



Borough of Tamworth

Marmion House,
Lichfield Street, Tamworth,
Staffordshire B79 7BZ.

Enquiries: 01827 709 709
Facsimile: 01827 709 271

**HEALTH AND WELLBEING SCRUTINY
COMMITTEE**

14 February 2023

Dear Councillor

A Meeting of the Health and Wellbeing Scrutiny Committee will be held in **Town Hall, Market Street, Tamworth on Wednesday, 22nd February, 2023 at 6.00 pm.** Members of the Committee are requested to attend.

Yours faithfully

A handwritten signature in black ink, appearing to be 'A. B.', followed by a long horizontal line extending to the right.

Chief Executive

A G E N D A

NON CONFIDENTIAL

- 1 Apologies for Absence**
- 2 Minutes of the Previous Meeting (Pages 5 - 12)**
- 3 Declarations of Interest**

To receive any declarations of Members' interests (personal and/or personal and prejudicial) in any matters which are to be considered at this meeting.

When Members are declaring a personal interest or personal and prejudicial interest in respect of which they have dispensation, they should specify the nature of such interest. Members should leave the room if they have a personal and prejudicial interest in respect of which they do not have a dispensation.

4 Update from the Chair

5 Responses to Reports of the Health & Wellbeing Scrutiny Committee

(Update on responses to the Reports of the Health & Wellbeing Scrutiny Committee)

6 Consideration of matters referred to the Health & Wellbeing Scrutiny Committee from Cabinet or Council

(Discussion item)

7 Update on health related matters considered by Staffordshire County Council (Pages 13 - 14)

(To receive the Digest from Staffordshire County Council's Health and Care Overview and Scrutiny Committee and an update from County Councillor T Jay)

8 Housing Strategy Update (Pages 15 - 78)

(Report of the Assistant Director, Partnerships)

9 Loneliness and Addiction Support Organisations (Pages 79 - 84)

(Report of the Assistant Director, Partnerships)

10 Forward Plan

Please see the link to the Forward Plan:

[Browse plans - Cabinet, 2023 :: Tamworth Borough Council](#)

11 Working Group Updates

To receive any working group updates

12 Health & Wellbeing Scrutiny Work Plan 2022-2023 (Pages 85 - 88)

To consider the Health & Wellbeing Scrutiny Committee work plan.

Access arrangements

If you have any particular access requirements when attending the meeting, please contact Democratic Services on 01827 709267 or e-mail democratic-services@tamworth.gov.uk. We can then endeavour to ensure that any particular requirements you may have are catered for.

Filming of Meetings

The public part of this meeting may be filmed and broadcast. Please refer to the Council's Protocol on Filming, Videoing, Photography and Audio Recording at Council meetings which can be found [here](#) for further information.

If a member of the public is particularly concerned about being filmed, please contact a member of Democratic Services before selecting a seat.

FAQs

For further information about the Council's Committee arrangements please see the FAQ page [here](#)

To Councillors: D Maycock, S Smith, R Claymore, C Cooke, M J Greatorex, J Jones, R Kingstone, R Rogers, J Wadrup and County Councillor T Jay

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**MINUTES OF A MEETING OF THE
HEALTH AND WELLBEING SCRUTINY
COMMITTEE
HELD ON 24th JANUARY 2023**

PRESENT: Councillors R Claymore, C Cooke, M J Greatorex, J Jones, R Kingstone, R Rogers, S Smith and S Goodall

The following officers were present: Tina Mustafa (Assistant Director Neighbourhoods), Paul Weston (Assistant Director Assets) and Jo Hutchison (Senior Scrutiny and Democratic Services Officer)

44 APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors D Maycock and J Wadrup. Councillor S Goodall attended the meeting as substitute for Councillor D Maycock.

As the Chair had sent his apologies for this meeting and as there was no Vice-Chair appointed at the opening of the meeting, a motion without notice was moved to elect a chair for this meeting.

RESOLVED that Councillor S Smith was elected to chair this meeting.

(Moved by Councillor S Goodall and seconded by Councillor R Rogers)

45 APPOINTMENT OF VICE-CHAIR

RESOLVED that Councillor S Smith be elected as Vice-Chair of the Committee.

(Moved by Councillor S Goodall and seconded by Councillor J Jones)

46 MINUTES OF THE PREVIOUS MEETING

The minutes of the previous meeting held on 29 November 2022 were approved as a correct record.

(Moved by Councillor R Claymore and seconded by Councillor C Cooke)

47 DECLARATIONS OF INTEREST

There were no declarations of interest.

48 UPDATE FROM THE CHAIR

There was no update from the chair of the meeting.

49 RESPONSES TO REPORTS OF THE HEALTH & WELLBEING SCRUTINY COMMITTEE

There had been no recommendations made to Cabinet since the previous meeting of the Committee.

50 CONSIDERATION OF MATTERS REFERRED TO THE HEALTH & WELLBEING SCRUTINY COMMITTEE FROM CABINET OR COUNCIL

There had been no new items referred.

51 UPDATE ON HEALTH RELATED MATTERS CONSIDERED BY STAFFORDSHIRE COUNTY COUNCIL

The chair highlighted that the Staffordshire County Council Digest for its meeting on 28 November 2022 included reference to an item from the Developing Healthier Communities Workshop which had been held in June 2022 and the report considered by County highlighted the importance of embedding health in all policies in Districts and Boroughs.

52 DELIVERY OF DISABLED ADAPTATIONS IN TAMWORTH

The Report of the Assistant Director, Assets set out the proposals and recommendations for the delivery of Disabled Facilities Grants (DFG) and Disabled Facilities Adaptations (DFA) from 1st April 2023 when the current arrangements with Millbrook under the SILIS partnership arrangement would come to an end, and would be replaced by delivering the service in-house. It was reported that work had progressed on the set up of the service.

The Assistant Director reported that the initial application for a DFG would be made by individuals to the County Council who would make an assessment of need (which was an activity which the County was best placed to undertake in conjunction with considering any necessary care package). If a DFG need were identified by the County, this would be referred to this council and this service would then carry on the process and develop and deliver the adaption required and undertake any necessary means testing.

The Assistant Director reported that the key risks for delivery of this service inhouse were staffing of the service and the amount of grant received from Government. It was expected that there would be a steady launch from 1 April 2023. In the first instance local constituents should be directed to the County Council, which was unchanged from the current process.

The Committee sought and received the following clarifications:

1. The number of adaptations which we processed each year, where it was reported that we processed around 200 per year, although it depended upon the size of the grant awarded.
2. Whether the number of jobs had changed over the years, where it was reported that the number of jobs had increased over the years, however, it was fairly steady. The main adaptations were handrails, ramps, stairlifts and accessible showers.
3. What proportion of applicants made a contribution to the adaptation, where the Assistant Director reported that the requirement to contribute was set out in the legislation. However in terms of the proportion contributing this was information which the Assistant Director could circulate following the meeting. It was reported that there was no means testing undertaken where the adaptation was required for a child.
4. Whether any hardware installed (eg a stairlift) using DFG could be recycled or reused if no longer required, and where this was possible, this would be looked at. Where any adaptation was undertaken in a council owned properties, where possible this would be explored when looking at appropriate housing for new tenants.

RESOLVED that the Report be noted.

(Moved by Councillor M Greatorex and seconded by Councillor R Claymore)

The Committee thanked the Assistant Director Assets for his report.

53 UPDATE ON HOMELESSNESS DATA SUCCESSES AND HOMELESS HUB

The Assistant Director, Neighbourhoods introduced the report which had been requested by the Committee at its meeting on 29th November 2022 which focussed on:

- A breakdown of the homeless data/prevention figures and reasons for homelessness
- An outline of the key principles proposed for the development of a homeless hub due to be considered by Cabinet at its meeting on 23 February 2023.

It was reported that from the Homelessness and rough sleepers strategy data and analysis the key points were:

- The council used a low number of temporary accommodation compared to England as a whole, reflecting the strategy of early intervention and utilisation of the council's own housing stock.
- That there were low numbers of repeated homelessness cases, reflecting the impact of the council's relief arrangements.
- Visits from the Homeless Advisory Support Teams (HAST) noted strengths within the homelessness service around low temporary accommodation numbers
- Low numbers of repeated rough sleepers, demonstrating collaborative work with partners.
- Increasing acceptance rates in line with national rates demonstrating that the council were managing the homelessness crisis adequately.

The Assistant Director reported that the success of the Winter relief programme had been recognised and the plan was to extend the current offer; proposing a Homeless hub offering a year round service which would continue to provide outreach in the community and would further reinforce the current partnership and surgery arrangements. As such the homeless hub would feed into the Housing and Homelessness strategic priorities and lead to a commissioned partner led service with the principles as set out in the report. The Committee was invited to provide any comments. This item was set to be considered by Cabinet on 23 February 2023.

The Committee noted that the strategy started from 2020 and sought data from the pre-2020 period to understand the progress made by the service before and after the start of this strategy. The Assistant Director reported that the Cabinet report would provide analysis of the figures from the start of the strategy, however the focus remained on the housing first principles and how to move that on, given that the homelessness figures even before the strategy were positive.

RESOLVED that the Committee supported the report.

(Moved by Councillor C Cooke and seconded by Councillor M Greatorex)

The Committee thanked the Officers who then left the meeting.

54 FORWARD PLAN

The Committee noted that there was an item on the Recovery and Reset exit strategy, and given that the Levelling Up Funding bid had not been successful further information was requested as to what this could mean for the customer service offer.

55 WORKING GROUP UPDATES

There were no working group updates provided.

56 HEALTH & WELLBEING SCRUTINY WORK PLAN

The Committee considered the work plan and discussed the following additional items:

1. Condition of council housing stock from a health & wellbeing perspective
2. Breast screening mobile unit update
3. Mental health / wellbeing support provision for council staff and councillors

Health & Wellbeing Scrutiny Work Plan

Work Plan		
Work Area Themes for the Year		
1. Mental Health & Wellbeing		
Topics	Target Meeting	Additional information
Inpatient mental health pathways and community mental health services pathways		
Substance misuse / addiction	22 February 2023	Extend invitation to Assistant Director, Partnerships
Loneliness / isolation	22 February 2023	
Mental health / wellbeing support provision for council staff and councillors		
2. Homelessness & Housing		
Topics	Target Meeting	Additional information
Housing Strategy – performance reporting	Regular reporting – meeting dates to be confirmed – starting 22 February 2023	Invite Portfolio Holder & Executive Director, Communities, Assistant Director, Neighbourhoods / Partnerships
Homelessness Winter Relief Update	28 th March 2023	To receive feedback on the outcomes in March 2023.
Condition of Council Housing stock from a health & wellbeing perspective		

Other suggested topics for Committee consideration		
Green and open spaces	28 March 2023 meeting	Assistant Director, Operations & Leisure invited
Attainment and Skills in Tamworth (including young people's experiences)	To be confirmed	Working Group (WG) to be formed – WG Chair - Councillor R Kingstone & D Maycock & others
Safeguarding updates (2 per year)	18 th October 2022 & 28 th March 2023	Invitation to Portfolio Holder and Officers
CPR & Defibrillator awareness and community engagement	Targeting Autumn 2022	Liaise with local charity (Have a Heart) Progress within schools in implementing guidance this area
Recovery & Reset – Customer Service Offer update following LUF bid outcome		
Breast screening mobile unit update		

Specific topics to feed in to Staffordshire County Council (separate from main Themes)

Topic	Date of planned Staffs consideration	Additional information
Wider determinants of health in Tamworth, including diet / food vulnerability / healthy eating / social prescribing Also understanding the role of schools at sixth form, secondary & primary level.		Extend an invitation to voluntary sector to understand current initiatives eg Community Together CIC
Strategic Transformation Programme (STP)		To tie in with County consideration when dates for County consideration known

Possible Working Group topics

Armed Forces Covenant		Working group to be formed. Cabinet member identified (Cllr T Clements)
Attainment & Skills in Tamworth		WG Chair - Councillor R Kingstone & D Maycock & others
Public Toilets (following full Council referral)		Working group members: Councillors Claymore, Maycock and Wadrup
Migrant travelling community		Members to be identified together with members of the JS&G Scrutiny

Upcoming Health & Wellbeing Scrutiny Committee Meetings
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Meeting dates:

22 February 2023

28 March 2023

Upcoming Relevant County Council Meetings
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Health and Care Overview and Scrutiny Committee – Staffordshire County Council

- | |
|--|
| <ul style="list-style-type: none">• 13 February 2023• 20 March 2023 |
|--|

Chair

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Health and Care Overview and Scrutiny Committee

District and Borough Council Digest

Under the Health Scrutiny Code of Joint Working with District and Borough Councils, Authorities have undertaken to keep relevant Partners informed of their consideration of health matters having regard to the general working principle of co-operation and the need to ensure a co-ordinated Staffordshire approach. Therefore, the following is a summary of the business transacted at the meetings of the Health and Care Overview and Scrutiny Committee held on 30 January 2023.

Health and Care Overview and Scrutiny Committee 30 January 2023

Integrated Care Partnership Strategy

The Committee considered the Integrated Care Partnership Strategy and were informed that it was an overarching strategy across the whole of Staffordshire with a focus on people and communities which would underpin Health and Wellbeing Strategies across Staffordshire. The Committee were informed that there was a statutory mandate to produce the Integrated Care Partnership Strategy by 31 March 2023. The Committee agreed to receive the strategy and consider questions around the priorities of the strategy and feedback to the ICS by 1 March 2023.

Inpatient Mental Health services previously provided by the George Bryan Centre

The Committee received an update report on Inpatient Mental Health services previously provided by the George Bryan Centre. The assurance stage of the process had now been completed having now received formal feedback from NHS England and the ICB had approved the recommendations:

- 1) To formally approve
 - a) Pre-Consultation Business Case and appendices
 - b) Communication and Involvement Plan
 - c) Consultation Document
- 2) To approve the recommendation to proceed to public consultation on the single viable proposal to make permanent the 18 beds at St George's Hospital, Stafford, supported by enhanced community provision
- 3) To approve that the consultation period to be 6 weeks.

The Committee noted the update around the programme of work and agreed that the proposal was not deemed to be a substantial change to services in the area.

Developing Integrated Care Hubs in the context of changes to NHS capital arrangements

The Committee received an update report and presentation on Developing Integrated Care Hubs. The report highlighted that in 2019 the CCGs undertook a 14-week consultation which informed a decision-making business case which resulted in the plan to introduce 4 Integrated Care Hubs across North Staffordshire at Leek Moorlands District Hospital, Bradwell Hospital, Haywood Hospital and Longton. The Committee were advised that due to national changes to Capital Departmental Expenditure Limit and NHS England setting capital spending limits for Foundation Trusts, MPFT were no longer able to access cash reserves which were held for the purpose of implementing the hubs. Instead, a strategic outline case would need to be

developed for each hub in order to bid for money. The Committee agreed to write to NHS England to express their disappointment in the decision.

District and Borough Health Scrutiny Health Activity – Developing Healthier Communities.

The Chairman informed the Committee of the executive response relating to the recommendations for Developing Healthier Communities.

“The key will be for districts and boroughs to review the recommendations in the context of their own organisation/locality and determine how they want to proceed. SCC public health officers are available to help shape these plans and provide advice and guidance, if needed.

I also want to make sure Members are aware that a paper has been submitted to the district CEOs group on 26th January 2023. The paper was sponsored by Dave Heywood and Tim Clegg, and included some similar recommendations for high impact action on health inequalities (one of the Leader’s Board priorities), which will tie in with the recommendations identified here.”

The Chairman requested that the District/Borough representatives raise the recommendations within the report with their Councils to review the recommendations in the context of their own organisation.

Follow this link to view the [Developing Healthier Communities Workshop Report \(staffordshire.gov.uk\)](https://staffordshire.gov.uk)

To see the reports in full and view the webcast of the meeting see the links below:

[Agenda for Health and Care Overview and Scrutiny Committee on Monday 30th January 2023, 10:00am - Staffordshire County Council](#)

The next meeting will be held on Monday 13 February 2023 at 10.00 am, County Buildings, Stafford.

Tuesday, 22 February 2023

Report of the Assistant Director - Partnerships

Housing Strategy Update

Exempt Information

NONE

Purpose

To update the Committee on actions within the Tamworth Borough Council Housing Strategy which directly impact on health and wellbeing of Tamworth communities.

Recommendations

It is recommended that:

1. The Committee consider the update/information provided against each Housing Strategy priority and actions.
2. The Committee provide feedback and direction for future reports in relation to the continued delivery of the Housing Strategy

Executive Summary

The Health and Wellbeing Scrutiny Committee were given an overview of the Tamworth Borough Council Housing Strategy 2021-2025 at the meeting in 12 July 2022. The Committee requested an update on all actions and/or relevant data sets as they relate to health and wellbeing of Tamworth communities on a quarterly basis.

This report highlights relevant Council and partnership actions and emerging datasets available as of 31st December 2022.

It is proposed that this data and information is reviewed in line with Housing Strategy Actions to enable feedback and to determine data and information for scrutiny at future meetings.

Information is presented in line with priority areas identified in the Housing Strategy and as it relates to the health and wellbeing of the Tamworth communities.

PRIORITY 1 - ENABLE THE PROVISION OF SUFFICIENT NEW HOMES TO MEET THE NEEDS OF THE EXISTING POPULATION AND THOSE ATTRACTED TO THE AREA FOR WORK; ENSURING A RANGE OF PROVISION TO REFLECT BOTH NEED AND ASPIRATION

The council’s Planning Policy states:

- Overall Affordable Housing (AH) Requirement on new sites – 20%
- First Homes initiative (from 2021) – 25% of the AH provision
- Additional affordable home ownership – 10% of all dwellings
- The remaining provision to be provided as rent

Year	Affordable Permitted*	Homes	Affordable Completed*	Homes
2020/21	29		167	
2021/22	29		90	

**Indicative figures only*

Information regarding the development of housing in Tamworth is updated on an annual basis to <https://www.tamworth.gov.uk/monitoring>

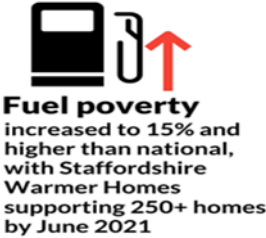
First Homes

- Nomination to 25% of affordable Housing on all new sites. Eligible buyers receive 30% reduction on full market value.
- The percentage discount is passed on to future purchasers in perpetuity on house market value (to be recorded by the Council)
- Maximum price of a First Home on its initial sale, after discount has been applied, will be £250,000.

