

From: Paul Carter, the Leader and David Cockburn, Corporate Director for Strategic and Corporate Services

To: Policy and Resources Cabinet Committee - Friday 16th January 2015

Subject: Welfare Reform Update

Classification: Unrestricted

Past Pathway of Paper: Corporate Directors – 5th January 2015

Summary: The Welfare Reform update was presented to the P&R Cabinet Committee on 17th January 2014. This report provides an update on the indicators detailed in that report.

Recommendation(s):

The P&R Cabinet Committee is asked to note and comment on the report.

The P&R Cabinet Committee is asked to agree the suggested way forward for monitoring the impact of welfare reforms.

1. Introduction

1.1 The Welfare Reform report was presented to the P&R Cabinet Committee on 17th January 2014. The Committee asked that an update report was provided to the committee.

2. Key findings since the last update

2.1 A range of indicators was agreed when the last report on the impact of welfare reform was presented to the P&R Committee and updates on these indicators have been included in the appendix. It is still difficult to establish whether indicators are changing as a result of the benefit changes themselves or the wider economic situation but the highlights since the last update are as follows:

2.2 Unemployment in Kent is decreasing; in October 2014 it fell by 3.7% (-590 claimants) since the previous month and by 31.3% (-7,089 claimants) since October 2013. The claimant count unemployment rate of 1.7% for Kent is below the national average (2.1%) and unemployment in Kent is at its lowest level since October 2008.

2.3 Employment in Kent has increased from 633,500 in the 12 months commencing October 2011 to 659,300 in the 12 months to June 2014.

- 2.4** The statistics suggest that there does not appear to have been a significant increase in net migration into Kent of households affected by the benefit changes. Since the introduction of the benefit cap there has been an increase in households in receipt of housing benefit moving out of London and into Kent but this has been largely offset by households in receipt of housing benefit moving out of Kent to other parts of the country. The total net increase to Kent between the benefit cap introduction (quarter 3 2013) and the end of September 2014, is approximately 280 households. The trend is slightly upwards during 2014 but it is only a very small percentage of the numbers of moves that some were predicting originally (9,000+) to Kent.
- 2.5** There are persistent delays in the processing of claimants' appeals against decisions finding them fit for work when they are re-assessed from Incapacity Benefit to Employment and Support Allowance. There are also delays in the processing of Personal Independent Payments, which result in many claimants suffering financial hardship and being unable to meet necessary disability-related expenditures.
- 2.6** The use of Trussell Trust food banks (the largest provider of food banks in the UK) has increased sharply in Kent. In the KCC administrative area, the number of times adults used these food banks in the financial year 2012-13 was 980, while in 2013-14 it was 5,901. The number of times families with children used them in 2012-13 was 705, while in 2013-14 it was 4,127. The increased use of food banks is a national issue.
Note: the recent growth in food banks in Kent should be taken into consideration when making a year on year comparisons.
- 2.7** The number of households accepted as homeless and in priority need in the second quarter of 2014 was higher than the same period in the previous year but the first two quarters of 2014 combined were lower than levels experienced prior to the recession.
- 2.8** The number of households in temporary accommodation has increased slightly in the first two quarters of 2014 compared with the same period a year ago but the overall numbers have been on a steady downward trend since 2007 and are now approximately half the number seen in 2007. Of those households in temporary accommodation, there are slightly fewer in bed and breakfast at the end of the second quarter 2014 compared to the same figure in the previous year. However, the numbers in B&B have increased since 2011.
- 2.9** The number of applications to the Kent Support and Assistance Service (in operation since April 2013) has increased. In April-June 2014 there were 2,774 applications compared with 2,032 in the same quarter last year and in July-September 2014 the respective figures were 2,930 this year compared with 2,288 last year.
- 2.10** Roughly half of all advice given by the Citizens Advice Bureau between April and September 2014 was on benefits & tax credits and debt.
- 2.11** There is positive news from the Troubled Families programme, with over 280 families now having someone who has returned to work (the third best result nationally for return to work claims).

2.12 The initial view is that Council Tax Support collection rates for 2014/15 have only decreased marginally and that actual collection rates are higher than original estimates before the introduction of the new arrangements.

3. Policy Changes to Welfare Reform

Key changes to policy in the period since the last report to Committee are provided below.

3.1 Changes to Benefits for EEA nationals

A number of changes came in to affect during 2014 for European Economic Area (EEA) residents seeking work in the UK:

- From 1st January, EEA nationals cannot claim Job Seekers' Allowance (JSA) until they can prove they have been resident in the UK for three months. This includes UK nationals and Irish citizens who are coming or returning to the 'Common Travel Area' of UK, Republic of Ireland, Isle of Man and the Channel Islands.
- An EEA national's entitlement to JSA is now limited to six months with 'limited extensions' only if they can demonstrate a genuine prospect of work.
- From 1st April, EEA nationals will not be able to access Housing Benefit if they are making a new claim to JSA.

A recent ruling from the European Court of Justice has further strengthened the UK's position regarding EU residents accessing benefits, as it states "Economically inactive EU citizens who go to another Member State solely in order to obtain social assistance may be excluded from certain social benefits".¹ The Court of Justice highlights that the EU's Directive on free movement for EU citizens "seeks to prevent economically inactive Union citizens from using the host Member State's welfare system to fund their means of subsistence" and that those citizens must have sufficient resources of their own in order to meet the Directive's condition for right of residence. Furthermore, the ruling points out that the free movement Directive does not prevent domestic legislation from excluding EU residents from 'certain special non-contributory cash benefits' if they are unable to meet the conditions for right of residence in the host Member State.

3.2 Universal Credit

Expansion - Universal Credit (UC) has expanded to a number of areas over the last eleven months, including the rest of the North West of England and in addition to individuals and couples has now also been made available to new claims from couples and families in those areas where UC is operating.

¹ European Court of Justice Press release 146/14, 11th November 2014

Timescales - Timings for the remainder of roll-out across the country and to claimants other than those who are single and childless are still ambiguous. Acutely aware of this, the DWP's report 'Universal Credit at Work' defended the continually changing deadlines claiming that unlike previous programmes, "Universal Credit has been progressively extended, and at a pace determined by what's sensible, not an arbitrary timeline."² However, the only timescale provided is for when legacy benefits will close to new applications (from 2016), and there is no indication of when existing claimants will be moved onto UC, simply stating that 'migration will follow thereafter'.³

Concerns have also been raised, notably by the Work and Pensions Committee as to how the volumes of claimants to be transferred can be achieved in the current timetable. This is borne out by the DWP's recent estimations of claimants receiving UC from 2015⁴:

Current Caseload (as of 11th Sept '14)	14,170
Projection May 2015	0.1 million recipients
Projection May 2016	0.5 million recipients
Long term once fully rolled out	7.7 million recipients

Only 100,000 claimants will be on UC by May 2015, and only 500,000 by May 2016 with an eventual target of 7.7 million to be reached by an unspecified completion date. The report also estimates that the total lifetime implementation costs will be £1.8 billion, revised down from £2.4 billion in the previous 2011 business case.

UC roll-out for Kent - From February 2015, tranche one of the national roll-out will begin and will include Ashford, Maidstone and Swale. However, this will only apply to new single, childless claimants. No details have been disclosed on timescales for following tranches, when more complex clients will be transferred or when remaining Kent districts will roll out. DWP colleagues plan to work with Local Authorities to develop roll-out schedules for the remaining three tranches.

Progress – The DWP's 'Universal Credit at Work' report, published in October 2014 sought to explain the success of the programme so far, claiming that the transformational reform is being 'safely delivered' with encouraging signs that UC claimants are already beginning to change their behaviours and respond positively to the new system and expectations.

However, the various scrutiny bodies within Government are not so confident. Earlier this summer, the Public Accounts Committee expressed concern that the decision to 'reset' the UC programme last September "was an attempt to keep information secret and prevent scrutiny"⁵. This echoed the Work and Pensions Committee's criticism earlier in the year that DWP had failed to provide the Committee with 'accurate, timely and detailed information' on UC

² 'Universal Credit at Work', p.4, DWP October 2014

³ DWP: Our Reform Story, September 2014

⁴ 'Universal Credit at Work', DWP October 2014, page 30

⁵ 'Major Projects Authority, Tenth Report of Session 29014-15', Public Accounts Committee, July 2014

implementation in order to facilitate effective scrutiny⁶. It also commented on the fact that the Government has taken so long to openly acknowledge the problems with UC's IT systems (having to write off £40 million of redundant software) and to make the switch to a different approach.

The most recent concerns have been flagged by the National Audit Office's progress update published in November 2014. It paints a picture of a programme that, despite making some progress since the NAO's last report a year ago, is still beset by a lack of strategic and operational planning and significant delays that means full roll-out of UC will not be completed within the decade.

3.3 Local Welfare Provision

The Local Welfare Assistance Fund was created under the 2012 Welfare Reform Act to replace the Social Fund Community Care Grants and Crisis Loans, with funding devolved from DWP to Local Authorities. In February 2014 the government announced it would discontinue payment of this provision through a specific fund, and instead it would be funded from general grant to Local Authorities.

This announcement was then subject to a legal challenge and Government therefore announced in September that it would commit to making a fresh decision as to how local welfare provision should be funded in 2015-16, and launched a consultation in October to this effect. Following this further consultation, the government has now identified a separate sum of money in the 2015-16 Revenue Support Grant (RSG) provisional settlement for welfare provision. However, this is not the re-instatement or transfer of this grant, as it has been created by removing a corresponding amount from the remaining value of RSG. This means that effectively the welfare provision grant has still been removed and adds to the funding reduction for upper tier authorities compared to 2014-15.

Local Welfare Provision Review - Complementing this consultation, in November 2014 the DWP published the Local Welfare Provision Review which looked at how local authorities have been delivering their Local Welfare Assistance Funds. The report⁷ concludes that LAs:

- Have a good understanding of their local community, demography and support required
- Have good partnership arrangements for delivery.
- Are better placed to provide a 'timely and better targeted service' for vulnerable people than the previous remote telephone service.

⁶ 'Universal Credit implementation: monitoring DWP's performance in 2012-13' Work and Pensions Committee, Fifth Report of Session 2013-14, April 2014

⁷ 'Local Welfare Provision Review', DWP November 2014, p 2.

Review's key findings

- The report describes wide ranging services across those LAs that participated, with a mixture of access by telephone, face to face and online. The majority of expenditure from LAs was for goods (42%) and 'other' (33%) which included debt advice, community projects and grants to local charities. Only 10% was used for cash. Common themes included food, utilities, travel, clothes and white goods. The majority of LAs participating in the review (75%) mentioned food support, mainly through partnerships with food banks via direct grants or vouchers.
- Almost all of the LAs did not spend all of the funds for 2013/14, citing reasons such as removal of the cash element, being cautious with the allocation and setting up the process. However over half of the LAs forecast that they will spend all of their funding for 2014/15; the expected increase has been attributed to relaxing the eligibility criteria, the public becoming more aware of the scheme and external factors such as local employment issues or events e.g. flooding.
- About a third of LAs in the review contracted out their provision either through new or existing contracts, although some have decided not to re-contract and will bring delivery back in-house for 2014/15.

3.4 Disability Benefits

Personal Independent Payments (PIP) - Reassessments of existing Disability Living Allowance (DLA) claimants for PIP are currently taking place across East and West Midlands, parts of East Anglia and Wales. For the rest of the country (including Kent), full roll-out of reassessment will take place from October 2015. All existing DLA claimants will have been invited to claim PIP by 2017.

The Public Accounts Committee published a report in June 2014⁸ criticising a number of aspects of the implementation of PIP, and made recommendations that new systems should be fully tested before national implementation, the process should be made easier and more accessible for claimants with faster decisions, that the DWP and contractors should provide an acceptable level of service to claimants and the DWP should have a more robust approach to assessing contract bids. In its response⁹ the Government agreed with all of the recommendations and provided information on steps it was taking to improve PIP, including piloting paper-based applications with Macmillan, introducing a dedicated service to fast track claims for terminally ill claimants, and by the autumn no one claiming PIP under 'normal rules' will be waiting for an assessment for more than 26 weeks, which will reduce down to 16 weeks by the end of the year. Both PIP contractors (Atos and Capita) are increasing capacity by recruitment of staff and numbers of assessment centres, which will allow the home visit policy to be fully implemented.

⁸ 'Personal Independence Payment: First Report of Session 2014-15', House of Commons Committee of Public Accounts, June 2014

⁹ Treasury Minutes: Government responses on the Sixty First report (Session 2013-14) and the First to the Seventh reports from the Committee of Public Accounts: Session 2014-15, September 2014

Employment Support Allowance and Work Capability Assessment - Following a prolonged period of concerns about Atos' provision of Work Capability Assessments (WCA), raised not only by the Work and Pensions Committee but by the DWP themselves, in March 2014 the DWP announced that it had reached a settlement with Atos to exit its WCA contract early. The new provider, Maximus was announced at the end of October, with the contract to run from March 2015 initially for three years.

