



Borough of Tamworth

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HEALTH AND WELLBEING SCRUTINY COMMITTEE

13 June 2023

Dear Councillor

A Meeting of the Health and Wellbeing Scrutiny Committee will be held in **Town Hall, Market Street, Tamworth on Wednesday, 21st June, 2023 at 6.00 pm.** Members of the Committee are requested to attend.

Yours faithfully

A handwritten signature in black ink, consisting of stylized initials and a long horizontal line extending to the right.

Chief Executive

A G E N D A

NON CONFIDENTIAL

- 1 Apologies for Absence**
- 2 Appointment of Vice-Chair**
- 3 Minutes of the Previous Meetings (Pages 5 - 20)**

To receive the Minutes of the previous meeting on the 18th April 2023 and the meeting on the 28th March 2023.

4 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.

5 Update from the Chair

6 Responses to Reports of the Health & Wellbeing Scrutiny Committee

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

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

(Discussion item)

8 Update on health related matters considered by Staffordshire County Council

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

9 Housing Strategy Quarterly Update January - March 2023 (Pages 21 - 88)

(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

12 Health & Wellbeing Scrutiny Work Plan

To the Health & Wellbeing Scrutiny Committee Work Plan

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.

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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: C Bain, R Claymore, T Clements, D Cook, S Daniels, C Dean, J Jones, D Maycock, J Oates and County Councillor T Jay

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**MINUTES OF A MEETING OF THE
HEALTH AND WELLBEING SCRUTINY
COMMITTEE
HELD ON 18th APRIL 2023**

PRESENT: Councillor D Maycock (Chair), Councillors S Smith, R Claymore, M J Greatorex, R Rogers and J Wadrup

County Councillor County Councillor T Jay

GUESTS Sarah Moore (Staffordshire County Council)

The following officers were present: Rob Barnes (Executive Director Communities), Joanne Sands (Assistant Director Partnerships), Jo Hutchison (Senior Scrutiny and Democratic Services Officer) and Leanne Costello (Democratic and Executive Support Officer)

84 APOLOGIES FOR ABSENCE

Apologies were received from Councillor R Kingstone and Councillor J Jones.

85 DECLARATIONS OF INTEREST

There were no declarations of interest.

86 UPDATE FROM THE CHAIR

There was no update from the Chair on matters which were not otherwise covered on the agenda.

87 DEVELOPING HEALTHIER COMMUNITIES

The Chair reminded members that at a meeting earlier this year he reported to the Committee on the work undertaken by the Staffordshire County Health & Care Overview and Scrutiny Committee regarding Developing Healthier Communities, which that Committee had requested District and Boroughs also consider.

The Chair welcomed the Executive Director, Communities, Rob Barnes and the Assistant Director, Partnerships, Jo Sands, together with a colleague from

Staffordshire County Council, Sarah Moore (Commissioning Officer) to provide an overview and some context.

The overview included:

1. A summary of indicators (including population data) and health conditions where the data showed the figures for Tamworth Borough differed or were less favourable than Staffordshire as a whole / the national average. This included the fact that Tamworth Borough was the most densely populated district within Staffordshire, with a lower than average population within the 16-65 year (working age) age bracket, with a high prevalence of excess weight and higher than national averages for life limiting illnesses. The ongoing work at Staffordshire County to develop locality based data was highlighted which is was reported was expected to be ready late this year (Autumn 2023).
2. The broader governance framework within which health operated at the County level which included the Staffordshire Health & Wellbeing Board, which was led by Staffordshire County Council in partnership with health partners and which included two councillor representatives and one chief executive representative for districts and boroughs. An overview of the four priorities set by this Board was provided, which included Health in early life, Good mental health, Healthy weight and Healthy aging.
3. The role that social circumstances and the environment and broader health behaviour patterns, as well and the provision of health services, played in creating healthy communities and how resilience in communities could be developed. In this regard it was reported that County commissioned services from Support Staffordshire and as well as SCYVS and worked with organisations such as Age UK.

The Committee sought and received clarifications in the following areas:

1. given the population statistics for the Borough and the health inequalities, how and where was consideration given to the proximity between residents and the provision of health services. The Officers reported that this could be something to be fed into the discussions at the Health & Wellbeing Board where there were representatives of various health bodies. Further clarification was sought on how information from the representatives of that Board to this council's representatives was provided and how the liaison worked and the Commissioning Officer agreed to feedback to the Board on that query to seek to clarify the lines of communication.
2. the role of the Local Plan in this area and the importance of the local health profiles in feeding into this, where it was reported that Public Health at County could provide advice in this area.
3. the differences between the health in all policies / agendas and health impact assessments, where the Commissioning Officer clarified that that the term health in all policies / agendas was used interchangeably to

convey the principle of embedding a way of working and the health impact assessments were the tool which could be used.

4. the Committee considered the 7 recommendations set out in the Staffordshire County Developing Healthier Communities report and agreed that:

- Recommendation 1 – the Borough’s Officers were involved in the review of what was happening locally and that part of that was the commissioning of data from Community Together CIC which was expected to be received shortly.
- Recommendation 2 - The role of impact assessments was discussed and the important of impact assessments, in whatever form, being meaningful. It was noted that a review of this was underway within the Council and that this was an area which would be likely to be brought back to this Committee in the next municipal year.
- Recommendation 3 – there appeared to be value in there being a named representative for this Borough council to be a health champion and act as a communications conduit with the County and other district councils, and the Chair of the Health & Wellbeing Scrutiny Committee could be considered as the link from a member perspective
- Recommendation 4 – that work at County had commenced on the health profile work for this Borough which related to the Joint Strategic Needs Assessment work.
- Recommendation 5 – work on impact assessments was currently underway with the relevant Officers.
- Recommendation 6 – in terms of the review of the Local Plan which was underway, the Chair reported that he would write to the Portfolio Holder to highlight the Committee’s in being involved as this progressed. The Committee sought assurance from the Executive Director, Communities on whether there were sufficient resources available within the council to support this work and it was reported that from an asset base in Tamworth there was a fantastic third sector and that there were sufficient resources to deliver the council’s core business (which included housing, planning and environmental health, which themselves impacted on the social determinants of health), however, there were no wider resources available to provide any wider direct intervention on health issues which were not the council’s core business. The Commissioning Officer reported that this work aimed to raise the awareness of health in all areas within the council and to recognise the impacts on health and wellbeing of all areas of activity.

4. when the locality health profiles and any guidance on impact assessments would be likely to be available for this Committee to consider further, where

it was expected that the health profiles were expected to be available by the end of (December) 2023 and the impact assessment guidance work was expected to be progressed by this summer. The Assistant Director, Partnerships suggested that she would liaise with the Chair and relevant Portfolio Holder as the work with County progressed to help identify a suitable timeline for further consideration by the Committee.

Following consideration of the Staffordshire County Council Health and Care Overview & Scrutiny Committee report on Healthier Communities Workshop, and in particular Recommendation 3 from the Workshop (Identify a named district lead to act as the conduit between the county and other districts and to be the health “champion” or advocate for this work), the Committee **RESOLVED** to recommend to Cabinet that from a councillor perspective, the Chair of the Health & Wellbeing Scrutiny Committee should be considered as this conduit between the Borough and County.

(Moved by Councillor D Maycock and seconded by Councillor R Claymore)

The Chair thanked the Officers for their work in this area, for their presentation and their attendance at the meeting, following which they left the meeting.

88 DRAFT ANNUAL REPORT OF THE HEALTH & WELLBEING SCRUTINY COMMITTEE

The Chair introduced the Draft Annual Report of the Health & Wellbeing Scrutiny Committee.

RESOLVED: The Committee endorsed the draft Annual Report and Introductory Report for submission to full Council, following agreement by the Chair of any final amendments and updates to reflect the final meeting of the 2022/23 municipal year.

(Moved by Councillor D Maycock and seconded by Councillor R Claymore)

89 RESPONSES TO REPORTS OF THE HEALTH & WELLBEING SCRUTINY COMMITTEE

The Chair reported that he would be attending Cabinet on 27 April 2023 to present the Committee’s recommendations from its meeting in March.

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

There were no new items to report.

91 UPDATE ON HEALTH RELATED MATTERS CONSIDERED BY STAFFORDSHIRE COUNTY COUNCIL

There was no further update beyond that set out in the written update.

92 FORWARD PLAN

There were no further items identified from the Forward Plan, however the Chair noted that the item on Developing Healthier Communities would be added to the Committee's Work Plan for the next municipal year.

The Chair thanked the committee members for their work during the year, and thanked Councillor R Claymore for her work in chairing this Committee in the first half of the year.

Chair

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**MINUTES OF A MEETING OF THE
HEALTH AND WELLBEING SCRUTINY
COMMITTEE
HELD ON 28th MARCH 2023**

PRESENT: Councillor D Maycock (Chair), Councillors S Smith, R Claymore, C Cooke, J Jones, R Rogers and J Wadrup

County Councillor County Councillor T Jay

CABINET Councillor Martin Summers

The following officers were present: Anica Goodwin (Executive Director Organisation), Joanne Sands (Assistant Director Partnerships), Paul Weston (Assistant Director Assets), Adey Ramsel (Theatre, Artistic and Events Manager), Eugene Minogue (Consultant), Lisa Hall (Safer Communities and Homes Manager), Jackie Hodgkinson (Partnership Vulnerability Officer), Karen Moss (Community Sports Officer), Jo Hutchison (Senior Scrutiny and Democratic Services Officer) and Leanne Costello (Democratic and Executive Support Officer)

69 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor M Greatorex and R Kingstone.

Apologies were also received from Councillors S Doyle, Portfolio Holder for Skills, Planning, Economy and Waste and R Pritchard, the Portfolio Holder for Environment Entertainment and Leisure.

70 MINUTES OF THE PREVIOUS MEETING

The minutes of the previous meeting held on 22nd February 2023 were approved as a correct record.

(Moved by Councillor C Cooke and seconded by Councillor S Smith)

71 DECLARATIONS OF INTEREST

There were no Declarations of Interest.

72 UPDATE FROM THE CHAIR

The Chair reported the following:

1. An online session was being held regarding the Integrated Care Partnership Strategy on Wednesday 17th May 2023, which was open to all to attend.
2. The Council's website now had website links from the Community landing page to Staffordshire Connects and also to Simply Connect Staffordshire <https://www.tamworth.gov.uk/community>
3. In terms of the breast screening mobile unit the Chair reported that he would raise this with County Councillor T Jay to be raised at the County scrutiny meeting.

73 RESPONSES TO REPORTS OF THE HEALTH & WELLBEING SCRUTINY COMMITTEE

No recommendations had been made to Cabinet since the previous meeting.

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

No new items had been raised.

75 UPDATE ON HEALTH RELATED MATTERS CONSIDERED BY STAFFORDSHIRE COUNTY COUNCIL

The Committee received an update on health-related matters considered by Staffordshire County Council's Health and Care Overview and Scrutiny Committee. County Councillor T Jay provided an update on the County meeting held on 20th March 2023, which had focussed on the Social Care workforce and the strategy being followed and an Integrated Care Board update.

76 SAFEGUARDING CHILDREN AND ADULTS AT RISK OF ABUSE REPORT (OCTOBER 22 - MARCH 23)

Report of the Portfolio Holder for Voluntary Sector, Town Centre, Evening Economy and Community Safety on Safeguarding Children and Adults at Risk of Abuse (October 2022 – March 2023).

The purpose of the report was to provide a biannual safeguarding update to the Health and Wellbeing Scrutiny Committee.

The Committee sought and received clarifications in the following areas:

1. Which area of the council made most referrals, where it was reported that most were from the housing team, although increased numbers of referrals were being made by contractors.
2. The reasons for the differences in the figures on the graphs between numbers of concerns and referrals to other agencies, where it was reported that this would reflect whether the threshold was met for referrals.
3. The Committee requested that for future reports data from 2 years prior to 2020 be included, to ensure that the trends reflected the pre-COVID period.
4. It was confirmed that safeguarding training for taxi drivers was a condition of the licensing process.

