

Average time spent with customers — **42 minutes**

Average age of customers — **41**

185 ADS

PBS total

No answer — **40**

32 ADS/PBS

Contact info needed — **8**

93 PBS

No help wanted — **12**

April — June 18

UCINFO (01/04 — 30/06)

Total — **5,582**

As of **30/04/2018**

Council Tenants — **421**

UC DHPs (30/06/2018)

On-going DHP — **21**

One-off DHP — **2**

UC Housing COLC as of 30/04/2018

264 arrears increased total of **£81,161.88** from date of claim

143 arrears decreased by **£31,152.11** from date of claim

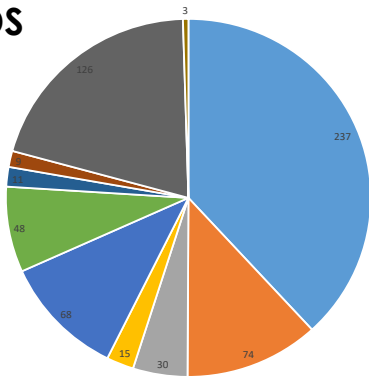
14 not in arrears or in credit

Total increase **£49,619.77** from dates of claim

Total arrears at point of claim was **£132,686.93**

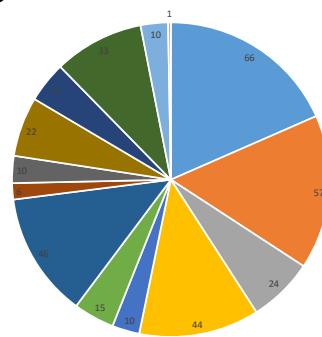
Total arrears as of **30/04/2018** is **£182,306.70**

ADS

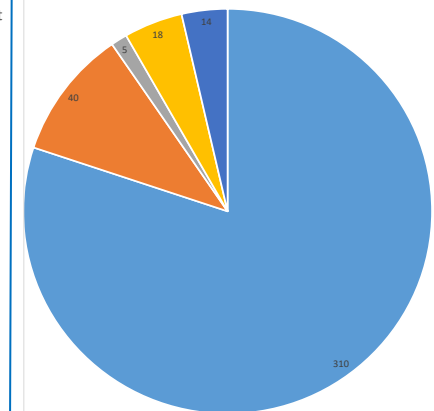


- New Claim UC
- CTS
- Change of Circumstances for UC
- Password
- Email
- Updating Journal
- Logging In
- Uploading

PBS



- Advance Payment
- DHP
- Direct Debits
- Income & Expenditure Debt Referral
- Other Benefits
- APA
- CTS Arrears
- Housing Solution Referrals
- UC Calculations
- Food Vouchers
- Referral Other Departments
- Bank Account
- Attending Interview



- COLC
- NKDC
- ELDC
- WLDC
- NFA

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**

COLC UC Stats

14/06/2018

National — **980,839**

COLC — **2,090**

NKDC — **619**

COLC UC Stats

14/06/2018

Employment — **769**

Not in employment
— **1,321**

COLC UC Stats

14/06/2018

Age

16-19 — **115**

20-24 — **447**

25-29 — **376**

30-34 — **272**

35-39 — **211**

40-44 — **186**

45-49 — **149**

50-54 — **142**

55-59 — **119**

60-65 — **58**

Over 65 — **0**

Unknown — **0**

COLC UC Stats by work condition

10/05/2018

Unknown or missing regime — **0**

Preparing for work — **31**

Planning for work — **40**

Working – no requirements — **383**

No work requirements — **232**

Working – with requirements — **294**

Searching for work — **1,113**