Government Response to Select Committee - At the end of November 2014, the Government published its response to the Work and Pensions Select Committee's report on ESA and WCA¹⁰. In addition to addressing each of the report's recommendations, the response announced a package of measures to be introduced in early 2015 to create a more 'active regime' for ESA claimants to move back into work: piloting increased provision of Work Coaches for those coming off the Work Programme, providing occupational health advice and trialling the Claimant Commitment for ESA claimants at various stages of the claimant journey (although this is only to be trialled in a single district, initially). From April 2015, a measure will also be introduced to extend the permissible period of sickness on Job Seeker's Allowance, to prevent claimants switching to ESA. Other key points within the response include:

- DWP will assume responsibility for issuing the ESA paperwork and deciding whether face-to-face assessment or further evidence is required, (this currently sits with the provider), when the new WCA contract comes into effect.
- DWP decision-makers are to proactively seek additional evidence rather than placing the onus on claimants to do this.
- DWP stands by its practice of using paper-based assessments to place ESA claimants into the 'Work Related Activity Group' where they have sufficient evidence and can deliver faster and less stressful outcomes.
- DWP stands by its commitment to help claimants with progressive conditions to return to some sort of work, as experiencing a number of years of inactivity may have a detrimental effect.
- DWP is planning a 'refreshed training programme' for claim decision-makers and assessors during the transition from Atos to Maximus. Most of the Atos staff, including assessors will transfer to the new provider under TUPE. Maximus will also recruit additional assessors and increase the number who specialise in mental health.
- The DWP will not bring assessments back in-house, believing that its current approach of using 'independent medically-trained advice provided to the Department's decision-makers' is the right approach.

¹⁰ 'Government Response to the House of Commons Work and Pensions Select Committee's Report on Employment and Support Allowance and Work Capability Assessment, First Report of Session 2014-15', Nov 2014

- The policy of ceasing ESA payments and moving claimants onto JSA while a pre-appeal process takes place ('Mandatory Reconsideration') will continue, although once an appeal is lodged ESA can then be reinstated and back-dated.
- The DWP rejects the recommendations to undertake a fundamental redesign of ESA and WCA, feeling that the focus on ensuring a smooth transition to the new WCA contract and implementing the majority of four independent reviews' recommendations reflect the 'significant commitment' DWP has made to improving both the WCA and the experience of the claimants going through the process.

3.5 Job Seeker's Allowance and Employment Support Allowance

At the end of October, Government extended the waiting period at the start of a new claim for JSA and ESA from three to seven days. During this period the claimant will not receive JSA or ESA. This was enacted in law following proposals to the Social Security Advisory Committee and consultation earlier this year.

3.6 High-Cost Short-Term Credit provision

In April 2014, Financial Conduct Authority (FCA) began to regulate the high-cost short-term credit industry, in a transfer of responsibility from the Office of Fair Trading. In November 2014, the FCA published the price caps they will impose on high-cost short-term credit¹¹, which they have consulted on since July 2014 and will come into effect in January 2015. They will include:

1. An initial cost cap of 0.8% per day on interest and fee charges
2. Firms can continue to charge interest at the initial cost cap rate.
3. A total cost cap of 100%: borrowers must never have to pay back more than twice what they have borrowed.

The FCA gave the following rationale for their approach¹²:

- The level of the price cap discourages from lending to borrowers who will be harmed by taking out high-cost short-term credit.
- It is simple to understand for consistency in application of the cap and for consumers to identify infringements and if they have been charged more than twice their borrowed amount.
- The initial cost cap protects borrowers from excessive charges if they pay back on time.
- The default cap limits costs for borrowers who pay back late.
- The total cost cap limits escalating interest, fees and charges, mitigating debt spirals.

¹¹ <http://www.fca.org.uk/news/ps14-16-detailed-rules-on-the-price-cap-on-high-cost-short-term-credit>

¹² 'Proposals for a price cap on high-cost short-term credit' FCA CP14/10, July 2014

3.7 The Benefit Cap

On 15th December, the DWP published a review on the impact of the benefit cap a year since implementation, during which time over 50,000 households had their benefits capped to a rate of no more than £500 for couples or families and £350 for single claimants. This review was supported by suite of analytical reports.¹³ They concluded that the cap “is working as intended” to meet the key aims of providing *incentives to work* and *fairness in the system* with strong public support, and offered the following findings from their analysis as demonstration of the cap’s effect¹⁴:

- The benefit cap has increased the proportion of households moving into employment
- Evidence suggests that over time short-term budgeting gives way to increased job search and intention to move into work
- Barriers to work include childcare, language skills and qualifications, although a ‘sizeable minority’ had taken some actions to overcome these barriers
- Evidence suggests the benefit cap has not led to significant increases in the proportion of capped households moving house
- The majority of households were up-to-date with rent and had not built up rent arrears
- Most households are responding to the benefit cap, by taking some form of action

The DWP also estimates that the benefit cap is producing financial savings of £85m in 2013/14 and £140m in 2014/15¹⁵. This does not include any additional savings generated from a result in behavioural change, such as households moving into work or downsizing their accommodation. For affected households in the November 2013 cohort, the mean average loss of benefits was approximately £70 (£80 in London and £62 for the rest of the country). These losses were reduced where Discretionary Housing payments were made as support during the period of adjustment¹⁶.

The Institute of Fiscal Studies (IFS) peer-reviewed the DWP’s analysis and separately provided their interpretation of the key findings¹⁷. It states that although the majority of benefits claimants were not affected by the cap, a small number of affected families ‘can lose substantial amounts.’ Furthermore, the IFS points out that the DWP’s quantitative analysis indicates that despite some behavioural change, the large majority of affected claimants did not move into work or move house as a response to the cap, and therefore it is still unclear

¹³ In terms of scope, in addition to the DWP’s qualitative analysis across households in scope for the cap, the DWP drew on qualitative research undertaken by Ipsos MORI with 1200 affected claimants, Cambridge Centre for Housing and Planning Research’s (CCHPR) in-depth interviews with 50 households (46% within London) and CCHPR’s research into the impact on LAs, local services and social landlords which covered ten case study local authorities.

¹⁴ The benefit cap: a review of the first year’, DWP December 2014, p.18-26

¹⁵ The benefit cap: a review of the first year’, DWP December 2014, p.24

¹⁶ ‘Benefit Cap: Analysis of outcomes of capped claimants’, DWP December 2014, p.4

¹⁷ <http://www.ifs.org.uk/publications/7482>

how they adjusted to the considerable reductions in their income. Having looked at the evidence, it concludes that any future lowering of the cap would result in a possible increase in claimants moving into work but few moving house.

3.8 Food Poverty

The All-Party Parliamentary Inquiry published its report into hunger in the UK on December 2014¹⁸. It described reasons for the increasing use of food banks, particularly focusing on delays and errors in processing benefits payments, the 'sometimes heavy-handed' issuing of sanctions by Jobcentre Plus (JCP), sudden loss of earnings through reduced hours or unemployment, absence of free school meals (FSM) and accumulation of problem debt. The report also highlights that out of the advanced Western economies, Britain has experienced the highest rates of inflation for food, fuel and housing while wages have failed to keep up for a workforce that has a large amount of low paid employees. In addition, the combined proportion of household incomes spent on food, housing and utilities has increased between 2003 and 2011, most affecting those in the poorest households. The report cautions that food banks will continue to run while deep-seated economic forces causing disadvantage take time to turn around, and lists three key themes that guided the Inquiry's recommendations:

1. The need to minimise emergency food provision, caused by delays and timing issues for benefits payments or insufficient National Minimum Wage
2. The need to develop a 'food bank plus' model that focuses on supporting individuals experiencing longer-term deep-seated problems through advice, skills and advocacy
3. The issue of destroying hundreds of tonnes of surplus food that could be better used.

The report sets out its strategy for a 'Zero Hunger Britain' that aims to "reverse the rising demand for emergency food assistance" thereby enabling food assistance resources to focus on those requiring more intensive long-term help. Its 77 recommendations take a wide-ranging approach to reduce the likelihood of food poverty occurring in low income households, and include:

- **Feeding Britain:** the chief recommendation is to create a new national network called 'Feeding Britain' composed of the food bank movement, voluntary sector, food industry and representatives from all eight government departments. It would foster collaboration between partners to build food policy around complex needs of individuals facing long term hunger and its remit would include developing the 'food bank plus' model, providing local points of contact, working on food waste prevention/surplus redistribution and maximising take-up of free school meals.
- **Waste and surplus food:** Calls on the food retail industry to change its business models regarding surplus food, for example, divert more to food banks.

¹⁸ 'Feeding Britain': The report of the All-Party Parliamentary Inquiry into Hunger in the United Kingdom, December 2014

- **Utilities:** Asks Ofgem to review a number of practices, for example introduce fixed pre-payment tariffs and examine the impact of standing charges on prepayment meters, calls to extend the criteria for Warm Homes Discount and for water companies to transfer low income customers to unmeasured tariffs.
- **Mobile and internet access:** calls for the phasing out of high rate telephone numbers by government departments, local authorities, utilities companies and financial services sector.
- **Resilience:** embed budgeting and parenting skills in the National Curriculum; provide food skills training for food bank recipients; link the receipt of housing benefit for landlords to the provision of basic cooking facilities; include children from working families in FSM criteria and government to cost the extension of FSM to school holidays.
- **Low pay:** increase the National Minimum Wage rate to Living Wage rates in those sectors that can afford the increase, for example, finance and banking; government and local authorities to employ staff on the Living Wage and build this into their procurement policies.
- **Benefits administration:** calls for a single system that enables processing of claims and payments within five working days; food banks to more accurately record the benefits problems leading to referrals; GPs to provide evidence for benefit claims as part of their role and to make it unlawful for the NHS to charge for providing medical documents in a benefits claim.
- **Hardship Payments and Short Term Benefits Advances:** simplify and clearly publicise the process and speed up payments.
- **Mandatory Reconsideration:** calls for a time limit on the Mandatory Reconsideration Period for Employment Support Allowance and that the claimant continues to receive ESA (at the lower assessment rate if necessary). This echoes the recommendation from the Work and Pensions Select Committee, which was rejected by government.
- **Sanctions:** introduce a yellow card warning system for claimants; JCP and local authorities to communicate with each other to prevent disruption to sanctioned claimants' other benefits and JCP should communicate more clearly about sanctions and provide links to support.
- **Claimant Commitment:** asks DWP to consider paying Flexible Support Fund moneys upfront to cover claimants' travelling expenses; suggests introducing public transport concessions for claimants; improve accessibility for claimants in rural areas or with caring responsibilities by signing on remotely; DWP to monitor accessibility of computer facilities across JCP network.
- **Local Welfare Assistance:** The report recommends that government should protect the Local Welfare Assistance Fund and that DCLG should monitor take-up and work with local authorities where registration is 'uncharacteristically' low.

3.9 Welfare Reform and Public Spending:

In addition to challenges faced by Government in implementing its welfare reforms, questions over the impact of the reforms on savings to the public purse are also being raised. The Institute for Fiscal Studies (IFS) produced recent analysis¹⁹ that highlighted spending on welfare reforms is off-setting the anticipated savings, with the headline that real spending will only be £2.5 billion lower in 2014-15 than it was in 2010-11, despite an expectation to reduce spending in 2014-15 by £19 billion.

The IFS gives two key examples for the unanticipated spending gap:

- Housing benefit will be nearly £1 billion higher in real terms for 2014-15 than 2010-11, despite announced cuts of over £2 billion. This unanticipated increase has been attributed to a faster than expected growth in the private rented sector coupled with slower than expected growth in earnings.
- The £1.2 billion cut to Disability Living Allowance has been countered by the £1.6 billion increase in spending due to the significant delays caused by the replacement of DLA with the Personal Independence Payment.

The IFS warns that slow earnings growth has the potential to push up social spending due to rapid growth in housing benefit and tax credits and so further reductions in social security spending will be needed “just to stay on track”.

4. Conclusion

4.1 While there are undoubtedly many instances of financial hardship among Kent's residents, borne out by the increase in the use of food banks, the nature of the Citizens Advice being sought and the increase in applications to the Kent Support and Assistance Service, the extent to which these are caused by welfare reform changes, remains unclear. The difficult economic situation continues to put pressure on all Kent's residents, particularly the poorest but unemployment is falling and there has not been the level to date of the expected number of vulnerable families moving out of London as a result of the benefit changes.

4.2 Therefore, although KCC continues to be under pressure through reductions to its budget and increased demand for services, specific welfare reforms at this stage, do not appear to have had a significant impact on demand for the services that KCC provides. We are therefore suggesting that further monitoring of the indicators will be published on Kent's website through Business Intelligence updates. Further reports to P&R will be available on request or if evidence becomes clear that welfare reform is starting to impact on demand for KCC services more significantly.

