

This dashboard is still being developed but provides a high-level picture of how Universal Credit is impacting both SCC and the city. Many of the indicators are a proxy for potential impact of UC rather than a measure of UC itself, and are a way of flagging where more investigation or action is needed. See the detailed narrative on sheet 2 for further details of each indicator and the meaning of RAG ratings. It should also be noted that this dashboard does not currently capture all the impacts of SCC; anecdotal evidence shows that many vulnerable people in the city are struggling. Figures are being sought from community organisations such as food banks which will better reflect this.

Measure	Owner	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	RAG Rating	Comments
1 Housing Benefit Caseload	Revs and Bens	44816	44037	43259	42670	40357	40578	40003	39511	38882	38187	37766	37276	36754	Green	Year End issues mean report in March 2019 can't be relied upon.
% Reduction		N/a	1.7	1.8	1.4	5.4	-0.5	1.4	1.2	1.6	1.8	1.1	1.3	1.4	Green	HB caseload pre Nov 18
2 Council Tax Support Caseload	Revs and Bens	49755	49158	49388	49344	49219	48706	48436	48201	47929	47699	47505	47300	47075	Yellow	CTS Caseload Pre Nov 18
% Change		N/a	1.2	-0.5	0.1	0.3	1.0	0.6	0.5	0.6	0.5	0.4	0.4	0.5	Yellow	The slight reduction is being investigated. This may be due to the difference between working and pension age people or may be due to UC.
Council Tax Support Working Age		N/a	N/a	N/a	N/a	29867	29398	29204	29026	28865	28687	28541	28400	28226	Yellow	
% Change		N/a	N/a	N/a	N/a	N/a	1.6	0.7	0.6	0.6	0.6	0.5	0.5	0.6	Yellow	
3 Average weekly DHP award to UC claimants	Revs and Bens	N/a	N/a	N/a	£12.94	£13.27	£13.15	£14.38	£11.79	£11.91	£12.00	£11.83	£11.39	£10.97	Green	
4 UC Notices Received	Revs and Bens	N/a	1353	4523	6212	3449	3321	3399	2882	3108	2898	2772	3106	3036	Green	Various types of notices are received. Further breakdown can be provided if required.
5 Customer Contact (Call Centre)	Customer Services	52	36	74	59	62	Not available	88	129	70	74	29	41		Green	
6 Customer Contact (Howden House)	Customer Services	N/a	N/a	119	89	106	478	172	319	269	238	302	200		Green	The increase in enquiries at Howden House is being reviewed to better understand the circumstances.
7 Local Assistance Scheme Crisis Grant Applications	LAS	84	78	117	157	154	128	113	106	154	161	169	179	122	Green	LAS Team consider that the wider rollout of UC to be a contributory factor to the increase in the number of applications they have received, and will continue to monitor this.
8 Local Assistance Scheme Crisis Grant Awarded	LAS	34	32	46	45	40	28	33	36	51	52	44	40	20	Green	
9 Homeless Presentations	Housing Solutions	300	206	353	300	300	294	289	289	304	297	304	341	303	Green	This indicator does not necessarily relate to UC. It is included so that any increase in homeless presentations can be investigated to see if UC has had any impact. NB: these figures are provisional because they have not yet undergone detailed checking or submission to/publication by government.
10 No of UC claimants - SCC tenants	IMFIT (Council Housing)	305	867	1463	2,023	2,503	2,973	3,259	3695	4206	4576	5054	5242	5658	Green	
11 % of tenants on UC	IMFIT (Council Housing)	0.79%	2.25%	3.79%	5.24%	6.49%	7.71%	8.45%	9.60%	10.92%	11.88%	13.13%	13.63%	14.71%	Green	
12 % of tenants on HB	IMFIT (Council Housing)	60.30%	60.70%	59.88%	59.39%	57.90%	56.90%	56.47%	55.99%	55.16%	54.89%	53.64%	53.38%	52.75%	Green	