The First Homes discount is secured through a planning obligation, which runs with the land. A title restriction is also placed on every First Home which prevents the transfer of title without the express permission of the Council ¹

PRIORITY 2 - MAKE BEST USE OF EXISTING HOUSING AND RELATED ASSETS

The 2021 Staffordshire Joint Strategic Needs Assessment sets out current and future strategic health and care needs in Staffordshire and identified that wider determinants such as the level of fuel poverty and homelessness in Staffordshire give an indication of how quality of life for residents can be improved.



There are number of ways in which Tamworth Borough Council supports and assists residents who may be experiencing fuel poverty to adapt and remain in their own homes:

¹ Draft First Homes Guidance April 2022 <https://www.gov.uk/guidance/first-homes>

Beat the Cold commissioned as HEAT (Home Energy Advice Tamworth)² are a Staffordshire based charity over 20 years' experience in energy advice and support. They are commissioned by the Council (in partnership with Staffordshire County Council) as part of the Staffordshire Warmer Homes initiative.

<https://www.staffordshire.gov.uk/Warmer-Homes/Staffordshire-Warmer-Homes.aspx>

The aim is to reduce fuel poverty, and cold related ill health and can help with;

- Energy advice to reduce bills and support with energy debt
- Income maximisation - Ensure residents they are claiming everything they can.
- Assisting eligible clients to access schemes to improve the energy efficiency of their homes and other government schemes they are entitled to which may include:
 - External wall installation
 - Cavity Wall insulation
 - Loft insulation
 - Air Source heat pumps
 - Solar Panels
- Help with emergency payments such as fuel vouchers and foodbank vouchers.
- Register for Priority Services Register (PSR) – a register where energy suppliers and other relevant parties (such as the electricity networks and gas distributions networks) hold and maintain the details of customers who may require non-financial support due to their personal circumstances or characteristics in order to manage accounts and remain supplied. Each energy supplier has their own PSR.
- Support with water bills

An energy efficient home is a warmer home which is also cheaper to heat and will improve health and wellbeing.

The commissioned service funded through the Private Sector Housing budget – current contract value is £8,500 per annum.

Performance statistics included as **Appendix 1**

Staffordshire Warmer Homes³

Staffordshire Warmer Homes is a scheme run by Staffordshire County Council, in partnership with district and borough councils. The goal is to combat fuel poverty across the county and help residents to heat their homes for less using greener and more energy efficient solutions.

Green Homes – Local Authority Delivery (LAD) Funding

The Midlands Energy Hub (MEH) received a total of £59.95 million of Government funding as part of Phase 2 of the Green Homes- Local Authority Delivery scheme (LAD 2) to improve the energy efficiency of homes of low-income households, helping reduce fuel poverty, phasing out high carbon fossil fuel heating, and delivering progress towards the UK's commitment to net zero by 2050. Applications for this funding was directly to Eon, through Staffordshire Warmer Homes delivery partners.

² <https://www.tamworth.gov.uk/save-money-your-fuel-bills>

³ [Staffordshire Warmer Homes Partnership](#)

The funding applications process is now closed resulting in the following outcomes (those with live applications are being progressed) :

Local District	Total volume leads	Retrofit assessments	Retrofit coordination	Installed	Cancelled
South Staffs	76	7	71	27	31
NUL	98	36	25	22	7
East Staffs	119	13	6	3	10
Stafford Moorland	91	11	6	4	0
Cannock	116	20	4	4	0
Lichfield	86	18	12	14	18
Stafford	136	61	61	64	4
Tamworth	63	33	30	36	8
Totals	785	199	215	174	78

Home Upgrade Grants (HUG) Fund

HUG 2 is a government scheme awarding grants to Local Authorities (LAs) for energy efficiency and clean heating upgrades in owner occupied and private rented sector fuel-poor homes off the gas grid. The funding is administered through application to Staffordshire Warmer Homes.

HUG 2 aims to deliver two main objectives:

- To deliver progress towards the statutory fuel poverty target for England, by improving as many fuel-poor homes (of energy efficiency rating Band D, E, F and G) as reasonably practicable to Band C by 2030.
- To progress the UK's target to reach Net Zero by 2050, by supporting the phase out of off-gas grid fossil fuels and transition to low-carbon heating systems.

HUG 2 funding will be awarded from early 2023 with delivery running from April 2023 until March 2025.

At this time there are no leads recorded from Tamworth:

Local District	Total volume leads	Retrofit assessments	Retrofit coordination	Installed	Cancelled
South Staffs	5	3	3	0	0
NUL	38	36	25	22	0
East Staffs	18	13	4	3	0
Stafford Moorland	11	11	9	6	0
Cannock	20	20	6	4	0
Lichfield	18	18	0	7	0
Stafford	136	61	56	46	0
Tamworth	0	0	0	0	0
Totals	248	164	103	88	0

Tackling Empty Homes – this is a Corporate Priority with a strategy in development to be completed by March 2024.

Houses of Multiple Occupation (HMO) Licencing

Houses of Multiple Occupation are properties rented out by at least three people who are not from the one 'household', eg a family, but share facilities like the bathroom and kitchen. It is a statutory requirement to ensure that all HMOs meet a licensable standard regardless of whether the property requires a mandatory licence.

127 HMOs have been identified in Tamworth (with a further two at planning stage).

Mandatory licencing is in place for those HMOs which meet the following criteria:

- Has five or more tenants living as two or more households, and
- Share facilities such as a kitchen, bathroom and toilet.
- Even if your property is smaller and rented to less people, a licence may still be required depending on the area.

At this time the Council have 66 currently active licences which must be retained on a public register⁴.

61 HMOs do not require licencing but must comply with legislation. A proactive inspection regime is now in place and it is likely more HMOs will be identified.

The number of HMOs is not high for the size of the Borough and provides an affordable housing option.

Damp and Mould

Following the tragic death of Awaab Ishak in which the Coroner attributed prolonged exposure to severe damp and mould as a cause of death there has been a significant amount of activity in the media, from the Government and from the Regulator for Social Housing focussed on the causes and impact of damp and mould in the home.

A report has been submitted to the Homelessness Prevention and Social Housing Committee on 16th February 2023 outlining the Council's review and general approach to dealing with reports of damp and mould in council properties.

The Secretary of State for Levelling Up, Housing and Communities also contacted local authorities to provide details of approaches to damp and mould in private sector rented properties.

An outline plan has been submitted and key performance indicators have been updated for Private Sector Housing to include any reports or disrepair which may be attributed to damp and mould.

Updated KPIs are as follows:-

- Number of disrepair requests – 11 (Sept-Dec 2022 – 0 damp and mould)
- HMO Inspections per month – 3 (Sept-Dec 2022)
- Number of proactive inspections per month – 8 (Sept-Dec 2022)
- Number of category 1 Hazards identified as result of inspection - 0
- The number of formal interventions around notice and harassment issues/landlord behaviour – 0
- Number of Improvement Notices served
- Number of Prohibition Notices served
- Number of Civil Penalties issued other than HMO
- Number of Hazard Awareness Notices served

The approach to enforcement in private rented properties is outline in the Council's Private Sector Housing Enforcement Policy .⁵

⁴ [Tamworth Council HMO Public Register](#)

⁵ [Housing Policies](#)

PRIORITY 3
ENSURE HOUSING PLAYS A KEY ROLE IN DELIVERING TAMWORTH'S RESPONSE TO CLIMATE CHANGE

A Net Zero Carbon Baseline Report was presented by the Leader of the Council to the Infrastructure Safety and Growth Scrutiny Committee on 26th September 2022 and endorsed by Cabinet on 20th October 2022.

The recommendations as follows:

- Endorse the baseline assessment
- Prepare an action plan
- Produce an action plan by 31st December 2024

Identifying assistance for home owners and private tenants to live in affordable and efficient homes is the priority for Staffordshire Warmer Homes Partnership

ECO4 – Statement of Intent

ECO4 is an obligation placed on the largest energy suppliers in Great Britain and is focused on the least energy efficient homes occupied by low income and vulnerable households

Households may be eligible through receiving means tested benefits, living in the least energy efficient social housing or through ECO4 Flexible Eligibility

It is aimed at helping households who are not likely to be in receipt of means tested benefits. Households must live in either an Owner Occupied or a Privately rented home.

The four ECO4 Flex routes are:

1. Household income: Households with a combined gross income under £31,000 (includes all sources of Local Authorities referrals only for SAP⁶ bands D-G

⁶ The Standard Assessment Procedure (SAP) is the methodology used by the government to assess and compare the energy and environmental performance of dwellings. Its purpose is to provide accurate and reliable assessments of dwellings that are needed to underpin energy and environmental policy initiatives.

2. Proxy targeting: Combination of two proxies outlined in the table below:

<p>A household must be in bands E, F or G and meet any two of the following qualifying criteria:</p> <ul style="list-style-type: none">• *Home is in LSOA 1-3 area• A householder receives a Council Tax rebate – (rebates based on low income only, excludes single person rebates)• *A householder is vulnerable to living in a cold home as identified in the NICE Guidance (only one from the list can be used, excludes the proxy 'low income')• A householder is referred under a Local Authority run scheme which aims to support low income and vulnerable households.• A householder receives free school meals• Household identified as struggling with sustained debt on utility bills and mortgage payments and has been referred to the Local Authority for support by Citizens Advice, their energy supplier or from their mortgage lender. <p>*If choosing both, another one must be selected from the list</p>
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3. NHS referrals: Households can be referred by either an NHS Trust, an NHS foundation trust, a general medical practitioner provider, a Health Board, or a Local Health Board where a person is at risk, and suffering from a severe and/or long term health condition that could be severely impacted by living in a cold home and falls under one of the four umbrella conditions;

- Cardiovascular,
- Respiratory,
- Immunosuppressed
- Limited Mobility

4. Bespoke targeting: Suppliers and LAs can submit an application to BEIS where they have identified a new mechanism which identifies low income and vulnerable households who are not already eligible under the existing routes Local Authorities and suppliers for SAP bands D-G. As ECO is a supplier obligation, delivery under the targeting methods will be up to suppliers.

Tamworth Borough Council will be signing up to the ECO4Flex and will be issuing a Statement of Intent (SOI) in February 2023 to work with Beat the Cold to refer eligible households with the intent of improving energy efficiency and affordability.

Data will be provided as part of future reports to the Committee and Cabinet where required.

Private Rented Sector Minimum Energy Efficiency Standards (MEES)

A project is underway to identify Private Landlords who are not compliant with Energy Efficiency (Private Rented Property) Regulations 2015 - ensuring private rented properties have an Energy Performance Certificate (EPC) an energy rating of `E` or above.

PRIORITY 4

ENSURE EVERYONE WHO LIVES OR WORKS IN TAMWORTH HAS ACCESS TO APPROPRIATE HOUSING THAT PROMOTES WELLBEING

Citizens Advice Mid Mercia (CAMM) operating as Tamworth Advice Centre, are working together with Tamworth Borough Council (TBC) to assist with the council priorities:

- Living a quality life in Tamworth
- Growing strong together in Tamworth
- Delivering quality services in Tamworth.

The services delivers

- An inclusive Financial Well-being, Debt and General Advice Service that is accessible to all through flexible methods of service delivery for an improvement in the health and well-being of local people through effective advice.
- Tenancy Sustainment project (referrals by TBC Staff)
- Homelessness Prevention Project (referrals by TBC staff)
- Sacred Heart project (outreach support)

The contract is funded with contribution from the Housing Solutions Service (Homelessness debt advice), Benefits service and Partnerships for general debt. (£96,000).

Tamworth Advice Centre – quarterly reports at Appendix 2a, 2b, 2c and 2d.

Key headlines September - December 2022:

- Client issues remain complex and can take multiple appointments, either due to complexity or the client's needs and understanding, or both. An affordability check is rarely just that; a client will have other issues, or their benefits are incorrect. Likewise, a debt appointment is never "just" debt, which our report highlights well.
- Increase in debt amounts coming through via the self-referral route
- There has been a very large increase in credit card debt, which has increased by £90,000.
- There have also been large increases in overdrafts and hire purchase arrears.
- There is an increase in Council tax arrears but also an increase in the number of debts suggesting that the amounts owed individually are lower.
- Rent arrears have increased.
- Fuel arrears appear to be less, which may mean that the support given out locally and by central government is having an impact.
- Slight increase in mortgage arrears, something which may continue as interest rates rise and fixed term deals come to an end.
- Face to face appointments at CT CIC offices and Heart of Tamworth.
- Continued communication with clients via text message, email or Whatsapp, and Zoom appointments can also be accommodated.
- Refernet system for referrals which is easier to refer and to see what is happening with the client at a glance. Other organisations also use this system.
- Tamworth Advice Centre volunteer recruitment program is ongoing.

Homelessness and Rough Sleeping Strategy 2020-2025

The Council has current strategy the outcomes of which are reported to Scrutiny.

A breakdown of the homeless data/prevention figures and reasons for homelessness was provided to the Committee on 22nd January 2023⁷.

⁷ [Report to H&W JAN 2023](#)

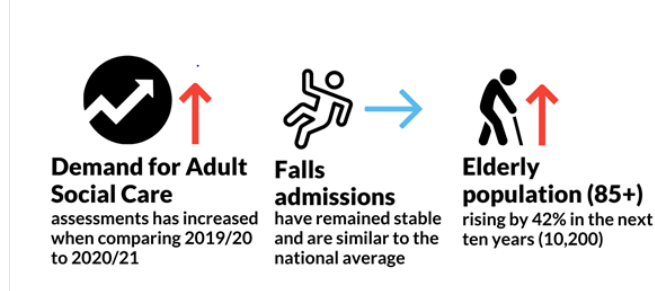
The report also included proposals for a Homelessness Hub to be presented to Cabinet in March 2023.

Housing Revenue Account business plan – planned investment in Decent Homes Plus standards to include EPC of C+ by 2028

PRIORITY 5

ENSURE APPROPRIATE ADVICE AND FUNDING IS AVAILABLE TO SUPPORT OLDER PEOPLE TO LIVE INDEPENDENTLY IN APPROPRIATE ACCOMMODATION.

Overview of key trends:



People aged 80+ account for two thirds of hip fractures, with rates similar to national average. Rates are highest and above national in Tamworth and East Staffordshire.

Healthy Ageing is a priority for both the Staffordshire Health & Wellbeing Board, and the Staffordshire and Stoke-on-Trent Integrated Care System⁸

Health ageing promotes well-being and enabling independence for older people. Outcomes on this priority includes:

- warm, energy-efficient homes for everyone
- a strong focus on independence
- the prevention of falls amongst older people
- more choice at the end of people's lives, with a focus on supporting people to remain at home, and to die at home.

The Healthy Ageing Partnership Group is currently developing a plan for this priority and has invited a wide range of stakeholders to attend several workshop events to help develop a plan for Staffordshire. (Appendix 3 refers)

Disabled Facilities Grants

Disabled Facilities Grants (DFG) are for private sector residents – Homeowners, Housing Association and Private Tenants.

A DFG helps to pay for adapting a home so a person with disabilities can continue to live there. Grants are paid when we consider that changes are necessary for the individual and it is reasonable and practical.

DFGs are used for someone living in a property, who is disabled and is either the owner occupier or a private rented tenant (permission will have to be sought from the landlord for the works to be done). The grant is means tested, except in the case of children under the age of 18, with the maximum grant being £30,000.

⁸ [Staffordshire Health and Wellbeing Strategy 2022-2027](#)

Delivery of the grants will be an in-house service from 1st April 2023. Details provided to the Committee on 22nd January 2023.⁹

Details of current open (known) cases:

	Clients	Works/ Cases	Estimated costs	Total DFG Funding
Tamworth BC				
1 Initial Enquiry	2	2	£0.00	
2 Awaiting POA or 3rd party consent or Contact from client	8	8	£0.00	
3 PTOR	7	11	£7,956.69	
4 Awaiting Landlord PIP	3	3	£0.00	
5 OT Assessment	13	13	£0.00	
6 Waiting List, Awaiting Allocation	26	26	£4,630.00	
7 CS Secondary Case (Pre-Caseworker Stages)	2	3	£0.00	
8 Caseworker Stage	7	9	£22,583.64	£5,018.56
10 Plan Approval	21	21	£0.00	
11 Awaiting Full Landlord Permission	1	1	£281.25	
12 Tender Process	2	2	£175.00	
13 Client Approval & Final Caseworker Checks	5	6	£88,947.39	£56,238.91
16 Contract Issued, Awaiting Work Start	11	20	£162,730.97	£152,662.51
17 Work On-site	6	6	£102,175.70	£93,962.57
19 Final Process & Payment	6	7	£74,640.69	£66,058.07

Disabled Facilities Adaptation (DFA)

Disabled Facilities Adaptations are for Tamworth Borough Council Tenants only.

The Disabled Facilities Adaptation (DFA) scheme is designed to give access to funding for Tamworth Borough Council Tenants for property adaptations to support the needs of people in the household with disabilities. Adaptations are completed at the discretion of Tamworth Borough Council and the council need to be satisfied that the work is necessary and appropriate. There is a cost cap on DFA projects.

In some cases, it may be better for a tenant's long term needs to consider moving to a ready-adapted property, or to downsize to a smaller property – for example from a two storey property to a bungalow or flat. This may be discussed with you during the application process. In the case of downsizing, some tenants may be eligible for the “incentive to move” scheme.

Hospital to Home

CT CIC continue to work with health partners and have been commissioned to provide a or – hospital discharge service. To date 195 referrals have not been readmitted to hospital and remain in their own homes. In partnership the Council can provide housing advice, referrals for warmer homes services as necessary for these vulnerable cohorts.

Sheltered Housing

⁹ [Report to H&W 22 JAN 2023](#)

Tamworth Borough Council Sheltered housing provides people aged 55 and over with another housing choice in Tamworth.

Sheltered housing can be flats, studios or bungalows and are let unfurnished. Each property has its own front door, bedroom(s), lounge, kitchen and bathroom. There is an emergency intercom alarm system with pull cords in each room available 24 hours per day to give residents peace of mind if they need help and a Scheme Manager is on site Monday to Friday from 8.45am to 5.00pm, although these times may vary (excludes bank holidays).

There is a total of 11 schemes across the Borough and 365 sheltered properties.

Facilities and services

Most schemes have a large centrally located resident’s lounge with an active social environment so there is plenty to do with people of a similar age. Some schemes qualify for a concessionary television licence (applicable to people 60 and over only). Some schemes have a guest bedroom which may be booked for visiting relatives or family and there are also laundry rooms containing washing machines and tumble driers for personal use and /or any carers in some of the schemes. Some schemes have a library or reading area which are stocked with books and there is a 24 hour entrance door entry phone system to give residents additional home security. Finally some schemes have lifts to give easy access to the first floor accommodation and some have enclosed private gardens. All have Car Parking available.