¹⁹ <http://www.ifs.org.uk/publications/7447>

5. Recommendation(s):

- The P&R Cabinet Committee is asked to note and comment on the report.
- The P&R Cabinet Committee is asked to agree the suggested way forward for monitoring the impact of the welfare reforms

6. Background Documents

Previous Welfare Reform Report, taken to P&R May 2014

7. Contact details

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Appendices:

Appendix 1 – Sections 1, 2, and 3. **Appendix 2** – References

Appendix 1

A number of key areas were agreed as part of the update report; these are listed below with the relevant reference numbers

Section 1 – Welfare indicators

Figure number	Item
1.1	Job Seekers Allowance
1.1	Employment Support Allowance and legacy incapacity-based benefits
1.1	General benefit claim levels
1.1	Disability Living Allowance 16-64
1.2	Personal Independence Payments
Not available	Carers Allowance
1.3	Demand for Kent Support and Assistance Service (KSAS) – i.e. number of applications
1.4	Details of approved applications for KSAS i.e. total numbers and breakdown into categories – e.g. food, energy, furniture, household items, clothing etc.
1.5	Food banks
Not available	Number of social housing tenants in rent arrears in Kent
1.6	Social housing landlord possession claims 2004-14
1.7	Social housing landlords possessions per quarter in Kent 2004 –14
1.8	Council Tax arrears
1.9	Number of households in Kent accepted as homeless and in priority need
1.10	Total households in temporary accommodation
1.11	Annual percentage change in number of households in Kent living in temporary accommodation
1.12	Number of households in Kent living in temporary accommodation by type
1.13	Number of households in temporary accommodation living in B&B
1.14	Housing Benefit claimants
1.15	Cumulative total of households subject to a housing benefit cap
1.16	Households with Housing Benefit capped by amount in Kent

1.17	Total number of households with housing benefits cap by the number of children per household (April 2013 – August 2014)
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Section 2 - Employment

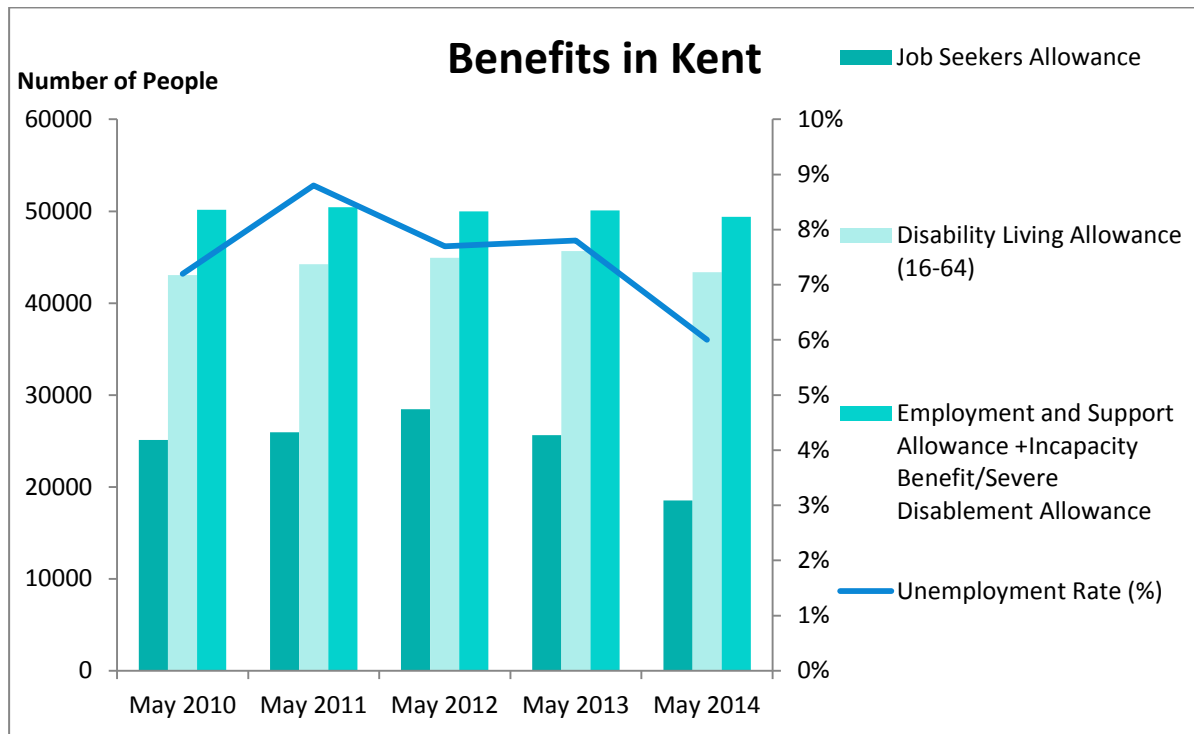
Figure number	Item
Not available	Number of people subject to the Benefit Cap who subsequently found employment (hence became exempt)
2.1	Number of people aged 16-64 who are claiming JSA in Kent districts, the South East and Great Britain, October 2014
2.2	Number unemployed
2.3	Total number of claimants of each of the individual benefits in Kent
2.4	Number of benefits claimants by statistical group
2.5	Number of people aged 16-64 in employment in Kent
Page 26	Number of individuals in Troubled Families moving from unemployment into employment
2.6	Housing Benefit claimant net migration into Kent
2.7	Volume of inward Housing Benefit claimant migration by District
2.8	In year school moves, pupils moving to Kent 2011 to 2014
2.9	In year school moves to Kent from London Boroughs with the greatest number of moves 2011-14
2.10	Children in Care placements
2.11	Children in Care placements by other LA's
2.12	Child Protection transfers to Kent

Section 3 - Demand for information, advice and guidance

Figure number	Item
3.1	All enquiries to the Citizen Advice Bureau (CAB)
3.2	CAB enquiries
Page 30	Kent Gateways

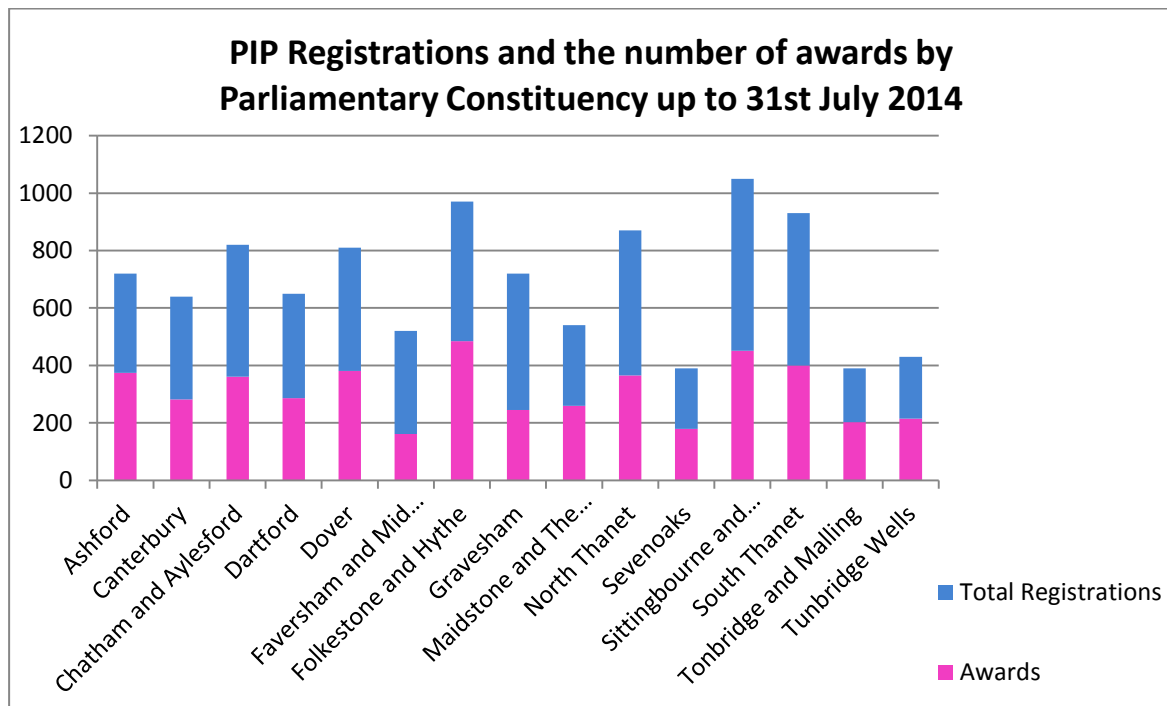
Section 1 – Welfare indicators

Figure 1.1 - General benefit claim levels



Source: DWP Longitudinal Study

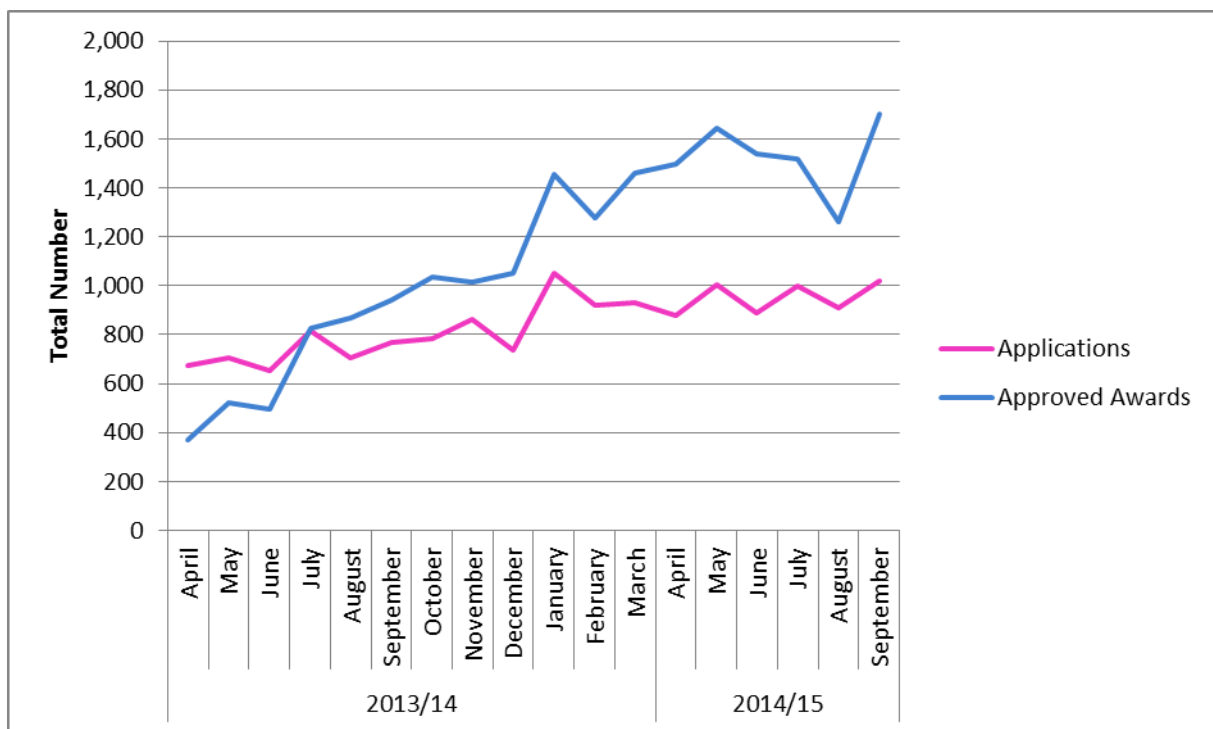
Figure 1.2 - Personal Independence Payments



Source: DWP Longitudinal Study

Figure 1.2 shows the total PIP registrations (excluding those made under “special rules for the terminally ill”) and of those registrations, the number who have received an award.

Figure 1.3 – Demand for Kent Support and Assistance Service (KSAS) – i.e. number of applications



Source: Kent Support and Assistance Service

The total number of awards exceeds the total number of applications each month. This is because each application on average receives 2.2 awards.

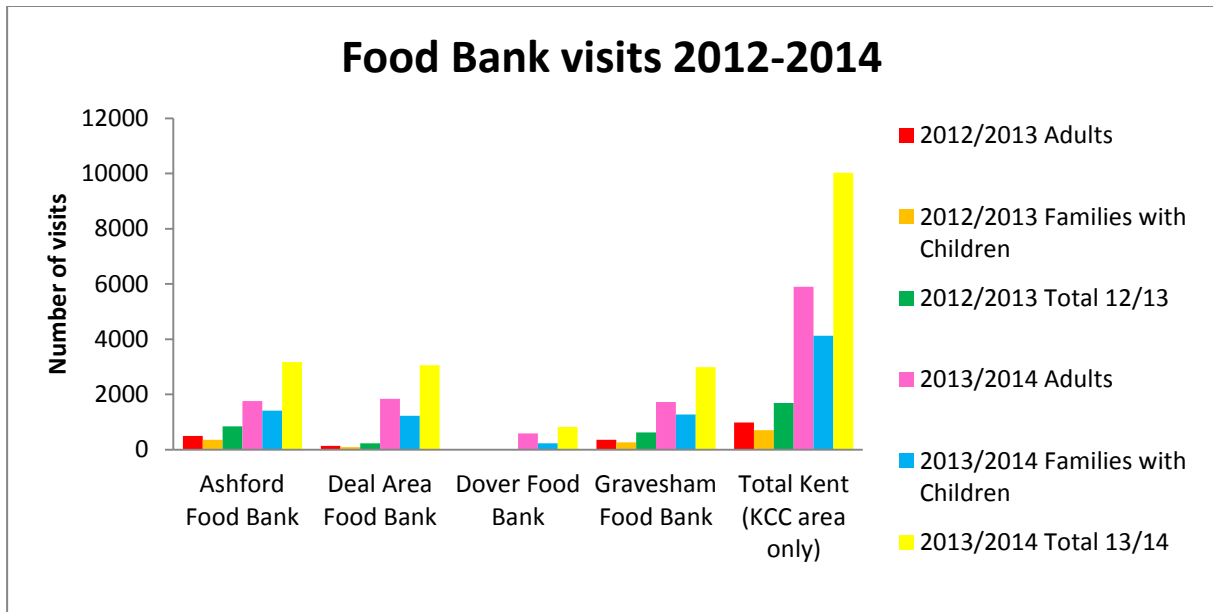
Figure 1.4 - Details of approved applications for KSAS i.e. total numbers and breakdown into categories – e.g. food, energy, furniture, household items, clothing etc.

