



Average time spent with customers — **44 minutes**

Average age of customers — **42**

170 ADS

PBS total

No answer — **17**

Contact info needed — **0**

113 PBS

No help wanted — **2**

Oct—Dec 2018

UC DHPs **April 2018** —

On-going DHP — **76**

One-off DHP — **11**

Total paid: £31,731.72

As of **31/12/2018**

Council Tenants — **976**

UC Housing COLC as of 31/12/2018

485 arrears increased total of **£157,595.91** from date of claim

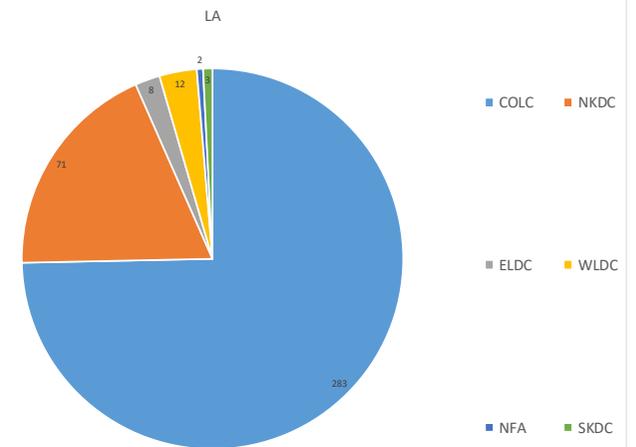
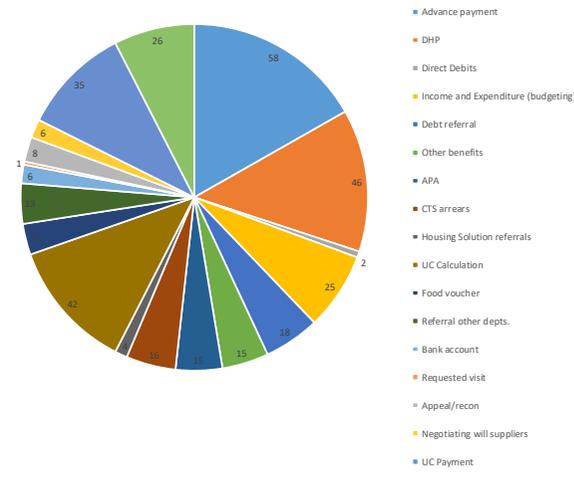
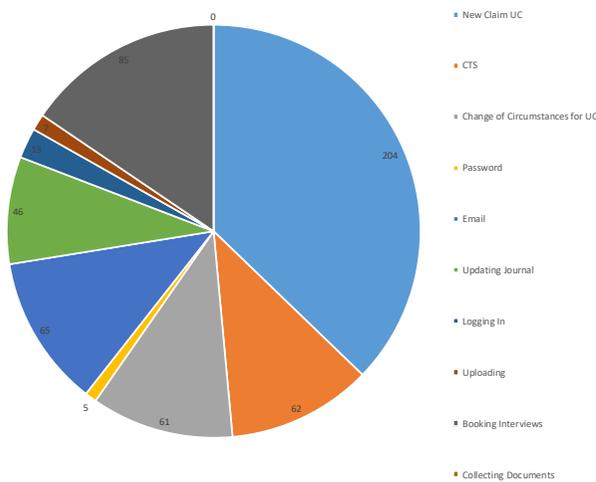
462 arrears decreased by **£110,840.66** from date of claim

289 not in arrears or in credit

Total increase **£46,755.25** from dates of claim

Total arrears at point of claim was **£273,086.83**

Total arrears as of **31/12/2018** is **£319,582.08**



Key dates:

- Entitled to a severe disability premium will NOT be able to naturally migrate to Universal Credit from 16/01/2019
- 3 or more Children Under UC — 31 January 19
- A £1000 annual increase in the Work Allowances from April 2019
- Mixed age couples will go by working at member of the household
- 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 **20/12/2018:**

HB working age —
4,709

HB pensioners —
1,900

CTS working age &
pensioners — **8,617**

UC Customers CTS
— **1160**

NKDC

As of **20/12/2018:**

HB working age —
2,343

HB pensioners —
1,846

CTS working age &
pensioners — **5,666**

UC Customers CTS
— **194**

COLC UC Stats DATE 11/10/2018

National —
1,317,965

COLC — **3,264**

NKDC — **932**

COLC UC Stats DATE 11/10/2018

Employment —
1,219

Not in employment
— **2,044**

COLC UC Stats Age

11/10/2018

16-19 —**193**

20-24 —**607**

25-29 —**592**

30-34 —**442**

35-39 —**344**

40-44 —**298**

45-49 — **254**

50-54 —**217**

55-59 —**183**

60-65 —**122**

Over 65 —**5**

Unknown —**0**

COLC UC Stats by work condition 11/10/2018

Unknown or missing regime — **0**

Preparing for work — **65**

Planning for work — **79**

Working – no requirements —**584**

No work requirements — **494**

Working – with requirements — **498**

Searching for work — **1,536**