RESOLVED: that, after review with the Assistant Director Partnerships in collaboration with the Portfolio Holder for Voluntary sector, Town centre, Evening economy and Community Safety, the Committee endorsed the report.

(Moved by Councillor J Wadrup and seconded by Councillor C Cooke)

The Committee thanked the Portfolio Holder, Assistant Director, Partnerships, Safer Communities and Homes Manager and the Children and Families Safeguarding Officer who then left the meeting.

77 KING'S CORONATION WEEKEND PLANS

The Theatre, Artistic and Events Manager updated the Committee on the plans for the King's Coronation Weekend plans in Tamworth which covered:

1. The plans spanning four days of celebrations starting on Friday 5 May;
2. The events being based on free and accessible events involving community engagement
3. On the Saturday and Sunday two full days of events, including free sporting events, ticketed events, performance tent including story telling, outdoor theatre and puppetry and live music from the Bandstand. Celebrating the Big Lunch on Sunday with live music.
4. Broadcasting the Coronation Concert to the Assembly Rooms
5. Promoting local community and charitable organisations throughout the weekend.

The Committee sought and received clarification in the following areas:

1. Whether the Coronation itself were being broadcast where it was confirmed that due to the fees associated with this, the event would not be broadcast.
2. What additional facilities were being provided, where it was confirmed that additional toilets, security and catering would be provided.
3. What communications were planned and how the community and charitable organisations would be engaged, where it was confirmed that

communications across local media, and social media was planned to be rolled out.

The Committee thanked the Officer for the overview provided, who then left the meeting.

78 INDOOR AND OUTDOOR SPORTS STRATEGY

Report of the Portfolio Holder for Environment, Entertainment and Leisure to provide an update on the Playing Pitch and Outdoor Sport Strategy and the Indoor and Built Facilities Strategy currently being undertaken by external leisure consultants, Knight, Kavanagh & Page.

The Sports Manager reported that an initial review of the first drafts provided by the Consultants had led to the Consultants being requested to consider some further areas and further local provision which as this could affect the overall outcomes meant the data was not ready to be presented. It was expected that final reports would be available from the Consultants at the end of April 2023.

The Committee sought and received clarifications in the following areas:

1. When the team expected to be able to bring back finalised reports for Scrutiny's consideration where it was reported that during the summer would be an appropriate time.
2. How the team was linking in with the wellbeing strategy work being undertaken by CT CIC, where it was reported that the Sports Manager had met with the CT CIC team to ensure that relevant information was shared.
3. The work being undertaken by the Consultants and the additional areas that it had been requested that they considered requested, where it was reported that the Consultants were working to Sport England guidance and would link heavily and support the Local Plan. One of the additional areas of work requested was to provide Strategic Outcomes Planning Guidance (SOPG) which was to knit the indoor and outdoor strategies into health and wellbeing and ensure they were rooted in local strategic outcomes and meeting health and wellbeing needs of people in Tamworth. The SOPG process also looked to ensure that this considered and integrated the strategic picture including consideration of the County Health & Wellbeing Board in the round.
4. Given the amount of work going into this work, what was the longevity of the work, where it was reported that this work would tie into the length of the Local Plan and be of a long term view.
5. How the costs of this work were affected by the cost of living crisis, where it was reported that in terms of the capital costs of any leisure build this would be the case as with any capital build.
6. How the strategies looked at the place of Tamworth and what assets were considered, where it was reported that the strategy looked at all facilities, whether or not council owned.
7. How the younger generation were being involved, where it was reported that there was a standardised process for consulting which was followed, as set out by Sport England, however additionally it was reported that that local clubs were closely engaged.

RESOLVED: that Committee

1. endorsed the approach outlined in the update;
2. approved the timetable in bringing the strategies to Health & Wellbeing Scrutiny Committee following receipt and processing of final drafts.

(Moved by Councillor R Claymore and seconded by Councillor J Wadrup)

79 OPEN SPACES UPDATE

Report of the Portfolio Holder for Planning, Economy and Waste to give an update on the Open Spaces Assessment currently being undertaken by external leisure consultants Knight, Kavanagh & Page.

It was reported that the position here was similar to the previous item. The Consultant had been asked to look at some gaps in provision, and the timings were expected to reflect those of the Indoor and Outdoor Sports Strategy. CT CIC had been briefed on the relevant data.

RESOLVED: that the Committee:

1. endorsed the approach outlined in the update;
2. approved the timetable in bringing the strategies to Health & Wellbeing Scrutiny Committee until the final drafts have been received and processed.

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

The Committee thanked the Officers for their attendance who then left the meeting.

80 PUBLIC TOILET PROVISION IN TAMWORTH

The Chair reported that following a Petition received at full Council regarding the Castle Pleasure Grounds toilets in July 2022, it had been agreed that this Committee would consider further the issue, and the assistant Director Assets had been invited to provide an update of the current public toilet provision in Tamworth.

The Assistant Director, Assets highlighted to the Committee:

1. the current toilet which were open to the public and the opening times, which included that the castle grounds toilets were open daily between 9-

- 5pm (year round) and these included a Changing Places facility which was accessible on request to the CCTV control centre.
2. The cleansing arrangements in place currently, which for the Castle Grounds toilets and the challenges faced
 3. The potential alternatives available to improve public access to toilets, including community toilet schemes.

The Committee commented and sought clarification in the following areas:

1. Whether the Changing Places facility could be made accessible for those users who needed those facilities on a 24/7 basis, and any arrangements which would need further consideration. The Assistant Director reported that as access was granted via the CCTV control room there was 24/7 capability, however there would be very limited assistance available locally out of hours if any alarm were activated. The Committee discussed and suggested that a safety feasibility assessment could be considered prior to extending the operating hours, which could indicate if additional facilities could be installed, such as an intercom, in addition to an alarm, inside the Changing Places facility.
2. The adequacy of the current hours of cleaning of the Castle Grounds toilets which did not appear sufficient, and which could impact on the users' experience of the free childrens' play facility and other facilities within the area. The Committee requested that further consideration be given to methods of recruitment of cleaning staff, as well as to the number of hours allocated to the Castle Grounds toilets' cleaning, in particular at busy times which had been noted as weekends and school holidays.
3. Whether Officers had explored the community toilet scheme alternatives, where it was reported that this had not been explored as yet.

RESOLVED that the Committee make the following recommendations:

1. That Cabinet explore the allocation of contingency funds to adequately resource and fund the cleaning of the Castle Grounds toilets, with sufficient cleaning allocated to weekends and holiday periods
2. That Cabinet explore with Officers the Community Toilet Scheme with local businesses
3. That Cabinet continue with the current daily (7 day a week, 9-5pm) opening of the Castle Grounds toilets and explore extending the opening hours during the summer period to 7pm in the evening
4. That Cabinet explore the installation of an intercom in the Changing Facilities.

(Moved by Councillor D Maycock and seconded by R Claymore)

The Committee thanked the Officer for his attendance who then left the meeting.

81 FORWARD PLAN

No further items were identified at this time.

82 WORKING GROUP UPDATES

The Chair reported that following the signing of the refreshed Armed services covenant, it felt appropriate to close the working group on this item, which was accepted.

The Chair reported that a members briefing had taken place on the travellers item and documentation had been circulated.

83 HEALTH & WELLBEING SCRUTINY WORK PLAN

The Committee considered the Work Plan and updated it as follows:

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		
Wellbeing support provision for councillors		Recommendation made to Cabinet at meeting on 28 March 2023.
2. Homelessness & Housing		
Topics	Target Meeting	Additional information
Housing Strategy – performance reporting Committee has since requested KPIs on damp and mould for council housing to be included within quarterly Housing Strategy updates	Regular (quarterly) reporting – next meeting date – June 2023	Invite Assistant Director, Partnerships
Homelessness Winter Relief Update	June 2023	To receive feedback on the outcomes

Other suggested topics for Committee consideration		
Developing Healthier Communities – see link to Staffs County Report. Developing Healthier Communities Workshop Report (staffordshire.gov.uk)		
Include consideration of the role of schools at sixth form, secondary & primary level.		
Indoor and Outdoor Sports Strategy and Open Spaces Assessment	Summer 2023	An item to be brought to the Committee following completion of the work by the Consultant and consideration by Officers
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)	October 2023 & March 2024	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		
Public Toilets (following full Council referral)		Recommendations made to Cabinet from 28 March 2023 meeting
Committee Annual Report (draft)	March 2024	
Specific topics to feed in to Staffordshire County Council (separate from main Themes)		
Topic	Date of planned Staffs consideration	Additional information
Strategic Transformation Programme (STP)		To tie in with County consideration when dates for County consideration known
Possible Working Group topics		
Attainment & Skills in Tamworth		WG Chair - Councillor R Kingstone & D Maycock & others
Migrant travelling community		

Upcoming Health & Wellbeing Scrutiny Committee Meetings

Meeting dates:

Upcoming Relevant County Council Meetings

**Health and Care Overview and Scrutiny Committee – Staffordshire
County Council**

- 12 June 2023
- 24 July 2023
- 18 September 2023
- 16 October 2023
- 27 November 2023
- 29 January 2024
- 18 March 2024

The Committee further considered the wellbeing support provision for Councillors, which was included on the Committee's work plan, and following an update from the Chair, the Committee:

RESOLVED to recommend to Cabinet that a member benefit scheme in terms of mental wellbeing support only be considered.

(Moved by Councillor D Maycock and seconded by Councillor J Wadrup)

Chair

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Wednesday 21 June 2023

Report of the Assistant Director - Partnerships

Housing Strategy Quarterly Update January- March 2023

Exempt Information

NONE

Purpose

To update the Committee on actions within the Tamworth Borough Council Housing Strategy to 31 March 2023 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.

Executive Summary

The Health and Wellbeing Scrutiny Committee were given an overview of the Tamworth Borough Council Housing Strategy 2020-2025 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, the first being 21 February 2023.

This report highlights relevant Council and partnership actions and emerging datasets available as of 31st March 2023.

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

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.

Tamworth is currently represented at the Health Inequalities Directors Group and it is proposed that 1-2 geographical areas in each district/borough will be identified based on health outcomes and local intelligence assessed on how they compared with England or Staffordshire for indicators related to health and health inequalities to understand what improvements can be made.

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:

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.

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

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

- 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.

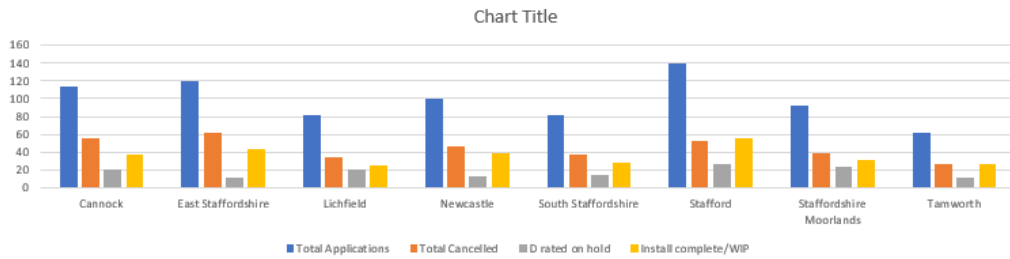
Green Homes – Local Authority Delivery (LAD) Funding

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.