Month	Total applications	Actual numbers of awards					Total number of awards
		Cash	Energy	Equipment & Cookers	Food & clothes	Travel	
Apr-14	880	10	342	600	540	4	1496
May-14	1003	12	413	581	634	4	1644
Jun-14	891	7	332	640	562	0	1541
Jul-14	1001	2	379	512	625	2	1520
Aug-14	911	8	282	491	479	1	1261
Sep-14	1018	2	383	685	629	2	1701
Total	5704	41	2131	3509	3469	13	9163

Source: Kent Support and Assistance Service

Figure 1.5 - Food Banks

Use of Trussell Trust food banks has increased sharply in Kent. In the KCC administrative area, the number of visits by adults to food banks managed by the Trussell Trust in the financial year 2012-13 was 980, while in 2013-14 it was 5,901. The number of families with children visiting them in 2012-13 was 705, while in 2013-14 it was 4,127. The total number of visits in 2012-13 was 1,685, while in 2013-14 it was 10,028.

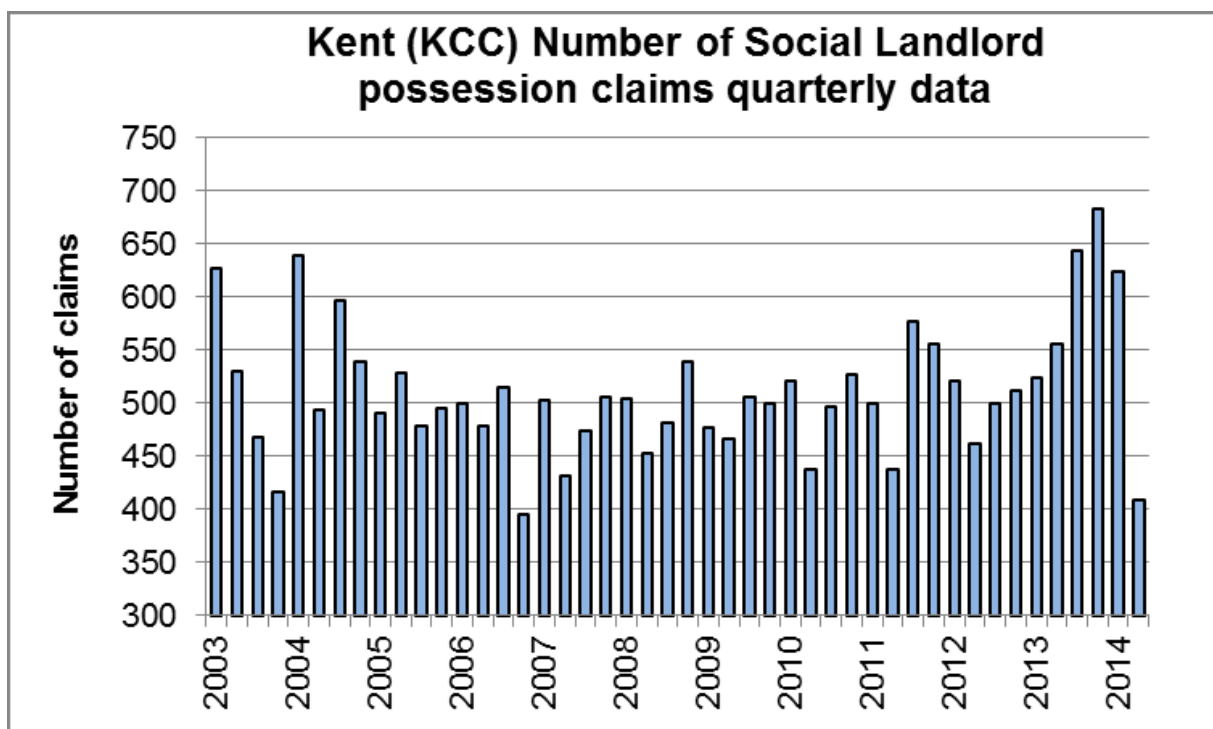


Source: Trussell Trust

Note: data for Faversham and Folkestone food banks is unavailable for this report

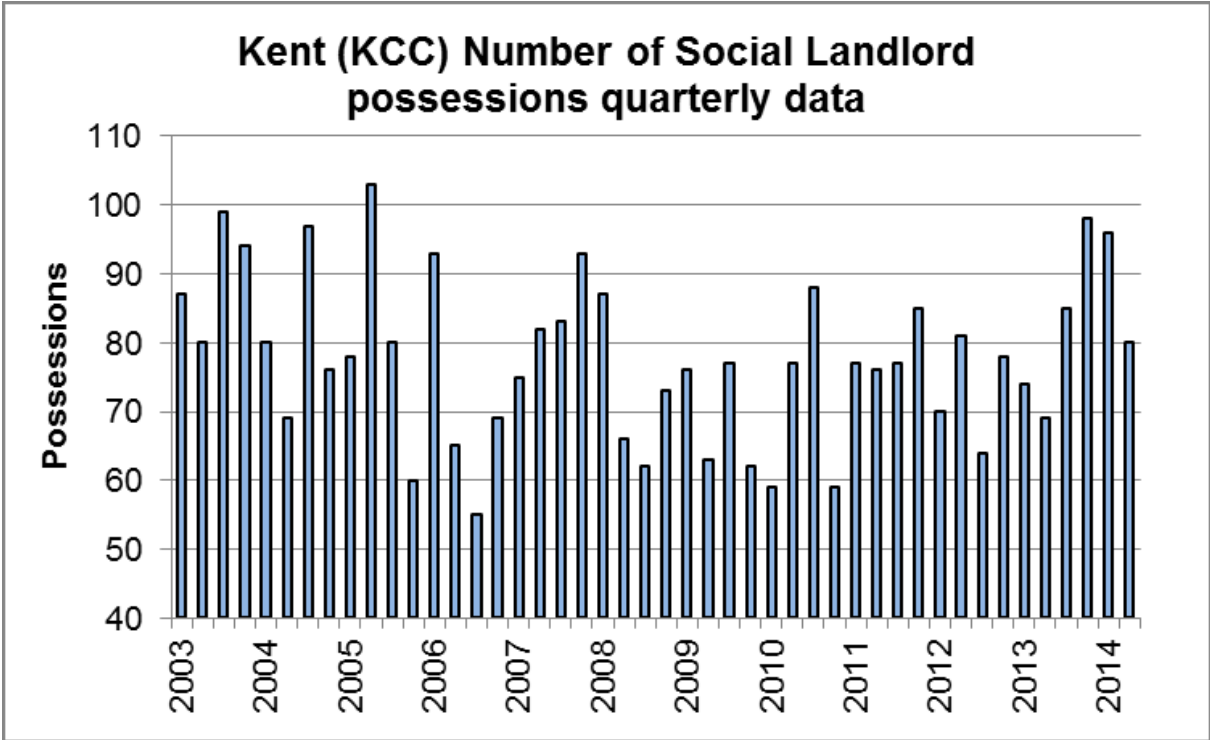
The latest report on advice trends by Citizens Advice (2014) shows that preliminary research indicates the main immediate causes of food need are the delays in benefit payments which leave clients with significant gaps in income, and the sanctioning of benefits. The use of food support in Kent is understated in figure 1.5 above, as there are other charities and independent providers operating in Kent. The Trussell Trust is the biggest of these providers.

Figure 1.6 – Social housing possession claims 2004-14



Source: KCC Business Intelligence, Mortgage and Landlord possessions 2014, Qu2

Figure 1.7 – Social housing possessions per quarter in Kent 2004 - 2014



Source: KCC Business Intelligence, Mortgage and Landlord possessions 2014, Qu2

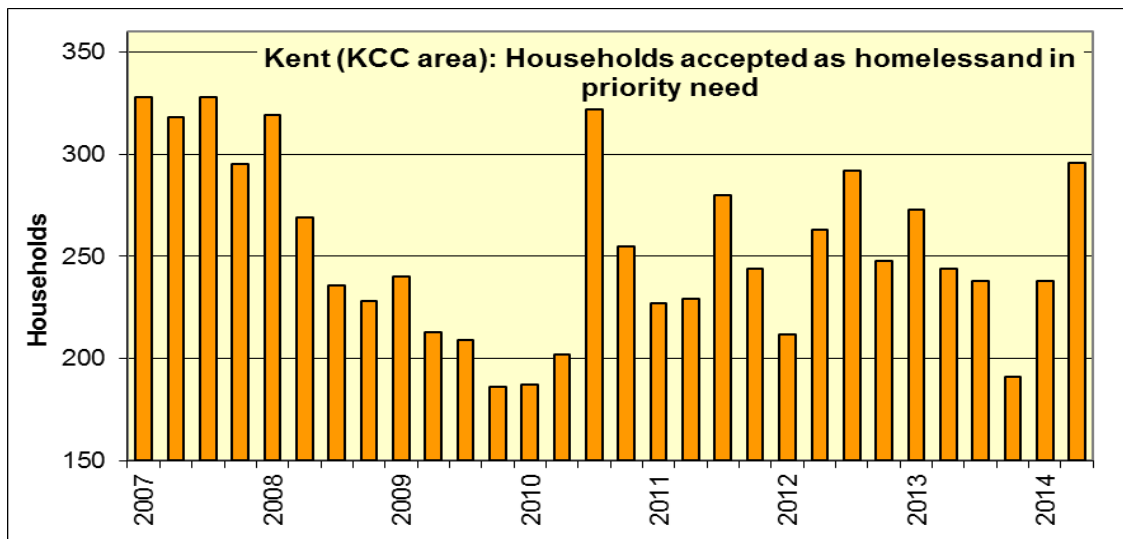
1.8 – Council Tax arrears

Only limited statistics are collected/ published by DCLG and CIPFA and it is very difficult to make any firm conclusions from what little information is available. Districts in Kent have previously reported that Council Tax collection in 2013/14 was better than they had feared when Council Tax Support schemes came in, and this has been borne out by the collection fund balances and tax base for 2014/15. However, all districts in Kent took up the transitional grant which limited reductions to 8.5% for 2013/14 compared to the previous Council Tax Benefit arrangements and most made further reductions to Council Tax Support discounts in 2014/15 as the transitional grant was one-off. Finance is undertaking more detailed work about the impact on collection rates in 2014/15 as part of a review of the current arrangements under the 3 year agreement with districts which finishes at the end of 2015/16. This information is expected to be available by the end of the current financial year.

Figure 1.9 - Number of households in Kent accepted as homeless and in priority need

The levels of homelessness in relation to households at the end of June 2014 in Kent (KCC area) had a homelessness rate of 5.1 households in priority need per 10,000. This is lower than the national average of 5.8. 296 households were accepted as homeless and in priority need, which represents an increase of 26% compared to one year ago but is now lower than 2007.

