

Issue	Ref.	Description of measure	ANEC/ILG Monitoring	2013-14	2014-15	Q2 2015-16 - CUMULATIVE YEAR TO DATE	Q4 2015-16 - CUMULATIVE YEAR TO DATE	Q4 2014-15 Comments	Q4 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	4,637	9,360	A 12% decrease on 2013-14.	This equates to a decrease of 15% compared to last year when 11,020 clients approached SDAIS.
	WR27	The number of applicants approaching the Welfare Rights Service as a result of welfare reforms	No	974	1,352	690	1,517	There were 1,352 contacts for the Welfare Rights Service in 2014/15 as a result of the impact of welfare reform measures.	This is an increase of 12.2% compared to last year when there were 1,352 contacts for the Welfare Rights Service as a result of the impact of welfare reform measures.
	WR28	The number of cases referred to SDAIS for assistance from Welfare Rights Service	No	201	122	61	90	An overall reduction of 39% between 2013/14 and 2014/15.	There has been a decrease of 26% compared with last year when 122 cases were referred to SDAIS. The figure for January to March 2016 is very low as a self-referral process was being used. The numbers are likely to increase during 2016/17 as new referral procedures are developed.
	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	906	1,778	SDAIS reported that with the switch to their new (national) case recording system they were not been able to find a way to determine the stats previously recorded under WR10 but are continuing to look at this.	520 clients contacted SDAIS between January and March 2016 compared with 491 in the same period last year, which represents an increase of 5.9%.
	WR11	Total amount of outstanding debt for clients of SDAIS taken on for debt casework	No	N/A	£2,349,680	£1,170,441	£3,681,310	An overall reduction in outstanding debt of 38% from 2013/14 to 2014/15.	An increase of 57% compared with the same period last year when £2,349,680 was outstanding, although this provides a snapshot of activity, rather than showing a clear upward trend.
	WR56	Number of clients visiting Stockton District Advice and Information Service (SDAIS) for debt related matters	No	4,432	2,146	956	1,861	A 52% decrease from 2013-14.	A 13.3% decrease from 2,146 last year.
	WR57	Number of clients visiting Stockton District Advice and Information Service (SDAIS) with pay day loans	No	124	74	12	14	A 40% decrease from 2013-14.	An 81.1% decrease from 74 last year. Because of toughened regulations around proper affordability checks, it is much more difficult for those people in extreme debt positions to get a payday loan product.
	WR15	Approaches to the Council for specific housing advice: a) Debt/affordability inc DHP b) Mortgage arrears c) Rent arrears (private and RSL) d) 16 and 17 year olds asked to leave e) Domestic Abuse (inc. associate DV)	No	899	958	467	991	Q4 Standalone breakdown: a) Debt /Affordability (inc DHP) = 148 b) Mortgage arrears = 28, c) Domestic Abuse = 52, d) rent arrears (prs and rsl) = 46, f) 16 & 17 year old asked to leave home /family = 9 Cumulatively there has been an increase of 6.2% in approaches compared to last year.	2015/16 a) Debt /affordability inc DHP = 546 b) Mortgage arrears = 25 c) Rent arrears (private and RSL) = 223 d) 16 and 17 year olds asked to leave = 42 e) Domestic Abuse (including associate DV) = 155 The overall number of 991 of approaches during 2015/16 is an increase of 3.4% compared with last year, when 958 approaches were recorded.

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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 number of payments = 339 Total amount paid = £252,574	Total number of payments = 751 Total Amount paid = £390,624	Total no paid 2014-15 = 811 Total amount paid = £447,959 See table for detailed breakdown	Total no. paid April to March 2016 = 751 Total amount paid = £390,624 Benefit Cap: 26 Removal of Spare Room Subsidy: 416 Local Housing Allowance Restrictions: 178 Combination of reforms: 16 Not affected by HB reforms: 115
	WR24b	Discretionary Housing Payments: Budget spend to date; spend as percentage of budget; 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	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: £390,624 = 100.4% of the budget. Applications received: 1,021; number of awards paid 751. Changes to criteria: Nil	Budget: £446,762. Spend 2014-15: £447,959 = 100% of budget. Applications received: 1,11; paid: 811. Changes to criteria: Nil	Spend: £390,624 = 100.4% of the budget. Applications received: 1,021; paid 751 Changes to criteria: Nil
Social Fund / Crisis Support	WR36	Back on Track - Total number of applications	Yes	1,401	Applications received: 1,011; paid: 811	Applications received: 732; paid: 206 - £40,663	Applications received: 1,431 paid: 495 - £93,805	A 16% decrease in applications compared to 2013-14.	There were 729 crisis support applications and 702 for settlement support.
