

Issue	Ref.	Description of measure	ANEC/ILG Monitoring	2013/14	2014/15	Comparison to 2013/14	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	✓	A 12% decrease on 2013-14.
	WR27	The number of applicants approaching the Welfare Rights Service as a result of welfare reforms	No	974 (56%)	1352 (44%)	×	There were over 3,000 contacts for the Welfare Rights Service in 2014/15, with 44% being 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	✓	An overall reduction of 39% between 2013/14 and 2014/15.
	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	✓	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.
	WR11	Total amount of outstanding debt for clients of SDAIS taken on for debt casework	No	19,220,398	11,920,988	✓	An overall reduction in outstanding debt of 38% from 2013/14 to 2014/15.
	WR56	Number of clients visiting Stockton District Advice and Information Service (SDAIS) for debt related matters	No	4,432	2,146	✓	A 52% decrease from 2013-14.
	WR57	Number of clients visiting Stockton District Advice and Information Service (SDAIS) with pay day loans	No	124	74	✓	A 40% decrease from 2013-14.
	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)	No	899	958	×	Q4 Standalone breakdown: Debt /Affordability (inc DHP) = 148 Mortgage arrears = 28, Domestic Abuse = 52, rent arrears (prs and rsl) = 46, 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.
Discretionary Housing Payments	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	Yes	Total no paid = 976 Total amount paid = £395,664	Total no paid 2014-15 = 811 Total amount paid = £447,959	×	Total no paid 2014-15 = 811 Total amount paid = £447,959 See table for detailed breakdown
	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: 1340 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 2014-15: £447,959 = 100% of budget. Applications received: 1,11; no awards: 811. 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

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Social Fund / Crisis Support	WR36	Back on Track pilot - Total number of applications	Yes	1,401	Applications received: 1,11; paid: 811. Changes to criteria: NIL	✓	A 16% decrease in applications compared to 2013-14.
	WR37a	Back on Track pilot - Number of awards for: - crisis support	Yes	1,381	753	✓	A 45% decrease in crisis support awards from 2013-14.
	WR37b	Back on Track pilot - Number of awards for: - settlement support	Yes	767	683	✓	An 11% decrease from 2013-14.
	WR37c	Back on Track pilot - Number of awards for: - rent in advance	Yes	164	232	×	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.
	WR39	Back on track pilot spend	Yes	204,664	281,763	×	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.
	WR41	Number of Back on Track loan defaults	No	Nil	Nil	=	The number of loans issued is negligible indicating a lack of any affordability in the client group.
Housing	WR16	Number of bids on Choice Based Lettings for property types vs availability	No	See table	See table	N/A	See table.
	WR17	Level of social housing rent arrears (percentage) net of outstanding Housing Benefit	Yes	97.83%	101.61%	×	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.)
	WR18	Number of households in rent arrears	Yes	4,165	3,972	✓	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.
	WR19	Number of rent arrears eviction court claims	Yes	672	471	✓	471 including private, social and accelerated landlords, as well as mortgage arrears eviction claims, compared to 672 during the same period last year.
	WR20	Number of landlord rent arrears repossession court orders	Yes	142	117	✓	Outright orders (exc. suspended orders) = 117 including private, social and accelerated landlords (exc. mortgaged) compared to 142 during the same period last year.
	WR21	Number affected by under occupation	Yes	2,137	1,971	✓	1,971 affected by under occupation, compared to 2,137 at the same time last year.
	WR22a	Percentage of tenancies failing within the first 12 months	No	11.3%	9.08%	✓	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.
	WR22b	No. of void properties	Yes	2,617	2,620	=	2,617 void properties at 31 March 2015, an increase of 0.1% on the same point in 2014.
	WR23	Numbers waiting for 1, 2 or 3 bedroom properties, including the length of waiting time	Yes	N/A	4,301	N/A	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.
	WR25	Proportion of households approaching the authority and accepted as statutory homeless	Yes	1.0%	0.2%	✓	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.

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Council Tax Local Support Scheme	WR47	Number of calls answered by Customer Services about Council Tax or Benefits	No	89,575	93,009	×	A 3.8% increase in the number of calls compared with 2013-14.
	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%	=	
	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%	×	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.
	WR51	Long term collection performance - the percentage of Council Tax that was due for the year that was collected after 3 years	No	99.17%	99.10%	=	
	WR52a	Enforcement activity per thousand dwellings: · Summonses	No	208.3	198.9	=	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.
	WR52b	Enforcement activity per thousand dwellings: · Bailiff referrals	No	39.5	35.6	=	
	WR54a	Council Tax Support Claimants - Enforcement activity per thousand dwellings: · Summonses	No	624.1	369.33	=	
	WR54b	Council Tax Support Claimants - Enforcement activity per thousand dwellings: · Bailiff referrals	No	Nil	14.23	N/A	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.
Employment	WR04	Annual Population Survey working age employment rate	No	70.9% (Jan-Dec 2013)	70.3% (Jan 2014 to Dec 2014)	×	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.
	WR05	Working age population self-employed	No	7.5% (Jan-Dec 2013)	7.6% (Jan 2014 - Dec 2014)	✓	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.
	WR06	Job Seeker's Allowance Claimant Count (aged 16-64)	No	4.6%	3.20%	✓	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.
	WR07	Young Person (18 - 24) Job Seeker's allowance claimant count	No	9.0%	5.50%	✓	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 2014 to 5.5% (970) in March 2015.
	WR08	People (aged 16-64) who have been Job Seeker's Allowance claimants for over 12 months	No	1.7%	1.00%	✓	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.
	WR09	Young Persons (aged 18-24) who have been a Job Seeker's allowance claimant for over 12 months	No	2.3%	0.90%	✓	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.
General / Cross Cutting	WR61	Number of new households accessing a foodbank	No	N/A	963	N/A	This figure comprises clients referred to a food bank from SDAIS and elsewhere.
	WR01	Level of reported acquisitive crime, including burglary, theft, shop-lifting and vehicle theft	No	5,826	5,639	✓	5,639 acquisitive crimes reported during 2014/15, compared with 5,759 during the same period last year. This represents a 2.1% reduction.
	WR02	Number of accident and emergency presentations as a result of domestic violence	No	100	95	✓	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%.

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	WR03	Incidents of domestic violence resulting in a recorded crime	No	761	1,100	x	<p>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%.</p> <p>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.</p>