Priority need is defined as: Households with dependent children or Households where someone is pregnant, Households where someone is elderly, Households where someone has a disability or has a mental illness, Households where the applicant is a young person Households where someone is suffering domestic violence



Source: P1E return and published by DCLG

Figure 1.10 – Total households in temporary accommodation

Total households living in all types of temporary accommodation at the end of the quarter

(Accommodated in Bed & Breakfast, Hostels, LA/HA stock, leased and other stock)

Source: DCLG P1E returns

	Number of Households															
	Ashford	Canterbury**	Dartford	Dover	Gravesham	Maidstone	Sevenoaks	Shepway	Swale	Thanet	Tonbridge & Malling	Tunbridge Wells	KCC	Medway	South East Region	England
2007 q1	167	228	193	83	44	77	76	107	75	69	79	46	1,244	485	8,440	87,120
2007 q2	153	200	168	81	49	68	69	104	69	66	69	44	1,140	432	7,860	84,900
2007 q3	133	172	135	74	52	66	61	102	69	65	75	50	1,054	na	7,400	82,750
2007 q4	129	148	99	83	28	47	50	101	68	61	64	57	935	347	6,750	79,500
2008 q1	115	144	96	79	27	55	59	99	77	50	76	48	925	319	6,320	77,510
2008 q2	109	119	91	78	28	47	58	97	78	66	60	47	878	295	5,890	74,690
2008 q3	107	108	95	72	25	42	55	85	73	47	41	46	796	269	5,650	72,130
2008 q4	106	119	85	69	20	29	47	92	76	32	39	43	757	178	5,050	67,480
2009 q1	98	110	84	65	15	46	32	83	76	35	39	37	720	151	4,610	64,000
2009 q2	95	108	73	63	12	43	25	86	68	25	31	32	661	142	4,140	60,230
2009 q3	103	110	51	68	15	40	26	81	57	34	20	38	643	132	3,900	56,920
2009 q4	104	115	59	62	15	37	23	69	64	25	20	33	626	141	3,620	53,370
2010 q1	99	110	61	49	16	38	15	76	73	18	19	26	600	120	3,520	51,310
2010 q2	99	140	50	48	16	33	15	67	72	15	17	27	599	101	3,510	50,400
2010 q3	99	68	54	35	9	32	20	55	63	19	21	29	504	127	3,550	49,680
2010 q4	106	71	57	38	15	35	15	57	55	19	11	26	505	115	3,530	48,010
2011 q1	105	72	46	41	22	36	8	43	65	17	10	21	486	102	3,660	48,240
2011 q2	109	66	57	33	20	34	12	49	59	14	7	19	479	85	3,790	48,330
2011 q3	109	51	74	40	37	44	20	51	52	26	9	27	540	99	4,130	49,100
2011 q4	108	39	71	34	22	46	27	37	47	32	12	25	500	92	4,050	48,920
2012 q1	102	44	82	29	39	49	17	38	51	44	13	30	538	109	4,280	50,430
2012 q2	110	51	94	34	38	38	28	45	68	32	10	29	577	118	4,570	51,640
2012 q3	124	43	75	37	42	27	17	51	59	28	11	33	547	101	na	52,960
2012 q4	137	55	63	35	41	37	17	33	67	25	10	38	558	107	na	53,130
2013 q1	104	64	38	37	44	36	19	43	72	27	16	36	536	120	na	55,300
2013 q2	108	54	29	42	49	40	21	44	77	18	5	42	529	128	na	56,210
2013 q3	130	56	31	35	52	47	13	44	75	20	9	38	550	169	na	57,350
2013 q4	110	41	38	39	59	31	15	28	75	21	6	38	501	144	na	56,930
2014 q1	113	44	39	37	62	41	16	22	73	28	12	36	523	148	na	58,590
2014 q2	121	46	53	53	73	49	15	23	59	29	10	37	568	176	na	59,710

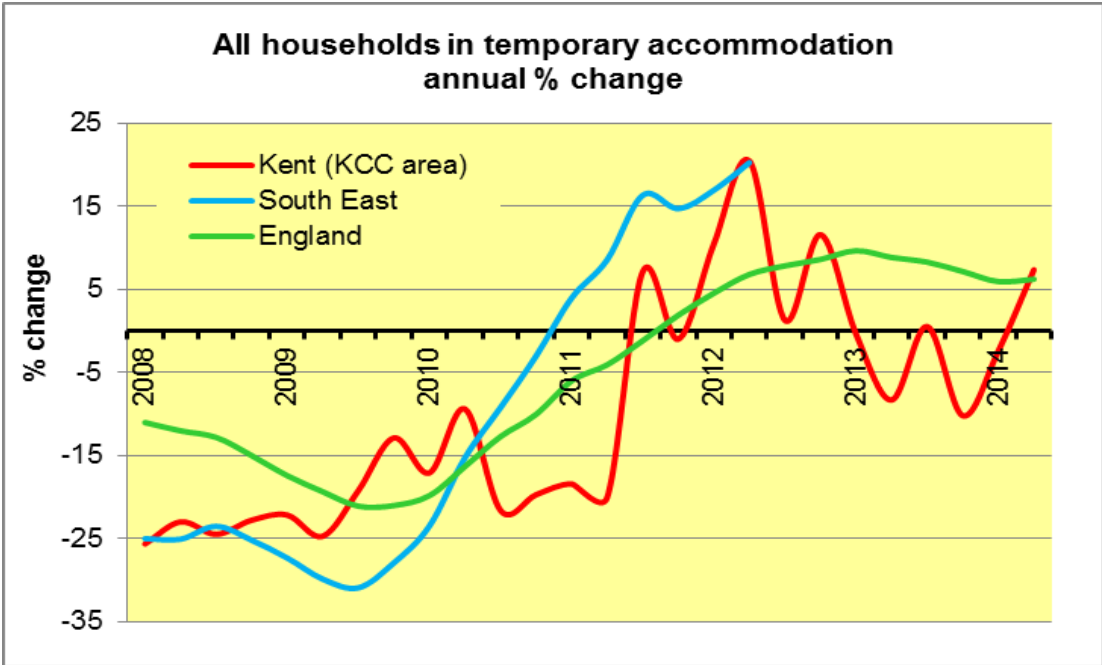
** Methodology review during 2010

Figures may not sum due to rounding and estimated totals

Source: P1E return and published by DCLG

At the end of the 2nd quarter 2014 there were 568 households in Kent (KCC area) living in all types of temporary accommodation. This is 39 households (7%) more than the same period one year ago when there were 529; this has decreased significantly since 2007.

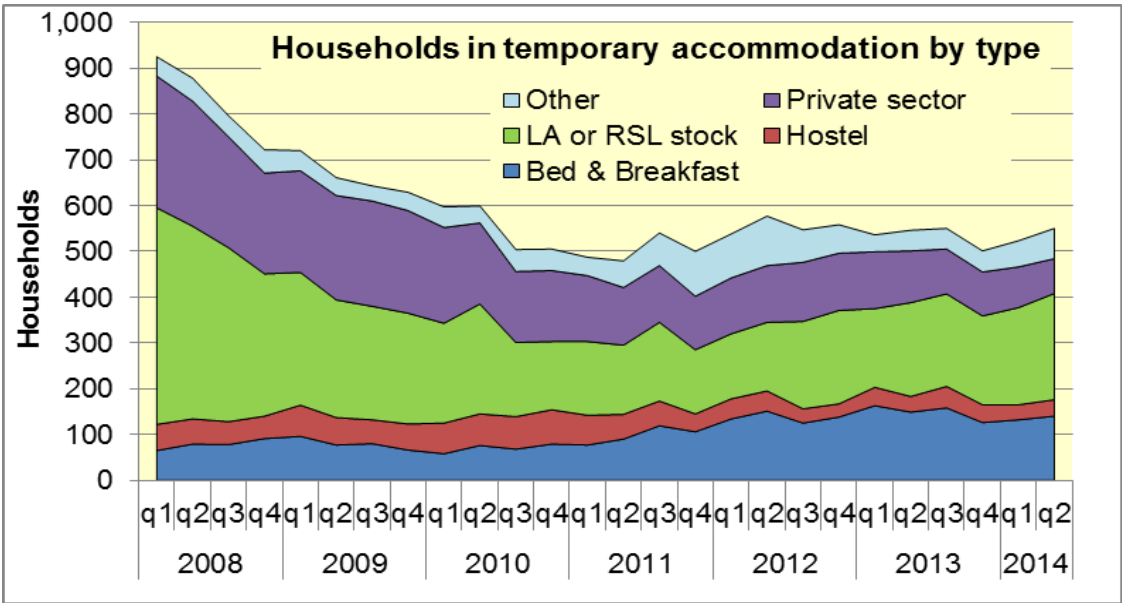
Figure 1.11 – Annual percentage change in number of households in Kent living in temporary accommodation



Source: P1E return and published by DCLG

Figure 1.12 - Number of households in Kent living in temporary accommodation by type

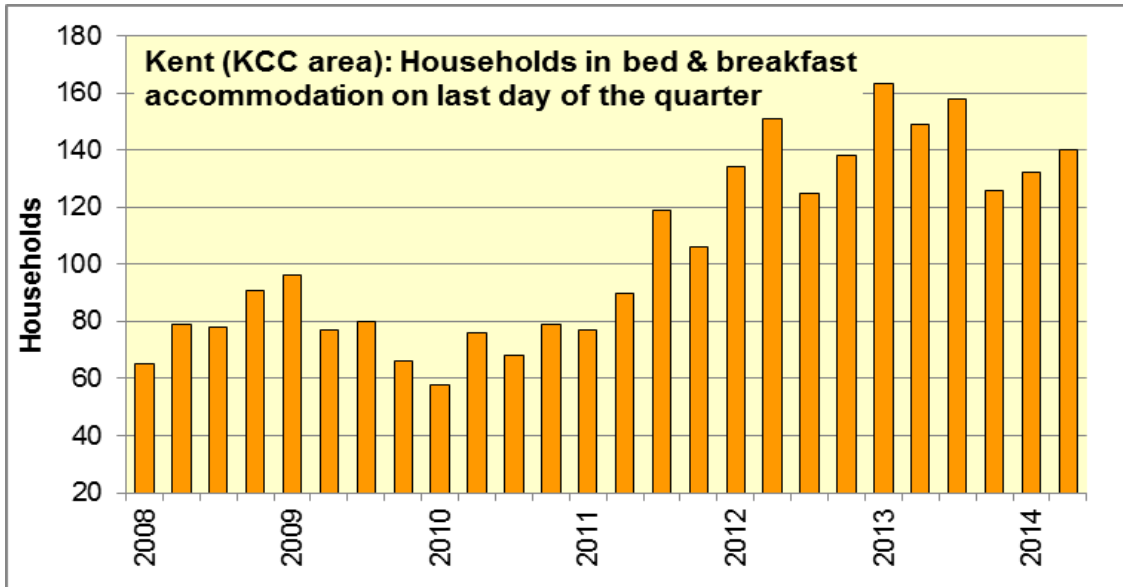
Of the Kent households in all types of temporary accommodation at the end of June, approximately 25% were in Bed and Breakfast accommodation, 7% in Hostels, 42% in Local Authority or Registered Social Landlord (RSL) dwellings, 14% were in leased private sector dwellings with a further 14% of households in other types of accommodation such as private landlords.



Source: DCLG

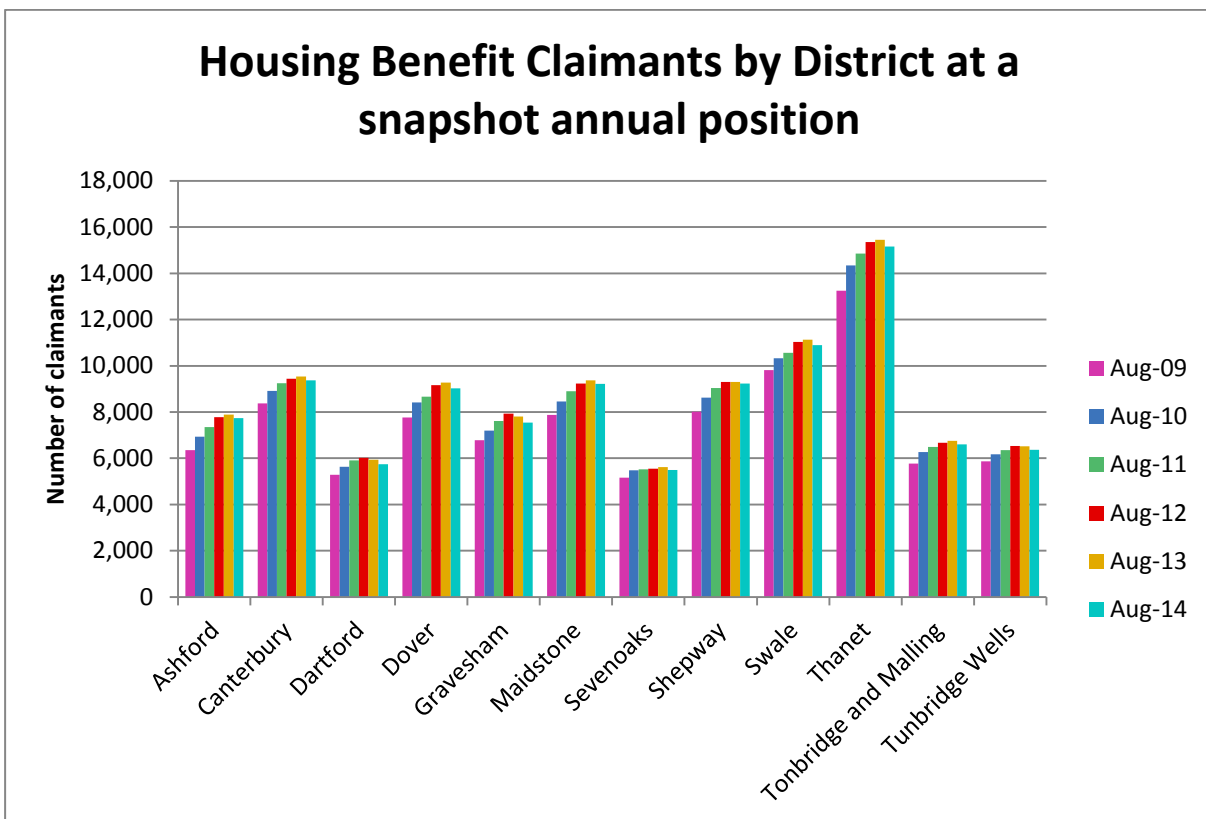
Figure 1.13 - Number of households in temporary accommodation living in B&B

In Kent (KCC area) 140 households were in bed and breakfast accommodation at the end of June, nine fewer compared to one year ago when there were 149. Maidstone, Dover and Swale districts had the highest number of households in bed and breakfast accommodation with 26, 25 and 18 households respectively; these three districts accounting for 32% of the Kent (KCC area) B&B total.



