

Average time spent with customers — **43 minutes**

Average age of customers — **43**

NK Only

19 ADS

7 ADS/PBS

12 PBS

PBS total

No answer — **40**

Contact info needed — **8**

No help wanted — **12**

April — June 18

UCINFO (01/04—30/06)

Total — **5,582**

As of **29/06/2018**

Council Tenants — **45**

UC DHPs (30/06/2018)

On-going — **11**

One-off — **1**

UC Housing NKDC as of 29/06/2018

45 UC cases

Now

Total Arrears - £14,986.03

Average Arrears - £333.02

Number of cases in arrears - 39

At Date of Claim

Total Arrears - £10,460.36

Average Arrears £237.74

Number of cases in arrears – 26

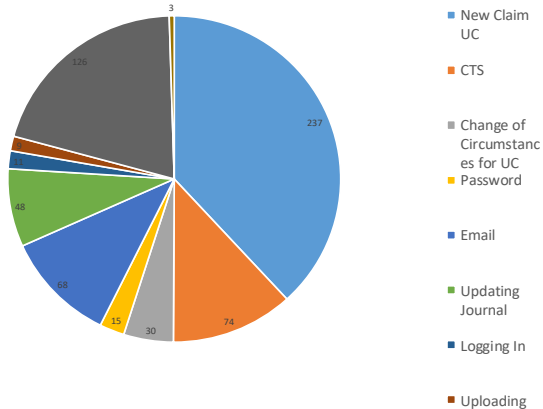
Cases where arrears have increased – 30

Cases where arrears have decreased – 10

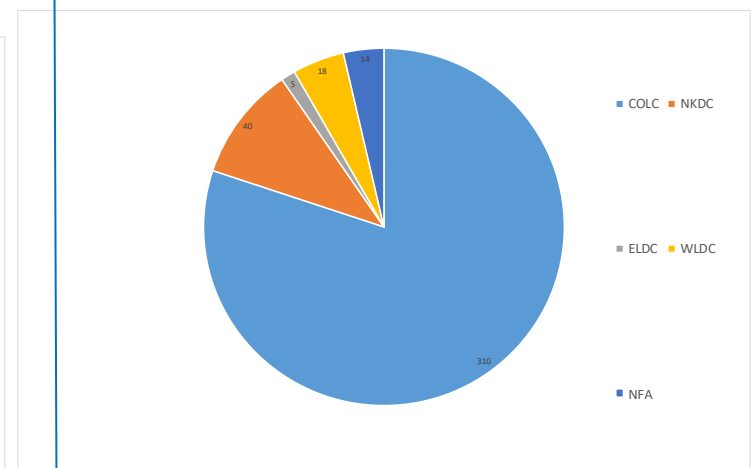
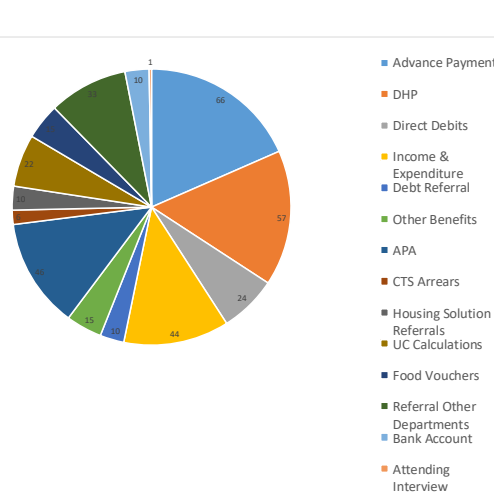
APA – 3

TPD – 1

ADS Total breakdown



PBS total breakdown



Key dates:

- Temporary Accommodation — **11 April**
- 2 Week HB Run On — **11 April**
- Newark — **09 May**
- Skegness — **13 June**
- Spalding — **11 July**
- Louth, Gainsborough and Boston — **12 September**
- Sleaford — **14 November**
- 3 or more Children Under UC — **January 19**

COLC

As of **28/06/2018:**

HB working age —
5,453

HB pensioners —
1,957

CTS working age &
pensioners — **8,788**

UC Customers CTS
— **534**

NKDC

As of **28/06/2018:**

HB working age —
2,525

HB pensioners —
1,873

CTS working age &
pensioners — **5,802**

UC Customers CTS
— **101**

National UC Stats

14/06/2018

National — **980,839**

COLC — **2,090**

NKDC — **619**

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