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

³ [Staffordshire Warmer Homes Partnership](#)

Local District	Total Applications	Total Cancelled	D rated on hold	Install complete/WIP
Cannock	114	56	20	37
East Staffordshire	120	62	12	44
Lichfield	82	35	20	25
Newcastle	100	47	13	39
South Staffordshire	81	38	14	28
Stafford	139	52	27	56
Staffordshire Moorlands	93	39	23	32
Tamworth	62	26	11	26
Totals	791	355	140	287



Tamworth breakdown as follows:

TAMWORTH				
Measure	Properties	Measure Cost	Total Cost of Measures	Average spend per property
PV	19	£8,711.89	£165,525.91	
PV (with Loft)	3	£12,451.47	£37,354.41	
Loft	4	£3,739.58	£14,958.32	
	26		£217,838.64	£8,378.41

***PV – Solar panels**

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:

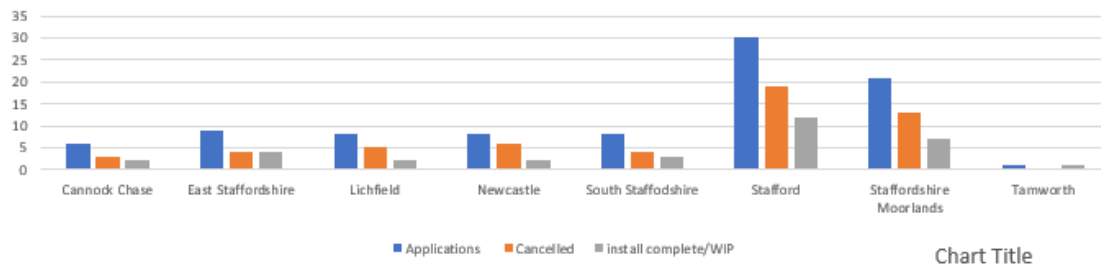
- To deliver progress towards the statutory fuel poverty target for England, by improving as many fuel-poor homes (of energy efficiency rating Band D, E, F and G) as reasonably practicable to Band C by 2030.
- To progress the UK's target to reach Net Zero by 2050, by supporting the phase out of off-gas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

To date there has been 1 installation in Tamworth of a Air Source Heating Pump (ASHP) – value £29,304.92. Funding will continue.

Information to 31 March 2023:

Local District	Total Applications	Total Cancelled	Installing/WIP
Cannock	6	3	2
East Staffordshire	9	4	4
Lichfield	8	5	2
Newcastle	8	6	2
South Staffordshire	8	4	3
Stafford	30	19	12
Staffordshire Moorlands	21	13	7
Tamworth	1		1
Totals	91	54	33



Tackling Empty Homes

This is a Corporate Priority with a strategy in development to be completed by March 2024. Staff are currently undergoing training and working with the Empty Homes Network.

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:

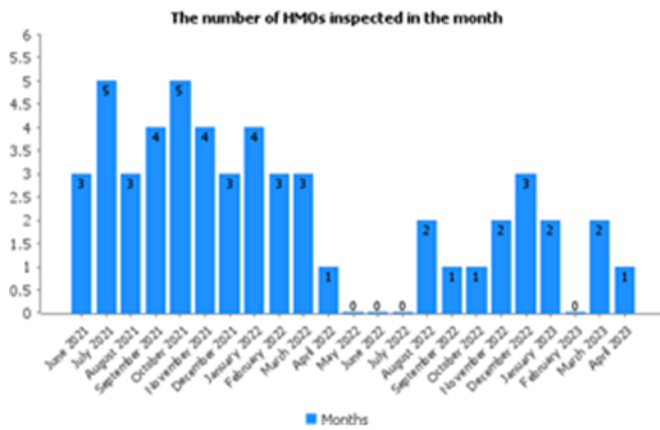
- Has five or more tenants living as two or more households, and
- Share facilities such as a kitchen, bathroom and toilet.
- Even if your property is smaller and rented to less people, a licence may still be required depending on the area.

At this time the Council have 68 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.

⁴ [Tamworth Council HMO Public Register](#)



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 was submitted to the Homelessness Prevention and Social Housing Committee⁵ on 16th February 2023 outlining the Council's review and general approach to dealing with reports of damp and mould in council properties.

Damp and mould monitoring equipment has now been purchased.

Tamworth Borough Council Housing Repair Services report the following damp and mould requests January 2023 - March 2023

Jobs Awaiting Authorisation for Works	3
Jobs Awaiting Post work inspections	1
Jobs Awaiting payment to contractor	199
Jobs Awaiting payment approval	7
Calls Awaiting job card to be issued	30
Jobs In progress	10
Jobs ready for invoicing	3
Jobs rejected	2
TOTAL	245

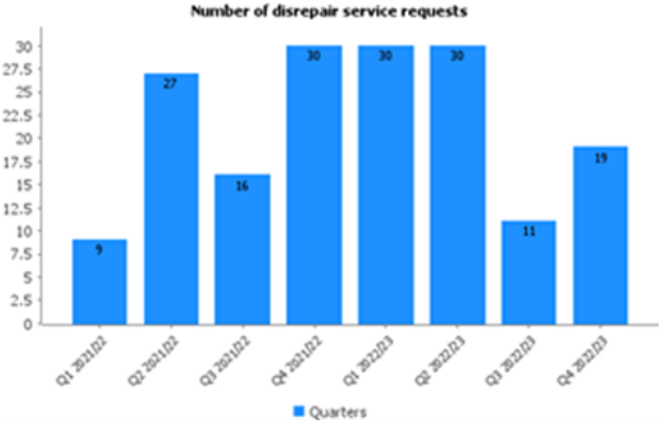
Advice about how to prevent damp and mould is available to tenants on the Council website <https://www.tamworth.gov.uk/controlling-condensation-and-mould>

⁵ [Homelessness Prevention and Social Housing Sub Committee Feb23](#)

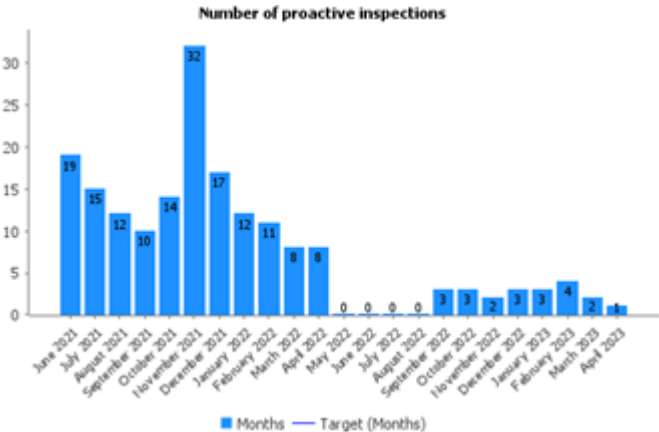
Private Sector Housing

Key performance indicators have been updated for Private Sector Housing team to include any reports or disrepair which may be attributed to damp and mould.

KPIs for Private Sector Housing to March 2023 are as follows:



*12 relating to Damp and mould



- Number of category 1 Hazards identified as result of inspection - 5
- 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 .⁶

⁶ [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 SAP⁷ bands D-G

⁷ 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>
--

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 have now signed up to ECO4Flex and a Statement of Intent (SOI) in April 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 continues 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.

Staff have now been trained in all aspects of inspection and the database is proactively being considered when information landlords around EPCs.

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 reports that the number of clients supported during 2022/23 has increased by 29% compared to 2021/22 with reported financial issues rising by 37% – a trend reports is attached as Appendix 2a.

Quarterly reports are included as Appendix 2b, 2c, 2d and 2e

Key headlines January – March 2023

- Quarter 4 has been busy and the number of clients needing help and support continues to grow.
- Client issues remain complex and can take multiple appointments, either due to complexity or the client's needs and understanding, or both.
- Demand for the service is becoming increasingly difficult to manage within the constraints of our available resources.
- Increase in debt clients coming through via the self-referral route.
- There has been a huge increase in unsecured loan arrears and catalogue arrears this quarter, with the highest increase in January possibly attributed to Christmas.
- Credit card debt remains high and there are a noticeably higher number of clients with credit card debt this quarter.
- Utility debts have also increased considerably along with Council tax and rent arrears. This would appear to show the cost-of-living crisis is continuing to have an impact.
- There are a number of clients who cannot afford their rent in private properties where the rent has increased but the LHA rate remains frozen.

The Partnership Team continue to work with the Tamworth Advice Centre to seek to understand the impact of rising numbers and identify resource to assist with this to support those most vulnerable.

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 2023⁸.

The report outlining the commissioning of a Homelessness Hub was presented to Cabinet on March 2023

<https://democracy.tamworth.gov.uk/ieListDocuments.aspx?CId=120&MId=4581&Ver=4>

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.

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 System⁹

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.

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 [Report to H&W JAN 2023](#)

⁹ [Staffordshire Health and Wellbeing Strategy 2022-2027](#)

Delivery of the grants has been brought back in house from 1st April 2023 and an update provided in the next quarterly report. Details provided to the Committee on 22nd January 2023.¹⁰

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.

Sheltered Housing

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.

¹⁰ [Report to H&W 22 JAN 2023](#)

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 Alzheimers Society has announced that the Dementia Friendly Communities recognition scheme will end from January 2023.

The Dementia Friendly Community Group will continue 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 Café at the Heart of Tamworth and has recently taken part in Dementia Awareness Week. Appendix 3.

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.

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

Appendices

Appendix 1 – HEAT Reports

Appendix 2a – 2e Tamworth Advice Centre Reports

Appendix 3 – Dementia Friendly Awareness Week

	Quarter 1
	(01 Apr - 30 Jun 2022)
Enquiry count	
Total No. of enquiries	59
No. of individual Households supported	50
Of which:	
Disadvantaged households - health related	32
Disadvantaged households benefits & low income	28
No. of Hospital/MPFT* referrals	5
Home visits LA funded	0
Home visits BTC funded	0
Community events LA funded	0
Community events BTC funding	0
Engagement with referral agencies/stakeholders/partners**	6
Support provided - figure may exceed No. enquiries	
General energy advice	49
Advice given for tariff switching/billing/problem supplier	12
Estimated savings from tariff advice	£0
Self reported improvement wellbeing	24
No PSR sign-ups	13
Potential WHD savings	£150
Other Savings from BTC intervention/Gesture of Goodwill	£0
No. of SWH/GHG/ECO Referrals***	9
Referrals to Eon for Boiler	N/A
SCF referrals for heat grant (£350.00 per household)	6
Potential value of SCF referrals	£2,100
Food Vouchers Issued	3
No of household referred for water tariff support	20
Estimated savings from water tariff support (avg. £250 per household)	£5,000
No. of referrals for debt advice/consolidation support	2
No of referrals for benefits checks	0