Key Performance Indicators as follows (as at December 2022)

KPI	Target	Actual
Percentage of needs and risk assessments carried out at all schemes prior to the tenant moving in	100%	100%
Percentage of new tenancy visits completed at schemes within 24 hours of the tenant moving in	100%	100%
Percentage of monitoring sheets completed in relation to legionella	100%	100%
Percentage of scheme resident meetings held bi-monthly	100%	100%
Percentage of calls to Careium community alarm centre answered within 60 seconds	95%	96.64%

Dementia Friendly Community Status

It is estimated that there are over 13,600 older people in Staffordshire suffering from dementia with a diagnosis rate of 62% in Tamworth (similar to national average). A higher diagnosis rate enables people to receive appropriate treatment.

Tamworth successfully retained Dementia Friendly Status in 2022, with 5000 Dementia Friends who continue to be involved in raising awareness about dementia.

The Dementia Friendly Community Group continues to be a strong voice and advocate for people living with dementia and their carers. The new members of the group have lived experience of caring for someone with dementia and continue to advocate for people living with dementia. This remains important support to ensure that people with dementia can remain at home.

Tamworth has an established and extremely well attended Memory Cafe. The Café is now meeting face to face as a support group.

Communities Together CIC continues to offer singing for the mind, arts and craft activities, seated exercise sessions. They also offer a befriending telephone line and Meals on Wheels service. The group secured funding to purchase 3 x Rempods which have been used at various events in the community and at Memory Café to provide unique pop up reminiscent scenes taking people with dementia back in time.

Resource Implications

There are no direct financial implications arising from this report.

Legal/Risk Implications

There are no direct legal implications arising from this report. Actions and statistics reported as for the mitigation of risk to the most vulnerable within our communities and to ensure health and affordable housing is available.

Equalities Implications

All activities give due consideration to the Council's Equality and Diversity Policy – Making Equality Real in Tamworth (MERIT)

Environment and Sustainability Implications (including Climate Change)

Included as a priority within the strategy and in wider considerations for the Council's Climate Change policies.

Report Author

Joanne Sands – Assistant Director Partnerships

Background Papers

Tamworth Housing Strategy 2020-2025

Appendices

Appendix 1 – HEAT Reports

Appendix 2a – 2d Tamworth Advice Centre Reports

Appendix 3 – Healthy Ageing Flyer

Housing Energy Advice Tamworth (HEAT)

2021/22

	Q1 APR-JUN	Q2 JUL - SEPT	Q3 OCT-DEC	Q4 JAN-MAR22	Cumulative
Enquiry count					
No of advice line enquiries	173	114	242	381	910
No of individual Households supported			147	324	471
Of which:					
Disadvantaged households (health issues)*	133	98	78	177	486
Disadvantaged households (benefits/low income)*	155	102	120	304	681
Not Vulnerable on application	18	10	76	10	114
Home visits LA funded	0	0	1	1	2
Home visits BTC funded	0	2	0	1	3
Community events LA funded	0	1	0	0	1
Community events BTC funding	0	0	0	0	0
Engagement with referral agencies/stakeholders/partners LA funding	0	0	0	0	0
Engagement with referral agencies/stakeholders/partners Beat The Cold funding	1	2	7	6	16
Support provided - figure may exceed No enquiries					
General energy advice	149	102	126	263	640
No of referrals for energy efficiency improvements	11	12	10	23	56
Self reported improvement wellbeing			37	131	168
Issue with a problems supplier resolved			26	28	54
No of referrals for benefits checks	0	3	1	1	5
Advice given for tariff switching/billing	42	29	44	45	160
Value of referrals for Warm Home Discount (WHD)	£7,140	£6,020	£2,240	£1,680	£17,080
Estimated household bill savings p.a. from tariff switching	£4,200	£0	£0	£0	£4,200
Other Savings from BTC intervention/Gesture of Goodwill	N/A	N/A	N/A	£300	£300

Housing Energy Advice Tamworth (HEAT)

Benefit increases	£0	£0	£0	£0	£0
No Priority Services Register (PRS) sign-ups	12	20	26	67	125
Fuel Vouchers issued £	£1,800	£952	£3,339	N/A	£6,091
No SCF referrals for heat grant (£350.00 per household)			74	294	368
Food Vouchers Issued			3	15	18
Water Tariff Support Given			39	179	218

Housing Energy Advice Tamworth (HEAT)

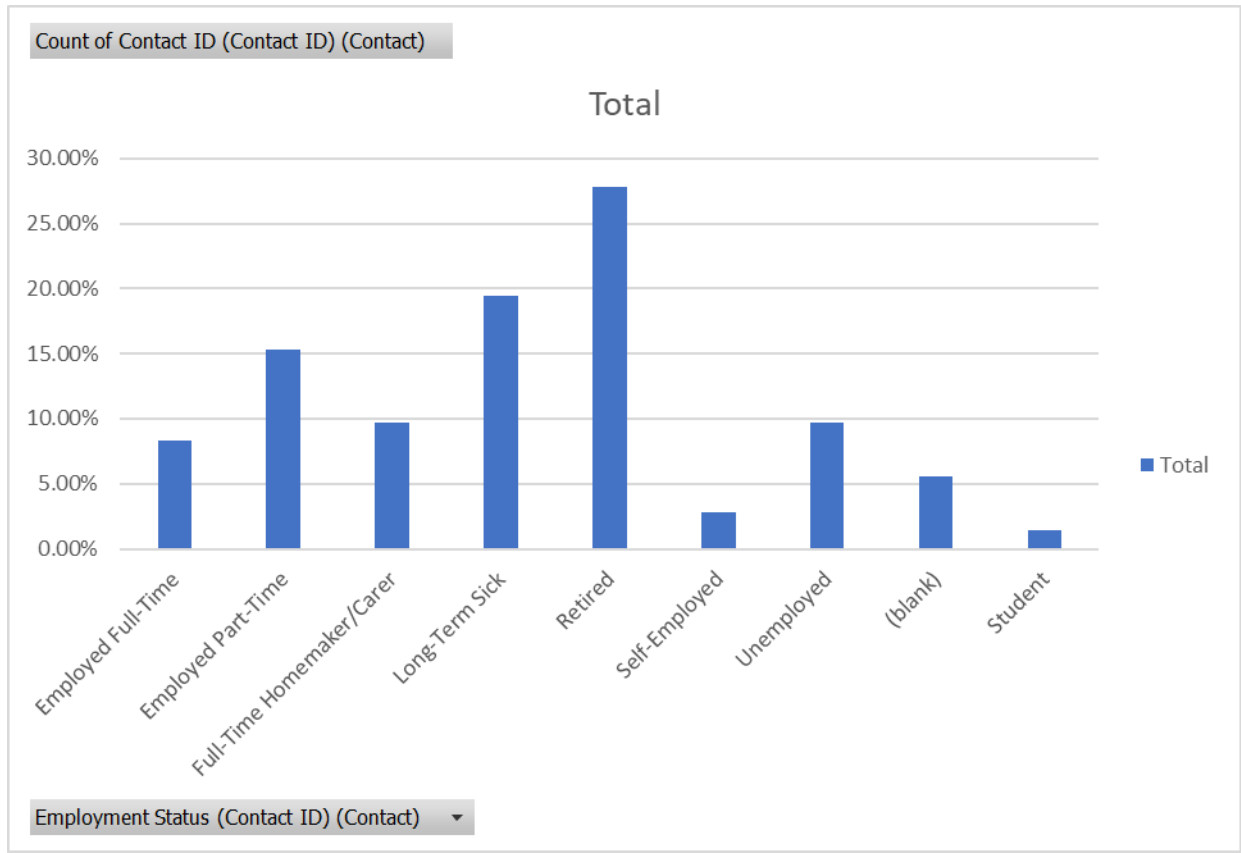
2022/23

	Quarter 1	Quarter 2	Quarter 3	Cumulative
	(01 Apr - 30 Jun 2022)	(01 Jul - 30 Sep 2022)	(01 Oct - 31 Dec 2022)	
Enquiry count				
Total No. of enquiries	59	126	115	300
No. of individual Households supported	50	102	72	224
Of which:				
Disadvantaged households - health related	32	91	44	167
Disadvantaged households benefits & low income	28	94	55	177
No. of Hospital/MPFT* referrals	5	2	0	7
Home visits LA funded	0	1	0	1
Home visits BTC funded	0	2	0	2
Community events LA funded	0	0	2	2
Community events BTC funding	0	0	0	0
Engagement with referral agencies/stakeholders/partners**	6	6	6	6
Support provided - figure may exceed No. enquiries				
General energy advice	49	124	113	286
Advice given for tariff switching/billing/problem supplier	12	14	18	44
Estimated savings from tariff advice	£0	£0	£0	£0
Self reported improvement wellbeing	24	57	23	104
No Priority Services Register sign-ups	13	37	12	62
Potential Warm Homes Discount (WHD) savings	£150	£5,400	£150	£5,700
Other Savings from BTC intervention/Gesture of Goodwill	£0	£0	£0	£0
No. of SWH/GHG Referrals***	9	7	20	36
Staffs Community Foundation (SCF) referrals for heat grant (£350.00 per household)	6	79	2	87

Housing Energy Advice Tamworth (HEAT)

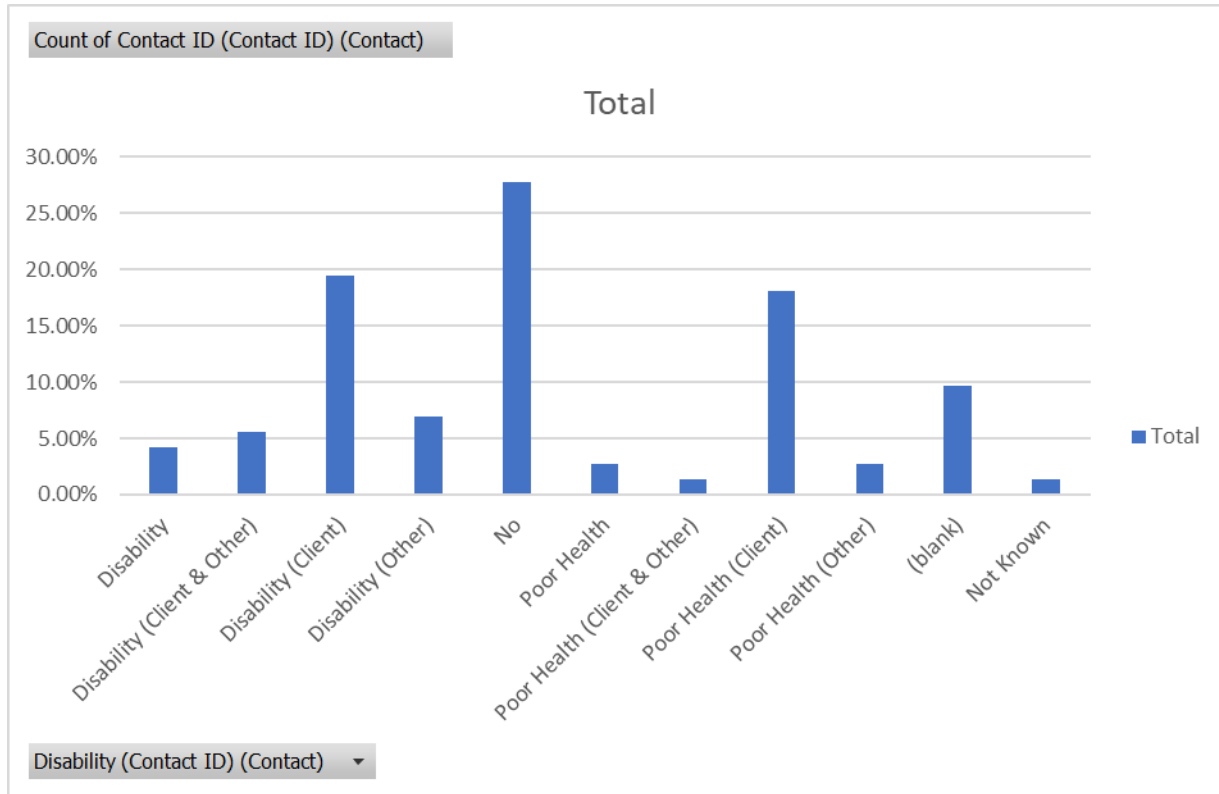
Potential value of SCF referrals	£2,100	£27,650	£700	£30,450
Food Vouchers Issued	3	9	13	25
No of household referred for water tariff support	20	42	28	90
Estimated savings from water tariff support (avg. £250 per household)	£5,000	£10,500	£7,000	£22,500
No. of referrals for debt advice/consolidation support	2	1	1	4
No of referrals for benefits checks	0	2	1	3
*Midlands Partnership Foundation Trust				
**SFRS, ST/SS Water, DWP, SCF, Trussell Trust, CAB				
***Staffordshire Warmer Homes/Green Homes Grant				

Housing Energy Advice Tamworth (HEAT)



Count of Contact ID – April 2022 – December 2022

Housing Energy Advice Tamworth (HEAT)

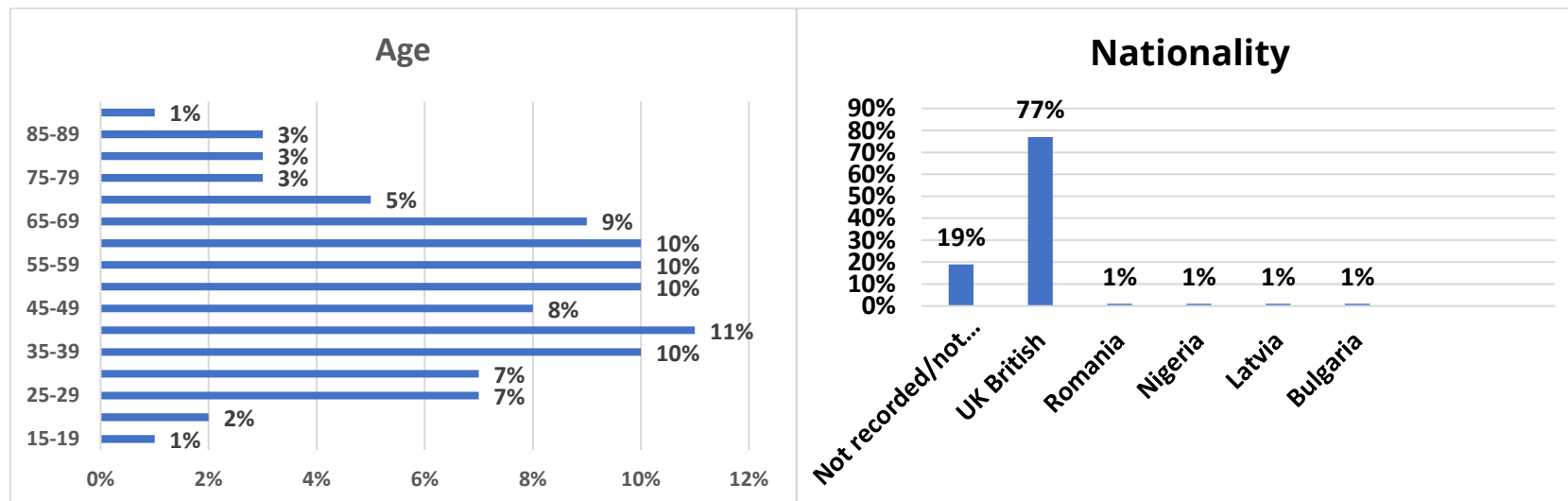
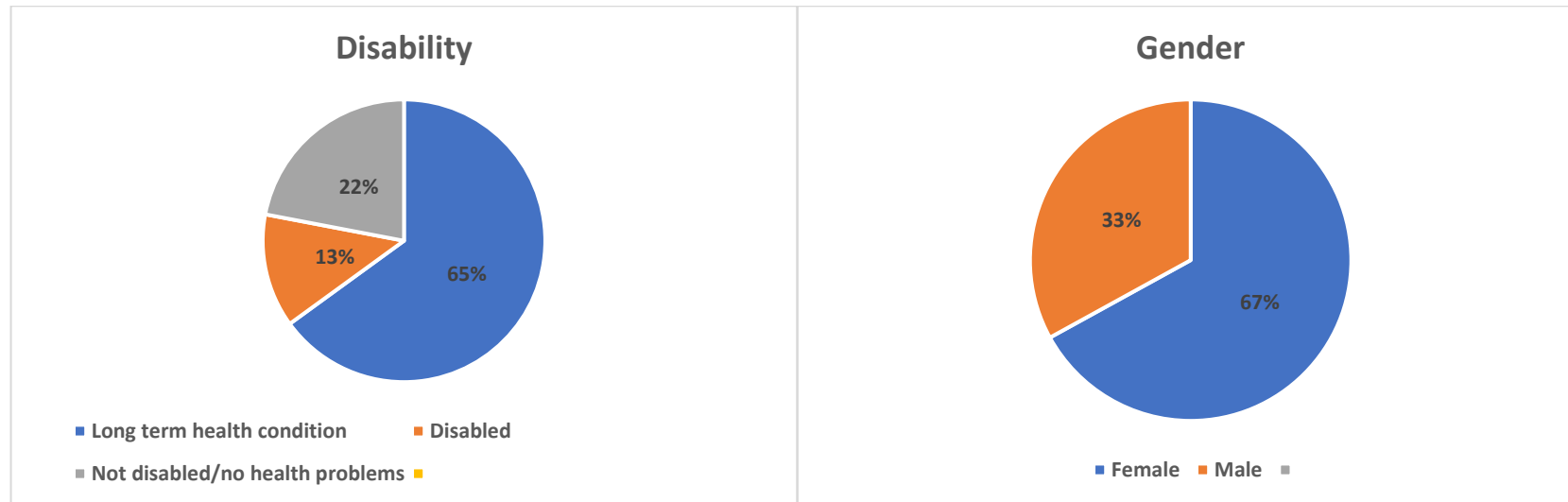