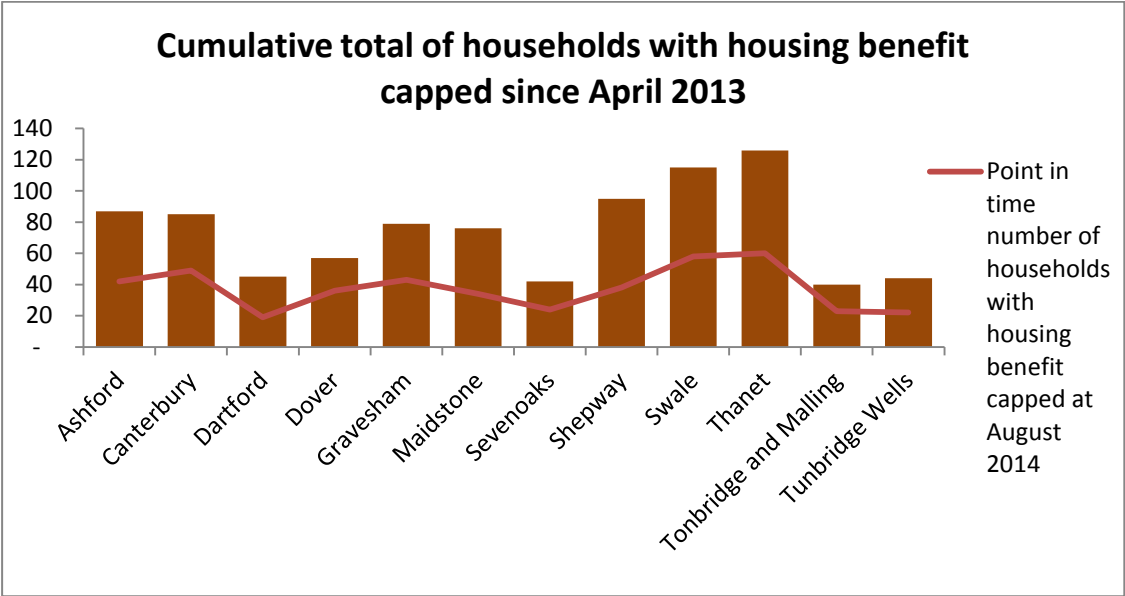
Source: DCLG

Figure 1.14 - Housing benefit claimants



Source: DCLG

Figure 1.15 – Cumulative total of households subject to a housing benefit cap



Source: CTB Local council tax support data

The benefits cap statistics relate to the total amount of benefit that working-age households can receive so that, broadly, households on out-of-work benefits will no longer receive more in welfare payments than the average weekly wage for working households. If affected, a household’s Housing Benefit entitlement will be reduced so that the total amount of benefit received is no longer higher than the cap level.

The financial impact of the cap is shown in amount per week in the table below.

Figure 1.16 - Households with Housing Benefit capped by amount in Kent

	Total	Amount Capped (£ per week)				
		Up to £50	£50.01 to £100	£100.01 to £150	£150.01 to £200	£200.01 to £250
Ashford	87	46	21	13	-	-
Canterbury	85	50	24	10	-	5
Dartford	45	28	12	-	-	-
Dover	57	36	17	-	-	-
Gravesham	79	46	17	10	-	-
Maidstone	76	50	15	11	-	-
Sevenoaks	42	25	10	5	-	-
Shepway	95	42	28	17	5	-
Swale	115	63	27	21	5	-
Thanet	126	62	42	13	12	-
Tonbridge	40	17	12	5	-	-
Tunbridge	44	20	12	6	6	-
KCC Total	891	485	237	111	28	5

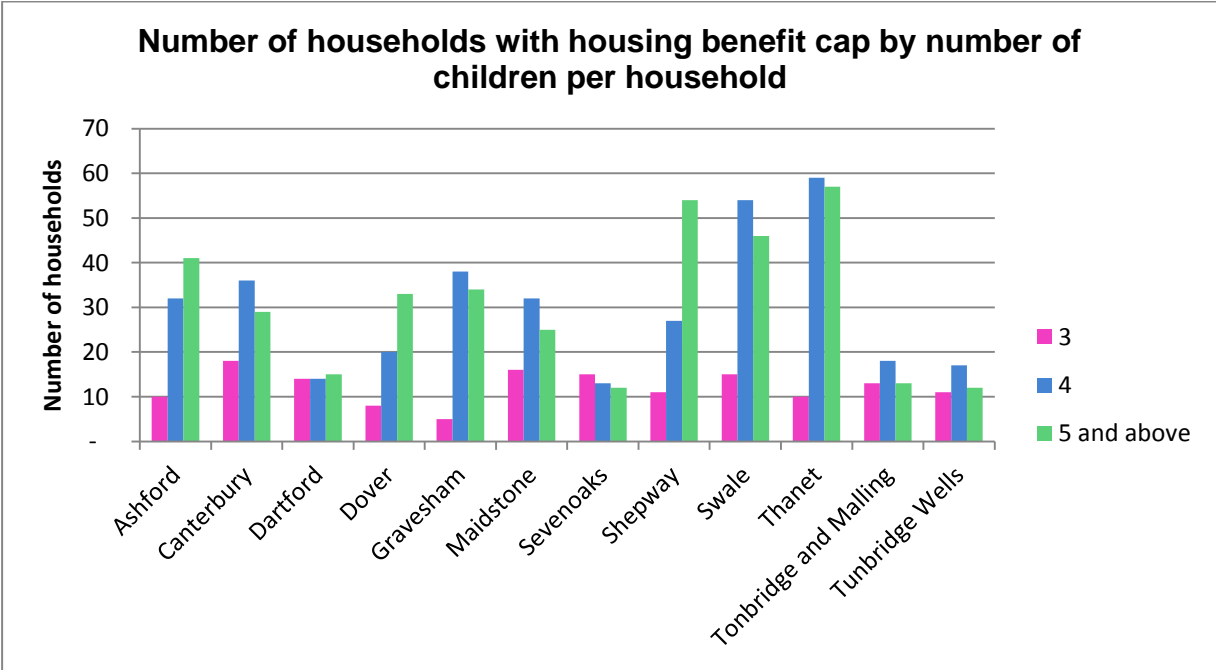
Source: DCLG

When considering which population groups appear to be most affected, national level evidence on the impacts of the Benefit Cap suggests that many of the households affected are those with dependent children, in particular larger families and households consisting of single parents. According to the recent DWP report “Benefit Cap: GB Households Capped to August 2014” (November 2014), in August 2014 in the UK 27,200 households had their housing benefit capped (51,200 from the introduction of the Cap on 15 April 2013 to August 2014).

- 59% of capped households had between 1 and 4 children, and 36% had 5 or more children
- 61% of capped households consisted of a single parent with child dependents
- 80% of capped households were capped by £100 or less a week.

In Kent the majority of the households affected by the Cap are also larger families and those consisting of single parents with dependent children. In Kent the number of households with housing benefits capped from the introduction of the Cap to August 2014 was 891. The districts with the highest number of housing benefits capped were Thanet (126), Swale (115), Shepway (95), Ashford (87) and Canterbury (85). Almost all households capped were those with dependent children (888 out of 891), and more than half consisted of single parent households (478). The vast majority of households affected had four or more children (731 out of a total of 888).

Figure 1.17 – Total number of households with housing benefits cap by the number of children per household (April 2013 – August 2014)



Source: DCLG

In terms of the number of Housing Benefit claimants in Kent who have been affected by the Removal of the Spare Room Subsidy, the evidence suggests that it decreased gradually in the last year before levelling out. In June 2013 the number of people in Kent affected by the reform was 7,310. The figure fell gradually until February 2014 (6,339) before remaining generally stable until May 2014 (6,411). The Kent district with the highest number of people affected by the removal of the Subsidy was Swale (719), followed by Gravesham (663), Thanet (605) and Maidstone (602). The district with the lowest number of people affected was Dartford (334), followed by Tunbridge (407).

Section 2 - Employment

Recent data indicates that people claiming unemployment benefits (JSA) in Kent is decreasing; in October 2014 it fell by 3.7% (-590 claimants) since the previous month and by 31.3% (-7,089 claimants) since October 2013. The claimant count unemployment rate of 1.7% for Kent is below the national average of 2.1%. Recent data indicates that people claiming unemployment benefits in Kent is decreasing; in October 2014 it fell by 3.7% (-590 claimants) since the previous month and by 31.3% (-7,089 claimants) since October 2013. The claimant count unemployment rate of 1.7% for Kent is below the national average of 2.1%. Unemployment in Kent is at its lowest level since October 2008, with 6.0% of the Kent workforce now unemployed (GB 7.0%).

All Kent districts saw a reduction in unemployment claimants from September to October 2014. Thanet district saw the biggest fall in the number of JSA claimants with 138 fewer claimants. Thanet has the highest unemployment claimant rate in the county at 3.8% and Tunbridge Wells the lowest at 0.7%.

Figure 2.1 - Number of people aged 16-64 who are claiming JSA in Kent districts, the South East and Great Britain, October 2014

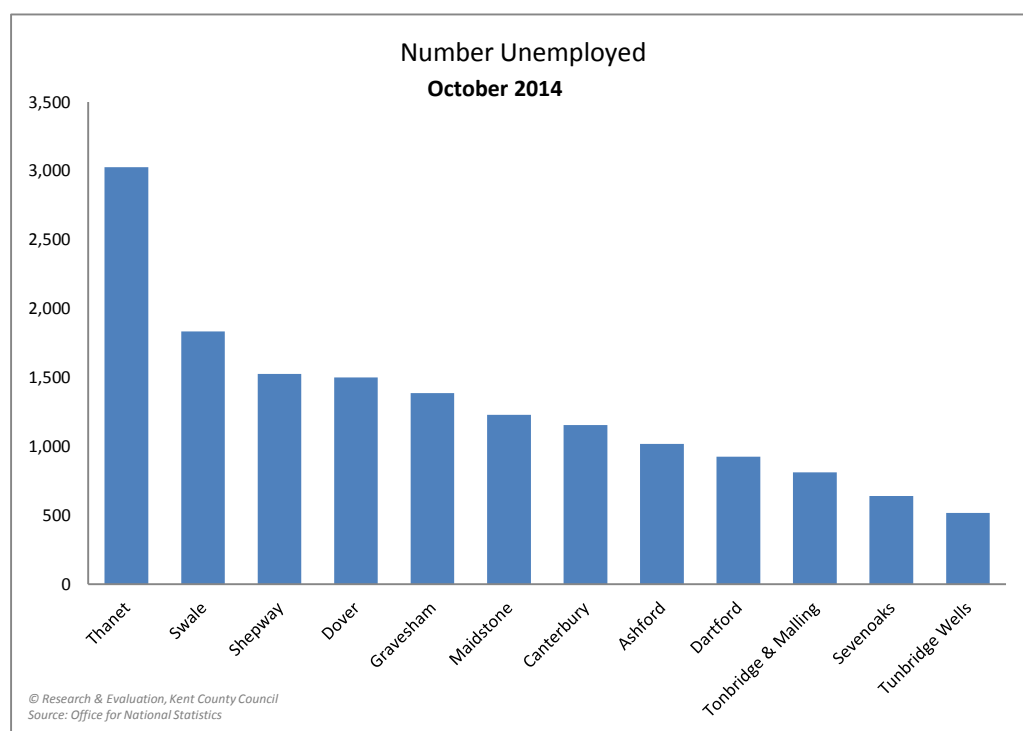
Monthly Summary of Unemployment in Kent Districts							October 2014
Districts	Number Unemployed October 2014	Unemployment rate %	Change Since Last Month Number	%	Change Since Last Year Number	%	
Ashford	1,018	1.4%	-44	-4.1%	-543	-34.8%	
Canterbury	1,156	1.2%	-50	-4.1%	-735	-38.9%	
Dartford	925	1.4%	-49	-5.0%	-486	-34.4%	
Dover	1,500	2.2%	-22	-1.4%	-487	-24.5%	
Gravesham	1,387	2.1%	-103	-6.9%	-651	-31.9%	
Maidstone	1,229	1.2%	-28	-2.2%	-672	-35.3%	
Sevenoaks	640	0.9%	-18	-2.7%	-249	-28.0%	
Shepway	1,526	2.3%	-17	-1.1%	-610	-28.6%	
Swale	1,834	2.1%	-50	-2.7%	-898	-32.9%	
Thanet	3,027	3.8%	-138	-4.4%	-1,249	-29.2%	
Tonbridge & Malling	812	1.1%	-26	-3.1%	-322	-28.4%	
Tunbridge Wells	518	0.7%	-45	-8.0%	-187	-26.5%	
Kent	15,572	1.7%	-590	-3.7%	-7,089	-31.3%	
Medway Council	4,100	2.3%	-137	-3.2%	-1,364	-25.0%	
Kent + Medway	19,672	1.8%	-727	-3.6%	-8,453	-30.1%	
National/Regional							
GoSE	68,884	1.2%	-2,045	-2.9%	-35,501	-34.0%	
Great Britain	836,373	2.1%	-34,490	-4.0%	-372,259	-30.8%	
Seasonally Adjusted	GOSE	72,900	1.3%	-2,000	-2.7%	-35,700	-32.9%
	G.B.	879,600	2.2%	-20,300	-2.3%	-365,800	-29.4%

Figures coloured red show an increase in claimants.