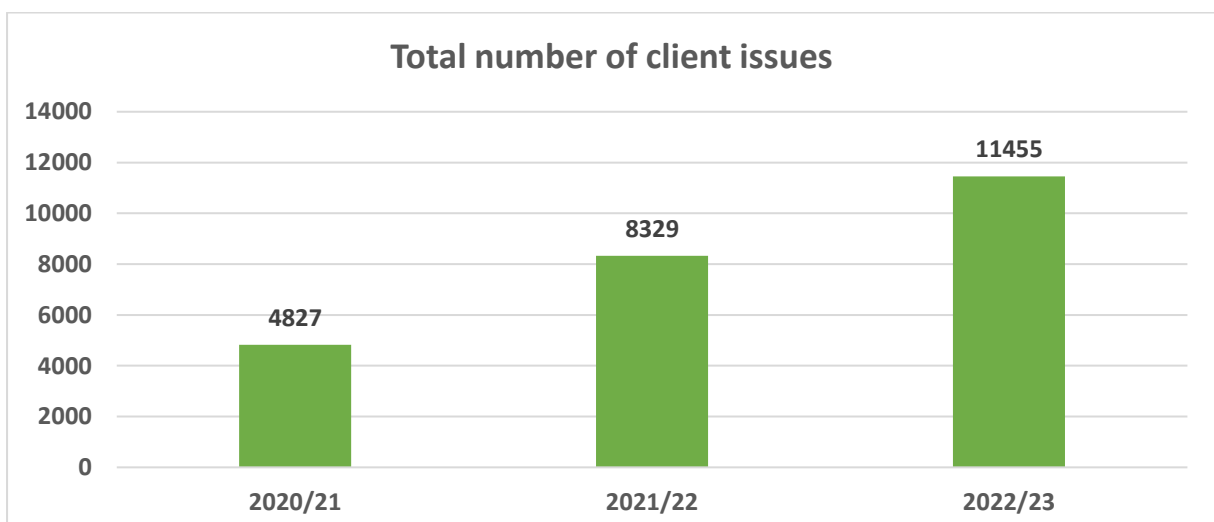
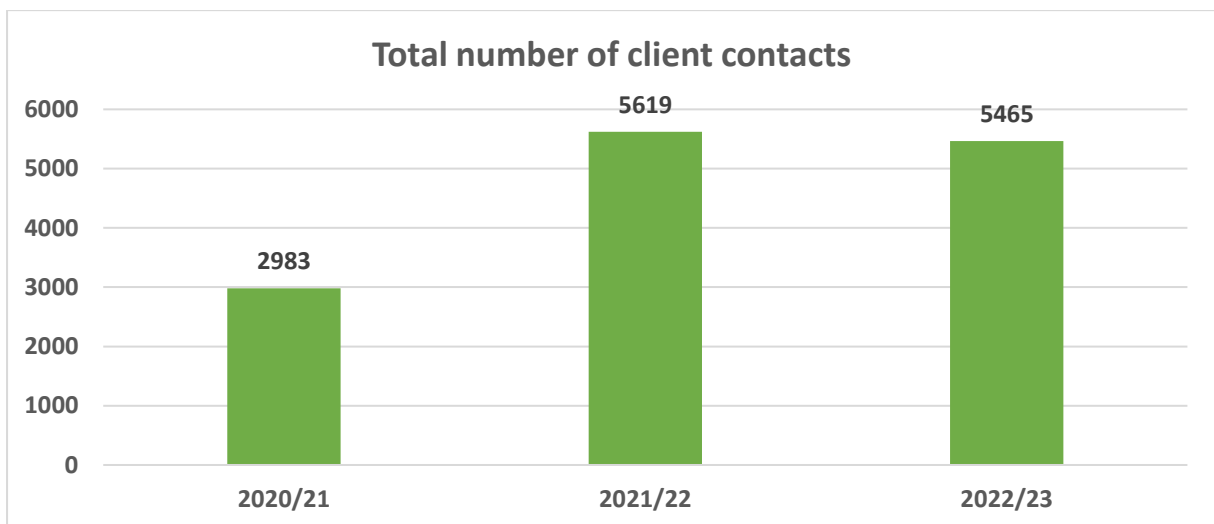
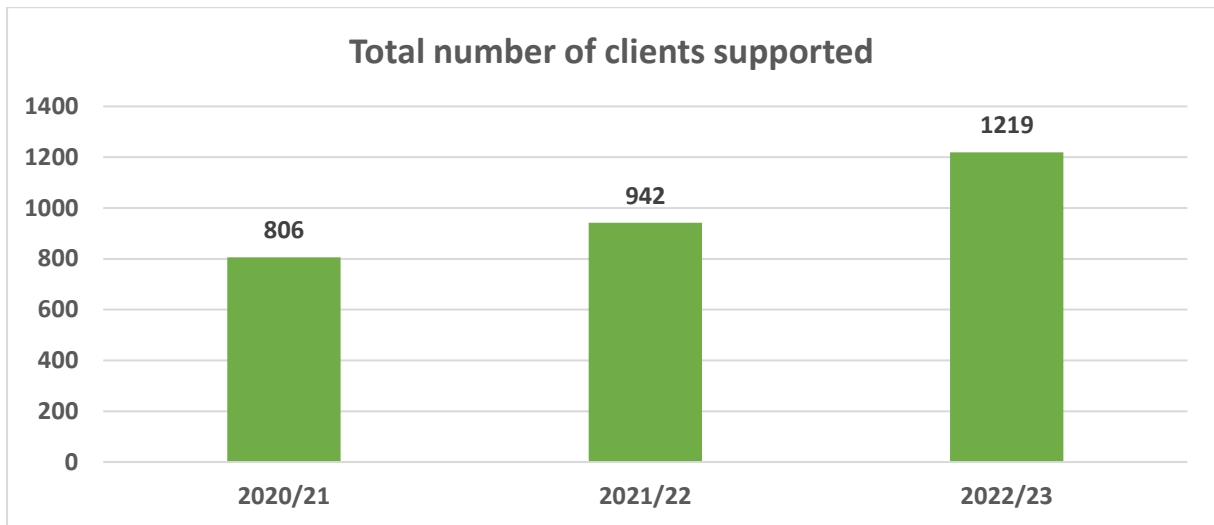
*Midlands Partnership Foundation Trust

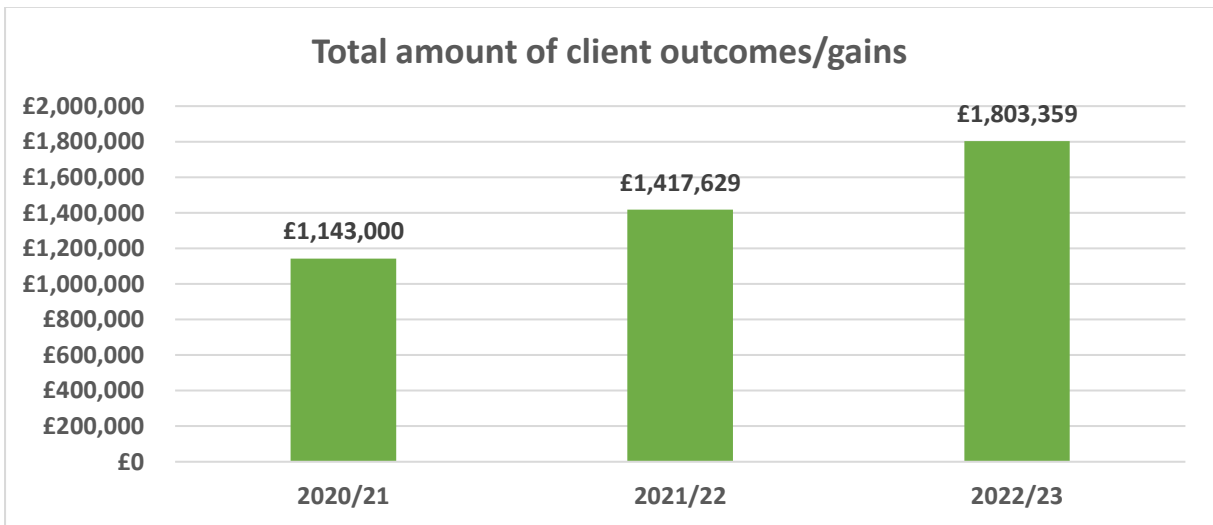
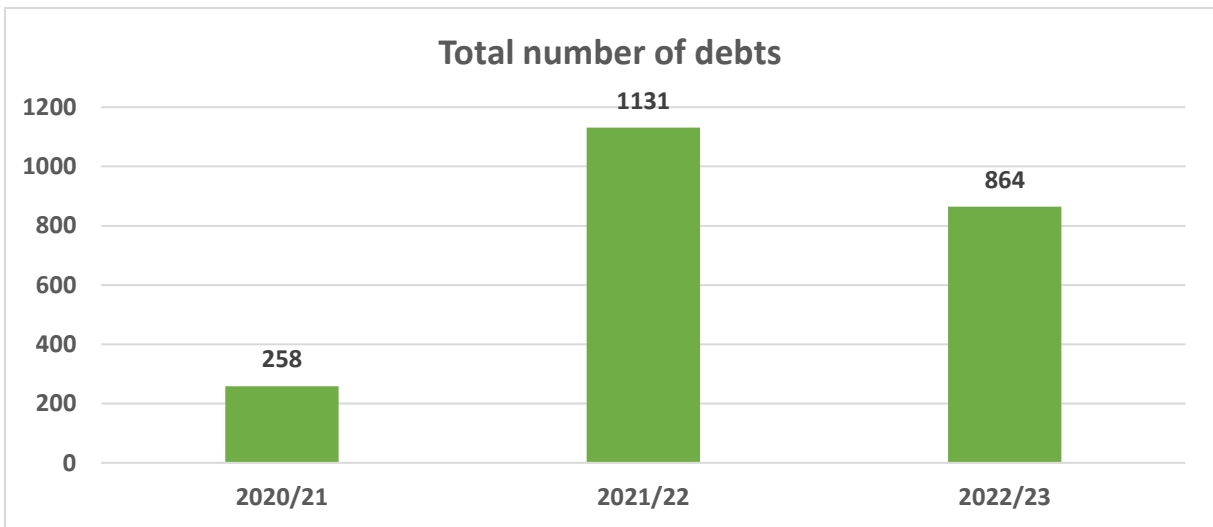
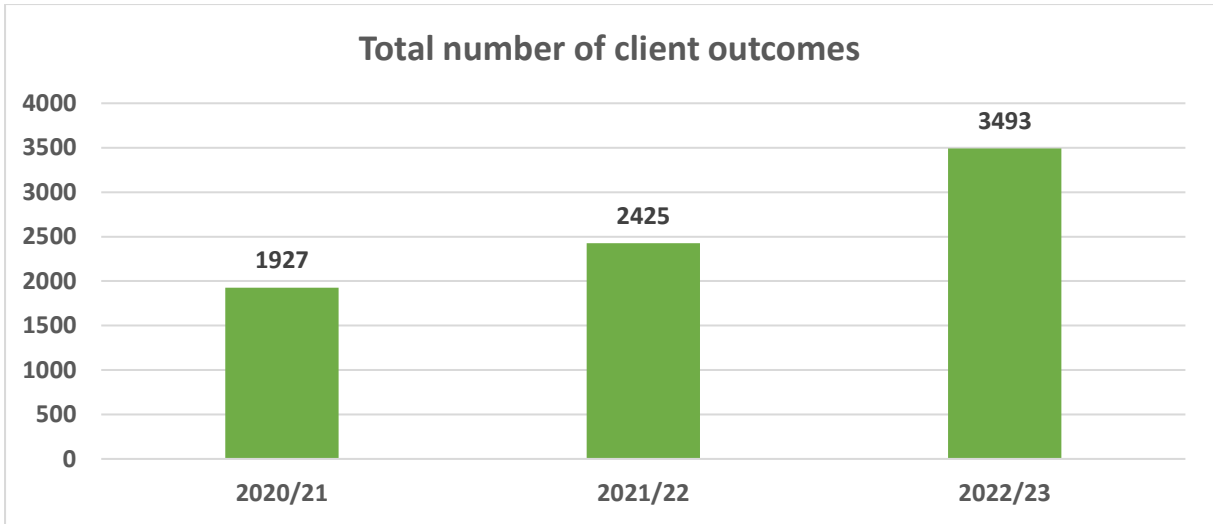
**SFRS, ST/SS Water, DWP, SCF, Trussell Trust, CAB

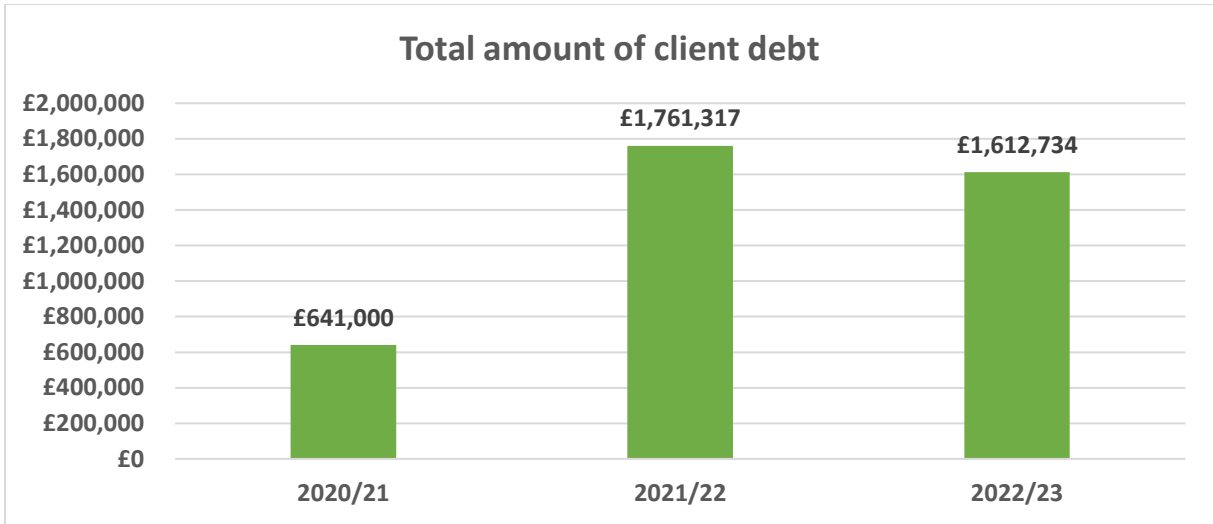
***Staffordshire Warmer Homes/Green Homes Grant/ECO 4