Disability Contact ID April 2022 – December 2022

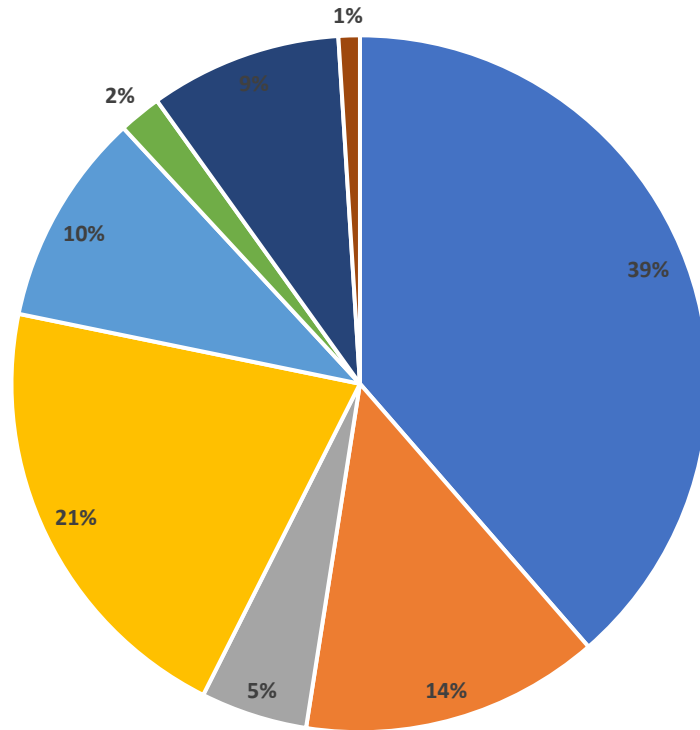
Tamworth Debt and Generalist Advice Project Report – Q3 2022

Total number of clients in the quarter = 197

Breakdown of client demographics (Q3 2022)

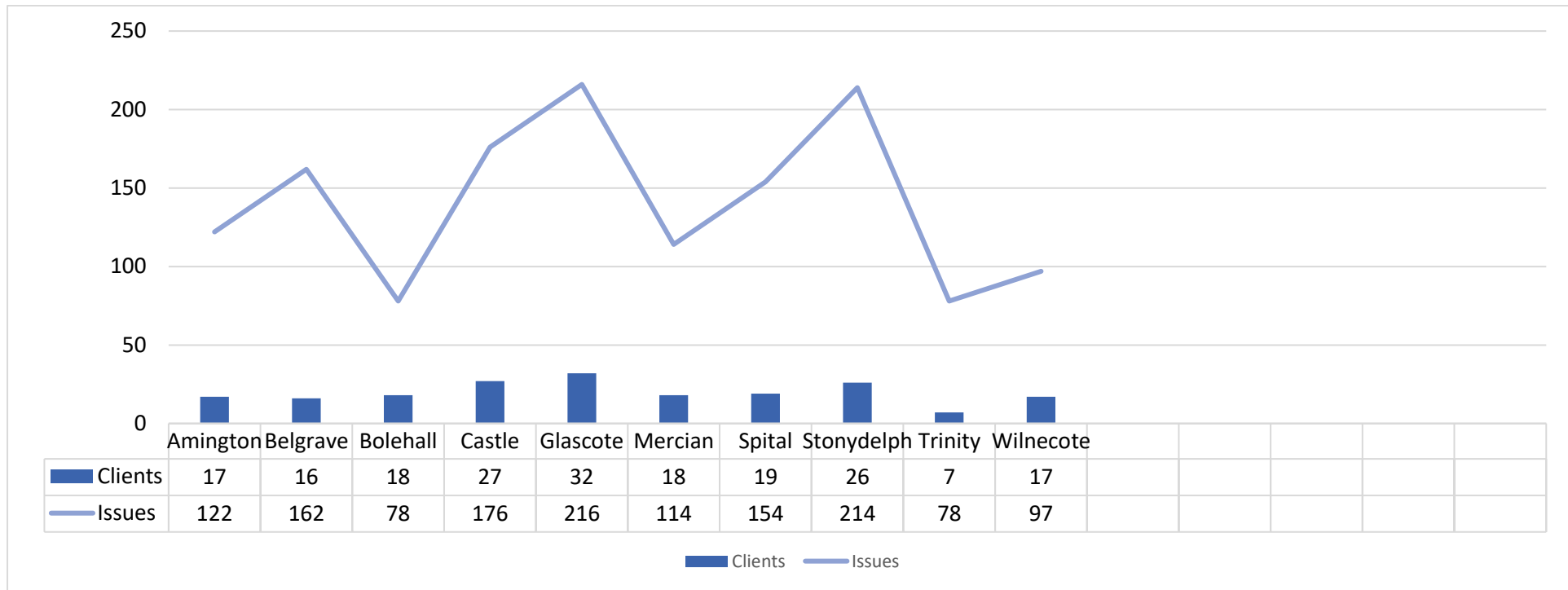


Household Type



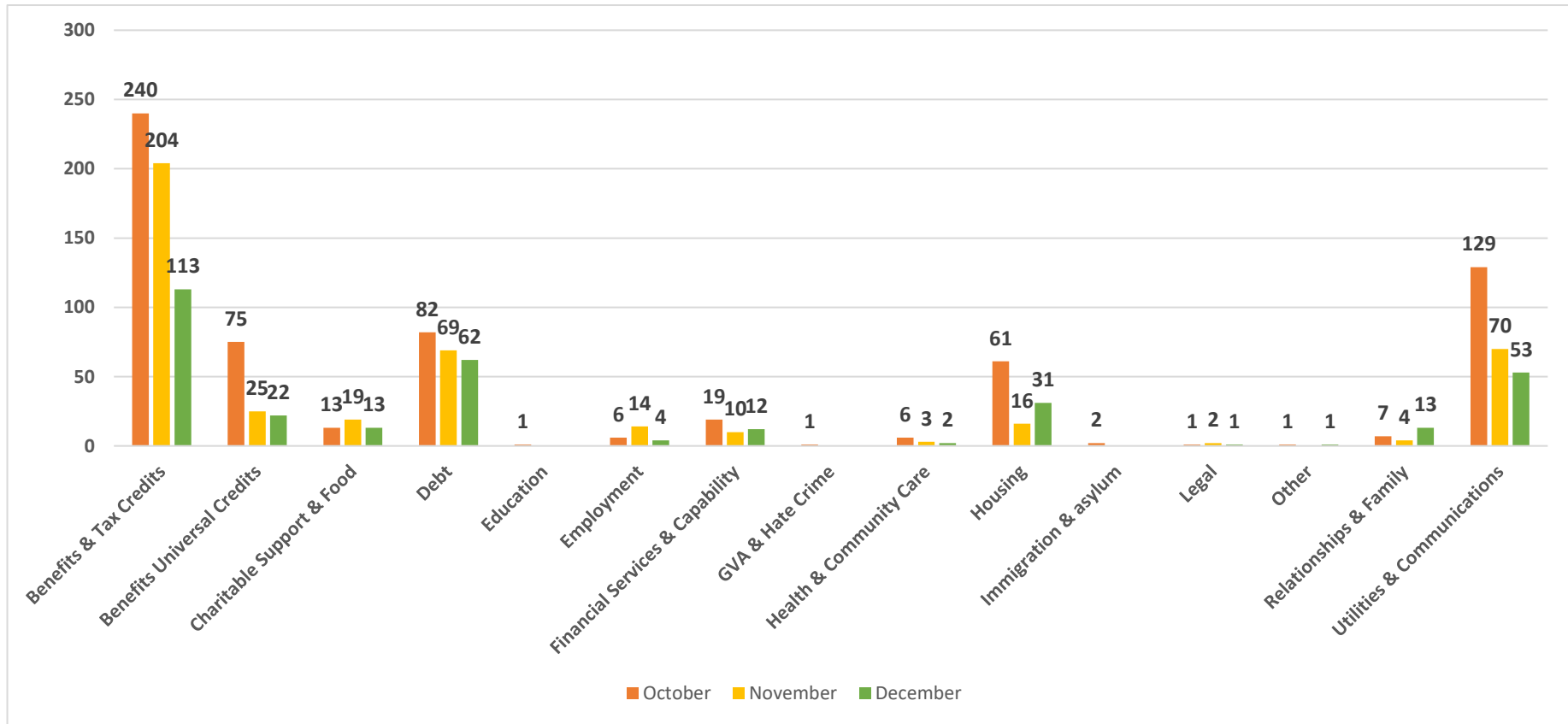
- Single Person
- Single Person with Dependent Children
- Single Person with Non-Dependent Children
- Couple
- Couple with Dependent Children
- Couple with Non-Dependent Children
- Other Adults Only
- Other adults and dependent children

Tamworth Debt and Generalist Advice Project - Breakdown of clients and issues by Ward (Q3 2022)



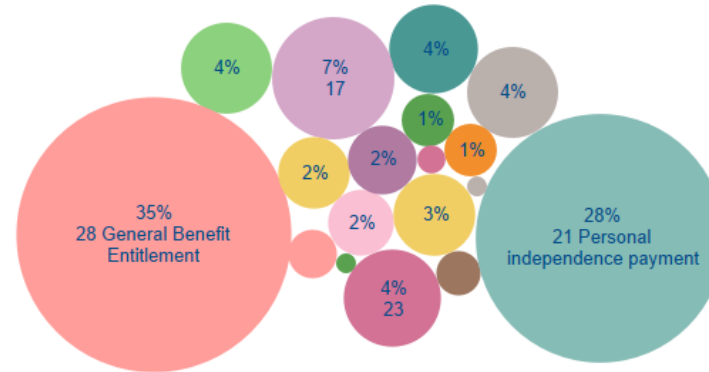
Tamworth Debt and Generalist Advice Project - Breakdown of reported issues (Q3 2022)

Page 36



Tamworth Debt and Generalist Advice Project - breakdown of benefits & tax credits top issues (Q3 2022)

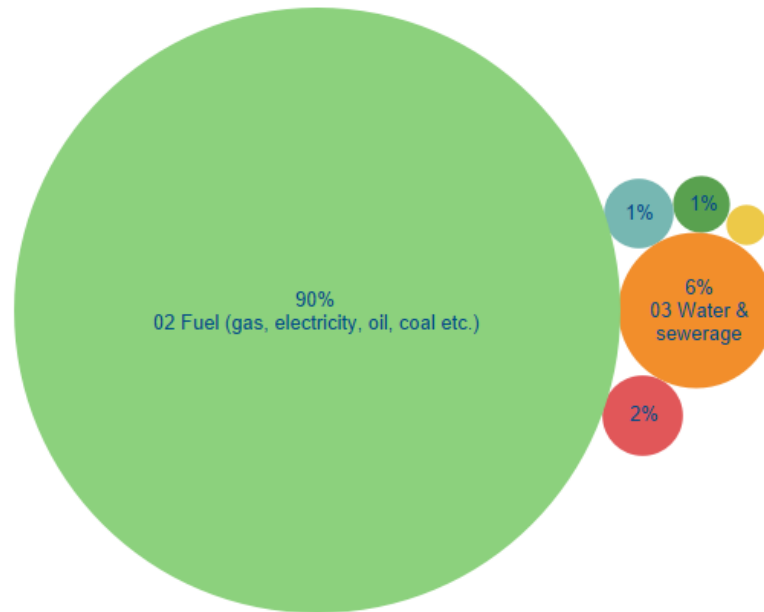
Benefits & tax credits accounted for the majority of reported issues across the quarter (39% / 557 issues). The percentage split of the issues surrounding benefits & tax credits are reported as follows:



- | | |
|----------------------------------|--------------------------------|
| 03 Pension Credit | 23 Council tax reduction |
| 05 Social Fund Loans-Budgeting | 26 Complaints |
| 07 Housing Benefit | 27 Passported benefits |
| 08 Child Benefit | 28 General Benefit Entitlement |
| 10 Working & Child Tax Credits | 99 Other benefits issues |
| 12 National Insurance | |
| 13 State Retirement Pension | |
| 15 Disability Living Allowance | |
| 17 Attendance Allowance | |
| 18 Carers Allowance | |
| 19 Employment Support Allowance | |
| 21 Personal independence payment | |
| 22 Localised social welfare | |

Tamworth Debt and Generalist Advice Project - breakdown of Utilities & Communications top issues (Q3 2022)

Utilities & Communications issues accounted for the second highest reported issues across the quarter (18% / 213 issues). The percentage split of the issues surrounding Benefits Universal Credits are reported as follows:



- 02 Fuel (gas, electricity, oil, coal etc.)
- 03 Water & sewerage
- 04 Telephone landline
- 05 Mobile phones
- 07 Internet & broadband
- 99 Other communications & utility issues

Tamworth Debt and Generalist Advice Project – Number of Contacts and Channel (Q3 2022)

	In person	Letter	Email	Adviceline Phone	Telephone	Grand Total
October 2022	13	28	24	86	160	311
November 2022	16	24	35	47	146	268
December 2022	6	21	24	44	108	203
Grand Total	35	73	83	177	414	782

Tamworth Debt and Generalist Advice Project – Client Outcomes (Q3 2022)

	Number of outcomes	Client count	Amount	Average per outcome	Average per client
Debt write off - other	4	3	£4,783	£1,196	£1,594
£300 Pensioner payment	1	1	£300	£300	£300
£400 Energy Support payment	3	3	£1,200	£400	£400
£650 Cost of Living payment	1	1	£324	£324	£324
Application made to govt scheme for financial help/energy efficiency measures	6	6	£880	£147	£147
Benefit / tax credit gain - a new award or increase	37	28	£94,413	£3,721	£6,169
Benefit / tax credit gain - award or increase following revision or appeal	14	12	£51,366	£3,669	£4,280
Benefit / tax credit gain - Money put back into payment	2	2	£2,574	£1,287	£1,287
Better deal through switching supplier	1	1	£480	£480	£480
Better deal with same supplier	4	3	£882	£220	£294
Budgeting change	3	2	£596	£199	£298
Charitable payment	4	4	£5,615	£1,404	£1,404
Financial gain	3	3	£365	£122	£122
Fuel Voucher	5	4	£188	£38	£47
Other (financial)	2	2	£546	£273	£273
Other savings achieved	12	12	£1,800	£150	£150
Unfair practice remedy - success	1	1	£711	£711	£711
Access to, or provision of accommodation bid successful	3	3	£0	£0	£0
Appropriate service/ support obtained for client - successful	1	1	£0	£0	£0
Bailiff's action stopped/suspended/prevented	3	2	£75	£25	£38

Barriers to employment removed	1	1	£0	£0	£0
Benefit / tax credit maintained	12	7	£16,318	£1,360	£2,331
Claim or complaint - not possible	1	1	£0	£0	£0
Client familiarised with how UC works and what it means for them	2	2	£0	£0	£0
Creditor action stopped/suspended/prevented	1	1	£0	£0	£0
Debts repaid	8	4	£38,588	£4,824	£9,647
Enforcement action avoided/suspended	1	1	£0	£0	£0
Financial situation stabilised / debts under control	1	1	£0	£0	£0
Flexible working hours agreed	1	1	£0	£0	£0
Homelessness averted (under a homelessness duty)	1	1	£0	£0	£0
Hygiene - Bank	3	3	£60	£20	£20
Improved health / capacity to manage	82	53	£0	£0	£0
Lump sum payment	1	1	£907	£907	£907
Moratorium / Agreeing a period of time when you made no payments	8	3	£300	£38	£100
Non-financial admin issue resolved	2	2	£0	£0	£0
Other	1	1	£0	£0	£0
Other (non-financial)	6	5	£0	£0	£0
Referred for energy efficiency advice	1	1	£0	£0	£0
Request to be added to Priority Services Reg / Special Ass Reg	1	1	£0	£0	£0
Temporary accomm secured (not Part 7)	2	2	£0	£0	£0
WDD - Benefit check completed	29	27	£0	£0	£0
WDD - Informed about Priority Services Register	27	27	£0	£0	£0
WDD - Informed about Warm Homes Discount	30	29	£150	£5	£5
WDD - PIP / AA / DLA	7	7	£0	£0	£0
WDD - Referred to debt advice	1	1	£0	£0	£0
WDD - Referred to other support	4	2	£0	£0	£0
WDD - Referred to switching service	24	23	£0	£0	£0
WDD - Smart Meter	50	29	£0	£0	£0
Financial gain/improvement	1	1	£391	£391	£391

Food provision / referral	3	3	£271	£90	£90
Free or reduced charges/costs	1	1	£360	£360	£360
Goods or services provided	4	3	£1,340	£335	£447
Grand Total	427	338	£225,782	£22,991	£32,616

Quarterly Comparison	Q4	Q1	Q2	Q3	Grand Total
No. of outcomes	246	266	364	427	1303
Client count	185	193	238	338	954
Amount	£221,016	£176,382	£203,405	£225,782	£826,585

Tamworth Debt and Generalist Advice Project – Debt (Q3 2022)

Type of Debt		October	November	December	Q3 Total	Previous Quarter Total				
Detail	No	Amount	No	Amount	No	Amount	No	Amount		
Benefit overpayment (not HB)	1	£19,000			1	£2950.30	2	£21,950.30	5	£4,704.05
Budgeting advance on UC			3	£570	1	£676.66	4	£1,246.66	3	£1,642.65
Business rent/Lease Arrears (not trading)									1	£6,000
Business utility/water arrears (not trading/previous supplier)					1	£400	1	£400	0	£0.00
Catalogue / Mail order	3	£1,226.27	4	£3,390.08	2	£808.66	9	£5,425.01	13	£12,422.88
CCJ (Origin unknown)					1	£9,000	1	£9,000		
Child Support Arrears									0	£0.00
Civil penalty (non parking or driving related)									0	£0.00
Council tax	7	£3,462.91	9	£9,684.34	8	8,974.52	24	£22,121.77	10	£10,609.76
Credit Card	5	£2,375.04	19	£42,157.07	13	£69,928.73	37	£114,460.84	17	£32,698.15
Credit Union Loan									0	£0.00
Debt Secured by Guarantor									0	£0.00
Dual Fuel	1	£100	4	£2,422			5	£2,522	7	£577.18

Electric	2	£1,424	1	£710	3	£3,150	6	£5,284	7	£10,733.11
Friends / Family	1	£100	4	£1,159			5	£2,259	5	£6,379.00
Funeral expenses	1	£1,500					1	£1,500	1	£1,500.00
Gas	1	£900			4	£3,234	5	£4,134	6	£2,448.33
Gas / Electricity / Dual Fuel Arrears (former supplier)	2	£413.54	3	£1,383.49	1	£500	6	£2,297.03	2	£4,045.60
High Cost short term loans	3	£888.80					3	£888.80	0	£0.00
Hire Purchase (HP)/Conditional Sale	1	£6,159			1	£10,021	2	£16,180	2	£818.00
HMRC Tax Credit Overpayment	1	£1,000	2	£1,048.95	1	£210.60	4	£2,259.55	3	£763.93
Housing Benefit Overpayment	1	£627.71					1	£627.71	0	£0.00
Income Tax Arrears			1	£9,000	1	£500	2	£9,500	1	£3,554.00
Insurance									1	£151.00
Magistrates Court Fine Arrears									0	£0.00
Mobile phone	7	£2,469.67	5	£1,357.62			12	£3,827.29	3	£1,243.00
Mobile phone (essential)									0	£0.00
Mortgage Arrears	1	£4,800			1	£43,000	2	£47,800	2	£11,200.00
Other non-priority debt	1	£100	1	£5,000	4	£26,200	6	31,300	2	£11,828.62
Other priority debt	1	£2,142.20					1	£2,142.20	1	£500.00
Overdraft			6	£15,174	4	£3,360.23	10	£18,534.23	9	£2,811.42
Parking/Traffic Penalty Charge Notice (PCN)	1	£170			1	£850	2	£1,020	9	£2,365.00

