

Average time spent with customers — **26 minutes**

Average age of customers — **46**

NK Only

9 ADS

9 PBS

PBS total

No answer — **8**

Contact info needed — **0**

No help wanted — **4**

Oct—Dec 2018

UC DHPs from April 2018

On-going — **22**

One-off — **2**

As of 31/10/2018

Council Tenants — **77**

UC Housing NKDC as of 31/10/2018

77 UC cases

Now

Total Arrears - £36,869.61

Average Arrears - £478.83

Number of cases in arrears - 70

At Date of Claim

Total Arrears - £19,897.54

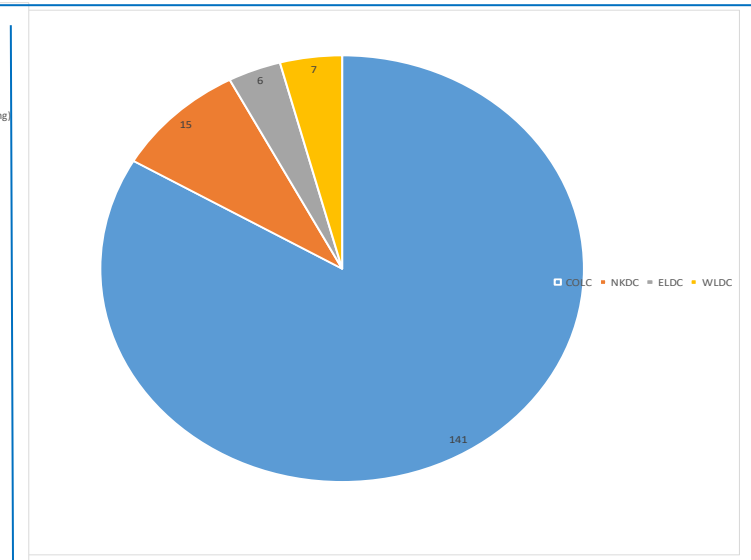
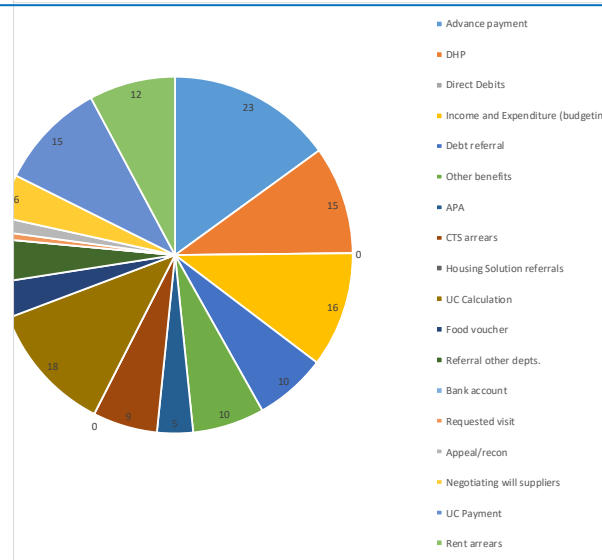
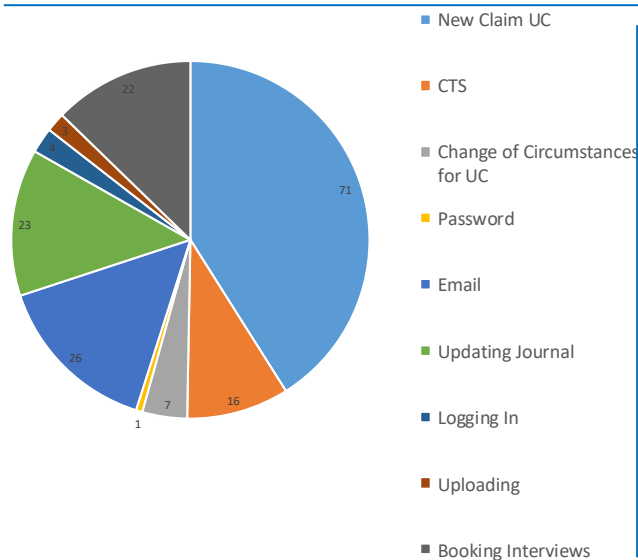
Average Arrears £261.81

Number of cases in arrears – 31

Cases where arrears have increased since start of claim – 55

Cases where arrears have decreased since start of claim – 16

Cases where balance has remained the same since start of claim – 6



Key dates:

- Sleaford — 14 November
- 3 or more Children Under UC — 31 January 19
- A £1000 annual increase in the Work Allowances from April 2019
- One year grace period from MIF for people joining Universal Credit who already have an existing business that may have been running for several years. – July 2019 – Sep 2020
- A reduction in the cap for deductions from 40% to 30% - Oct 2019
- 2 week run on of ESA IR, JSA IB and IS, benefits for people moving onto Universal Credit from those benefits. – July 2020
- Advances can be repaid over 16 months—October 2021

COLC

As of **25/10/2018:**

HB working age —
4,887

HB pensioners —
1,909

CTS working age &
pensioners — **8,670**

UC Customers CTS
— **1023**

NKDC

As of **25/10/2018:**

HB working age —
2,419

HB pensioners —
1,857

CTS working age &
pensioners — **5,723**

UC Customers CTS
— **166**

National UC Stats

09/08/2018

National —
1,317,965

COLC — **3,264**

NKDC — **932**

Postcode	Postcode Live date	Jobcentre
LN3 5, LN4 1, LN4 2, LN5 0, LN5 9, LN6 3, LN6 4, LN6 5, LN6 8, LN6 9	07/03/2018	Lincoln
NG23 7	09/05/2018	Newark
PE20 3	12/09/2018	Boston
LN10 6, LN4 3, LN4 4, NG32 3, NG34 0, NG34 4, NG34 7, NG34 8, NG34 9	14/11/2018	Sleaford