Source: NOMIS Claimant Count

Table prepared by: Research & Evaluation, Kent County Council

Figure 2.2 - Number of people claiming unemployment benefits in Kent Districts, October 2014



Source: Annual Population Survey

Figure 2.3 – Total number of claimants of each of the individual benefits in Kent, February 2014

Total Claimants		Feb 2014					
Quarterly Summary of Benefit Claims in Kent							
Kent			Change Since Previous Quarter		Change Since Last Year		
	Number	% Rate	Number	%	Number	%	
Carers Allowance	15,950	1.3%	180	1.1%	640	4.2%	
Disability Living Allowance - Claiming	72,300	4.9%	-360	-0.5%	-450	-0.6%	
Income Support	19,460	2.3%	-690	-3.4%	-4,270	-18.0%	
Job Seekers Allowance	22,160	2.5%	430	2.0%	-6,900	-23.7%	
Incapacity Benefit/Severe Disablement Allowance - Claiming	10,280	1.2%	-1,760	-14.6%	-8,900	-46.4%	
Incapacity Benefit/Severe Disablement Allowance - Receiving	7,850	0.9%	-1,400	-15.1%	-5,700	-42.1%	
Pension Credits - Claiming	50,850	13.9%	-750	-1.5%	-2,700	-5.0%	
Pension Credits - Beneficiaries	61,980	16.9%	-960	-1.5%	-3,600	-5.5%	
State Pension	307,590	95.2%	-70	0.0%	2,590	0.8%	
Attendance Allowance	38,200	13.8%	-300	-0.8%	-1,140	-2.9%	
Employment and Support Allowance	39,060	4.5%	1,510	4.0%	8,000	25.8%	

Source: NOMIS - DWP Work & Pensions Longitudinal Study

Figure 2.4 - Number of benefit claimants by statistical group, Kent, February 2014

Working Age Benefit Claimants by Statistical Group		February 2014					
Quarterly Summary of Benefit Claims in Kent							
Kent	Number		Change Since Previous Quarter		Change Since Last Year		
	February 2014	% Rate	Number	%	Number	%	
Any Benefits	111,570	12.1%	200	0.2%	-7,500	-6.3%	
Job seekers	22,160	2.4%	430	2.0%	-6,900	-23.7%	
ESA & Incapacity Benefits	48,620	5.3%	-240	-0.5%	-800	-1.6%	
Lone Parents	11,000	1.2%	-120	-1.1%	-420	-3.7%	
Carers	13,140	1.4%	190	1.5%	660	5.3%	
Others on income related benefits	2,850	0.3%	-120	-4.0%	-380	-11.8%	
Disabled	12,000	1.3%	70	0.6%	360	3.1%	
Bereaved	1,810	0.2%	20	1.1%	-10	-0.5%	
Out of work benefits	84,620	9.2%	-70	-0.1%	-8,510	-9.1%	

Source: NOMIS - DWP Work & Pensions Longitudinal Study

In terms of employment, the number of people aged 16-64 in employment in Kent has steadily increased from 633,500 in the 12 month period commencing October 2011 to 659,300 in the 12 month period ending June 2014.

Figure 2.5 - the number of people aged 16-64 in employment in Kent

Oct 11- Sep 12	Jan 12- Dec 12	Apr 12- Mar 13	Jul 12- Jun 13	Oct 12- Sep 13	Jan 13- Dec 13	Apr 13- Mar 14	Jul 13- Jun 14
633,500	634,800	637,300	639,100	640,100	648,600	648,900	659,300

Source: Annual Population Survey

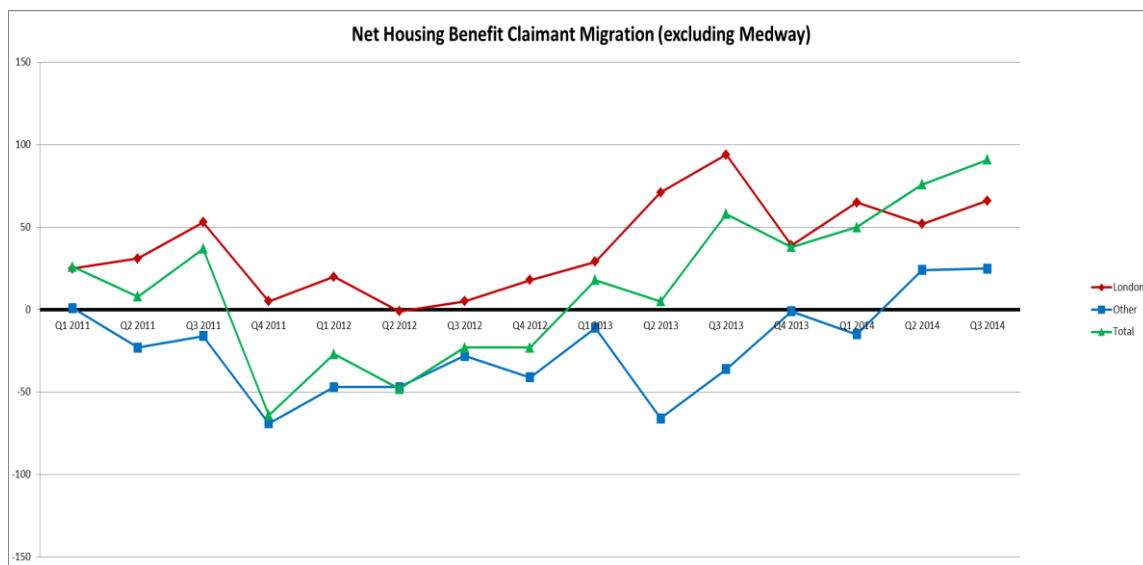
Troubled Families

Some evidence from the Kent Troubled Families Programme shows that the percentage of families where at least one member has returned to work has also increased recently. As of August 2014, 12.1% of troubled families in Kent had at least one member of the family return to work or go onto the ESF/Work Programme. This equates to 286 families where someone has returned to work and 25 families where a member has been on the ESF or the Work Programme. In the previous quarter (May 2014) the figure was 9.1%. Kent remains third nationally for return to work claims.

Sample evidence from the Troubled Families Programme shows that Income Support (IS) and ESA are the most frequently claimed benefits. IS accounts for 32.9% of the benefit claimants and ESA for 32.7%. JSA is the third largest claim made (25.2% of the cohort). Carer's Allowance is the smallest group, with 9.1% claiming this benefit. The sample shows that Swale, Maidstone and Thanet have the largest numbers of benefit claimants. Sevenoaks, Tunbridge Wells and Tonbridge and Malling have the smallest numbers. The sample also shows that Maidstone, Tonbridge and Malling and Tunbridge Wells have the

largest proportions of their benefit claimants claiming ESA. Canterbury, Dartford and Tunbridge Wells have the largest proportions of claims for IS.

Figure 2.6 – Housing Benefit claimant net migration into Kent



Source: KCC business Intelligence, Migration 2014

The net migration for KCC had previously been negative between quarter 4 in 2011 and quarter 4 in 2012. The year leading up to the introduction of the Benefit Cap saw the net movement turning positive, with a rise of housing benefit migrants from the London boroughs. This was however offset by a loss of housing benefit claimants from Kent to other (non-London) authorities. Overall, since the introduction of the Benefit Cap there has been a net gain in housing benefit claimants in Kent, which appears to be gradually increasing each quarter, although the number are very low compared to initial estimates.

Figure 2.7 - Volume of inward Housing Benefit claimant migration by District

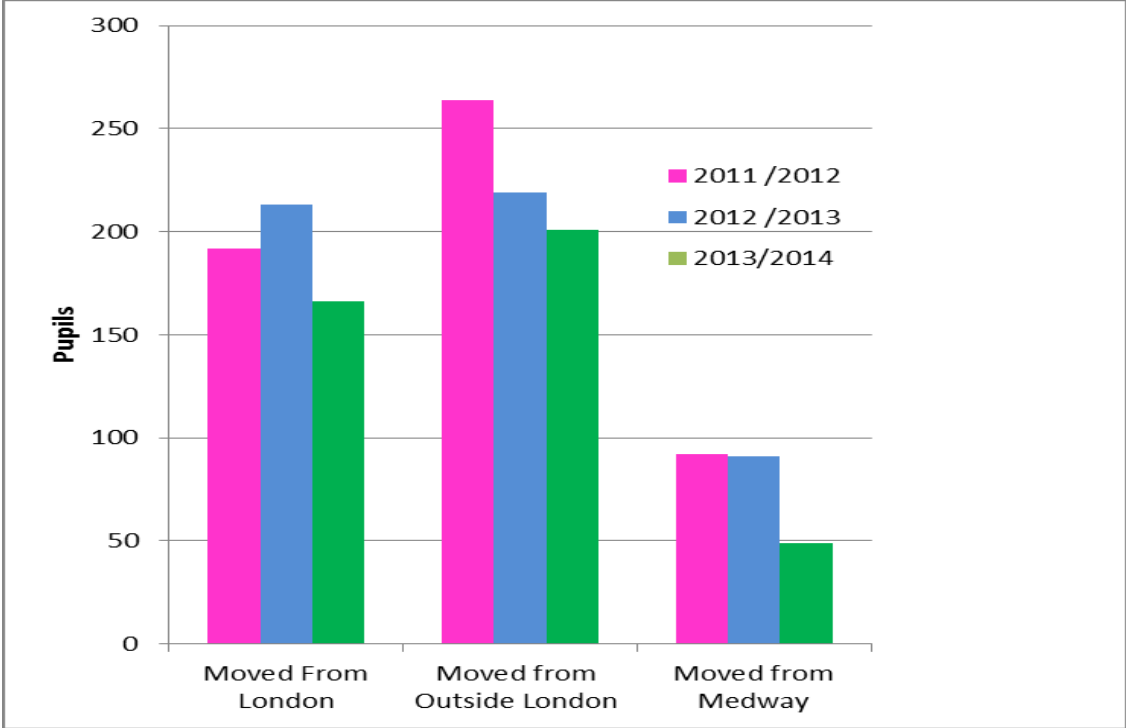
	2011	2012	2013	2014 *
Ashford	16	11	57	33
Canterbury	34	23	63	49
Dartford	61	74	99	81
Dover	50	49	84	33
Gravesham	25	25	83	46
Maidstone	31	49	48	46
Sevenoaks	42	50	64	46
Shepway	36	35	110	56
Swale	69	67	96	59
Thanet	157	173	155	81
Tonbridge and Malling	7	12	40	39
Tunbridge Wells	45	45	55	47
Kent County Council	573	613	954	616

Source: KCC business Intelligence, Migration 2014

*2014 shows part year, does not include quarter 4.

Figure 2.8 - In year school moves, pupils moving to Kent 2011 to 2014

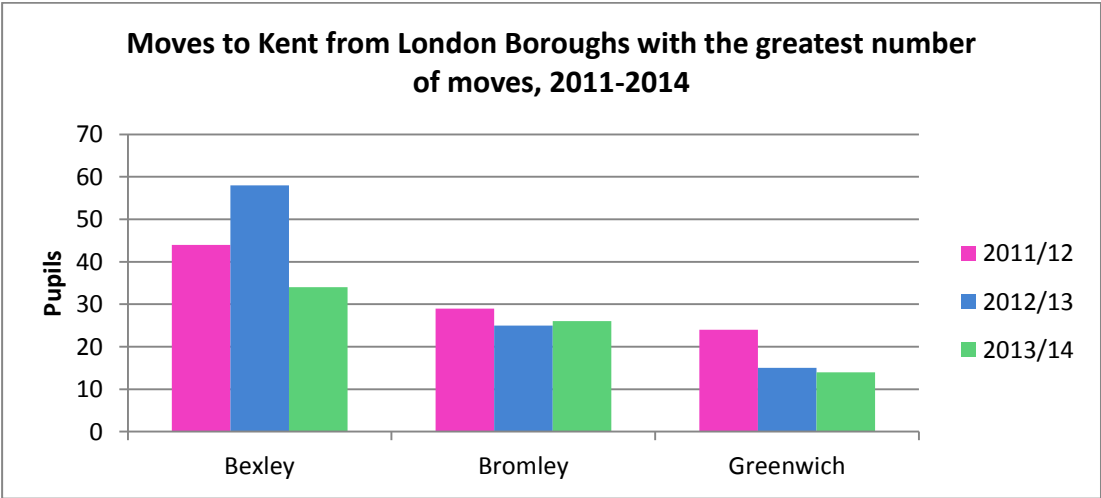
Overall, for in-year school moves, there was a slight increase in the number of pupils moving from London to Kent schools between 2011/12 and 2012/13, followed by a decrease in 2013/14 (note: not all schools provided information for 2013/14) . During this period there has been a drop in the number of pupils moving to Kent schools from outside London. The movement from Medway schools has also declined