Pawnbrokers (essential goods)									0	£0.00
Payday loan	1	£200	5	621.81	2	£1,195	8	£2,016.81	5	£1,611
Rent Arrears	3	£1,958.57	6	£7,990.38	3	£2,800	12	£12,748.95	10	£14,540.60
Rent Arrears (former tenancy)	3	£2,616.13			1	4,419.64	4	£7,035.77	0	£0.00
Secured loan arrears			2	£27,212			2	£27,212	0	£0.00
Service Charge/Ground rent arrears									0	£0.00
Short term benefits or UC advance	3	£276	1	£800	1	£100	5	£1,176	3	£300.00
Social Fund Budgeting Loan			1	£300	1	£100	2	£400	3	556.00
Store Card	1	£50			6	£16,614	7	£16,664	2	£2,700
Student Loan									0	£0.00
Telecoms Packages (tv, phone and internet)	2	£812			2	£715	4	£1,527	2	£1,217.05
Telephone/Broadband	4	£445.56	1	£100	1	£50	6	£595.56	1	£91.00
TV licence arrears			1	£100	1	£550	2	£650	2	£259.00
Unpaid legal fees									1	£1,051.00
Unsecured Loan / Bank Loan	6	£2,043	4	£8,710.88	4	£22,000	14	£32,753.88	13	£42,677.24
VAT Arrears									1	£2,000.00
Water Arrears	5	£1,015	6	£3,658.84	5	£2,601.20	16	£7,275.04	11	£12,121.75
GRAND TOTAL	69	£58,275.40	89	£142,550.46	75	£234,909.54	233	£435,735.40	102	£208,120.32

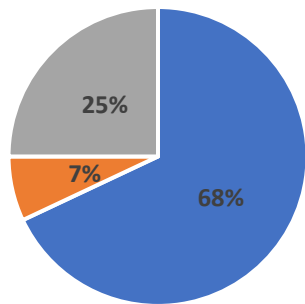
Tamworth Tenancy Sustainment Project Report – Q3 2022

Total number of Total number of clients in the quarter = 33

Tamworth Tenancy Sustainment Project - Breakdown of client demographics (Q3 2022)

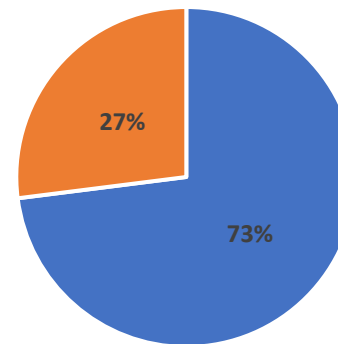
Page 47

Disability



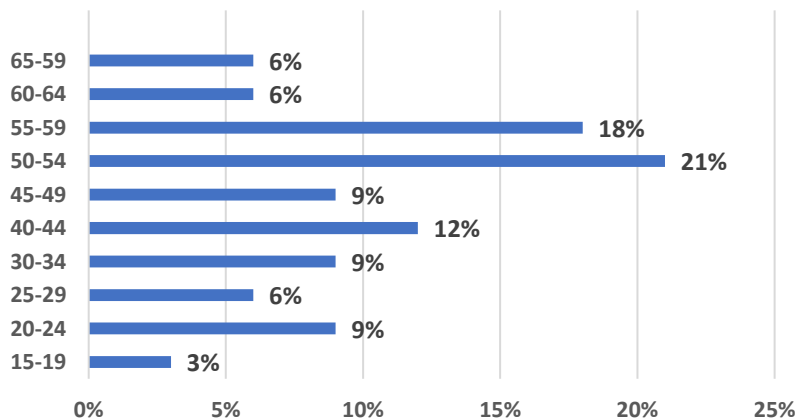
■ Long term health condition ■ Disabled
■ Not disabled/no health problems ■

Gender

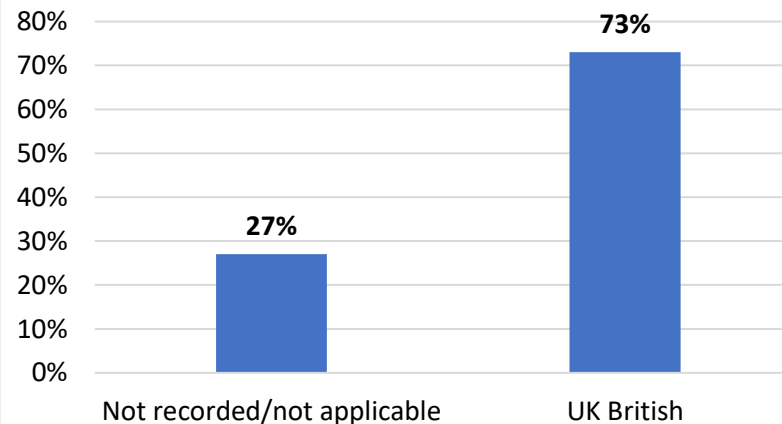


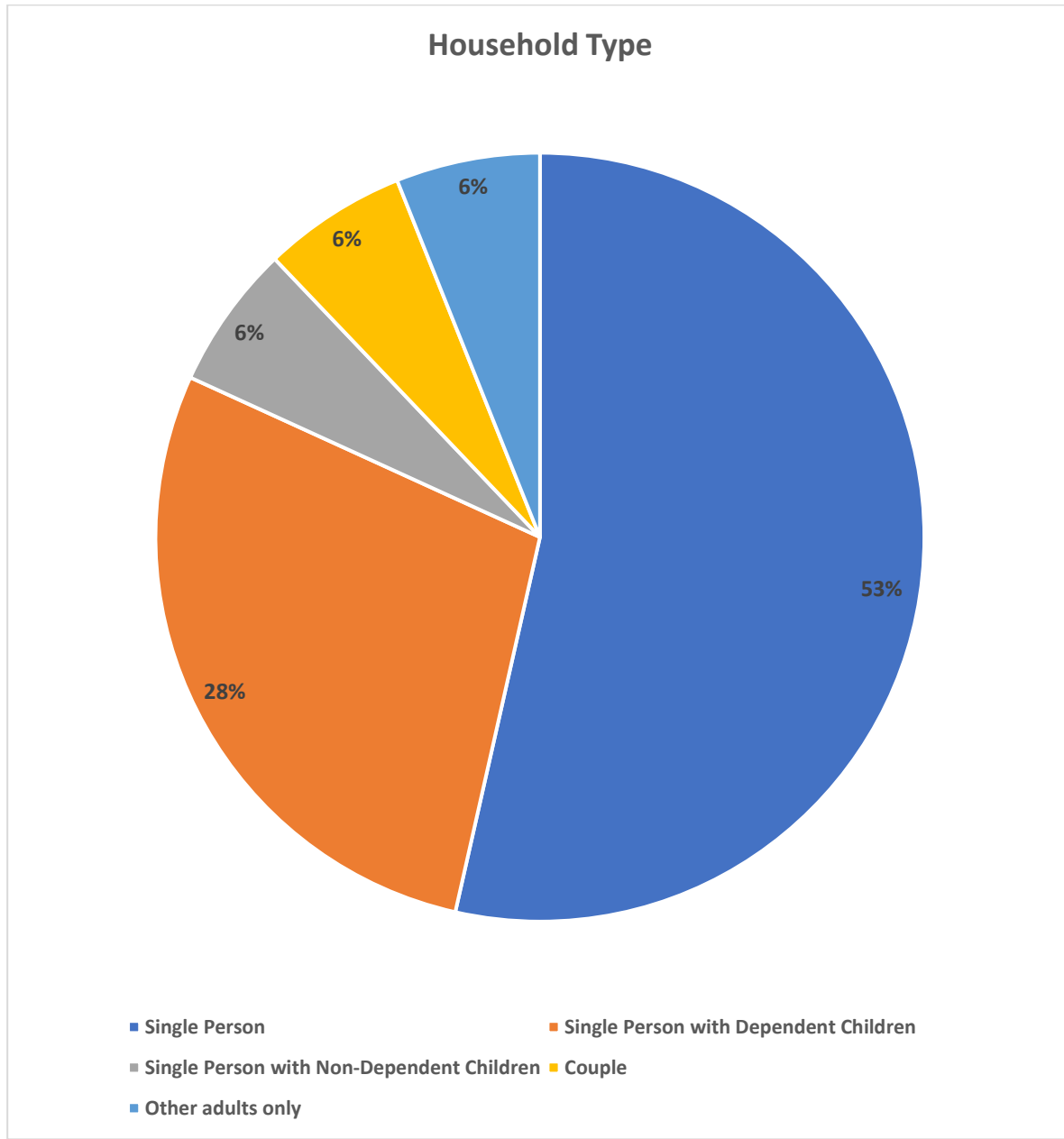
■ Female ■ Male ■

Age

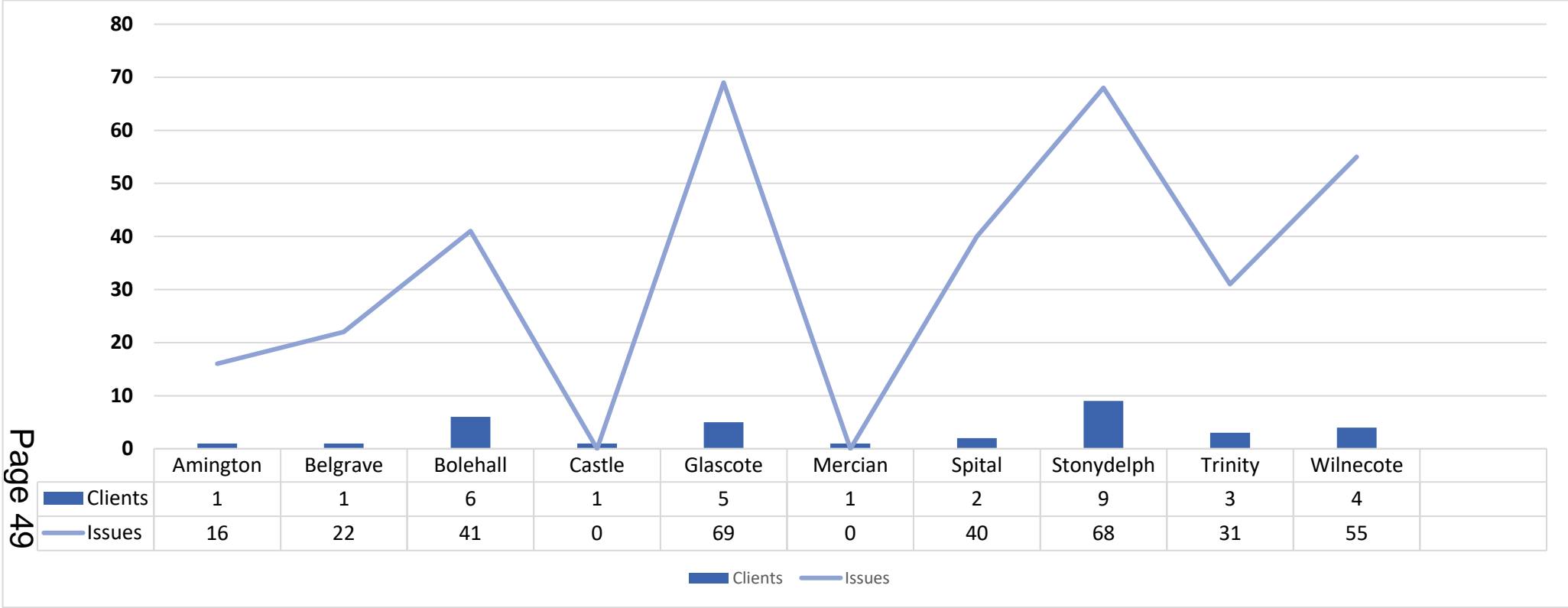


Nationality



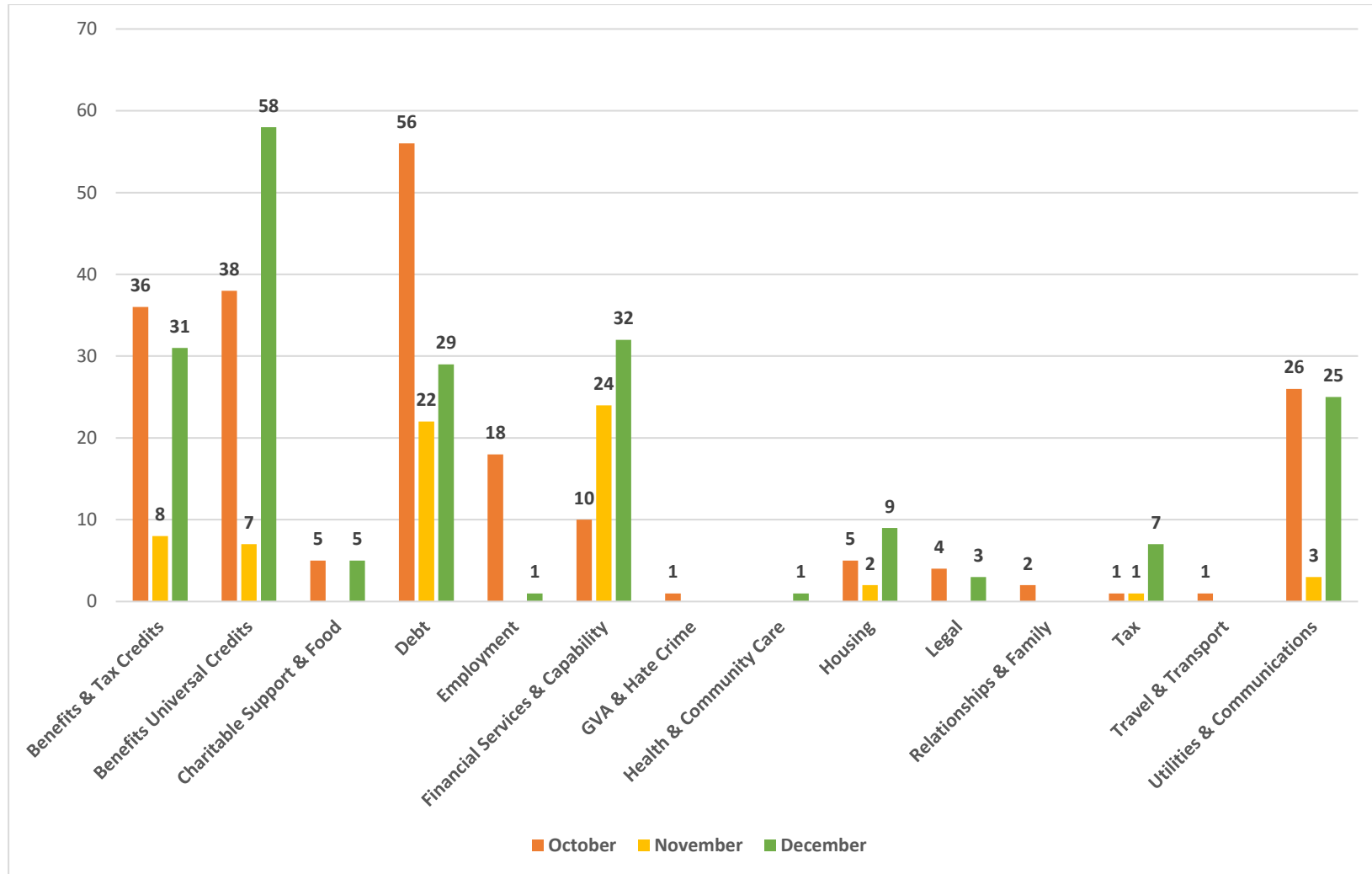


Tamworth Tenancy Sustainment Project - Breakdown of clients and issues by Ward (Q3 2022)



Tamworth Tenancy Sustainment Project - Breakdown of reported issues (Q3 2022)

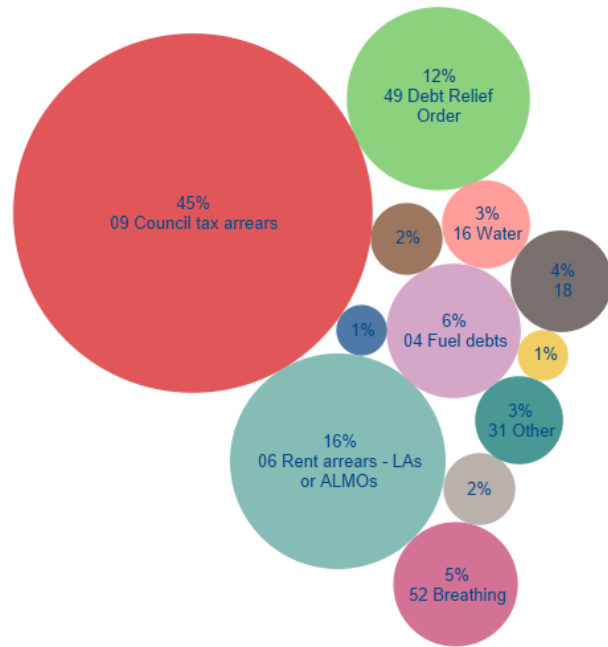
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Tamworth Tenancy Sustainment Project Report – Referrals Q3 2022

	Referrals			
	Q4 2022	Q1 2022	Q2 2022	Q3 2022
Referrals	29	26	23	39
Appointments Made	24	22	17	19
DNA Appointment	3	4	3	6
No Contact made yet	3	4	4	6
Failed to Engage	1	2	2	5

Tamworth Tenancy Sustainment Project - breakdown of Debt top issues (Q3 2022) Debt issues accounted for the majority of reported issues across the quarter (32% / 110 issues). The percentage split of the issues surrounding Debt are reported as follows:

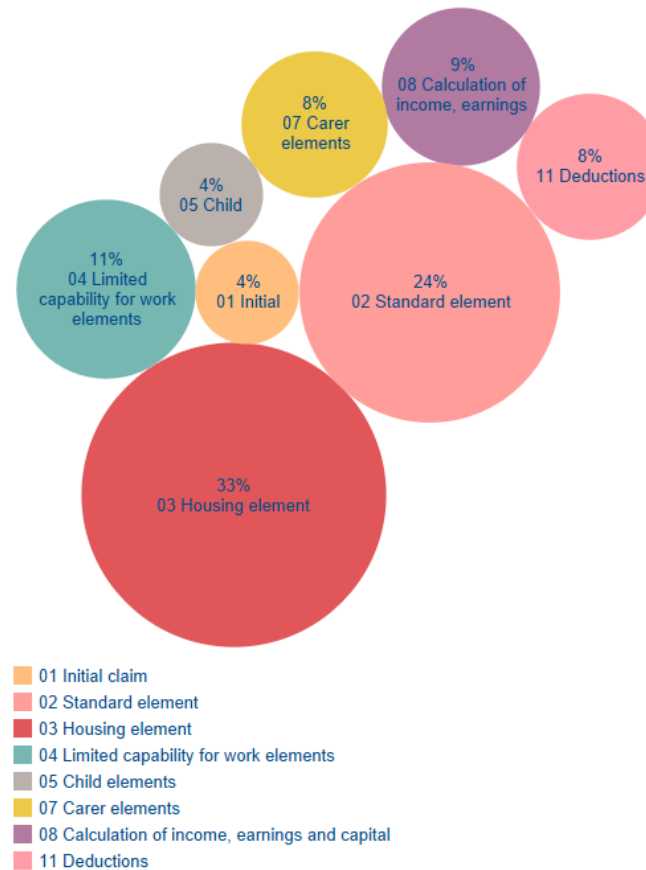


- 02 Mortgage & secured loan arrears
- 04 Fuel debts
- 06 Rent arrears - LAs or ALMOs
- 09 Council tax arrears
- 14 Unsecured personal loan debts
- 16 Water supply & sewerage debts
- 18 Overpayments of WTC & CTC
- 22 Payday loan debts
- 31 Other telecoms debt (landline, broadband, bundle, TV)
- 48 Individual Voluntary Arrangement
- 49 Debt Relief Order
- 52 Breathing Space Moratorium

Tamworth Tenancy Sustainment Project - breakdown of Benefits Universal credit top issues

(Q3 2022)

Benefits Universal Credit issues accounted for the second highest reported issues across the quarter (23% / 79 issues). The percentage split of the issues surrounding Benefits Universal credit are reported as follows:



Tamworth Tenancy Sustainment Project – Channel (Q3 2022)

	Letter	In person	Email	Telephone	Grand Total
October 2022	8		34	48	90
November 2022	5	2	43	39	89
December 2022	2	2	37	38	79
Grand Total	15	4	114	125	258

Tamworth Tenancy Sustainment Project – Client Outcomes (Q3 2022)

Income gain					
	Number of outcomes	Client count	Amount	Average per outcome	Average per client
Debt write off - other	3	3	£4,531	£1,510	£1,510
£150 Disability payment	1	1	£0	£0	£0
£400 Energy Support payment	6	6	£1,996	£333	£333
£650 Cost of Living payment	6	6	£3,900	£650	£650
Application made to govt scheme for financial help/energy efficiency measures	2	2	£300	£150	£150
Benefit / tax credit gain - a new award or increase	6	6	£10,205	£1,701	£1,701
Benefit / tax credit gain - award or increase following revision or appeal	1	1	£838	£838	£838
Better deal through switching supplier	1	1	£180	£180	£180
Better deal with same supplier	5	4	£990	£198	£248
Budgeting change	1	1	£900	£900	£900
Charitable payment	3	3	£4,690	£1,563	£1,563
Financial gain	6	6	£730	£122	£122
Fuel Voucher	2	2	£79	£40	£40
Other (financial)	1	1	£1,560	£1,560	£1,560
Access to, or provision of accommodation bid successful	1	1	£0	£0	£0
Additional evidence for completion of the claims process successfully submitted	2	2	£2,377	£1,188	£1,188
Bailiff's action stopped/suspended/prevented	4	4	£235	£59	£59
Benefit / tax credit maintained	21	7	£0	£0	£0
Client familiarised with how UC works and what it means for them	17	5	£0	£0	£0
client obtained appropriate help with court forms	2	1	£0	£0	£0
Complaint resolved	2	2	£54	£27	£27
Creditor action stopped/suspended/prevented	2	2	£0	£0	£0

Enforcement action avoided/suspended	1	1	£0	£0	£0
Financial situation stabilised / debts under control	1	1	£0	£0	£0
Homelessness prevented - remained in home	1	1	£0	£0	£0
Hygiene - Bank	3	3	£60	£20	£20
Improved health / capacity to manage	34	7	£360	£11	£51
Court fees waived or refunded	1	1	£14	£14	£14
Food provision / referral	6	5	£1,080	£180	£216
Free or reduced charges/costs	1	1	£360	£360	£360
Goods or services provided	3	3	£294	£98	£98
Health charges reduced or eliminated	1	1	£240	£240	£240
Reduction/removal charges	1	1	£35	£35	£35
Repayment negotiated	11	8	£8,822	£802	£1,103
Token payments	1	1	£4,500	£4,500	£4,500
Grand Total	160	101	49,330	17,278	17,706

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Quarterly Comparison	Q4	Q1	Q2	Q3	Grand Total
No. of outcomes	240	181	143	160	724
Client count	174	101	78	101	454
Amount	£102,176	£107,643	£98,405	£49,330	£357,554

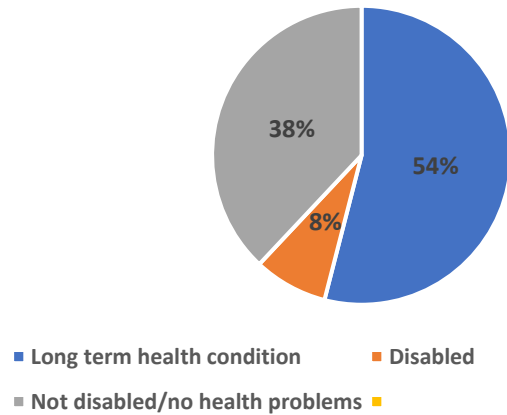
Tamworth Homelessness Prevention Project Report – Q3 2022

Total number of clients in the quarter = 30

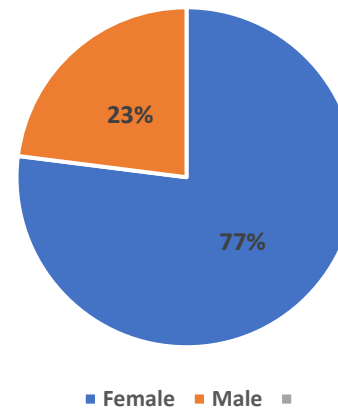
Tamworth Homelessness Prevention Project - Breakdown of client demographics (Q3 2022)

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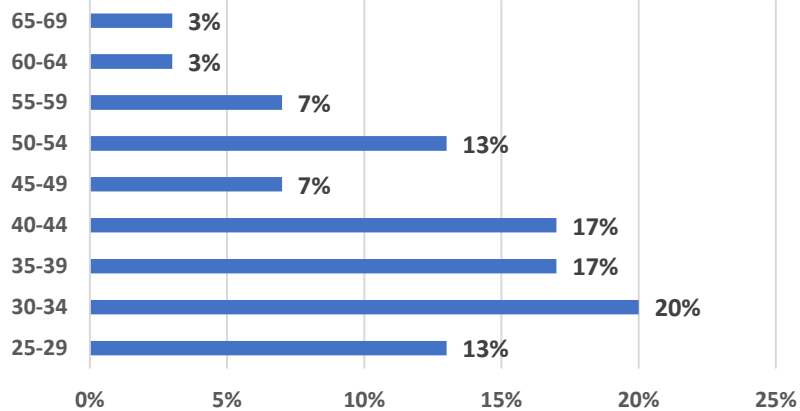
Disability



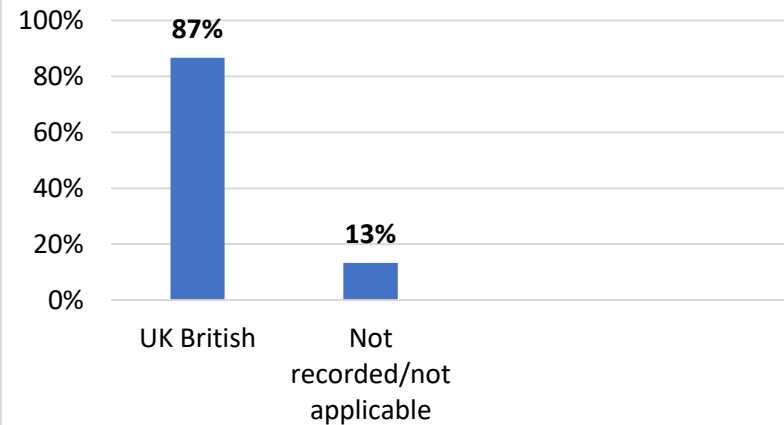
Gender



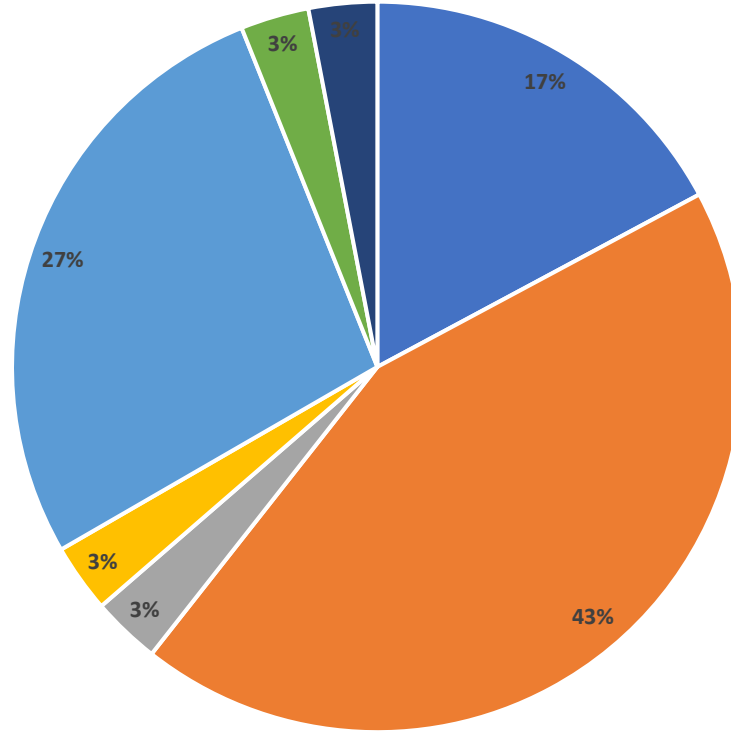
Age



Nationality

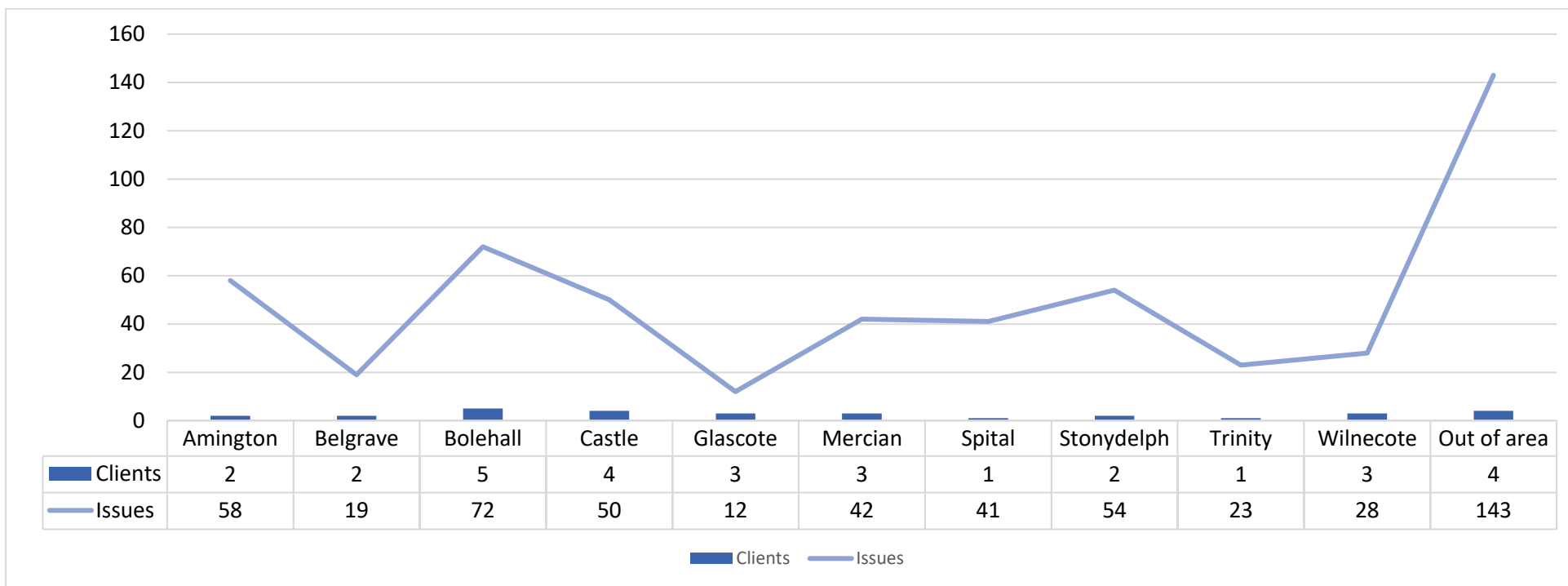


Household Type

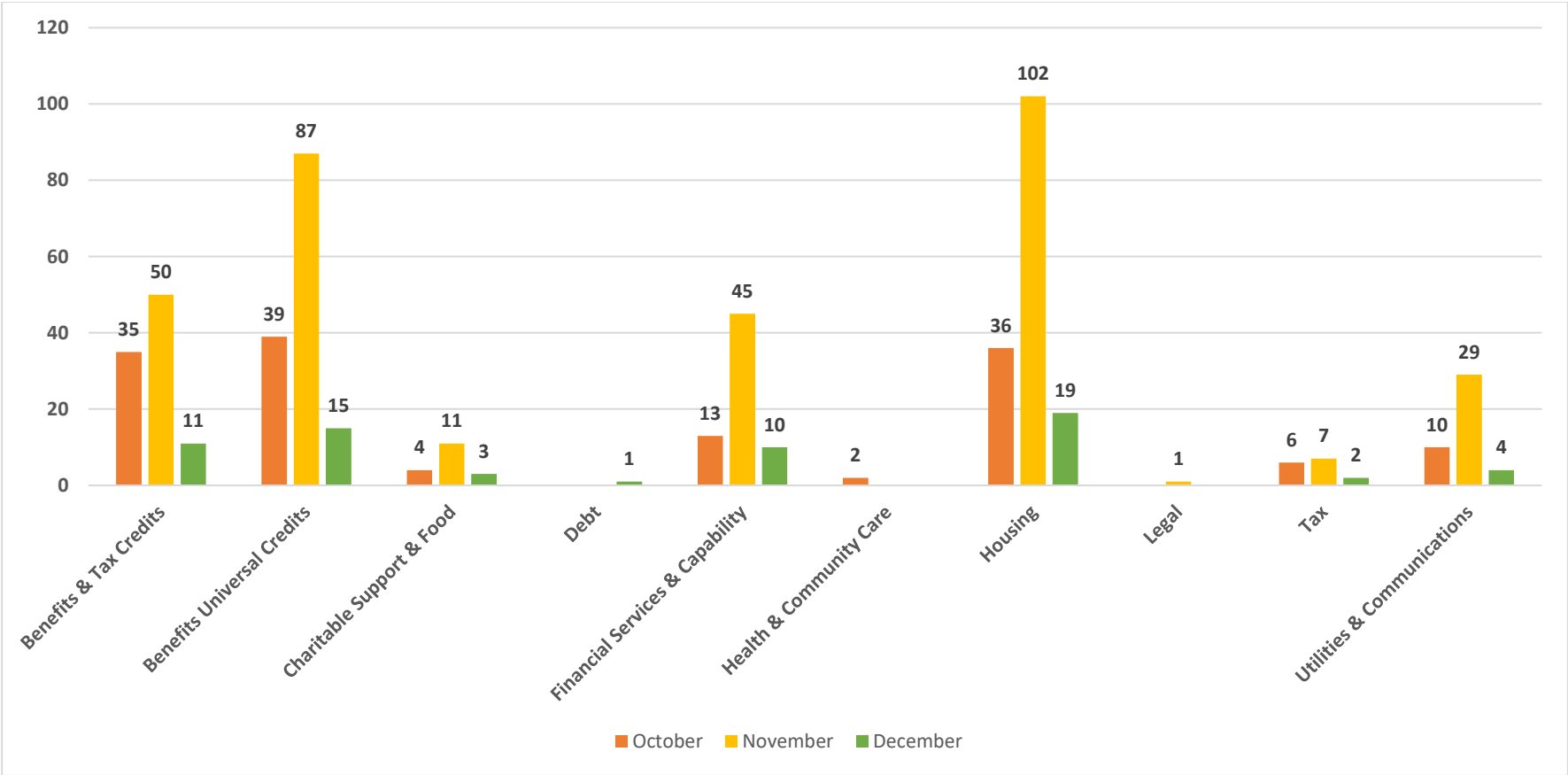


- Single Person
- Single Person with Dependent Children
- Single Person with Non-Dependent Children
- Couple
- Couple with Dependent Children
- Couple with Non-Dependent Children
- Other Adults Only

Tamworth Homelessness Prevention Project - Breakdown of clients and issues by Ward (Q3 2022)



Tamworth Homelessness Prevention Project - Breakdown of reported issues (Q3 2022)



Tamworth Homelessness Prevention Project Report – Referrals Q3 2022

Referrals				
	Q4 2022	Q1 2022	Q2 2022	Q3 2022
Referrals	48	36	30	52
Appointments Made	35	23	24	31
DNA Appointment	5	5	5	4
No Contact Made Yet	6	5	2	13
Failed to Engage	2	3	0	4

Tamworth Homelessness Prevention Project - breakdown of Housing issues

(Q3 2022)