Quarter 2	Quarter 3	Quarter 4	Cumulative
(01 Jul - 30 Sep 2022)	(01 Oct - 31 Dec 2022)	(01 Jan - 31 Mar 2023)	
126	115	218	518
102	72	148	372
91	44	102	269
94	55	124	301
2	0	3	10
1	0	3	4
2	0	0	2
0	2	0	2
0	0	0	0
6	6	6	6
124	113	214	500
14	18	32	76
£0	£0	£0	£0
57	23	67	171
37	12	28	90
£5,400	£150	£150	£5,850
£0	£0	£0	£0
7	20	9	45
N/A	N/A	4	4
79	2	122	209
£27,650	£700	£42,700	£73,150
9	13	25	50
42	28	52	142
£10,500	£7,000	£13,000	£35,500
1	1	12	16
2	1	5	8

Comparison reporting



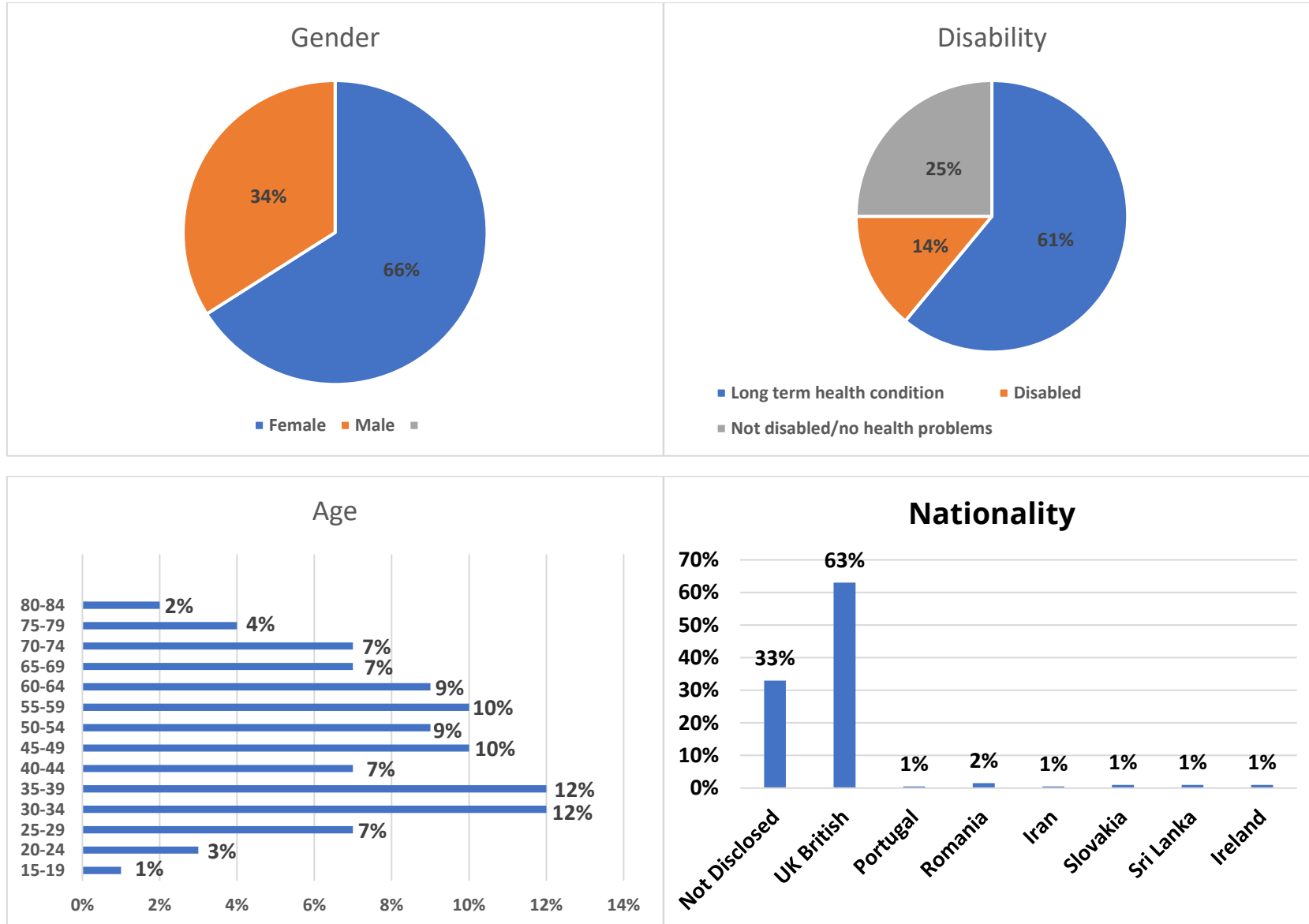




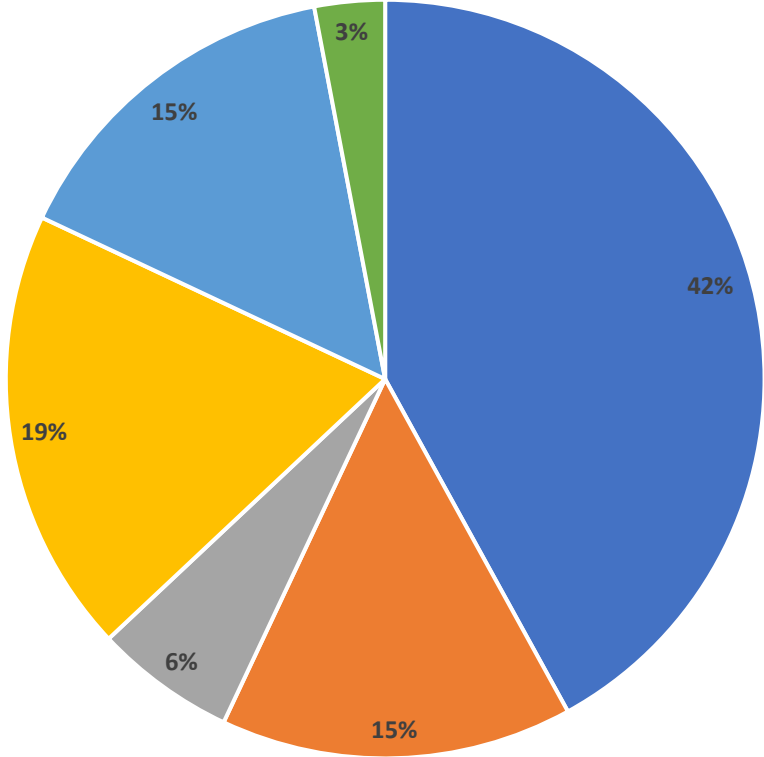
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Total number of clients in the quarter = 263

Breakdown of client demographics (Q4 2023)

