

Appendix 3c Revised Welfare Reform Indicators

Reform topic	Impact of reform	Ref.	Description of measure	Are ANEC monitoring?	Responsibility	Frequency	2010/11	2011/12	2012/13	2013/14
Universal Credit	Direct		Measures to be developed.							
	Indirect		Measures to be developed.							
Personal Independence payments	Direct	WR26	Information on numbers of clients approaching Stockton District Advice and Information Service (SDAIS) for advice	ANEC	RES	Quarterly	N/A	N/A	N/A	12,483
		WR27	The number of applicants approaching the Welfare Rights service as a result of welfare reforms		CESS	Quarterly	TBC	TBC	TBC	56.0% (974 clients)
		WR28	Welfare Rights to identify the number of cases they take on and the number referred to CAB for assistance		RES	Quarterly	TBC	TBC	TBC	201
		WR29	Requests to councils / other agencies on advice debt management and also support with on line access	ANEC2	RES					
		WR43	% of residents who think their personal financial circumstances will get worse over the next 12 months		RES	Annual	Not applicable	Not applicable	33%	29%
	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)		DNS	Quarterly	N/A	N/A	N/A	899
		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		DNS	Quarterly	N/A	N/A	N/A	Accompanying table with year end report

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		WR24b	Discretionary Housing Payments: Budget spend to date; spend as percentage of budget; number of applications; number of awards; changes to any criteria.	ANEC2						
		WR36	Back on Track pilot - Total number of applications	ANEC2	RES	Quarterly	N/A	N/A	N/A	1,401
		WR47	Number of calls answered by Customer Services about Council Tax or Benefits	ANEC	RES	Quarterly			91,081	89,575
		WR50	In year collection performance - the percentage of Council Tax that was due for the year and actually collected in-year		RES	Quarterly	97.90%	98.10%	98.20%	96.9%

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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)		DNS	Quarterly	N/A	N/A	N/A	899
		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		RES	Quarterly	N/A	N/A	N/A	2,525
		WR11	Total amount of outstanding debt for clients of SDAIS taken on for debt casework		RES	Quarterly	N/A	N/A	16,521,531	19,220,398
		WR16	Number of bids on Choice Based Lettings for property types vs availability		DNS	Quarterly	N/A	N/A	N/A	Accompanying table with year end report
		WR17	Level of social housing rent arrears (percentage) net of outstanding Housing Benefit	ANEC	DNS	Quarterly	N/A	N/A	104.31%	97.83%
		WR18	Number of households in rent arrears		DNS	Quarterly	N/A	7,727	7,514	4,165
		WR19	Number of rent arrears eviction court claims		DNS	Quarterly	352	383	340	Not available until June 14
		WR20	Number of landlord rent arrears repossession court orders	ANEC	DNS	Quarterly	295	352	259	Not available until June 14
		WR13	Mental Health - The number of adults receiving secondary MH services per 1,000 population (total number and repeat incidents)	ANEC2	RES	Quarterly	2.5	N/A	N/A	N/A
		WR21	Number affected by under occupation	ANEC	DNS	Quarterly	N/A	N/A	2,690 (April 2012 figure)	2137
		WR22	Percentage of tenancies failing within the first 12 months	ANEC	DNS	Quarterly	9.42%	7.96%	9.22%	11.34%
		WR23	Numbers waiting for 1, 2 or 3 bedroom properties, including the length of waiting time	ANEC	DNS	Quarterly	N/A	N/A	N/A	Accompanying table with year end report

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		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		DNS	Quarterly	N/A	N/A	N/A	Accompanying table with year end report
		WR25	Proportion of households approaching the authority and accepted as statutory homeless	ANEC2	DNS	Quarterly	2.2%	2.9%	1.3%	1.0%
		WR26	Information on numbers of clients approaching Stockton District Advice and Information Service (SDAIS) for advice	ANEC	RES	Quarterly	N/A	N/A	N/A	12,483
		WR27	The number of applicants approaching the Welfare Rights service as a result of welfare reforms		CESC	Quarterly	TBC	TBC	TBC	56.0% (974 clients)
		WR28	Welfare Rights to identify the number of cases they take on and the number referred to CAB for assistance		RES	Quarterly	TBC	TBC	TBC	201

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	Indirect	WR30	The number of child protection plans (existing cases)		CESC	Quarterly	N/A	N/A	274	369
		WR32	Family Welfare Support contacts (contact/caseload count for Sure Start's Welfare Right worker)		CESC	Quarterly	N/A	N/A	N/A	83
		WR33	The number of children taken into care (existing cases)	ANEC	CESC	Quarterly	N/A	N/A	N/A	204
		WR37c	Back on Track: Number of awards for- rent in advance		RES	Quarterly	N/A	N/A	N/A	164
		WR47	Number of calls answered by Customer Services about Council Tax or Benefits	ANEC	RES	Quarterly			91,081	89,575
		WR48	Number of face to face enquiries about Council Tax or Benefits	ANEC	RES	Quarterly			43,604	53,165
		WR61	Number of new households accessing a foodbank		RES	Quarterly				
Local Welfare Assistance Scheme	Direct	WR36	Back on Track pilot - Total number of applications	ANEC2	RES	Quarterly	N/A	N/A	N/A	1,401
		WR37a	Back on Track pilot - Number of awards for: - crisis support	ANEC2	RES	Quarterly	N/A	N/A	N/A	1,381
		WR37b	- settlement support							767
		WR37c	- rent in advance							164
		WR38	Back on track pilot budget	ANEC1	RES	Quarterly	N/A	N/A	N/A	731,244
		WR39	Back on track pilot spend	ANEC2	RES	Quarterly	N/A	N/A	N/A	204,664
		WR40	Back on Track pilot - spend as a percentage of budget for quarter	ANEC2	RES	Quarterly	N/A	N/A	N/A	27.99%
		WR41	Number of Back on Track loan defaults		RES	Quarterly	N/A	N/A	N/A	0
	Indirect	WR61	Number of new households accessing a foodbank		RES	Quarterly				