	WR37a	Back on Track - Number of awards for: - crisis support	Yes	1,381	753	73 (£1,282)	194 (£3,431)	A 45% decrease in crisis support awards from 2013-14.	Of the 729 crisis support applications received, 194 were successful.
	WR37b	Back on Track - Number of awards for: - settlement support	Yes	767	683	133 (£39,381)	301 (£90,374)	An 11% decrease from 2013-14.	Of the 702 settlement support applications received, 301 were successful.

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	WR39	Total Back on Track awards	Yes	£204,664	£281,763	£40,663	£93,805	Following the Government's withdrawal of funding for local welfare schemes post March 2015, Cabinet agreed to amend the scheme and the offer in order to use the remaining funds to continue the scheme for as long as possible. This is a planned approach with spend and number of awards (goods) reduced through 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 i.e. 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.	An amended scheme and offer was introduced April 2015.
	WR37c	Welfare Assistance - Number of awards for: - rent in advance	Yes	164	232	22 (£11,409)	60 (£25,639)	A 40% increase from 2013-14. Clients that could not be supported through the scheme this quarter were redirected to alternative support i.e. Discretionary Housing Support., SAFA.	Of the 70 applications received for rent in advance, 60 were successful. An additional £503 was awarded (£475 for furniture costs for a couple with 2 children and £28 miscellaneous for one single person and a couple with 2 children).
	WR17	Level of social housing rent arrears (percentage) net of outstanding Housing Benefit	Yes	97.83%	101.61%	94.11%	N/A	101.61% compared with 97.83% 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.)	Tristar Homes have been unable to provide a year-end 2015/16 figure due to new system implementation. The 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	4,028	4,062	3,972 compared to 4,165 reported for the same period last year. Figures relate to Tristar Homes only. This figure accounts for over 40 % of total households. Figures are a snapshot not cumulative.	4,062 compared to 4,028 reported for the same period last year. Figures relate to Tristar Homes only and are a snapshot not cumulative.
	WR19	Number of rent arrears eviction court claims	Yes	672	471	203	403	471 including private, social and accelerated landlords, as well as mortgage arrears eviction claims, compared to 672 during the same period last year.	403 including private, social and accelerated landlords, as well as mortgage arrears eviction claims between January and December 2015, compared to 417 during the same period last year, a reduction of 3.4%.
	WR20	Number of landlord rent arrears repossession court orders	Yes	142	117	52	119	Outright orders (exc. suspended orders) = 117 including private, social and accelerated landlords (exc. mortgaged) compared to 142 during the same period last year.	Between January and December 2015, there were: Outright orders (exc. suspended orders) = 119 including private, social and accelerated landlords (exc. mortgages 47) compared to 117 (exc. mortgages 93) during the same period last year.
	WR21	Number affected by under occupation	Yes	2,137	1,971	1,977	1,950	1,971 affected by under occupation, compared to 2,137 at the same time last year.	1,950 affected by under occupation, which is 1.07% lower than the same period last year when 1,971 were recorded.

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	WR22a	Percentage of tenancies failing within the first 12 months	No	11.3%	9.08%	8.23%	N/A	9.08% of starter tenancies failing within the first 12 months, this compares to 11.34% 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 Q4 2015/16 figure due to new system implementation. Latest figure of 8.23% was calculated at Q2 2015/16. 15.81% of Trisar tenancies terminated in 2015/16 that lasted less than 12 months. This is slightly less than 15.97% in 2014/15.
