to criteria: Nil	Spend to date: £156,270 = 40% of the budget. Applications received: 261; paid 226 Changes to criteria: 0	Budget: £446,762. Spend to date: £252,574 = 65% of the budget. Applications received: 556; number of awards paid: 399 Changes to criteria: Nil	Spend to date: £300,775 = 77% of the budget. Applications received: 721; number of awards paid 514. Changes to criteria: Nil	Spend to date: £252,574 = 65% of the budget. Applications received: 556; paid 399 Changes to criteria: Nil	Spend to date: £300,775 = 77% of the budget. Applications received: 721; paid 514 Changes to criteria: Nil
Social Fund / Crisis Support	WR36	Back on Track pilot - Total number of applications	Yes	1,401	Applications received: 1,011; paid: 811.	Applications received: 133 paid - £25,156	Applications received: 732 paid: 228 - £52,072	Applications received: 1,067 paid: 337 - £80,956	An amended scheme and offer was introduced April 2015.	An amended scheme and offer was introduced April 2015.
	WR37a	Back on Track pilot - Number of awards for: - crisis support	Yes	1,381	753	52 (£771)	73 (£1,282)	130 (£2,290)	An amended scheme and offer was introduced April 2015.	An amended scheme and offer was introduced April 2015.
	WR37b	Back on Track pilot - Number of awards for: - settlement support	Yes	767	683	68 (£17,899)	133 (£39,381)	210 (£62,593)	An amended scheme and offer was introduced April 2015.	An amended scheme and offer was introduced April 2015.
	WR37c	Back on Track pilot - Number of awards for: - rent in advance	Yes	164	232	9 (£6,486)	22 (£11,409)	37 (£16,073)	An amended scheme and offer was introduced April 2015.	An amended scheme and offer was introduced April 2015.
	WR39	Back on track pilot spend	Yes	£204,664	£281,763	£25,146	£52,072	£80,956	An amended scheme and offer was introduced April 2015.	An amended scheme and offer was introduced April 2015.
	WR17	Level of social housing rent arrears (percentage) net of outstanding Housing Benefit	Yes	97.83%	101.61%	95.47%	94.11%	N/A	94.11% compared with 97.67% last year. Figures relate to Tristar Homes only. Figures are 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.)	Tristar Homes are unable to provide Q3 2015/16 figure due to new system implementation. Latest figure of 94.11% was calculated at Q2 2015/16 and relates to Tristar Homes only.
	WR18	Number of households in rent arrears	Yes	4,165	3,972	3,942	4,028	4,252 As at 15 November 2015	4,028 compared to 4,224 reported at the same time last year. These figures relate to Tristar Homes only and are a snapshot not cumulative.	4,252 as at 15 November 2015* compared to 4,523 reported at end of December 2014. These figures relate to Tristar Homes only and are a snapshot not cumulative. * Latest information Tristar Homes are able to provide due to new system implementation.
	WR19	Number of rent arrears eviction court claims	Yes	672	471	99	203	325	203 including private, social and accelerated landlords, as well as mortgage arrears eviction claims between January and June 2015, compared to 273 during the same period last year.	325 including private, social and accelerated landlords, as well as mortgage arrears eviction claims between January and September 2015, compared to 377 during the same period last year.
	WR20	Number of landlord rent arrears repossession court orders	Yes	142	117	18	52	83	Between January and June 2015 Outright orders (exc. suspended orders) = 52 including private, social and accelerated landlords (exc. mortgages 29 MOJ amended figure from 30 12 November 2015) compared to 66 (exc. mortgages 52) during the same period last year.	Between January and September 2015 Outright orders (exc. suspended orders) = 83 including private, social and accelerated landlords (exc. mortgages 38) compared to 90 (exc. mortgages 76) during the same period last year.
	WR21	Number affected by under occupation	Yes	2,137	1,971	1,958	1,977	1,981	1,977 affected by under occupation, which is the same as this time last year.	1,981 affected by under occupation, which is 1.4% higher than the same period last year when 1,953 were recorded.

