

Issue	Officer	Ref.	Description of measure	ANEC/ILG Monitoring	2013-14	2014-15	2015-16	Q2 2016-17 - CUMULATIVE YEAR TO DATE	Q4 2016-17 - CUMULATIVE YEAR TO DATE	Q2 2016-17 Comments April to September 2016	Q4 2016-17 Comments 1 April 2016 to 31 March 2017
Advice and Information Services	Sue Petch	WR26	Information on numbers of clients approaching Stockton District Advice and Information Service (SDAIS) for advice	No	12,483	11,020	9,360	4,568	9,862	This equates to a decrease of 1.5% compared to the same period last year when 4,637 clients approached SDAIS.	The numbers have continued to rise and an increase of over 5% has been recorded during the year.
	Sue Petch	WR27	The number of applicants approaching the Welfare Rights Unit as a result of welfare reforms	No	974	1,352	1,517	1,190	2,435	This equates to an increase of 72% compared to the same period last year when there were 690 contacts for the Welfare Rights Unit, 52% of the total queries received. Increase is mainly due to the Welfare Rights Unit targeting welfare reform issues.	This equates to an increase of 61% compared to last year. Welfare reform issues continue to make up over 50% of the requests for help received by the Welfare Rights Unit.
	Sue Petch	WR28	The number of cases referred to SDAIS for assistance from the Welfare Rights Unit	No	201	122	90	12	19	The self-referral process continues to be used and therefore the figures remain low.	The self-referral process continues to be used and therefore the figures remain low.
	Sue Petch	WR10	Number of clients coming to SDAIS for the first time for assistance on debts and existing clients coming to SDAIS for assistance with new debts	No	Q4 - 740	Q4 - 491	1,778	784	1,668	784 clients contacted SDAIS between April and September 2016 compared with 906 in the same period last year, which represents an increase of 13.5%.	Compared to 2015/16 there has been a decrease of over 6% in the number of clients seeking assistance with new debts.
	Sue Petch	WR11	Total amount of outstanding debt for clients of SDAIS taken on for debt casework	No	N/A	£2,349,680	£3,681,310	£6,247,712	£13,069,304	This is the total amount of debt between April and September 2016 that was owed by clients identified in WR56 at the point of them approaching SDAIS for advice. The method of calculating the figure changed in 2016/17 and it is no longer a snapshot or comparable with previous years.	Although the number of clients has decreased the amount of outstanding debt owed by each person approaching SDAIS for help has increased significantly.
	Sue Petch	WR56	Number of clients visiting SDAIS for debt related matters	No	4,432	2,146	1,861	823	1,764	An decrease of 14% compared with 956 in the same period last year.	The decrease is consistent with the results for WR10.
	Sue Petch	WR57	Number of clients visiting SDAIS with problems related to pay day loans	No	124	74	14	3	22	A decrease of 75% from 12 at the same period last year, and a massive reduction from the position in 2014-15. Pay day loan products are now much more difficult to access, which has reduced the demand for SDAIS support on the issues they can create.	There has been a considerable increase in the number of clients experiencing problems with pay day loans. However, only 3 customers took out a loan during 2016/17. The other 19 clients were seeking advice related to loans taken out between two and eight years ago.