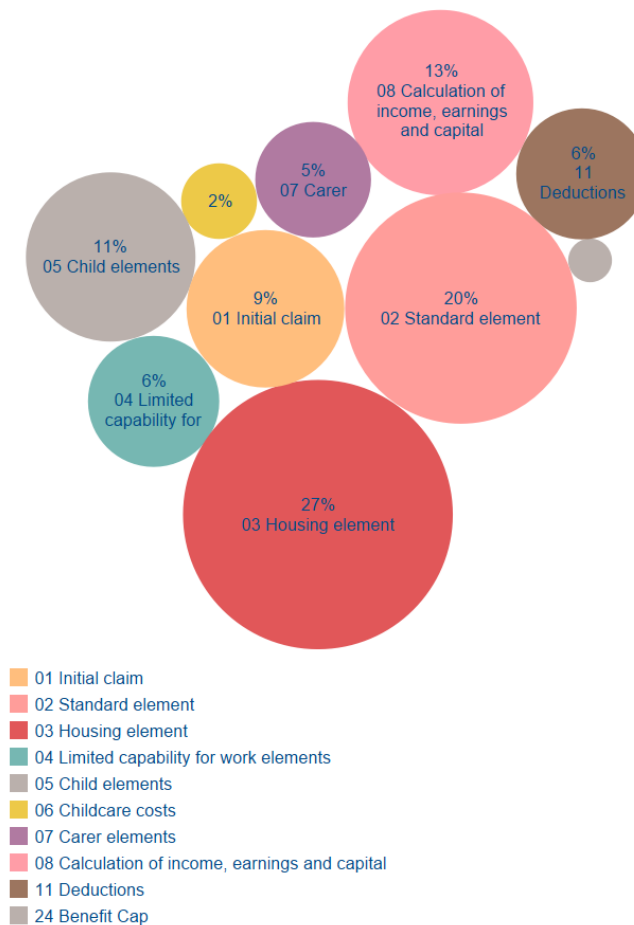
Housing issues accounted for the majority of reported issues across the quarter (29% / 157 issues). The percentage split of the issues surrounding Housing are reported as follows:



- 01 Discrimination
- 02 Actual homelessness
- 03 Threatened homelessness
- 04 LA homelessness service
- 05 Access to & provision of accomm.
- 06 Local Authority housing
- 08 Private sector rented property
- 99 Other housing issues

Tamworth Homelessness Prevention Project - breakdown of Benefits Universal Credits top issues (Q3 2022)

Benefits Universal Credit issues accounted for the second highest reported issues across the quarter (26% / 141 issues).
The percentage split of the issues surrounding Benefits Universal Credit are reported as follows:



Tamworth Homelessness Prevention Project – Channel (Q3 2022)

	Telephone	Email	Grand Total
October 2022	29	34	63
November 2022	35	45	80
December 2022	16	19	35
Grand Total	80	98	178

Tamworth Homelessness Prevention Project – Client Outcomes (Q3 2022)

Income gain					
	Number of outcomes	Client count	Amount	Average per outcome	Average per client
£150 Council Tax Rebate	1	1	£150	£150	£150
£150 Disability payment	3	3	£450	£150	£150
£400 Energy Support payment	9	9	£3,600	£400	£400
£650 Cost of Living payment	9	9	£5,850	£650	£650
Benefit / tax credit gain - a new award or increase	17	11	£55,242	£3,250	£5,022
Benefit / tax credit gain - award or increase following revision or appeal	3	3	£3,802	£1,267	£1,267
Better deal with same supplier	2	2	£258	£129	£129
Charitable payment	3	3	£340	£113	£113
Financial gain	6	5	£790	£132	£158
Other (financial)	1	1	£672	£672	£672
Additional evidence for completion of the claims process successfully submitted	1	1	£1,200	£1,200	£1,200
Benefit / tax credit maintained	60	15	£0	£0	£0
Client added to PSR	1	1	£0	£0	£0
Client familiarised with how UC works and what it means for them	40	15	£0	£0	£0
Homelessness averted (under a homelessness duty)	2	2	£1,500	£750	£750
Hygiene - Bank	5	5	£140	£28	£28
Improved health / capacity to manage	93	22	£450	£5	£20
Income Maximisation	5	4	£0	£0	£0
Other (non-financial)	7	4	£0	£0	£0

Request to be added to Priority Services Reg / Special Ass Reg	1	1	£0	£0	£0
Temporary accomm secured (not Part 7)	2	2	£0	£0	£0
Food provision / referral	3	3	£170	£57	£57
Grand Total	274	122	£74,613	£8,953	£10,766

Quarterly Comparison	Q4	Q1	Q2	Q3	Grand Total
No. of outcomes	452	223	315	274	1264
Client count	156	88	124	122	490
Amount	£135,339	£74,496	£77,729	£74,613	£362,177

Tamworth Homelessness Prevention Project – Debt (Q3 2022)

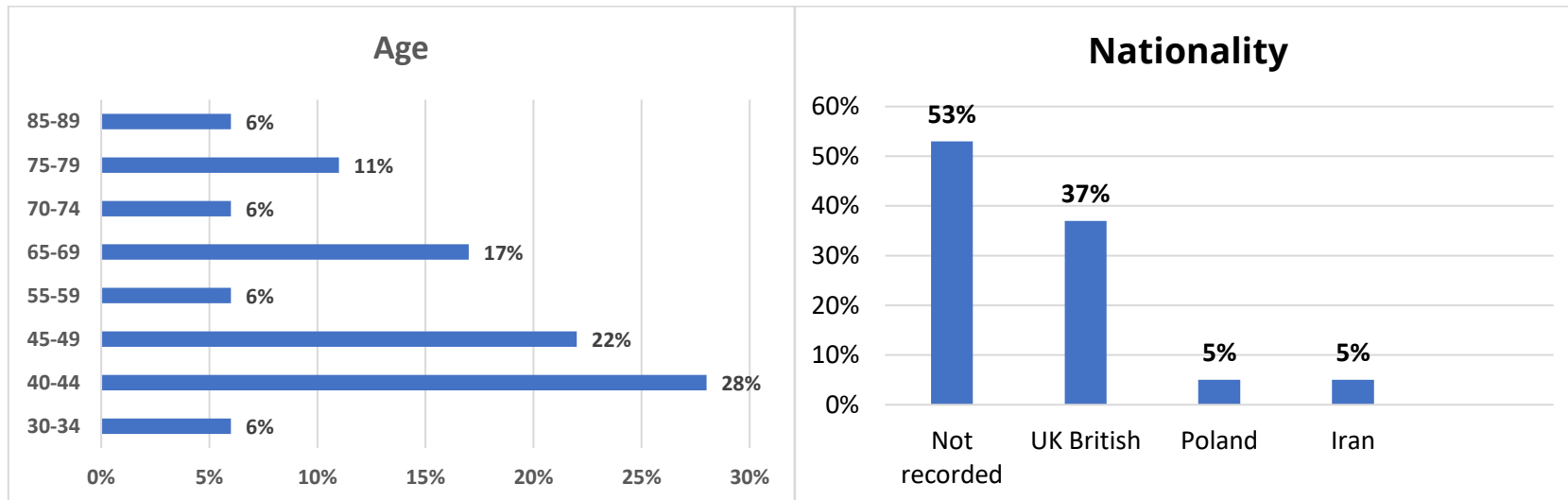
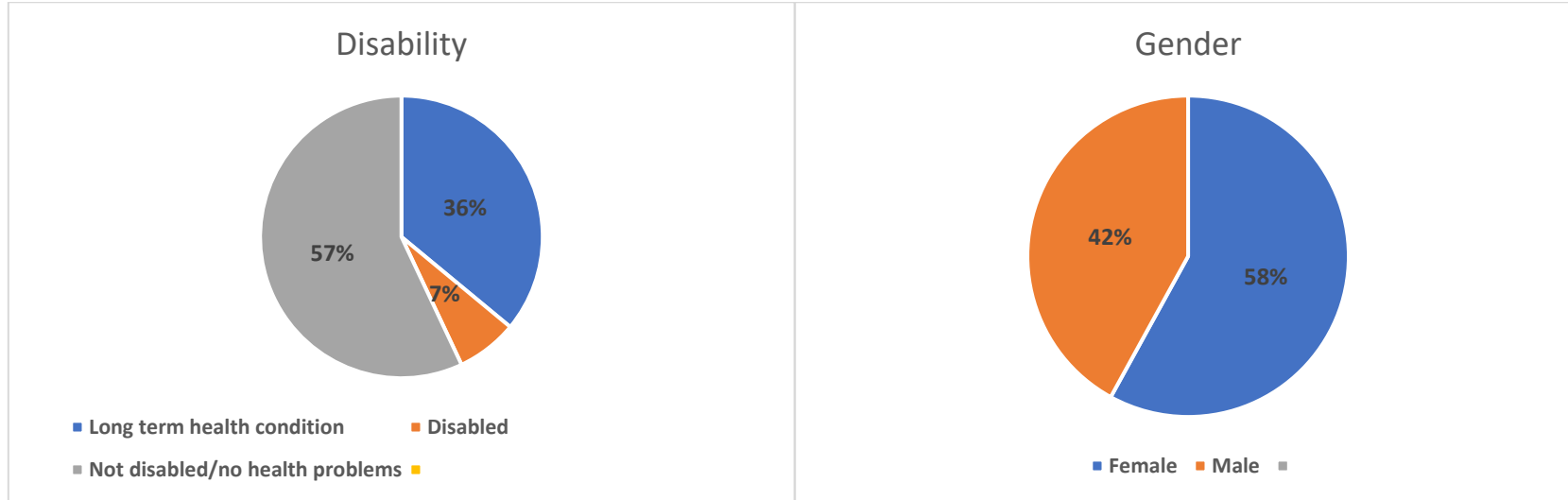
Type of Debt	October		November		December		Q3 Total		Previous Quarter	
	No	Amount	No	Amount	No	Amount	No	Amount	No	Amount
Benefit overpayment (not HB)			1	£190			1	£190	4	£636
Budgeting advance on UC	1	£500	1	£1,100			2	£1,600	6	£2,770
Catalogue / Mail order					1	£1,000	1	£1,000	1	£3,000
CCJ (origin unknown)			1	£2,000			1	£2,000		
Council tax								1	1	£2,500
Credit Card			2	£23,500	3	£3,700	5	4	4	£9,100
Dual Fuel			1	£200			1	£200		
Electric									1	£100
Friends/Family			1	£550			1	£550	2	£4,600
Gas/Electric/Dual Fuel Arrears (former supplier)										
Housing Benefit overpayment									1	£500
High cost short term loans										
HMRC Tax Credit Overpayment									3	£1,438
Insurance									1	£23,000
Magistrates Court Fine Arrears										
Maintenance Arrears										
Mobile Phone										

Mortgage Shortfall											
Other non-priority debt									1	£12,000	
Overdraft			1	£2,500				1	£2,500	1	£1,100
Parking/Traffic Penalty Charge Notice (PCN)										2	£1,000
Rent Arrears					1	£1,800		1	£1,800		
Social Fund Budgeting Loan										2	£500
Store Card											
Telecoms packages (tv, phone and internet)											
Unsecured Loan / Bank Loan			4	£40,800	1	£4,000		5	£44,800	6	£49,000
Water Arrears											
GRAND TOTAL	1	£500	12	£70,840	6	£10,500		19	£81,840	36	£111,24

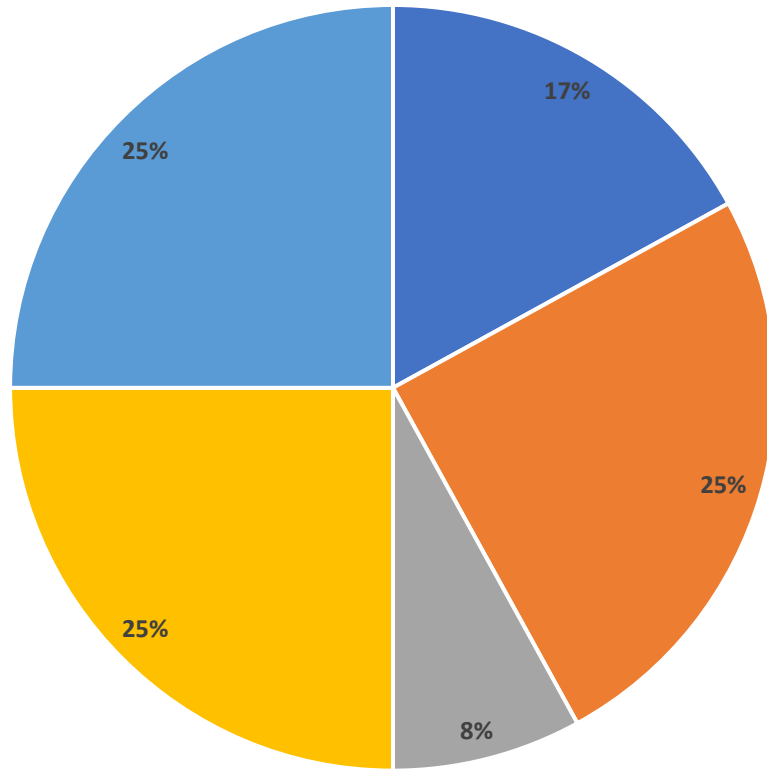
Tamworth Sacred Heart Project Report – Q3 2022

Total number of clients in the quarter = 19

Tamworth Sacred Heart Church Project - Breakdown of client demographics (Q3 2022)

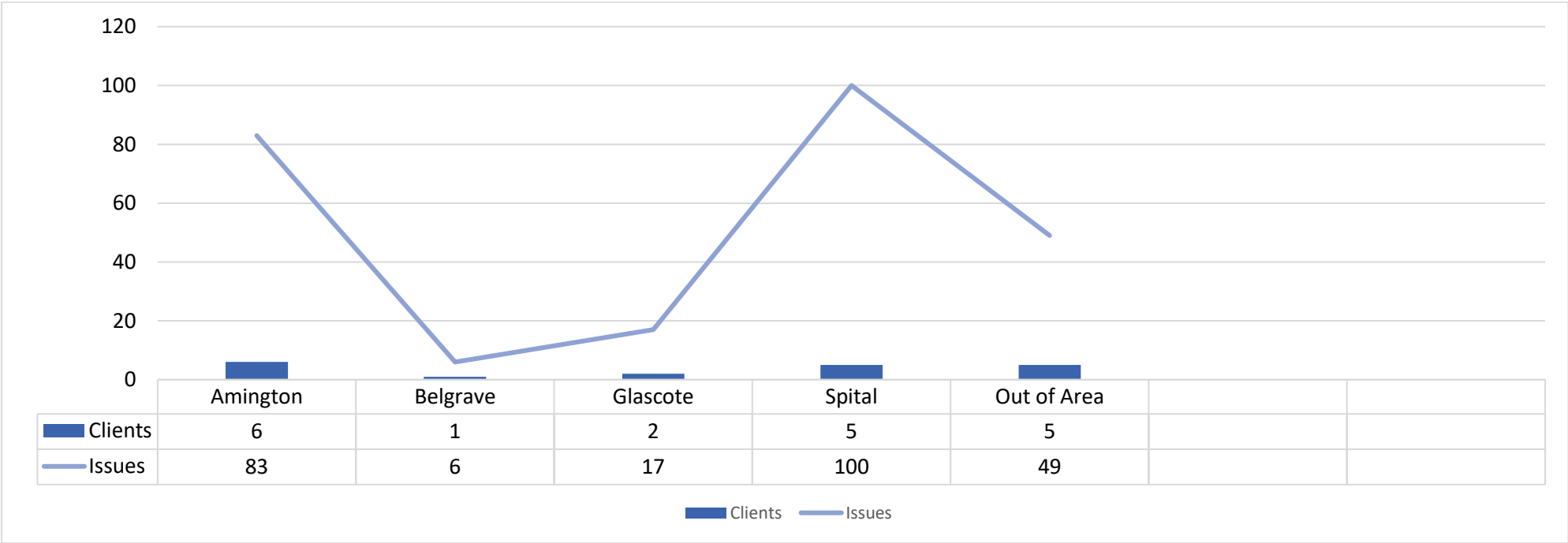


Household Type

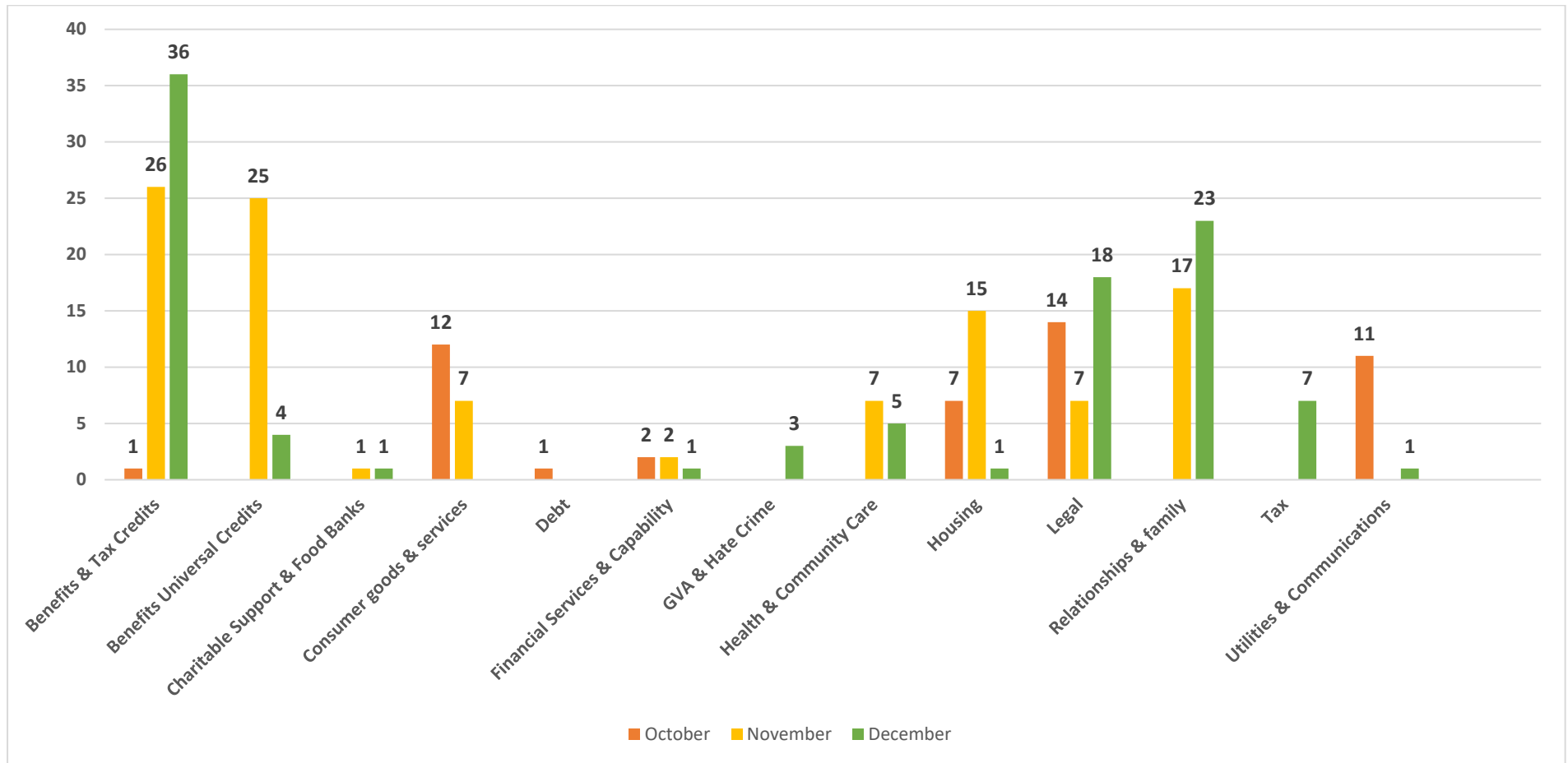


- Single Person
- Single Person with Dependent Children
- Single Person with Non-Dependent Children
- Couple
- Couple with Dependent Children