13 Total Arrears Increase - current balance compared to start of UC claim	IMFIT (Council Housing)	£ 11,197	£ 52,984	£ 145,636	£ 152,126	£ 246,499	£ 406,734	£ 638,108	£ 837,314	£ 1,083,267	£ 1,267,082	£ 1,193,396	£ 795,857	£ 811,941	Yellow	IMFIT have reacted to increasing arrears levels by changing their approach to new UC claims, so now have a dedicated team of staff dealing with these, to improve consistency and advice provided.
14 Average Arrears Increase - current balance compared to start of UC claim	IMFIT (Council Housing)	£ 36.71	£ 61.11	£ 58.45	£ 75.20	£ 98.48	£ 136.81	£ 195.80	£ 226.61	£ 257.55	£ 276.90	£ 236.13	£ 151.82	£ 143.50	Yellow	
15 % of UC accounts in arrears (5 weeks and over)	IMFIT (Council Housing)	50.49%	48.44%	48.74%	46.32%	49.82%	49.45%	52.68%	53.18%	54.14%	54.65%	51.96%	46.03%	44.84%	Yellow	5 weeks is used to reflect monthly payment dates.
16 % UC claimants on Direct Debit	IMFIT (Council Housing)	22.30%	24.12%	26.93%	28.82%	31.00%	31.45%	32.65%	34.42%	35.66%	36.39%	37.16%	37.49%	37.91%	Green	Overall city wide figure is 36.97%, so this is positive.
17 % UC claimants on APA	IMFIT (Council Housing)	26.89%	20.76%	16.34%	13.89%	13.90%	13.15%	13.10%	12.64%	12.24%	12.22%	12.03%	12.19%	20.98%	Green	Continues to fall as we promote DD as preferred payment method.
18 Evictions	IMFIT (Council Housing)	0.36%	0.41%	0.45%	0.49%	0.51%	0.04%	0.07%	0.11%	0.13%	0.16%	0.20%	0.24%	0.26%	Green	There were 15 evictions citywide in September, of which 2 were on UC. SCC is committed not to pursue eviction where rent arrears are the result of problems with UC payment. They will work with tenants and liaise with DWP to resolve issues. It should be noted, however, that as more tenants move on to UC, there is more chance that tenants who happen to be on UC are evicted for a variety of reasons. Eviction is always a last resort; other solutions are always sought first.
19 Housing Hardship fund awards to UC claimant	IMFIT (Council Housing)	N/a	N/a	£861.73	£4,755.00	£6,642.80	£4,761.44	£1,468.07	£5,603.93	£8,247.84	£5,843.00	£8,892.06	£12,452.58	£5,194.24	Green	There were 12 awards made in September to UC claimants, accounting for 56% of the total amount awarded.
20 Assistance Provided by Libraries	Libraries	N/a	N/a	27	19	13	31	21	4	12	5	4	7		Green	This is showing a manageable level of enquiries at libraries.
21 Households on UC	Department for Work & Pensions	2416	3720	4778	6733	8134	9467	10376	11677	12759	13777	Not yet available	Not yet available	Not yet available	Green	Taken from DWP website, and will be updated when available.
People on UC	Department for Work & Pensions	Not available	Not available	Not available	Not available	8242	10091	10979	12604	13789	15370	16504	Not yet available	Not yet available	Green	Taken from DWP website, and will be updated when available.
22 Foodbank Presentations - S2 and Salvation Army Foodbank	Voluntary Sector	N/a	N/a	262	289	347	299	374	317	340	297	316	342	423	Yellow	Anecdotal evidence indicates an increase in Food Bank usage directly attributed to introduction of UC. Data from individual food banks will be included once available.
Parson Cross Foodbank		N/a	N/a	139	228	349	Not available	247	235	262	197	320	326	423	Yellow	
23 Citizens Advice UC Help to Claim service	Citizens Advice Sheffield	N/a	N/a	N/a	N/a	N/a	480	600	408	567	670	613			Yellow	

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