	Sue Petch	WR15	Approaches to the Council for specific housing advice: a) Debt and affordability including Discretionary Housing Payments (DHP) b) Mortgage arrears c) Rent arrears (private and RSL) d) 16 and 17 year olds asked to leave e) Domestic abuse (including domestic violence for an associated person)	No	899	958	991	533	982	April to September 2016 a) Debt and affordability including DHP = 230 b) Mortgage arrears = 78 c) Rent arrears (private and RSL) = 95 d) 16 and 17 year olds asked to leave = 9 e) Domestic abuse (including domestic violence for an associated person) = 121	April 2016 to March 2017 a) Debt and affordability including DHP = 458 b) Mortgage arrears = 100 c) Rent arrears (private and RSL) = 188 d) 16 and 17 year olds asked to leave = 25 e) Domestic abuse (including domestic violence for an associated person) = 211

Issue	Officer	Ref.	Description of measure	ANEC/ILG Monitoring	2013-14	2014-15	2015-16	Q2 2016-17 - CUMULATIVE YEAR TO DATE	Q4 2016-17 - CUMULATIVE YEAR TO DATE	Q2 2016-17 Comments April to September 2016	Q4 2016-17 Comments 1 April 2016 to 31 March 2017
Discretionary Housing Payments	Sue Petch	WR24a	Number and amount of 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 = 751 Total Amount paid = £390,624	Total number of awards = 359 Total amount paid = £184,440.97	Total number of awards = 933 Total amount paid = £508,719.05	Total number of awards = 359 Total amount paid = £184,440.97  Purpose of DHP spend breakdown Benefit Cap: £3,139.37 Removal of the spare room subsidy = £80,897.27 Local Housing Allowance Restrictions = £44,787.19 Combination of reforms = £4,024.80 Not affected by HB welfare reforms = £51,592.34  This financial information mirrors the data provided to the DWP on a bi-annual basis.	Total number of awards = 933 Total amount paid = £508,719.05  Purpose of DHP spend breakdown Benefit Cap: £96,618.56 Removal of the spare room subsidy = £195,794.08 Local Housing Allowance Restrictions = £114,137.44 Combination of reforms = £11,321.94 Not affected by HB welfare reforms = £90,847.04  This financial information mirrors the data provided to the DWP on a bi-annual basis.
	Sue Petch	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: £390,624 = 100.4% of the budget. Applications received: 1,021; number of awards paid: 751. Changes to criteria: Nil	Spend to date: £184,440.97 = 37% of the budget; Number of applications received: 501; Number of awards paid: 359; Changes to criteria: Nil	Spend to date: £508,719.05 = 102% of the budget; Number of applications received: 1186; Number of awards paid: 933; Changes to criteria: Nil	In addition to the actual spend there is an additional £58,764.56 committed. When added to the actual spend this brings the percentage spent and committed to 49.26% of the budget.	DHP Budget spent
Social Fund / Crisis Support	Sue Petch	WR36	Back on Track - total number of applications	Yes	1,401	Applications received: 1,011; paid: 811	Applications received: 1,431; paid: 495 - £93,805	Applications received: 674; paid: 287 - £52,537	Applications received: 1375; paid: 573 - £102,710.20	There were 346 crisis applications and 328 settlement applications.	There were 744 crisis applications and 631 settlement applications.
	Sue Petch	WR37a	Back on Track - number of awards for: - crisis support	Yes	1,381	753	194 (£3,431)	132 (£2,358)	267 (£4,721)	Of the 346 crisis applications received, 132 were successful (amount awarded = £2,358)	Of the 744 crisis applications received, 267 were successful (amount awarded = £4,721)
	Sue Petch	WR37b	Back on Track - number of awards for: - settlement support	Yes	767	683	301 (£90,374)	155 (50,179)	306 (£97,989.20)	Of the 328 settlement applications received, 155 were successful (amount awarded = £50,179)	Of the 631 settlement applications received, 306 were successful (amount awarded = £97,989)
	Sue Petch	WR39	Total Back on Track awards	Yes	£204,664	£281,763	£93,805	£52,537	£102,710.20	The total amount of Back on Track awards between April and September 2016 of £52,537 is a small increase from the £52,072 awarded during the same period last year.	The total amount of Back on Track awards during 2016/17 increased by 9.5% compared with the previous year.
	Sue Petch	WR37c	Welfare assistance - number of awards for: - rent in advance	Yes	164	232	60 (£25,639)	37 (£14,364)	95 (£24,264)	There were 37 applications for rent in advance awarded totalling £14,364 between April and September 2016. This is higher than the same period last year when there were 22 applications awarded totalling £11,409.	There were 95 applications for rent in advance awarded totalling just over £24,264 during 2016/17. Number of awards increased by 58% compared with the previous year yet the overall amount paid reduced by 5%.
	Sue Petch	WR17	Level of social housing rent arrears (percentage) net of outstanding Housing Benefit	Yes	97.83%	101.61%	N/A	97.91%	100.36%	97.91% at Q2 2016/17 relates to Tristar Homes only compared with 94.11% for the same period last year.	100.36% at 2016/17 relates to Tristar Homes only compared with 97.91% at Q2 2016/17 and 101.61% at end of 2014/15.