Tamworth Sacred Heart Church Project - Breakdown of clients and issues by Ward (Q3 2022)



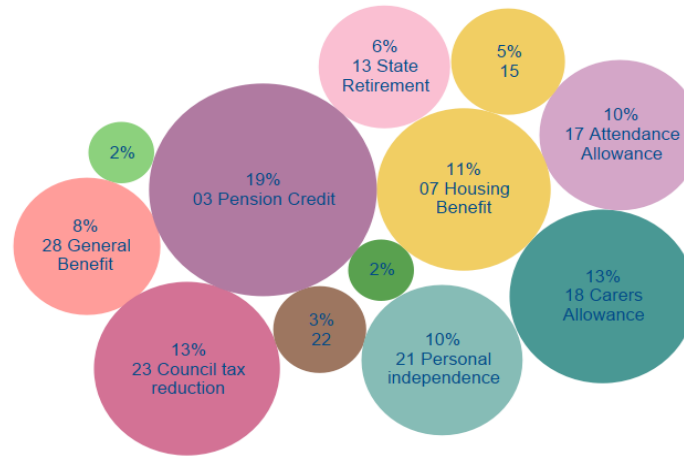
Tamworth Sacred Heart Church Project - Breakdown of reported issues (Q3 2022)



Tamworth Sacred Heart Church Project - breakdown of Benefits & Tax Credits issues

(Q3 2022)

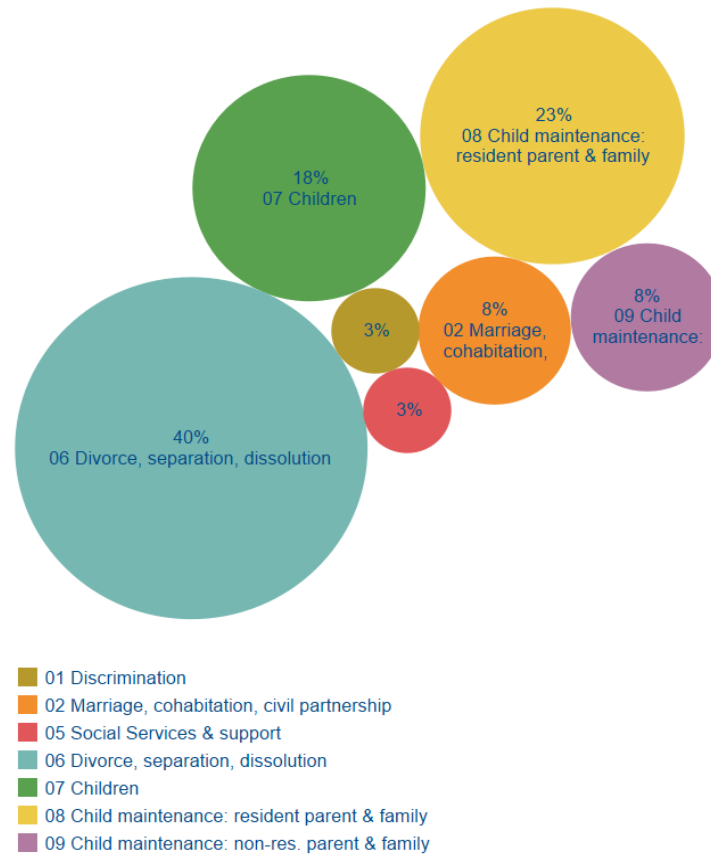
Benefits & Tax Credits issues accounted for the majority of reported issues across the quarter (25% / 63 issues). The percentage split of the issues surrounding Benefits & Tax Credits are reported as follows:



- 03 Pension Credit
- 07 Housing Benefit
- 08 Child Benefit
- 13 State Retirement Pension
- 15 Disability Living Allowance
- 17 Attendance Allowance
- 18 Carers Allowance
- 21 Personal independence payment
- 22 Localised social welfare
- 23 Council tax reduction
- 28 General Benefit Entitlement
- 99 Other benefits issues

Tamworth Sacred Heart Church - breakdown of Relationships & family top issues (Q3 2022)

Relationships & family issues accounted for the second highest reported issues across the quarter (16% / 40 issues). The percentage split of the issues surrounding Relationships & family are reported as follows:



Tamworth Sacred Heart Church Project – Channel (Q3 2022)

	In person	Telephone	Email	Grand Total
October 2022	4			4
November 2022	6	4	1	11
December 2022	6	6	1	13
Grand Total	16	10	2	28

Tamworth Sacred Heart Church Project – Client Outcomes (Q3 2022)

Income gain					
	Number of outcomes	Client count	Amount	Average per outcome	Average per client
£400 Energy Support payment	1	1	£400	£400	£400
Application made to govt scheme for financial help/energy efficiency measures	1	1	£140	£140	£140
Benefit / tax credit gain - a new award or increase	14	6	£27,734	£1,981	£4,622
Better deal with same supplier	1	1	£346	£346	£346
Charitable payment	1	1	£85	£85	£85
Child maintenance received	2	2	£11,178	£5,589	£5,589
Civil proceedings completed	1	1	£1,700	£1,700	£1,700
Appropriate service/ support obtained for client - successful	1	1	£0	£0	£0
Improved health / capacity to manage	4	3	£0	£0	£0
Income Maximisation	1	1	£0	£0	£0
Referred for energy efficiency advice	1	1	£0	£0	£0
Court fees waived or refunded	1	1	£115	£115	£115
Tax rebate	1	1	£427	£427	£427
Grand Total	30	21	£42,125	£10,783	£13,424

Quarterly Comparison	Q4	Q1	Q2	Q3	Grand Total
No. of outcomes			4	30	34
Client count			2	21	23
Amount			£10,400	£42,125	£52,525

Staffordshire Healthy Ageing Partnership

Help us to create a plan for Healthy Ageing in Staffordshire!

Healthy Ageing is a priority for both the Staffordshire Health & Wellbeing Board, and the Staffordshire and Stoke-on-Trent Integrated Care System, and we want to create a plan together. The Staffordshire Healthy Ageing Partnership Group invites you to join us at one of our workshop events to help develop a plan for Staffordshire with input from a range of individuals and organisations across the community, public & private sector.

Outline Agenda:

Keynote Speech from Sir Muir Gray - Internationally Renowned Expert on Ageing

Healthy Ageing in Staffordshire 'Setting the Scene'

Voluntary & Community Perspective

Group Discussions:

- Living Independently
- Feeling Connected
- Healthy Living
- Taking a Strengths Based Approach
- Planning for Later Life

A great deal of wonderful work is already happening. We want to celebrate that and build upon it to ensure that we are reaching everyone, and giving people the opportunity to contribute towards their own health & wellbeing, and that of others.

If you are interested in attending one of our workshop events, click on the links below:

Tuesday 28th February 2023

9am - 1pm

Hednesford, Cannock

Thursday 30th March 2023

9am - 1pm

Port Vale, Stoke on Trent

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Wednesday 22nd February 2023

Report of the Assistant Director Partnerships

Loneliness & Addiction Support Organisations

Exempt Information

None

Purpose

This report is in response to a workplan item of the Health and Wellbeing Scrutiny committee to provide some information on how the Council interacts with voluntary and community groups who provide services in Tamworth around substance misuse, addiction, loneliness and social isolation.

Recommendations

It is recommended that:

1. Scrutiny discuss the information at Appendix 1
2. Provide any recommendations for future interaction with these groups, considering the proposal for a Councillor Briefing Session

Executive Summary

Tamworth has a very strong and supportive Voluntary Sector, working across communities throughout the Borough with dedicated volunteers.

Social Isolation was a thematic stream highlighted in the Council and VCSE response to the pandemic. The Befriending Line set up by one of the anchor organisations Community Together CIC remains open and has reported a 42% increase in calls during 2022,

Financial Exclusion and Mental Health concerns can contribute to substance misuses and alcohol as a vulnerability risk and is these remain a priority of the Community Safety Partnership.

At the request of the Committee, the Partnerships Team have worked to identify some of the Voluntary and Community Organisations that provide services to Tamworth and how the council interacts with them.

The table attached at Appendix 1 lists the relevant groups. This list is not an exhaustive list of Voluntary groups in Tamworth and has concentrated mainly on the ones who provide services around loneliness and addiction.

It is proposed that Councillors may wish to have a fuller understanding of the work of the groups and that an all Councillor Briefing Session focussed on the Loneliness and Addiction partner organisations could be arranged, outside of the cycle of the formal meetings.

A similar session was arranged by the Partnerships team in October 2021, held at The Assembly Rooms.

Future Work

The council have recently contracted with Community Together CIC as part of the UK Shared Prosperity Funding to undertake some feasibility studies with the voluntary and community sector to provide the council with some baseline data and inform three strategies:

- Wellbeing Strategy
- Voluntary Sector Strategy
- Voluntary Sector Commissioning Strategy

The information gathered will help focus future areas for commissioning the UK Shared prosperity funding and will also feed into the councils reset and recovery work.

Resource Implications

There are no staffing, community/performance planning, sustainable development, community safety, equal opportunities or human rights implications arising from this report.

Report Author

Karen Clancy – Community Partnerships Manager
Jo Sands, Assistant Director Partnerships

List of Background Papers

N/A

Appendices

Appendix 1 – Voluntary Sector Organisations

APPENDIX 1 – Health and Wellbeing Scrutiny February 2023

The Health and Wellbeing Scrutiny Committee requested further information on how the council interacts with organisations who currently provide substance misuse, addiction, loneliness and isolation services in Tamworth.

The table below provides an overview of some of the organisations currently delivering services in Tamworth.

Organisation name	What does the organisation do?	How does the council interact with the service?	Access
Humankind (Staffordshire Treatment and Recovery Service - known locally as STARS)	STARS is a free and confidential service which provides support to individuals with substance misuse needs. Their aim is to reduce the risk of harm and assist clients to meet their individual goals.	The service is funded by Staffordshire County Council. TBC staff can signpost individuals to this service. Individuals can also self-refer into the service.	Email: humankind.starseast@nhs.net Tel: 01283 741053
Betterway Recovery	Betterway Recovery provide the following addiction support services: <ul style="list-style-type: none"> • Peer mentoring support by people who have been there • Phone Support • Group work looking at the problem and how to get to the solution • Multi-Agency support and introductions to local support groups • Preventative and awareness talks in local schools, colleges and community groups • A safe place to go • A holistic person-centred approach • Volunteer training and opportunities • Outreach work in the community 	Tamworth Borough Council support Betterway Recovery via Locality Deal Funding. TBC staff can signpost individuals to the service. Individuals can also self-refer into the service.	Solution focused support group runs in Tamworth on Tuesdays and Fridays 12.30pm until 14.00pm from Community Together CIC offices on Offa House Orchard Street. Telephone helpline 07426 351853 Email: contact@betterwayrecovery.org.uk
Community Together CIC	Community Together CIC provide a range of services to the community alongside	TBC frontline staff can signpost individuals and families into the service.	E-mail: ctcicinfo@gmail.com Telephone 01827 59646

APPENDIX 1 – Health and Wellbeing Scrutiny February 2023

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	<p>access to other support services and guidance information. Services include:</p> <ul style="list-style-type: none"> • Community hub/cafe in the Castle Grounds • activity sessions • job clubs • walking and cycling groups • befriending service • cooking initiatives • volunteering opportunities • arts and crafts sessions • dementia support • youth activities • coffee mornings and afternoons • singing for fun 	<p>TBC provide grant funding to support the service to offer additional meeting room space for other voluntary groups.</p>	
<p>C.H.O.I.C.E.S. CIC - community help offering individuals counselling & equine services</p>	<p>Choices counselling service provides support to individuals, group work, family work and equine assisted psychotherapy.</p>	<p>The service may offer free of charge counselling, subject to a referral criteria being met. TBC have supported the organisation via a community grant.</p> <p>TBC staff can signpost individuals to this service.</p>	<p>enquiries@choices-cic.org.uk</p>
<p>Changes</p>	<p>A user led mental health charity providing a recovery and wellbeing service to those in distress. The service is free to access and is not time limited.</p>	<p>TBC have supported through a community grant and also a peppercorn rent on the office space. TBC frontline staff can signpost individuals to the organisation.</p>	<p>yvonnechanges@yahoo.co.uk</p> <p>Tel: 01827 311006</p>
<p>Samaritans</p>	<p>Provide a free telephone helpline for those who are upset, troubled or are feeling suicidal. They also provide outreach to schools and Swinfen prison.</p>	<p>TBC have supported via a grant for the sustainability of a Tamworth branch thus enabling the outreach activity programme</p>	<p>Samaritans Every life lost to suicide is a tragedy Here to listen</p> <p>Free telephone helpline 116 123</p> <p>The Manor House Lichfield Street Tamworth Staffordshire B79 7QF</p>
<p>Mind</p>	<p>Burton and District Mind provide an out-of-hours 'Crisis Café' for people</p>	<p>TBC staff can signpost individuals to Sacred Heart Church for support. Funded via</p>	<p>Sacred Heart Church Silverlink Road</p>

APPENDIX 1 – Health and Wellbeing Scrutiny February 2023

	experiencing mental health distress in and around Tamworth. There is free refreshments, a listening ear and peer support.	Midlands Partnership Foundation Trust	<p>Glascote Heath B77 2EA</p> <p>Wednesday to Friday 4pm -11pm Saturday 9am -5pm Sunday 1pm – 9pm</p> <p>Email: safehaven@burtonmind.co.uk Tel: 01283 566696</p>
Against the Odds Education and Awareness CIC	Support for gambling addiction, the organisation also provides education sessions within schools to raise awareness of the risks around gambling for young people	TBC funded via councillor grant. TBC staff can signpost to service.	https://againsttheodds.uk
Toolbox - Staffordshire Network for Mental Health	Free emotional support service for individuals providing them with coping strategies to manage their emotional mental health	Funded currently by Big Lottery. TBC staff can signpost to service.	<p>Staffordshire Network for Mental Health (snfmh.org) For free support, call 07591 924728</p>
Heart of Tamworth	Heart of Tamworth supports people of all ages by providing a range of activities and services from premises in Glascote and Tamworth town centre. Services include community cafe, bereavement support, dementia support, help with addiction, alcohol, drugs and gambling, social and friendship groups.	TBC have supported with a community grant. Frontline officers can signpost clients and members of the public to the services offered by Heart of Tamworth at the Sacred Heart Church and St Johns Church.	<p>Supports & Helps Others - Heart of Tamworth Community Project</p> <p>Heart of Tamworth Sacred Heart House Silver Link Rd Tamworth B77 2EA 01827 769403</p>
Tamworth Mental Health Network	The network is a group of organisations who meet quarterly to share information on mental health support services, working in partnership to avoid duplication and also explore funding opportunities.	TBC officers attend the Mental Health Network Forum	

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Health & Wellbeing Scrutiny Work Plan

Work Plan		
Work Area Themes for the Year		
1. Mental Health & Wellbeing		
Topics	Target Meeting	Additional information
Inpatient mental health pathways and community mental health services pathways		
Substance misuse / addiction	22 February 2023	Extend invitation to Assistant Director, Partnerships
Loneliness / isolation	22 February 2023	
Mental health / wellbeing support provision for council staff and councillors		
2. Homelessness & Housing		
Topics	Target Meeting	Additional information
Housing Strategy – performance reporting	Regular reporting – meeting dates to be confirmed – starting 22 February 2023	Invite Portfolio Holder & Executive Director, Communities, Assistant Director, Neighbourhoods / Partnerships
Homelessness Winter Relief Update	June 2023	To receive feedback on the outcomes
Condition of Council Housing stock from a health & wellbeing perspective		
Other suggested topics for Committee consideration		

Green and open spaces	28 March 2023 meeting	Assistant Director, Operations & Leisure invited
Attainment and Skills in Tamworth (including young people's experiences)	To be confirmed	Working Group (WG) to be formed – WG Chair - Councillor R Kingstone & D Maycock & others
Safeguarding updates (2 per year)	18 th October 2022 & 28 th March 2023	Invitation to Portfolio Holder and Officers
CPR & Defibrillator awareness and community engagement	Targeting Autumn 2022	Liaise with local charity (Have a Heart) Progress within schools in implementing guidance this area
Recovery & Reset – Customer Service Offer update following LUF bid outcome		
Breast screening mobile unit update		
Specific topics to feed in to Staffordshire County Council (separate from main Themes)		
Topic	Date of planned Staffs consideration	Additional information
Wider determinants of health in Tamworth, including diet / food vulnerability / healthy eating / social prescribing Also understanding the role of schools at sixth form, secondary & primary level.		Extend an invitation to voluntary sector to understand current initiatives eg Community Together CIC
Strategic Transformation Programme (STP)		To tie in with County consideration when dates for County consideration known
Possible Working Group topics		
Armed Forces Covenant		Working group to be formed. Cabinet member identified (Cllr T Clements)

Attainment & Skills in Tamworth		WG Chair - Councillor R Kingstone & D Maycock & others
Public Toilets (following full Council referral)		Working group members: Councillors Claymore, Maycock and Wadrup
Migrant travelling community		Members to be identified together with members of the IS&G Scrutiny Committee

Upcoming Health & Wellbeing Scrutiny Committee Meetings

Meeting dates:

22 February 2023

28 March 2023

Upcoming Relevant County Council Meetings

Health and Care Overview and Scrutiny Committee – Staffordshire County Council

- 20 March 2023

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