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	WR22a	Percentage of tenancies failing within the first 12 months	No	11.3%	9.08%	8.37%	8.23%	N/A	8.23% of starter tenancies failing within the first 12 months, this compares to 10% reported in the same period last year. Affordability and demand are the two major factors that are affecting the sustainability of tenancies. Small improvements can be seen from this time last year.	Tristar Homes are unable to provide Q3 2015/16 figure due to new system implementation. Latest figure of 8.23% was calculated at Q2 2015/16.
	WR22b	No. of void properties	Yes	2,617	2,620	350	2,345	2,488	2,345 void properties at Q2 2015/16 compared to 2,676 at the same period last year.	2,488 void properties at Q3 2015/16 compared to 2,649 at the same period last year.
	WR23	Numbers waiting for 1, 2 or 3 bedroom properties, including the length of waiting time	Yes	N/A	4,301	4,470	4,855	3,307	4,855 waiting for 1, 2 and 3 bedroom properties. There is a gradual increase in the number of applicants joining the housing register, this contributes to the increase in the applicants waiting for 1 to 3 bedroom properties.	3,307 active applications waiting for 1, 2 and 3 bedroom properties. This is a 32% reduction on Q2 2015/16 due to applicants being housed or applications being cancelled. Figures are broken down as below: 1 Bed = 2,008, 2 Bed = 986, 3 Bed = 313
	WR25	Proportion of households approaching the authority and accepted as statutory homeless	Yes	1.0%	0.2%	0.5%	0.4%	1.2%	0.4% - only 7 cases accepted as statutory homeless from 1,690 household approaches. Most cases are dealt with through advice and information to prevent homelessness.	1.2% - only 30 cases accepted as statutory homeless from 2,527 household approaches. Most cases are dealt with through advice and information to prevent homelessness.
Council Tax Local Support Scheme	WR47	Number of calls answered by Customer Services about Council Tax or Benefits	No	89,575	93,009	20,087	43,856	66,265	Similar figure to the same period last year.	Similar figure to 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	No	97%	96.4%	28.8%	55.80%	83.02%	Similar figure to the same period last year.	Although, overall council tax collection is slightly below target for quarter 3; it has been steadily improving throughout the year and is forecasted to be on target by year end. Collection of arrears and longer term collection remains high
	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	No	84.40%	78.67%	26.21%	42.34%	60.93%	Similar figure to the same period last year.	Very slight decrease when compared with the same period last year
	WR51	Long term collection performance - the percentage of Council Tax that was due for the year that was collected after three years	No	99.17%	99.10%	99.20%	99.22%	99.22%	Slight increase compared to the same period last year.	Long term collection continues to improve and be on target.
	WR52a	Enforcement activity per thousand dwellings: · Summonses	No	208.3	198.9	95.52	135.57	169.4	Summons activity on a par with/slight increase on last year.	Very similar levels when compared with the same period last year.
	WR52b	Enforcement activity per thousand dwellings: · Bailiff referrals	No	39.5	35.6	15.84	50.31	63.13		Referrals to our in-house enforcement team have increased this quarter when compared with the same period last year. The new service was only implemented in September 2014 and initial referrals were limited to allow the service to become established.
	WR54a	Council Tax Support Claimants - Enforcement activity per thousand dwellings: · Summonses	No	624.1	369.33	198.8	269.52	324.85	Summons activity on a par with/slight decrease on last year.	Very similar levels when compared with the same period last year.
	WR54b	Council Tax Support Claimants - Enforcement activity per thousand dwellings: · Bailiff referrals	No	Nil	14.23	42.04	110.81	132.42		Referrals to our in-house enforcement team have increased this quarter when compared with the same period last year for the reasons outlined above. In addition, the introduction of new enforcement regulations in April 2014 also reduced the number of initial referrals in 2014.