	Sue Petch	WR18	Number of households in rent arrears	Yes	4,165	3,972	4,062	3,477	3,257	3,477 - a 14% reduction compared with 4,062 at Q4 2015-16. This is mainly due to Tristar no longer collecting water rates. There was a group of people that only owed water rates, but everything under £10 has been written off.	3,257 - a 20% reduction compared with 4,062 at Q4 2015-16. This is mainly due to Tristar no longer collecting water rates. There was a group of people that only owed water rates, but everything under £10 has been written off.

Issue	Officer	Ref.	Description of measure	ANEC/ILG Monitoring	2013-14	2014-15	2015-16	Q2 2016-17 - CUMULATIVE YEAR TO DATE	Q4 2016-17 - CUMULATIVE YEAR TO DATE	Q2 2016-17 Comments April to September 2016	Q4 2016-17 Comments 1 April 2016 to 31 March 2017
	Sue Petch	WR19	Number of rent arrears eviction court claims	Yes	672	471	403	235 - Jan to June 2016	444 - January to December 2016	235 including private, social and accelerated landlords, as well as mortgage arrears eviction claims between January and June 2016, compared to 207 during the same period last year, an increase of 13.5%.	444 including private, social and accelerated landlords, as well as mortgage arrears eviction claims between January and December 2016, compared to 407 during the same period last year, an increase of 9.1%.
	Sue Petch	WR20	Number of landlord rent arrears repossession court orders	Yes	142	117	119	71 - Jan to June 2016	147 - Jan to December 2016	Between January and June 2016, there were: Outright orders (exc. suspended orders) = 71 including private, social and accelerated landlords (exc. mortgages 22) compared to 60 (exc. mortgages 29) during the same period last year.	Between January and December 2016, there were: Outright orders (exc. suspended orders) = 147 including private, social and accelerated landlords (exc. mortgages 52) compared to 132 (exc. mortgages 47) during the same period last year.
	Sue Petch	WR21	Number affected by under occupation	Yes	2,137	1,971	1,950	1,875	1,877	1,875 affected by under occupation, which is 5.2% lower than the same period last year when 1,977 were recorded.	1,877 affected by under occupation, which is 4% lower than the same period last year when 1,950 were recorded.
	Sue Petch	WR22a	Percentage of tenancies failing within the first 12 months	No	11.3%	9.08%	N/A	15.90%	15.87%	Tristar Homes unable to report measure as per full definition. However, they can report "number of terminated tenancies that lasted less than 12 months/number of tenancies terminated within the last 12 months (rolling year)", as provided at 2015-16 year-end.  15.90% of Tristar tenancies terminated between October 2015 and September 2016 that lasted less than 12 months. This is slightly more than 15.97% in 2014-15.	Tristar Homes unable to report measure as per full definition. However, they can report "number of terminated tenancies that lasted less than 12 months/number of tenancies terminated within the last 12 months (rolling year)", as provided at 2015-16 year-end.  15.87% of Tristar tenancies terminated during 2016/17 that lasted less than 12 months. This is slightly more than 15.81% in 2015/16.
	Sue Petch	WR22b	Number of void properties	Yes	2,617	2,620	2,608	2,610	2,630	There were 2,610 void properties throughout the borough at Q2 2016-17 compared to 2,345 at the same period last year and 2,608 at Q4 2015-16.	There were 2,630 void properties throughout the borough at end of 2016/17 - a slight increase (0.8%) on the previous year.
	Sue Petch	WR23	Numbers waiting for 1, 2 or 3 bedroom properties, including the length of waiting time	Yes	N/A	4,301	3,166	3,295	3,478	3,295 active applications waiting for 1, 2, and 3 bedroom properties. The 4% increase on Q4 2015-16 is due to the team processing the back log of new applications. The Q2 2016-17 figure has reduced by 32% compared with the same period last year (4,855). Figures are broken down for minimum bedroom requirements as below:  1 Bed = 2,010; 2 Bed = 948; 3 Bed = 337.	3,478 active applications waiting for 1, 2, and 3 bedroom properties. This is a 10% increase on the same period last year (3,166). Figures are broken down for minimum bedroom requirements as below:  1 Bed = 2,116; 2 Bed = 978; 3 Bed = 384.  During 2016/17 there were 3,174 new applications registered covering all bedroom sizes. This is 5% lower than in 2015/16 (3,346).