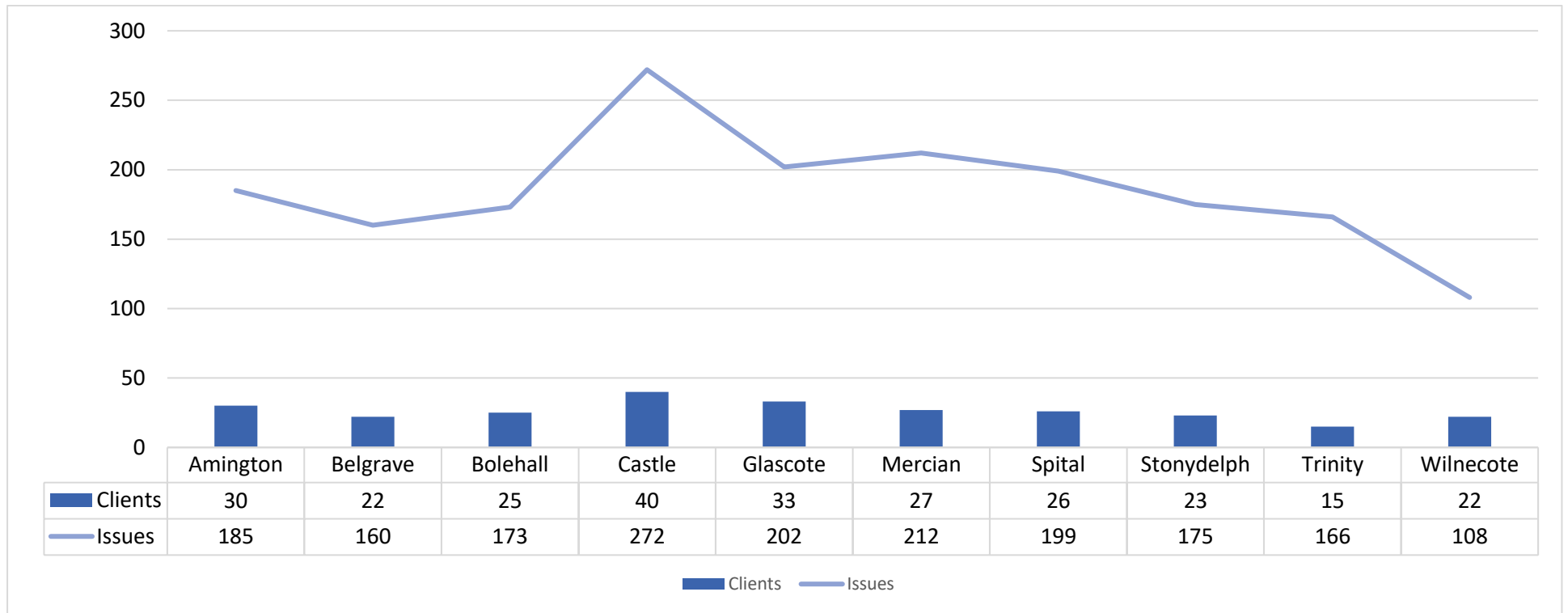


Household Type

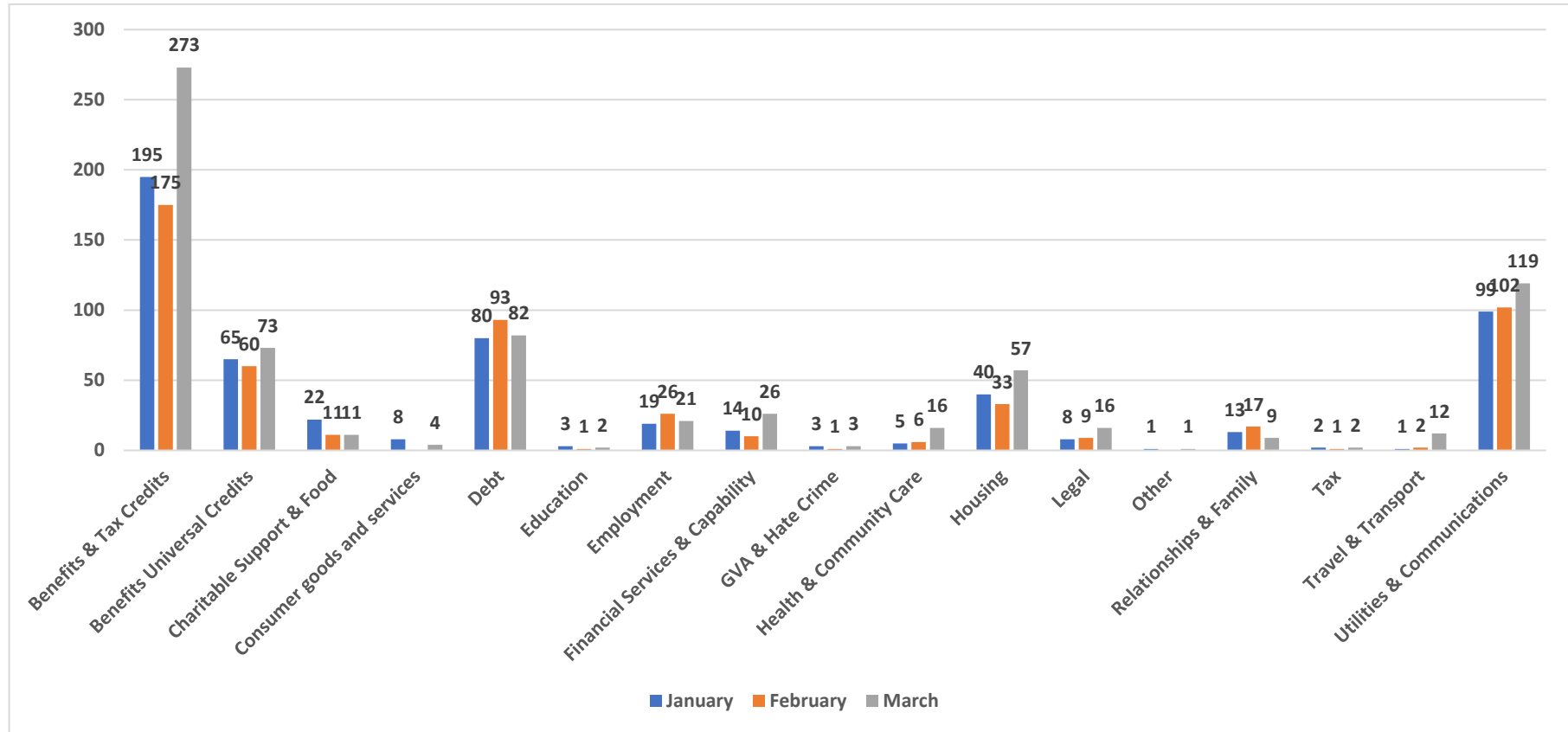


- Single Person
- Single Person with Dependent Children
- Single Person with Non-Dependent Children
- Couple
- Couple with Dependent Children
- Couple with Non-Dependent Children

Tamworth Debt and Generalist Advice Project - Breakdown of clients and issues by Ward (Q4 2023)



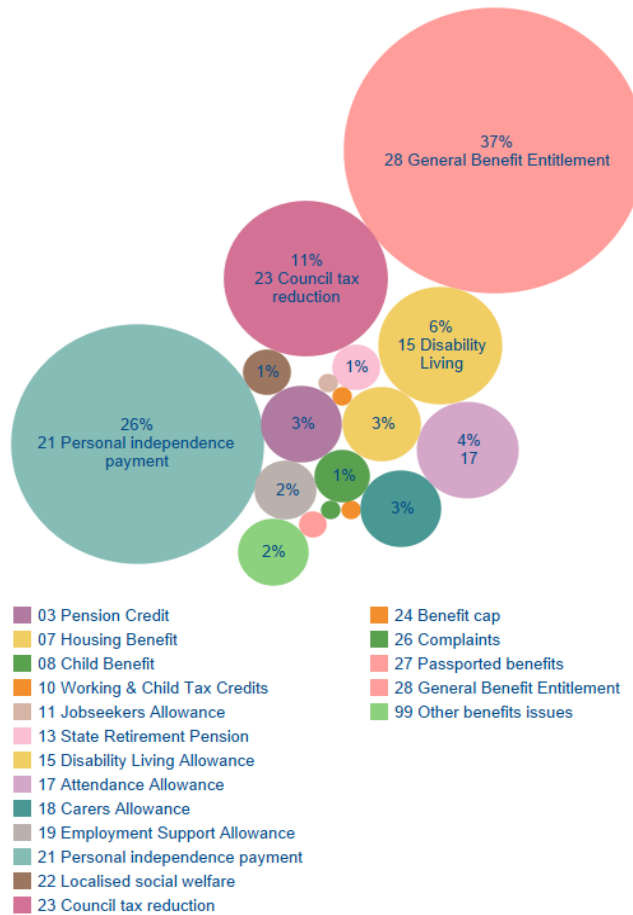
Tamworth Debt and Generalist Advice Project - Breakdown of reported issues (Q4 2023)



Tamworth Debt and Generalist Advice Project - breakdown of Benefits & tax credits top issues

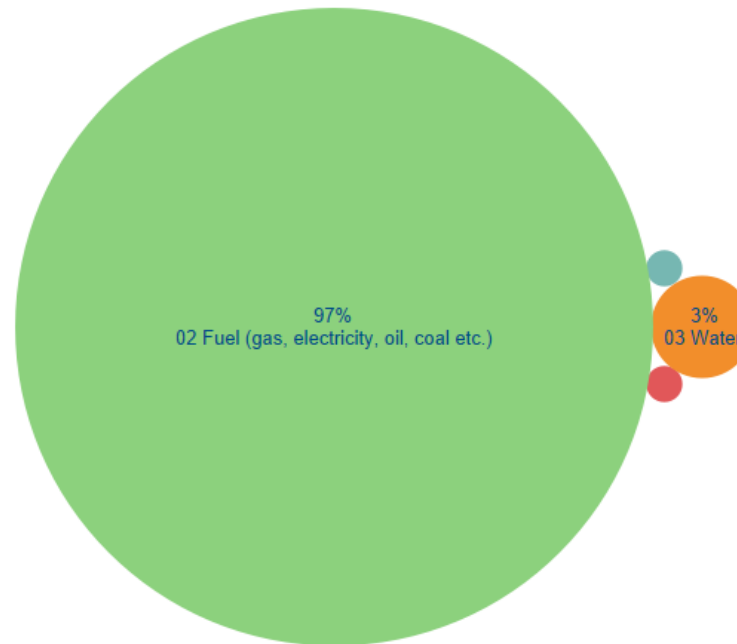
(Q4 2023)

Benefits & Tax Credits accounted for the majority of reported issues across the quarter (35%/643 issues). The percentage split of the issues surrounding Benefits & Tax Credits are reported as follows:



Tamworth Debt and Generalist Advice Project - breakdown of Utilities & Communications top issues (Q4 2023)

Utilities & Communications issues accounted for the second highest reported issues across the quarter (17%/320 issues). The percentage split of the issues surrounding Utilities & Communications are reported as follows:



- 02 Fuel (gas, electricity, oil, coal etc.)
- 03 Water & sewerage
- 04 Telephone landline
- 05 Mobile phones

Tamworth Debt and Generalist Advice Project – Number of Contacts by Channel (Q4 2023)

	In person	Letter	Email	Adviceline Phone	Telephone	Grand Total
January 2023	8	49	44	86	124	311
February 2023	7	29	34	56	140	266
March 2023	10	53	54	98	179	394
Grand Total	25	131	132	240	443	971

Tamworth Debt and Generalist Advice Project – Client Outcomes (Q4 2023)

	Number of outcomes	Client count	Amount	Average per outcome	Average per client
Debt write off - other	3	2	£1,200	£400	£600
DRO - debt relief order	20	3	£23,647	£1,182	£7,882
Benefit / tax credit gain - a new award or increase	88	46	£256,515	£2,915	£5,576
Benefit / tax credit gain - award or increase following revision or appeal	3	2	£38,541	£12,847	£19,270
Benefit / tax credit gain - Money put back into payment	1	1	£3,518	£3,518	£3,518
Better deal with same supplier	5	4	£732	£146	£183
Budgeting change	3	3	£1,164	£388	£388
Charitable payment	1	1	£65	£65	£65
Fuel Voucher	15	15	£682	£45	£45
Other (financial)	3	3	£9,479	£3,160	£3,160
Other savings achieved	25	25	£3,750	£150	£150
Access to, or provision of accommodation bid successful	1	1	£0	£0	£0
Appropriate service/ support obtained for client - successful	1	1	£0	£0	£0
Bailiff's action stopped/suspended/prevented	2	2	£310	£155	£155
Barriers to employment removed	1	1	£0	£0	£0
Benefit / tax credit maintained	18	6	£719	£40	£120
Blue badge - obtained	1	1	£0	£0	£0
Claim or complaint - not possible	2	1	£0	£0	£0
Client added to PSR	1	1	£0	£0	£0
Client familiarised with how UC works and what it means for them	14	4	£0	£0	£0

Court or committal proceedings avoided/suspended/varied	2	2	£0	£0	£0
Enforcement action avoided/suspended	1	1	£0	£0	£0
Financial situation stabilised / debts under control	4	3	£3,302	£826	£1,101
Homelessness averted (under a homelessness duty)	1	1	£0	£0	£0
Hygiene - Bank	1	1	£10	£10	£10
Improved health / capacity to manage	135	84	£0	£0	£0
Moratorium / Agreeing a period of time when you made no payments	1	1	£0	£0	£0
Not liable for debt	3	1	£71	£24	£71
Rehoused (not Part 7)	1	1	£0	£0	£0
Request to be added to Priority Services Reg / Special Ass Reg	2	2	£0	£0	£0
Tax - other (non-financial)	1	1	£280	£280	£280
Temporary accomm secured (not Part 7)	2	1	£0	£0	£0
Utility meter installed / moved / recalibrated	1	1	£0	£0	£0
Food provision / referral	9	8	£882	£98	£110
Property or management improved	1	1	£0	£0	£0
Reduction/removal charges	2	1	£925	£463	£925
Refund / Repair / Replacement agreed/scheduled	1	1	£1,000	£1,000	£1,000
DMP - debt management plan	8	4	£0	£0	£0
Repayment negotiated	19	12	£9,059	£477	£755
Token payments	1	1	£0	£0	£0
Grand Total	404	251	£355,849	£28,188	£45,365

Quarterly Comparison	Q1	Q2	Q3	Q4	Grand Total
No. of outcomes	266	364	427	404	1,461
Client count	193	238	338	251	1,020
Amount	£176,382	£203,405	£225,782	£355,849	£961,418

Tamworth Debt and Generalist Advice Project – Debt (Q4 2023)

Type of Debt	January		February		March		Q4 Total		Previous Quarter Total	
Detail	No	Amount	No	Amount	No	Amount	No	Amount	No	Amount
Benefit overpayment (not HB)	3	£1,500	1	£100			4	£1,600	2	£21,950.30
Budgeting advance on UC	4	£1,300	3	£638.24			7	£1,938.24	4	£1,246.66
Business utility/water arrears (not trading/previous supplier)									1	£400
Catalogue / Mail order	15	£25,760.93	3	£1,850.63	3	£3,300	21	£30,911.56	9	£5,425.01
CCJ (Origin unknown)									1	£9,000
Child Support Arrears			1	£2,500			1	£2,500		
Council tax	8	£9,053.69	14	£25,212.74	10	£7,963.72	32	£42,230.15	24	£22,121.77
Credit Card	28	£64,676.28	14	£20,684.27	18	£35,395.99	60	£120,756.54	37	£114,460.84
Dual Fuel	2	£2689	3	£5,411	2	£3,200	7	£11,300	5	£2,522
Electric	3	£3,437	2	£1,300	3	£9,600	8	£14,337	6	£5,284
Friends / Family	3	£5,750			3	£3,600	6	£9,350	5	£2,259
Funeral expenses									1	£1,500
Gas	2	£1,712					2	£1,712	5	£4,134
Gas / Electricity / Dual Fuel Arrears (former supplier)	1	£600	3	£1,791.35	4	£2,515	8	£4,906.35	6	£2,297.03