	WR22b	No. of void properties	Yes	2,617	2,620	2,345	2,608	2,617 void properties at 31 March 2015, an increase of 0.1% on the same point in 2014.	There were 2,608 void properties throughout the borough at year-end 2015/16 compared to 2,620 at the same period last year, which is a small reduction of 0.5%.
	WR23	Numbers waiting for 1, 2 or 3 bedroom properties, including the length of waiting time	Yes	N/A	4,301	4,855	3,166	4,301 waiting for 1, 2 and 3 bedroom properties. Comparative figures are not available for 2013/14. Waiting times are included on the separate table.	3,166 active applications waiting for 1, 2 and 3 bedroom properties. This is a 4% reduction on Q3 2015/16 due to applicants being housed or applications being cancelled. Figures are broken down for minimum bedroom requirements as below: 1 Bed = 1,946; 2 Bed = 913; 3 Bed = 307.
	WR25	Proportion of households approaching the authority and accepted as statutory homeless	Yes	1.0%	0.2%	0.4%	1.0%	950 households approaching the local authority with full duty accepted in three cases. This equates to 0.2% and shows a reduction when compared to the same period last year.	1.0% - only 36 cases were accepted as statutory homeless from 3,500 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	43,856	92,350	A 3.8% increase in the number of calls compared with 2013-14.	There has been a slight decrease (0.7%) in the number of calls answered. Most staff that take either Benefit or Taxation are trained in the other service so this does lead to calls being answered at First Point of Contact without the need to transfer into the appropriate queue. Customer contact via email has increased. We have answered 706 additional emails this year (re Tax/Bens=16,371) compared with 15,665 2014-2015.
	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%	55.80%	96.50%		This years target has been exceeded and has improved by 0.1% on last years actual overall collection rate.
	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%	42.34%	77.06%	The method of calculating collection levels for those in receipt of LCTS changed in 2014-15, therefore it is difficult to make a direct comparison. However, the ongoing collection of 2013/14 arrears from some Council Taxpayers that faced new or increased charges following the introduction of LCTS has meant that their 2014-15 charges remained unpaid whilst they paid off arrears.	Collection performance has dropped slightly when compared with in-year collection for last year. We have helped more than 120 of our more vulnerable customers ensuring they are receiving all the discounts and reliefs that they are entitled to.

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	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%	99.22%	99.22%		Long term collection rates remain very high.
	WR52a	Enforcement activity per thousand dwellings: · Summonses	No	208.3	198.9	135.57	199.03	The totals reported differ from 2013-14 to 2014-15 due to a change in method of calculating activity levels, therefore are not directly comparable. More accurate comparative data will be available later this year.	This is very similar to previous years.
	WR52b	Enforcement activity per thousand dwellings: · Bailiff referrals	No	39.5	35.6	50.31	81.02		Due to changes in the Enforcement legislation, last year only a limited number of cases were referred for enforcement; therefore this is not a direct comparison. Referrals this year have been to our in-house team.
	WR54a	Council Tax Support Claimants - Enforcement activity per thousand dwellings: · Summonses	No	624.1	369.33	269.52	371.85		This is very similar to previous years.
	WR54b	Council Tax Support Claimants - Enforcement activity per thousand dwellings: · Bailiff referrals	No	Nil	14.23	110.81	156.04	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.	Again due to changes in the Enforcement legislation, last year only a limited number of cases were referred for enforcement; therefore this is not a direct comparison. Referrals this year have been to our in-house team. Prior to referral all cases are looked at individually and receive a cvisit from a member of the team to discuss a payment arrangement or to identify if the customer may be vulnerable.
Employment	WR04	Annual Population Survey working age employment rate	No	70.9% (Jan-Dec 2013)	70.3% (Jan 2014 to Dec 2014)	76.30%	73.60%	The latest statistics for January 2014 to December 2014 show 70.3% of the working age population were employed. This is a reduction of 0.6% points from January 2013 to December 2014.	The latest statistics relate to the period January 2015 to December 2015 and show that 73.60% 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)	7.70%	8.20%	The latest statistics for January 2014 to December 2014 show 7.6% of the working age population were self-employed. This is an increase of 0.1% points from 7.6% in January to December 2013.	The latest statistics relate to the period January 2015 to December 2015 and show that 8.2% of the working age population were self-employed.