	Sue Petch	WR25	Proportion of households approaching the authority and accepted as statutory homeless	Yes	1.0%	0.2%	1.0%	1.09%	1.65%	1.09% - only 19 cases were accepted as statutory homeless from 1,743 household approaches between April and September 2016. Most cases are dealt with through advice and information to prevent homelessness.	1.65% - only 56 cases were accepted as statutory homeless from 3,398 household approaches during 2016/17. Most cases are dealt with through advice and information to prevent homelessness.
Council Tax Local Support Scheme	PIE	WR47	Number of calls answered by Customer Services about Council Tax or Benefits	No	89,575	93,009	92,350	45,317	95,656	There has been an increase of 3.3% (1,461) for the first two quarters of 2016-17 compared to the same quarters in 2015-16. Email communication continues to be on the increase with an additional 718 received.	There has been an increase of 3.6% (3,306) during 2016/17 compared with the previous year.

Issue	Officer	Ref.	Description of measure	ANEC/ILG Monitoring	2013-14	2014-15	2015-16	Q2 2016-17 - CUMULATIVE YEAR TO DATE	Q4 2016-17 - CUMULATIVE YEAR TO DATE	Q2 2016-17 Comments April to September 2016	Q4 2016-17 Comments 1 April 2016 to 31 March 2017
	PIE	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%	96.50%	55.60%	96.31%	Collection performance has dropped slightly when compared with in-year collection for last year, however collection of arrears remains high.	Collection rate is slightly lower than that reported at end of 2015/2016, however collection of arrears remains high.
	PIE	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%	77.06%	44.60%	81.31%	Collection performance has dropped slightly when compared with in-year collection for last year; we continue to help some of our more vulnerable customers ensuring they are receiving all the discounts and reliefs that they are entitled to and awarding discretionary hardship relief where applicable.	Collection has improved slightly when compared with previous year; we continue to help some of our more vulnerable customers by engaging with them to ensure that are receiving all that they are entitled to in the form of discounts and reliefs and identifying those that qualify for discretionary hardship reliefs.
	PIE	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%	98.58%	98.58%	Long term collection rates remain high and well in excess of 98.5%, nevertheless the impact of the welfare reform changes is starting to impact.	Long term collection rates remain high in excess of 98.5%, nevertheless the impact of the welfare reform changes is continuing to have an affect.
	PIE	WR52a	Enforcement activity per thousand dwellings: - Summonses	No	208.3	198.9	199.03	133.83	199.02	This is very similar to the same quarters in 2015-16 (135.57).	This is very similar to the final outcome in 2015/16.
	PIE	WR52b	Enforcement activity per thousand dwellings: - Bailiff referrals	No	39.5	35.6	81.02	52.82	82.17	There has been a slight increase compared to the same period in 2015-16 (50.31).	There has been a slight increase compared to last year (81.02).
	PIE	WR54a	Council Tax Support Claimants - enforcement activity per thousand dwellings: - summonses	No	624.1	369.33	371.85	263.33	366.14	There has been a decrease compared with the same period in 2015-16 (269.52).	There has been a slight reduction compared to last year (371.85).
	PIE	WR54b	Council Tax Support Claimants - enforcement activity per thousand dwellings: - bailiff referrals	No	Nil	14.23	156.04	102.04	150.71	There has been a decrease compared with the same period in 2015/16 (110.81).	There has been a slight reduction compared to last year (156.04).
<b>Employment</b>	Valerie Milford	WR04	Annual Population Survey working age employment rate	No	70.9% (Jan-Dec 2013)	70.3% (Jan 2014 to Dec 2014)	73.6%	77.5%	74.4%	The latest statistics relate to the period April 2015 - March 2016 and show that 77.5% of the working age population were employed.	The latest statistics relate to the period January 2016 - December 2016 and show that 74.4% of the working age population were employed.
	Valerie Milford	WR05	Working age population self-employed	No	7.5% (Jan-Dec 2013)	7.6% (Jan 2014 - Dec 2014)	8.2%	8.2%	7.2%	The latest statistics relate to the period April 2015 - March 2016 and show that 8.2% of the working age population were self-employed.	The latest statistics relate to the period January 2016 - December 2016 and show that 7.2% of the working age population were self-employed.