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Employment	WR04	Annual Population Survey working age employment rate	No	70.9% (Jan-Dec 2013)	70.3% (Jan 2014 to Dec 2014)	72.30%	76.30%	77.30%	The latest statistics for Oct 2014 - Sep 2015) show 77.3% of the working age population were employed.	The latest statistics relate to the period October 2014 to September 2015 and show that 77.30% of the working age population were employed.
	WR05	Working age population self-employed	No	7.5% (Jan-Dec 2013)	7.6% (Jan 2014 - Dec 2014)	7.40%	7.70%	8.30%	The latest statistics for July 2014 - June 2015 show 7.7% of the working age population were self employed.	The latest statistics relate to the period October 2014 - September 2015 and show that 8.3% of the working age population were employed.
	WR06	Job Seeker's Allowance Claimant Count (aged 16-64)	No	4.6%	3.20%	2.90%	2.70%	3.00%	The percentage of working age people (16 - 64) that are claiming Job Seeker's Allowance reduced from 2.9% (3,575) in June 2015 to 2.7% (3,385) in September 2015.	The percentage of working age people (16-64) that are claiming Job Seeker's Allowance increased from 2.7% (3,385 in September 2015 to 3.0% in December 2015.
	WR07	Young Person (18 - 24) Job Seeker's allowance claimant count	No	9.0%	5.50%	5.10%	4.90%	4.50%	The percentage of young people (18-24) that are claiming Job Seeker's Allowance reduced from 5.1% (905) in June 2015 to 4.9% (845) in September 2015.	The percentage of working age people (18-24) that are claiming Job Seeker's Allowance reduced from 4.9% (845) in September 2015 to 4.5% (785) in December 2015.
	WR08	People (aged 16-64) who have been Job Seeker's Allowance claimants for over 12 months	No	1.7%	1.00%	1.00%	0.80%	0.70%	The percentage of working age Job Seeker's Allowance claimants over 12 months reduced from .9% (1,055) in June 2015 to 0.8% (935) in September 2015.	The percentage of working age Job Seeker's Allowance claimants over 12 months reduced from .8% (935) in September 2015 to 0.7% (910) in December 2015.
	WR09	Young Persons (aged 18-24) who have been a Job Seeker's allowance claimant for over 12 months	No	2.3%	0.90%	0.90%	0.70%	0.60%	The percentage of young persons (18-24) Job Seeker's Allowance claimants over 12 months reduced from 0.8% (135) in June 2015 to 0.7% (115) in September 2015.	The percentage of young persons (18-24) Job Seeker's Allowance claimants over 12 months reduced from 0.7% (115) in September 2015 to 0.6% (100) in Decemberr 2015.
General / Cross Cutting	WR61	Number of new households accessing a foodbank	No	N/A	963	295	670	1,134	Comparative data not available for the same period last year.	Comparative data not available for the same period last year.
	WR01	Level of reported acquisitive crime, including burglary, theft, shop-lifting, vehicle theft and robbery	No	5,826	5,717	1,540	3,349	5,054	3,349 acquisitive crimes reported compared with 2,598 during the same period last year. Theft has increased by 28.3%, and robbery has increased by 58.6%, an overall increase of 28.7%.	5,054 acquisitive crimes reported compared with 4,189 during the same period last year. Theft has increased by 20.1%, and robbery has increased by 65.3%, an overall increase of 20.6%.
	WR02	Number of accident and emergency presentations as a result of domestic violence	No	100	95	23	48	Q3 data not available	48 accident and emergency presentations as a result of domestic violence compared with 59 during the same period last year, a reduction of 18.6%.	Q3 data not available
	WR03	Incidents of domestic violence resulting in a recorded crime	No	761	1,100	334	668	1,053	668 incidents of domestic violence resulting in a recorded crime reported compared with 436 during the same period last year, an increase of 53.2%.	1,053 incidents of domestic violence resulting in a recorded crime reported compared with 768 during the same period last year, an increase of 37.1%.