Source: SC Specialist Children’s Services

Most districts have seen a decline in the number of pupils moving in-year to schools in their areas, with the exception of Sevenoaks and Tunbridge Wells where some increases have occurred. However, these school moves may not reflect families moving house in response to changing economic circumstances, but rather changes in attitudes to particular schools

Figure 2.9 – Moves to Kent from London Boroughs with the greatest number of moves, 2011-14



Source: SC Specialist Children’s Services

Figure 2.10 - Children in Care placements - April 14 to September 14

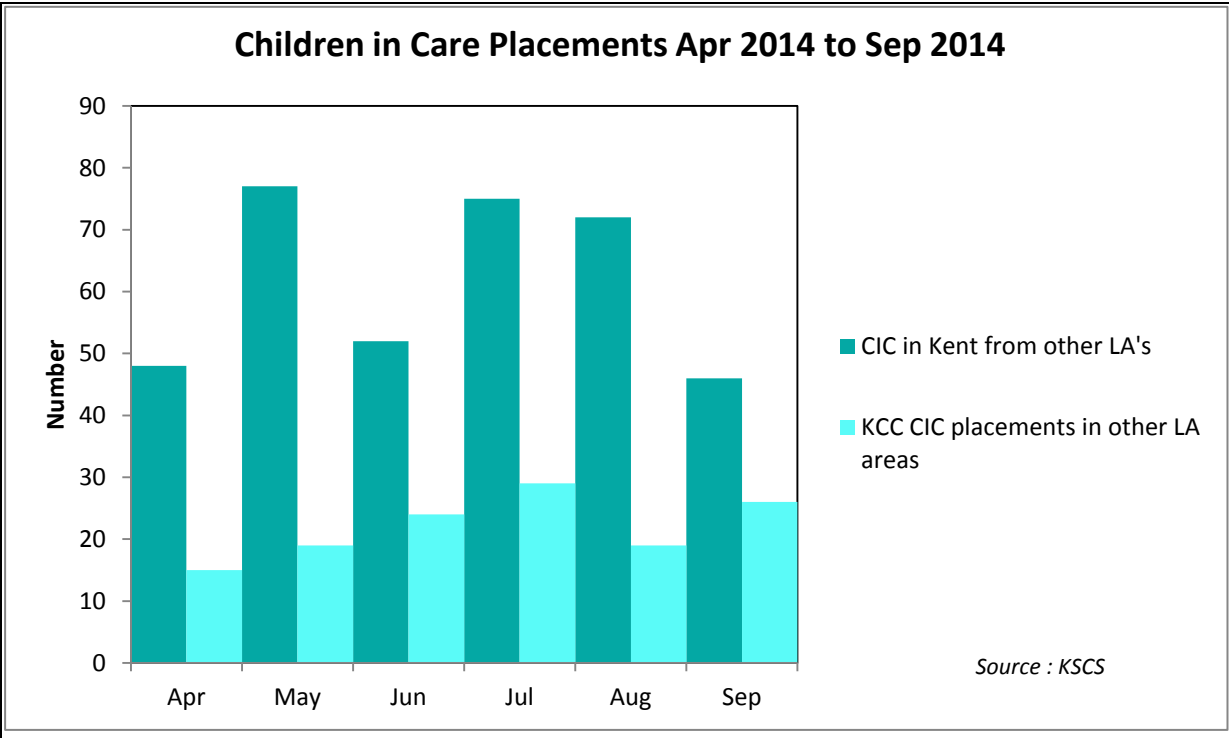
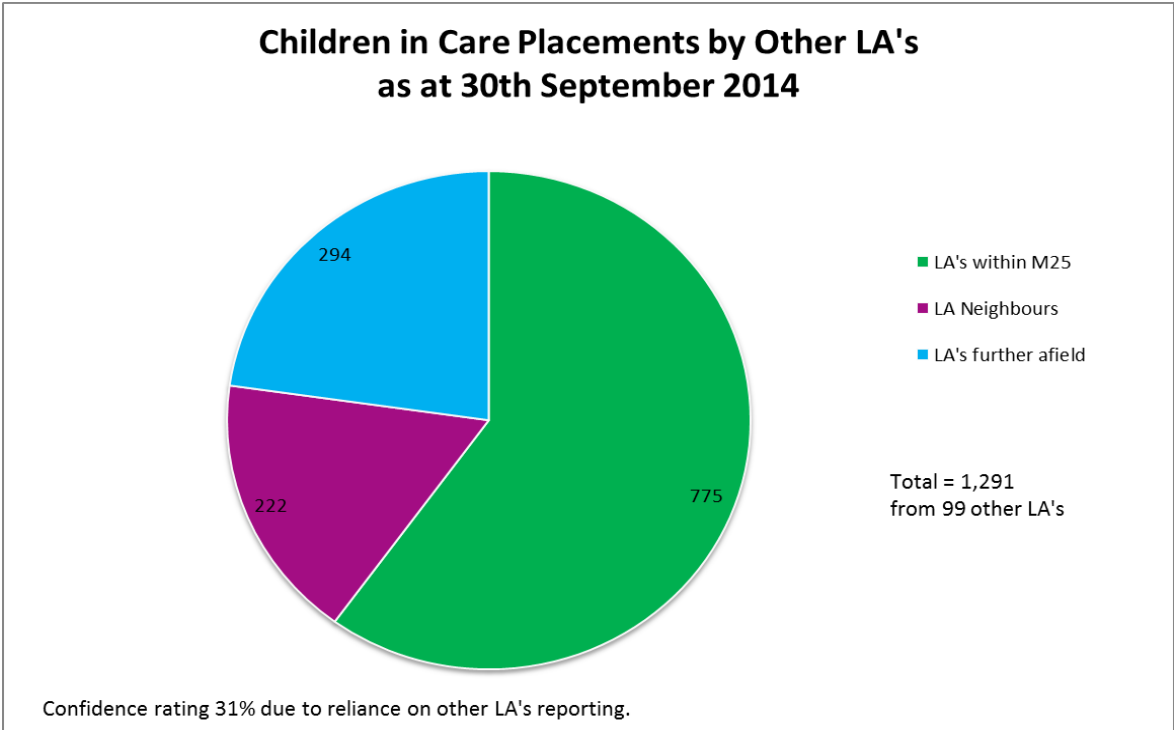


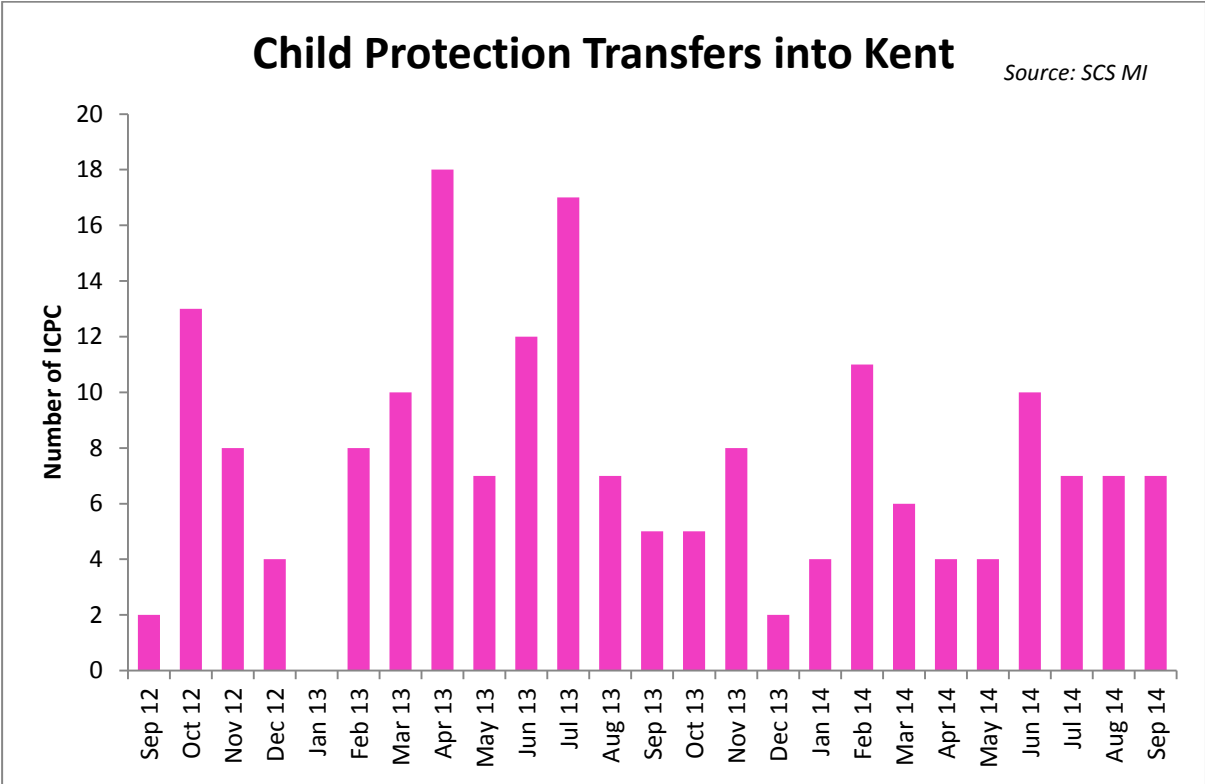
Figure 2.11 – Children in Care Placements to Kent by other LA's



Source: KCSC

The number of placements of Children in Care from other local authorities to Kent has increased. In September 2013 the total number of placements in Kent was 1,182, while in September 2014 it was 1,291. The districts with the highest number of placements were Thanet (240), Swale (224), Canterbury (130) and Ashford (125). Those with the lowest intake were Tunbridge Wells (31), Tonbridge and Malling (47) and Gravesham (70). The highest increases between the two periods occurred in Maidstone (from 52 to 71, that is 26.7%) and in Dover (from 59 to 78, that is 24.3%).

Figure 2.12 – Child Protection transfers into Kent



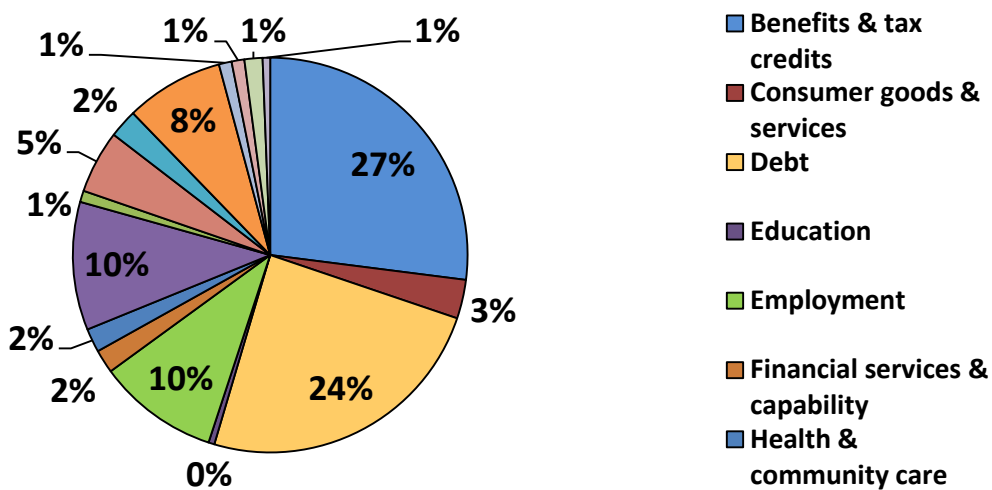
Section 3 – Demand for Information, advice and guidance

Figure 3.1 – All enquiries at the Citizen Advice Bureau (CAB) in Kent (April – September 2014)

Part 1	Number of Advice Events	% Issues	Unique Client Count	Ratio of issues per client
Benefits & tax credits	23,107	27.0%	8,506	2.7
Consumer goods & services	2,722	3.2%	1,612	1.7
Debt	20,853	24.4%	5,432	3.8
Education	416	0.5%	285	1.5
Employment	8,485	9.9%	3,642	2.3
Financial services & capability	1,648	1.9%	973	1.7
Health & community care	1,660	1.9%	867	1.9
Housing	8,981	10.5%	4,735	1.9
Immigration & asylum	797	0.9%	474	1.7
Legal	4,412	5.2%	2,640	1.7
Other	1,992	2.3%	996	2.0
Relationships & family	6,887	8.1%	3,905	1.8
Tax	892	1.0%	592	1.5
Travel & transport	897	1.0%	576	1.6
Utilities & communications	1,265	1.5%	647	2.0
Discrimination	526	0.6%	330	1.6
Grand Total	85,540	100%	26,564	3.2

Source: Citizens Advice Bureau

Figure 3.2 - CAB enquiries in Kent, April-September 2014



Source: Citizens Advice Bureau

Data from local CABs shows that in the first two quarters of 2014-15 the number of debt-related enquiries in Kent was 20,853, or 24% of all enquiries (the total number of enquiries in the two quarters was 85,540). Debt enquiries were the second category in terms of the number of enquiries after Benefits and Tax Credits (23,107 enquiries or 27% of all enquiries).

Statistics from Kent Gateways show that the number of housing-related enquiries, after increasing from 8,435 in October-December 2013 to 10,394 in January-March 2014, fell to 7,984 in July-September 2014

Appendix 2

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