High Cost short term loans									3	£888.80
Hire Purchase (HP)/Conditional Sale	1	£5,235.57	1	£6,112			2	£11,347.57	2	£16,180
HMRC Tax Credit Overpayment	2	£2,700	2	£6,634.42	3	£3,000	7	£12,334.42	4	£2,259.55
Housing Benefit Overpayment					1	£1,300	1	£1,300	1	£627.71
Income Tax Arrears	1	£3,800	1	£2,338.50			2	£6,138.50	2	£9,500
Insurance	1	£1,000	1	£373.28	2	£800	4	£2,173.28		
Magistrates Court Fine Arrears	1	£390	1	£700			2	£1,090		
Mobile phone	5	£1,463.06	3	£3,194	1	£600	10	£5,257.06	12	£3,827.29
Mortgage Arrears			2	£9,988	2	£5,024.78	4	£15,012.78	2	£47,800
Other non-priority debt	12	£14,274.06	7	£3,052.69	2	£3,700	21	£21,026.75	6	31,300
Other priority debt									1	£2,142.20
Overdraft	8	£9,404.52	5	£2,581.33	5	£3,124	18	£15,109.85	10	£18,534.23
Parking/Traffic Penalty Charge Notice (PCN)	2	£461	3	£1,014			5	£1,475	2	£1,020
Payday loan	2	£5,100	1	£450	2	£3,600	5	£9,150	8	£2,016.81
Rent Arrears	7	£8,653.64	6	£3,305.77	7	£9,351.34	20	£21,310.75	12	£12,748.95
Rent Arrears (former tenancy)			3	£5,235.76	1	£737.35	4	£5,973.11	4	£7,035.77
Secured loan arrears									2	£27,212
Short term benefits or UC advance	2	£850	1	£73.34	1	£100	4	£1,023.74	5	£1,176
Social Fund Budgeting Loan									2	£400
Store Card	3	£8,307			3	£3,076.69	6	£11,383.69	7	£16,664
Telecoms Packages (tv, phone and internet)	3	£420	2	£232.50			5	£652.50	4	£1,527

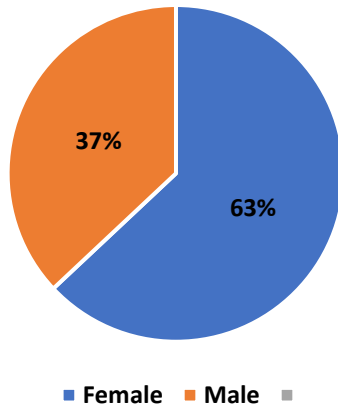
Telephone/Broadband			1	£90.54	1	£630	2	£720.54	6	£595.56
Telephone/Broadband (essential)			1	£50			1	£50		
TV licence arrears									2	£650
Unpaid legal fees			1	£800			1	£800		
Unsecured Loan / Bank Loan	14	£27,215.79	10	£41,650.46	6	£47,240.88	30	£116,107.13	14	£32,753.88
Water Arrears	6	£4,887.44	9	£4,586.74	2	£366	17	£9,840.18	16	£7,275.04
GRAND TOTAL	139	£210,640.98	105	£151,951.56	82	£148,225.75	326	£510,818.29	233	£435,735.40

Tamworth Tenancy Sustainment Project Report – Q4 2023

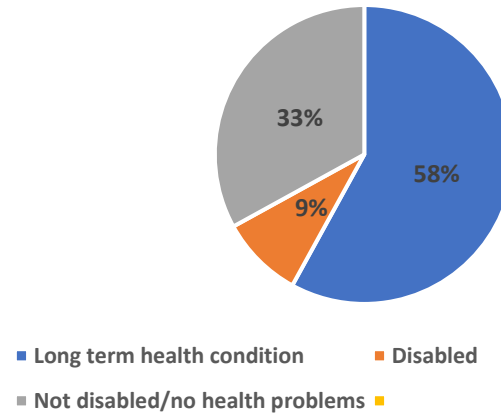
Total number of clients in the quarter = 52

Tamworth Tenancy Sustainment Project - Breakdown of client demographics (Q4 2023)