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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		RES	Quarterly	N/A	N/A	N/A	2,525
		WR12	Estimated loss to Stockton-on-Tees economy due to welfare reforms and equivalent per working age adult (16-64)		DNS		N/A	N/A	N/A	
		WR47	Number of calls answered by Customer Services about Council Tax or Benefits	ANEC	RES	Quarterly			91,081	89,575
		WR48	Number of face to face enquiries about Council Tax or Benefits	ANEC	RES	Quarterly			43,604	53,165
		WR49	Number of Taxation face-to-face queries coming into Kingsway House		RES	Quarterly	N/A	1111	981	1,579
		WR50	In year collection performance - the percentage of Council Tax that was due for the year and actually collected in-year		RES	Quarterly	97.90%	98.10%	98.20%	96.9%

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		WR51	Long term collection performance - the percentage of Council Tax that was due for the year that was collected after 3 years		RES	Annually	99.62%	98.74%	99.03%	99.17%
		WR52	Enforcement activity per thousand dwellings:	ANEC2	RES	Quarterly	N/A	N/A	113.5	208.3
	· Summonses		60.7						39.5	
	· Bailiff referrals		28.2						19.8	
	· Attachment of Earnings Orders		40.7						87.1	
		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		RES	Quarterly	N/A	N/A	N/A	84.4%
		WR54	Council Tax Support Claimants - Enforcement activity per thousand dwellings:		RES	Quarterly	N/A	N/A	N/A	624.1
	· Summonses		0.0							
	· Bailiff referrals		4.9							
	· Attachment of Earnings Orders		411.9							
		WR54	· Deductions from benefit							
	Indirect	WR11	Total amount of outstanding debt for clients of SDAIS taken on for debt casework		RES	Quarterly	N/A	N/A	16,521,531	19,220,398
		WR13	Mental Health - The number of adults receiving secondary MH services per 1,000 population (total number and repeat incidents)	ANEC2	RES	Quarterly	2.5	N/A	N/A	N/A
		WR16	Number of bids on Choice Based Lettings for property types vs availability		DNS	Quarterly	N/A	N/A	N/A	Information in a table
		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)		DNS	Quarterly	N/A	N/A	N/A	899

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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)		DNS	Quarterly	N/A	N/A	N/A	899
		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		RES	Quarterly	N/A	N/A	N/A	2,525
		WR11	Total amount of outstanding debt for clients of SDAIS taken on for debt casework		RES	Quarterly	N/A	N/A	16,521,531	19,220,398
	Indirect	WR61	Number of new households accessing a foodbank		RES	Quarterly				
Satisfaction	Direct	WR42	% of residents who think that the economy in the local area is really struggling or not doing well		RES	Annual	Not applicable	Not applicable	81%	68%
		WR44	% of residents who never or rarely feel optimistic about the future		RES	Annual	Not applicable	Not applicable	24%	6%
		WR45	% of the residents affected by the economic climate in the last 12 months		RES	Annual	Not applicable	Not applicable	53%	68%

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	Indirect	WR46	% of residents who agree that Stockton-on-Tees is a place where people from different backgrounds get on well together	ANEC2	RES	Annual	Not applicable	Not applicable	59%	62%
Other / General	Direct	WR04	Annual Population Survey working age employment rate		DNS	Quarterly	70.4%	68.7%	69.4%	71.2% (Jan-Dec 2013)
		WR05	Working age population self-employed		DNS	Quarterly	5.6%	6.0%	6.6%	7.6% (Jan-Dec 2013)
		WR06	Job Seeker's Allowance Claimant Count (aged 16-64)	ANEC	DNS	Quarterly	5.3%	5.9%	5.7%	4.6%
		WR07	Young Person (18 - 24) Job Seeker's allowance claimant count		DNS	Quarterly	11.5%	13.3%	11.9%	9.0%
		WR08	People (aged 16-64) who have been Job Seeker's Allowance claimants for over 12 months		DNS	Quarterly	0.8%	1.4%	2.0%	1.7%
		WR09	Young Persons (aged 18-24) who have been a Job Seeker's allowance claimant for over 12 months		DNS	Quarterly	0.5%	1.9%	3.1%	2.3%
		WR12	Estimated loss to Stockton-on-Tees economy due to welfare reforms and equivalent per working age adult (16-64)		DNS	N/A	N/A	N/A	N/A	
		WR34	Percentage of children living in poverty		RES	Annual		21.60%	N/A	N/A
		WR56	Number of clients visiting Stockton District Advice and Information Service (SDAIS) for debt related matters		RES	Quarterly	N/A	N/A	N/A	4,432
		WR57	Number of clients visiting Stockton District Advice and Information Service (SDAIS) with pay day loans		RES	Quarterly	N/A	N/A	N/A	124
		WR60	DWP sanctions (measure to be developed)							
		Indirect	WR61	Number of new households accessing a foodbank		RES	Quarterly			
	WR01		Level of reported acquisitive crime, including burglary, theft, shop-lifting and vehicle theft	ANEC	DNS	Quarterly	5,442	6,066	5,812	5,826

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		WR02	Number of accident and emergency presentations as a result of domestic violence		DNS	Quarterly	N/A	N/A	116	100
		WR03	Incidents of domestic violence resulting in a recorded crime	ANEC	DNS	Quarterly	N/A	N/A	1,036	761
		WR14	Percentage of residents with bad or very bad general health		RES	Annual	N/A	N/A	6%	9%
		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

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