	Valerie Milford	WR06	Job Seeker's Allowance claimant count (aged 16-64)	No	4.6%	3.2%	3.0%	2.5%	2.4%	The percentage of working age people (16-64 year olds) that were claiming Job Seekers Allowance stands at 2.5% for the period up until August 2016.	The percentage of working age people (16-64 year olds) that were claiming Job Seeker's Allowance stands at 2.4% (claimant count - 2,915) for the period up to March 2017.

Issue	Officer	Ref.	Description of measure	ANEC/ILG Monitoring	2013-14	2014-15	2015-16	Q2 2016-17 - CUMULATIVE YEAR TO DATE	Q4 2016-17 - CUMULATIVE YEAR TO DATE	Q2 2016-17 Comments April to September 2016	Q4 2016-17 Comments 1 April 2016 to 31 March 2017
	Valerie Milford	WR07	Young Person (18 - 24) Job Seeker's Allowance claimant count	No	9.0%	5.5%	3.8%	2.6%	2.2%	The percentage of working age people (18-24 year olds) that are claiming Job Seekers Allowance stands at 2.6% for the period up until August 2016.	The percentage of working age people (18-24 year olds) that were claiming Job Seeker's Allowance stands at 2.2% (claimant count - 380) for the period up to March 2017.
	Valerie Milford	WR08	People (aged 16-64) who have been Job Seeker's Allowance claimants for over 12 months	No	1.7%	1.0%	0.7%	0.7%	0.8%	The percentage of working age Job Seeker's Allowance claimants over 12 months was at 0.7% in August 2016.	The percentage of working age Job Seeker's Allowance claimants (people aged 16-64) over 12 months was at 0.8% (claimant count - 940) in March 2017.
	Valerie Milford	WR09	Young persons (aged 18-24) who have been a Job Seeker's Allowance claimant for over 12 months	No	2.3%	0.9%	0.6%	0.5%	0.5%	The percentage of working age Job Seeker's Allowance claimants over 12 months aged 18-24 was at 0.5% in August 2016.	The percentage of working age Job Seeker's Allowance claimants (people aged 18-24) was at 0.5% (claimant count - 90) in March 2017.
General / Cross Cutting	Sue Petch	WR61	Number of people who received a food parcel from a food bank for the first time	No	N/A	686 (Sept 2014 - March 2015)	1,367	617	1,253	617 new clients received a food parcel from a food bank between April and September 2016. A further 949 repeat clients also collected a food parcel during this period.	There has been an 8% decrease in the number of new clients during 2016/17 compared with the previous year. However, the number of repeat customers who also collected a food parcel increased significantly from 331 in 2015/16 to 2,018 in 2016/17. The food bank opened September 2014.
	Michelle Anderson	WR01	Level of reported acquisitive crime, including burglary, theft, shop-lifting, vehicle theft and robbery	No	5,826	5,717	6,649	3,290	6,633	3,290 acquisitive crimes recorded compared with 3,346 at the same period last year. This represents a 1.7% decrease (-56 crimes). 99% (3,245) of the crimes were theft offences compared to 3,302 at the same period last year, a reduction of 57 crimes. There were also 45 offences of robbery (personal and business) which is a rise of only one offence compared with the same period last year.	6,633 acquisitive crimes recorded compared with 6,649 in 2015/16, a reduction of 16 crimes (-0.2%). 98% (6,514) of the crimes were theft offences compared to 6,536 at the same period last year, a reduction of 22 crimes. There were also 119 offences of robbery (personal and business) which is an increase of 6 offences compared with the same period last year.
	Michelle Anderson	WR02	Number of accident and emergency presentations as a result of domestic violence	No	100	95	75	38	47	38 accident and emergency presentations as a result of domestic violence between April and September 2016, compared with 48 during the same period last year, a reduction of 21%. Changes to coding since October 2015 may account for the reduction in numbers.	47 accident and emergency presentations as a result of domestic violence during 2016/17, compared with 75 during the same period last year, a reduction of 37%. Changes to coding since October 2015 may account for the reduction in numbers.
	Michelle Anderson	WR03	Incidents of domestic violence resulting in a recorded crime	No	761	1,098	1,469	904	2,040	904 incidents of domestic crime compared to 664 at the same period last year, a rise of 240 crimes (+36%). The rise is in line with overall increase in all crime, in particular offences of violence	2,040 incidents of domestic crime compared to 1,469 in 2015/16, a rise of 571 crimes (+38.9%). The rise is in line with overall increase in all crime, in particular violent crime.