

Average time spent with customers — **49 minutes**

Average age of customers — **45**

NK Only

45 ADS

26 PBS

PBS total

No answer — **15**

Contact info needed — **0**

No help wanted — **2**

Oct—Dec 2018

UC DHPs from April 2018

On-going — **26**

One-off — **3**

Total Paid—£11,398.49

As of **31/12/2018**

Council Tenants — **124**

UC Housing NKDC as of 31/12/2018

124 UC cases

Now

Total Arrears – £51,152

Average Arrears – £407.00

Number of cases in arrears – 100

At Date of Claim

Total Arrears - £30,328

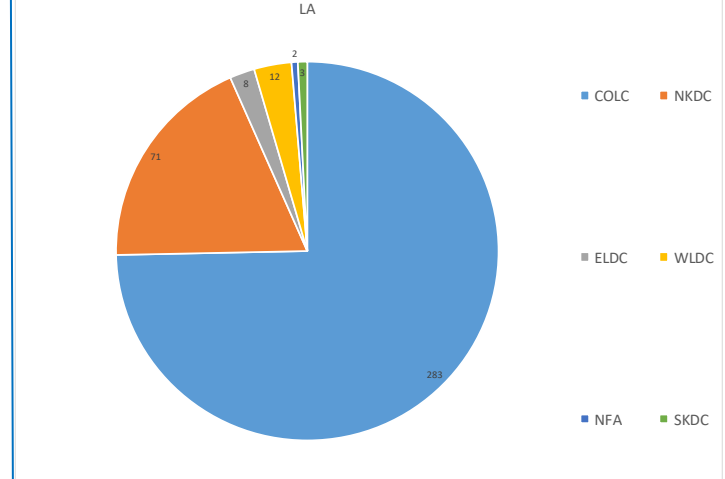
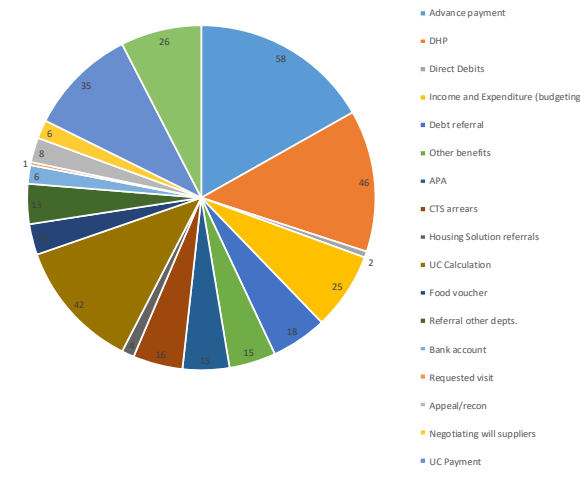
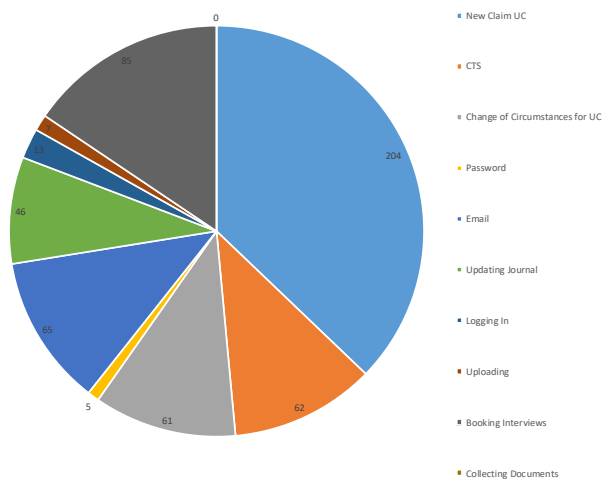
Average Arrears £245

Number of cases in arrears – 79

Cases where arrears have increased since start of claim – 71

Cases where arrears have decreased since start of claim – 31

Cases where balance has remained the same since start of claim – 22



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**

National UC Stats

09/08/2018

National —
1,317,965

COLC — **3,264**

NKDC — **932**