	WR06	Job Seeker's Allowance Claimant Count (aged 16-64)	No	4.6%	3.20%	2.70%	3.00%	The percentage of working age Job Seeker's Allowance claimants reduced from 4.6% (5,716) in March 2014 and 3.4% (4,182) in December 2014 to 3.2% (3,928) in March 2015.	The percentage of working age people (16-64) that were claiming Job Seeker's Allowance has remained at 3% for the period up until March 2016. However, the overall number claiming JSA has fallen from 3,750 to 3,649.
	WR07	Young Person (18 - 24) Job Seeker's allowance claimant count	No	9.0%	5.50%	4.90%	3.80%	The percentage of young person (18-24) Job Seeker's Allowance claimant count reduced from 9% (1,610) in March 2014 and 6.2% (1,085) in December 2015 to 5.5% (970) in March 2015.	The percentage of working age people (18-24) that are claiming Job Seeker's Allowance reduced from 4.5% in December to 3.8% at March 2016.

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	WR08	People (aged 16-64) who have been Job Seeker's Allowance claimants for over 12 months	No	1.7%	1.00%	0.80%	0.70%	The percentage of working age Job Seeker's Allowance claimants over 12 months reduced from 1.7% (2,130) in March 2014 and 1.1% (1,410) in December 2014 to 1.0% (1,225) in March 2015.	The percentage of working age Job Seeker's Allowance claimants over 12 months was at 0.7% in January 2016.
	WR09	Young Persons (aged 18-24) who have been a Job Seeker's allowance claimant for over 12 months	No	2.3%	0.90%	0.70%	0.60%	The percentage of young person (18-24) Job Seeker's Allowance claimants over 12 months reduced from 2.3% (410) in March 2014 and 1.1% (185) in December 2014 to 0.9% (155) in March 2015.	The percentage of young persons (18-24) Job Seeker's Allowance claimants over 12 months was at 0.6% in January 2016.
General / Cross Cutting	WR61	Number of "new" people who received a food parcel from a food bank. (A "new" person is someone who has not used a food bank since recording commenced in September 2014.)	No	N/A	686 (Sept 2014 - March 2015)	612	1,367	This figure comprises clients referred to a food bank from SDAIS and elsewhere.	1,367 new clients received a food parcel from a food bank during 2015/16. A further 331 repeat clients also accessed the food banks during this period.
	WR01	Level of reported acquisitive crime, including burglary, theft, shop-lifting, vehicle theft and robbery	No	5,826	5,717	3,349	6,649	5,717 acquisitive crimes reported during 2014/15, compared with 5,759 during the same period last year. This represents a 0.7% reduction.	6,649 acquisitive crimes were recorded in 2015/16 compared with 5,717 last year. That represents an overall increase of 16.3%, but the Police advise that this is mainly due to changes in their crime recording procedures rather than significant increase in actual crimes.
	WR02	Number of accident and emergency presentations as a result of domestic violence	No	100	95	48	75	95 accident and emergency presentations as a result of domestic violence during 2014/15, compared with 100 during the same period last year, a reduction of 5%.	75 accident and emergency presentations as a result of domestic violence during 2015/16, compared with 95 during the same period last year, a reduction of 21%. Changes to coding since October 2015 may account for the reduction in numbers.
	WR03	Incidents of domestic violence resulting in a recorded crime	No	761	1,098	668	1,469	1,100 incidents of domestic violence resulting in a recorded crime reported during 2014/15, compared with 891 during the same period last year. This represents an increase of 23.4%. In December 2014, Cleveland Police undertook a review of their procedures relating to recording domestic violence. This resulted in a significant increase in recorded incidents of domestic violence.	1,469 incidents of domestic violence resulting in a recorded crime reported in 2015/16 compared with 1,098 last year, an increase of 33.8%.