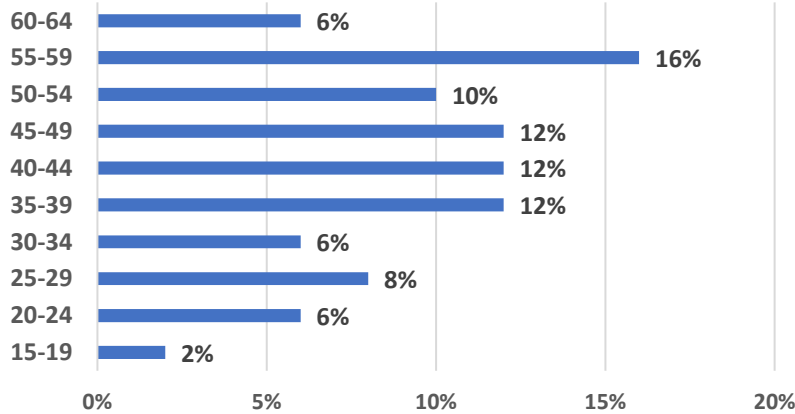
Gender



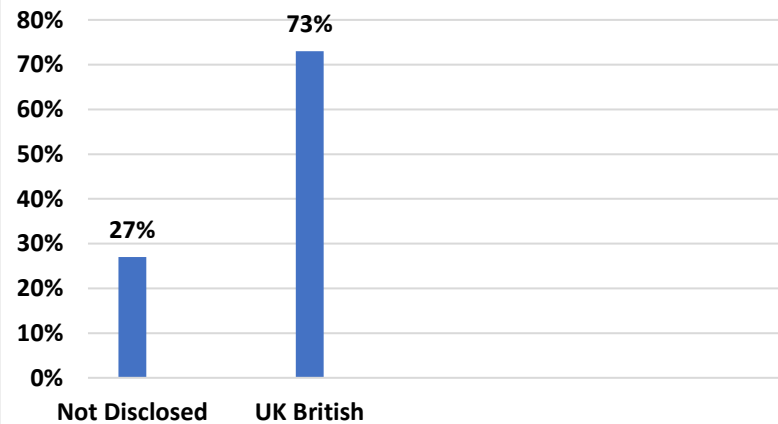
Disability

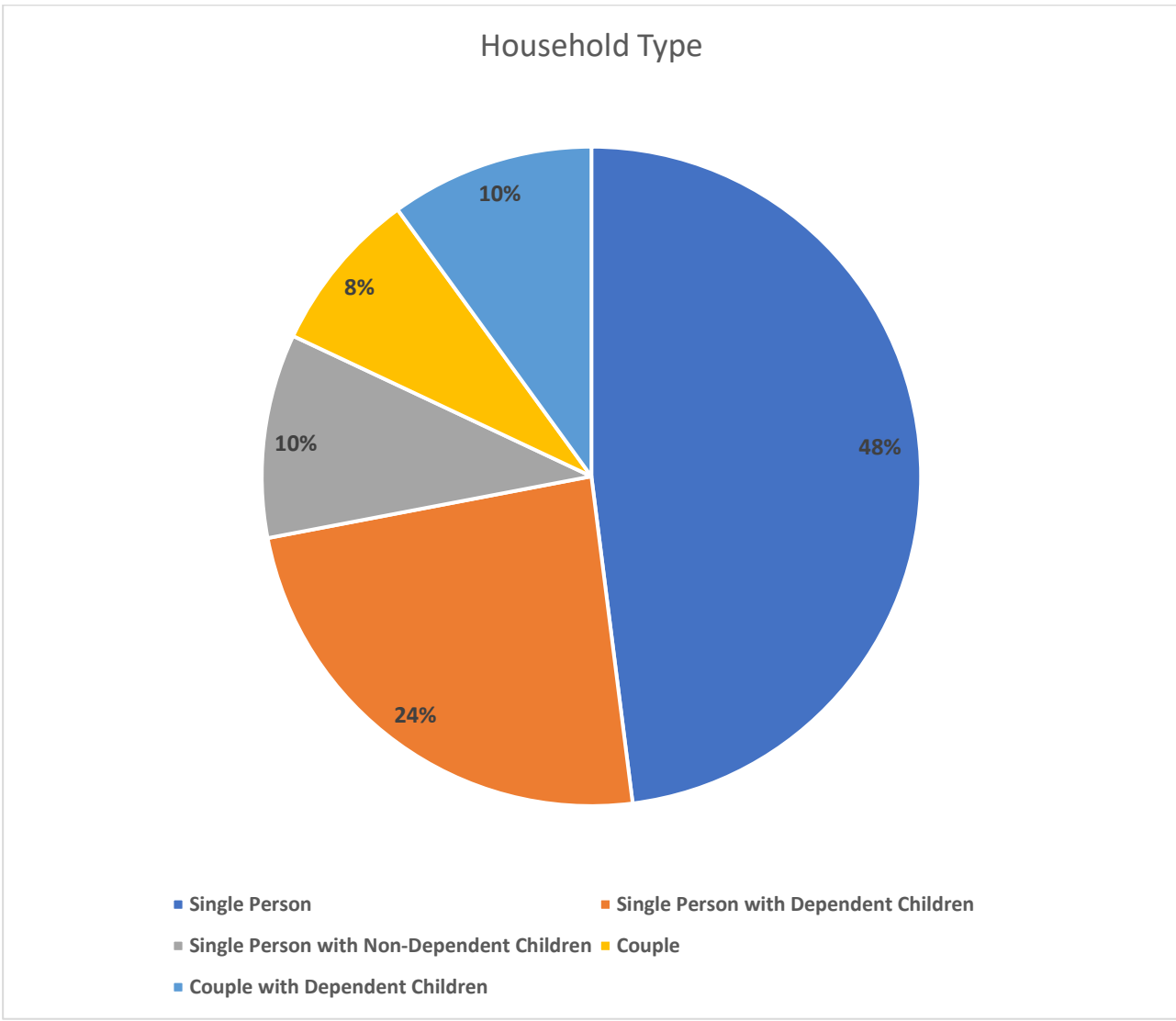


Age



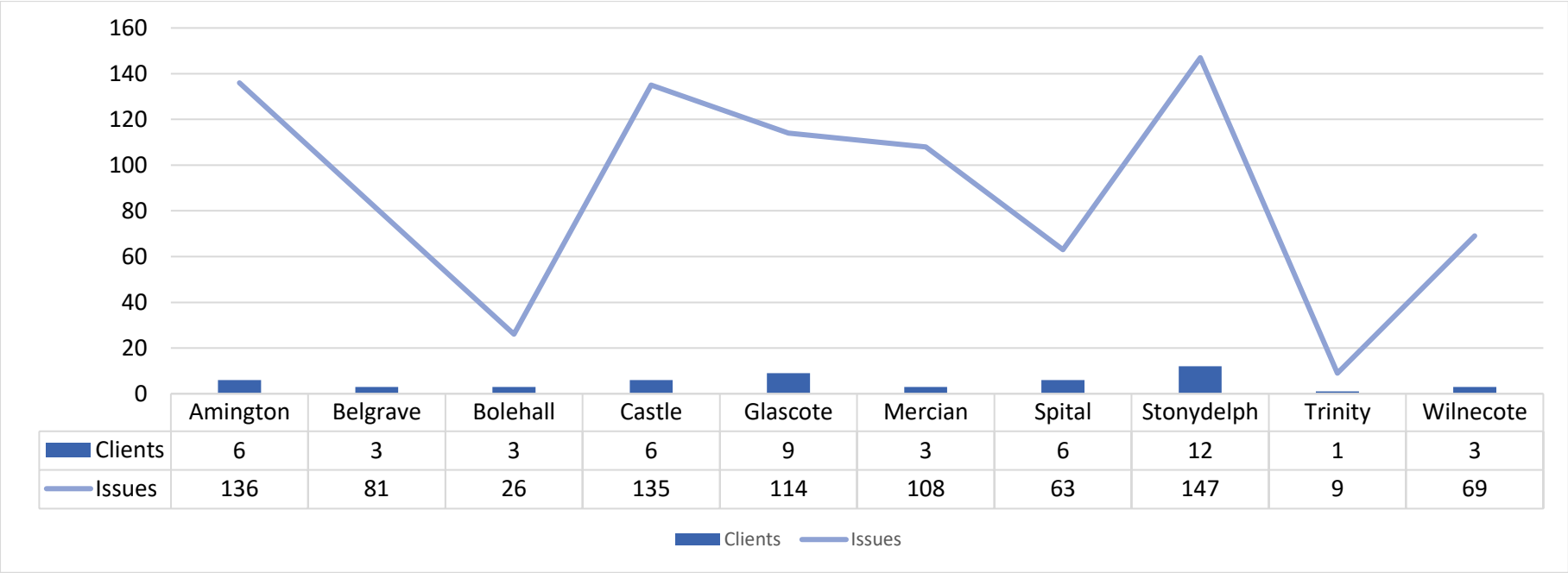
Nationality





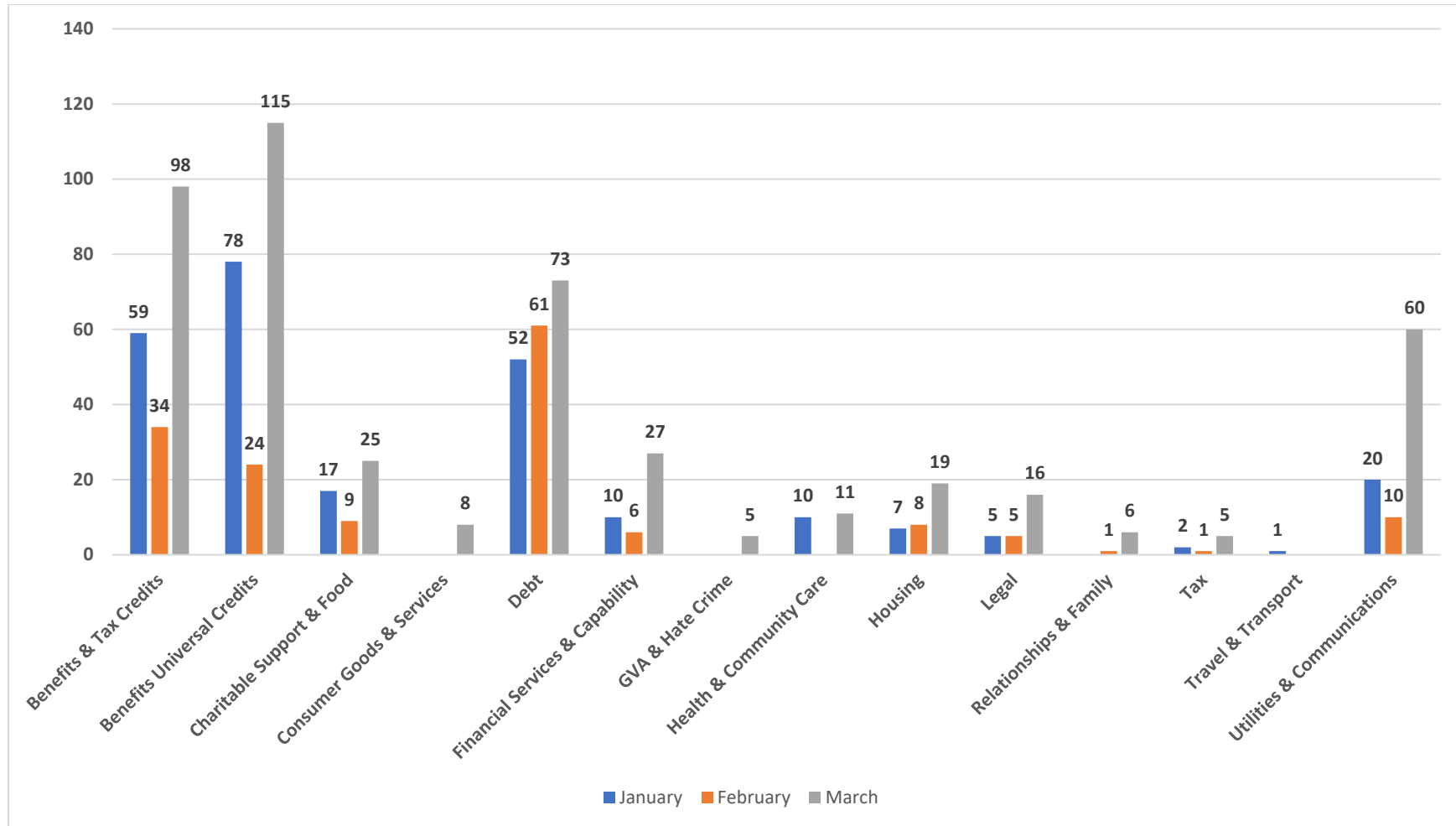
Tamworth Tenancy Sustainment Project - Breakdown of clients and issues by Ward (Q4 2023)

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Tamworth Tenancy Sustainment Project - Breakdown of reported issues (Q4 2023)

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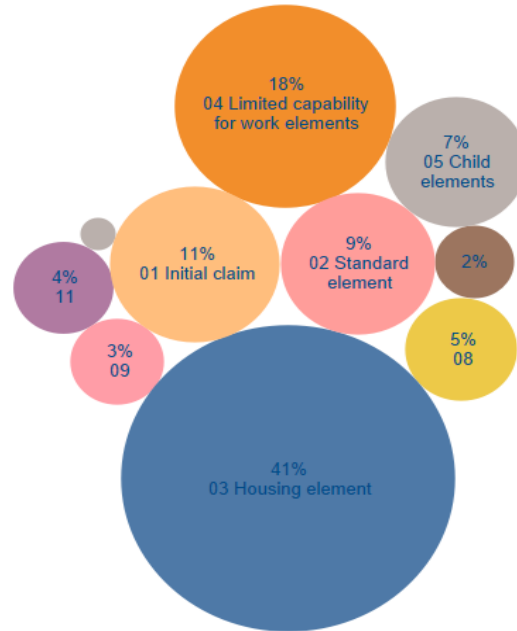


Tamworth Tenancy Sustainment Project Report – Referrals Q4 2023

	Referrals			
	Q1 2022	Q2 2022	Q3 2022	Q4 2023
Referrals	26	23	39	45
Appointments Made	22	17	19	32
DNA Appointment	4	3	6	6
No Contact made yet	4	4	6	4
Failed to Engage	2	2	5	7

Tamworth Tenancy Sustainment Project - breakdown of Benefits Universal Credit top issues (Q4 2023)

Benefits Universal Credit issues accounted for the majority of reported issues across the quarter (24% /217 issues). The percentage split of the issues surrounding Benefits Universal Credit are reported as follows:

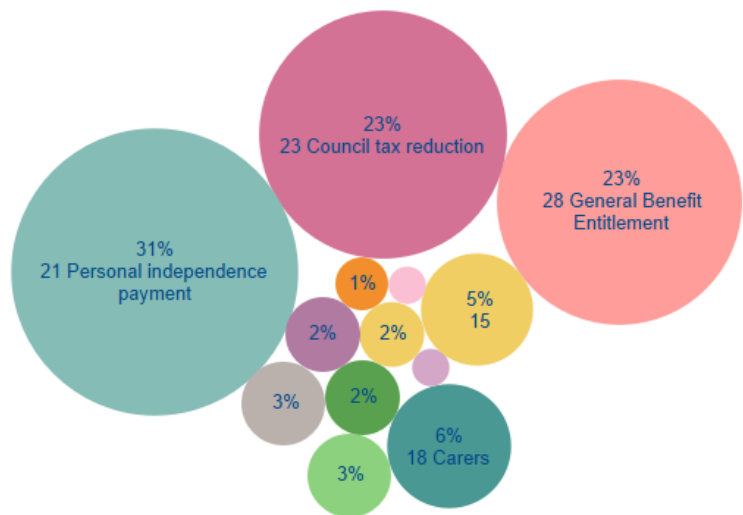


- 01 Initial claim
- 02 Standard element
- 03 Housing element
- 04 Limited capability for work elements
- 05 Child elements
- 07 Carer elements
- 08 Calculation of income, earnings and capital
- 09 Conditionality and Commitment (including sanctions)
- 11 Deductions
- 13 Post Initial Claim

Tamworth Tenancy Sustainment Project - breakdown of Benefits & Tax Credits top issues

(Q4 2023)

Benefits & Tax Credits issues accounted for the second highest reported issues across the quarter (22%/191 issues). The percentage split of the issues surrounding Benefits & Tax Credits are reported as follows:



- 03 Pension Credit
- 07 Housing Benefit
- 08 Child Benefit
- 10 Working & Child Tax Credits
- 13 State Retirement Pension
- 15 Disability Living Allowance
- 17 Attendance Allowance
- 18 Carers Allowance
- 19 Employment Support Allowance
- 21 Personal independence payment
- 23 Council tax reduction
- 28 General Benefit Entitlement
- 99 Other benefits issues

Tamworth Tenancy Sustainment Project – Number of Contacts by Channel (Q4 2023)

	Letter	In person	Email	Telephone	Grand Total
January 2023	5	9	53	61	128
February 2023	10	9	53	59	131
March 2023	11	8	56	80	155
Grand Total	26	26	162	200	414

Tamworth Tenancy Sustainment Project – Client Outcomes (Q4 2023)

Income gain					
	Number of outcomes	Client count	Amount	Average per outcome	Average per client
£150 Disability payment	1	1	£150	£150	£150
£300 Pensioner payment	1	1	£300	£300	£300
£400 Energy Support payment	4	4	£1,401	£350	£350
£650 Cost of Living payment	5	5	£3,500	£700	£700
Application made to govt scheme for financial help/energy efficiency measures	3	3	£450	£150	£150
Benefit / tax credit gain - a new award or increase	43	19	£103,096	£2,398	£5,426
Benefit / tax credit gain - award or increase following revision or appeal	7	5	£21,273	£3,039	£4,255
Benefit / tax credit gain - Money put back into payment	2	2	£4,414	£2,207	£2,207
Better deal through switching supplier	3	3	£828	£276	£276
Better deal with same supplier	7	5	£1,146	£164	£229
Budgeting change	1	1	£1,560	£1,560	£1,560
Charitable payment	7	7	£1,471	£210	£210
Complaint successful	1	1	£623	£623	£623
Financial gain (please specify)	1	1	£312	£312	£312
Fuel Voucher	4	4	£158	£40	£40
Homelessness prevented - remained in home	2	1	£1,491	£746	£1,491
Debt write off - other	6	5	£4,721	£787	£944
DRO - debt relief order	1	1	£9,025	£9,025	£9,025
Able to access / engage in community activities	1	1	£0	£0	£0
Able to participate in chosen training and/or education	1	1	£0	£0	£0
Appropriate service/ support obtained for client - successful	2	2	£0	£0	£0
Bailiff's action stopped/suspended/prevented	6	5	£0	£0	£0
Benefit / tax credit maintained	35	11	£9,906	£283	£901

Benefit cap or under-occupation - action taken to mitigate	2	2	£4,406	£2,203	£2,203
Client familiarised with how UC works and what it means for them	21	9	£0	£0	£0
client obtained appropriate help with court forms	7	4	£0	£0	£0
Community Care assessment obtained	1	1	£0	£0	£0
Contact arrangements - disputed	1	1	£0	£0	£0
Court or committal proceedings avoided/suspended/varied	8	8	£180	£23	£23
Creditor action stopped/suspended/prevented	7	6	£432	£62	£72
Debts repaid	3	2	£376	£125	£188
Enforcement action avoided/suspended	2	2	£3,575	£1,788	£1,788
Financial situation stabilised / debts under control	2	2	£528	£264	£264
Greater choice and/or involvement and/or control of services	1	1	£0	£0	£0
Homelessness prevented - remained in home	4	4	£0	£0	£0
Hygiene - Bank	10	8	£205	£21	£26
Improved capacity to manage through information given and options explored	2	2	£0	£0	£0
Improved health / capacity to manage	47	20	£0	£0	£0
Legal aid obtained - successful	2	2	£0	£0	£0
Moratorium / Agreeing a period of time when you made no payments	2	1	£0	£0	£0
Other (non-financial)	5	5	£0	£0	£0
Request to be added to Priority Services Reg / Special Ass Reg	1	1	£0	£0	£0
UC: Alternative Payment Arrangement agreed	4	4	£0	£0	£0
Court fees waived or refunded	3	3	£78	£26	£26
Food provision / referral	17	12	£860	£51	£72
Goods or services provided	4	3	£315	£79	£105
Money saved through challenging incorrect energy bills	2	2	£278	£139	£139
DMP - debt management plan	1	1	£1,962	£1,962	£1,962
Repayment negotiated	8	6	£12,166	£1,521	£2,028

Grand Total	311	201	£191,186	£31,580	£38,043
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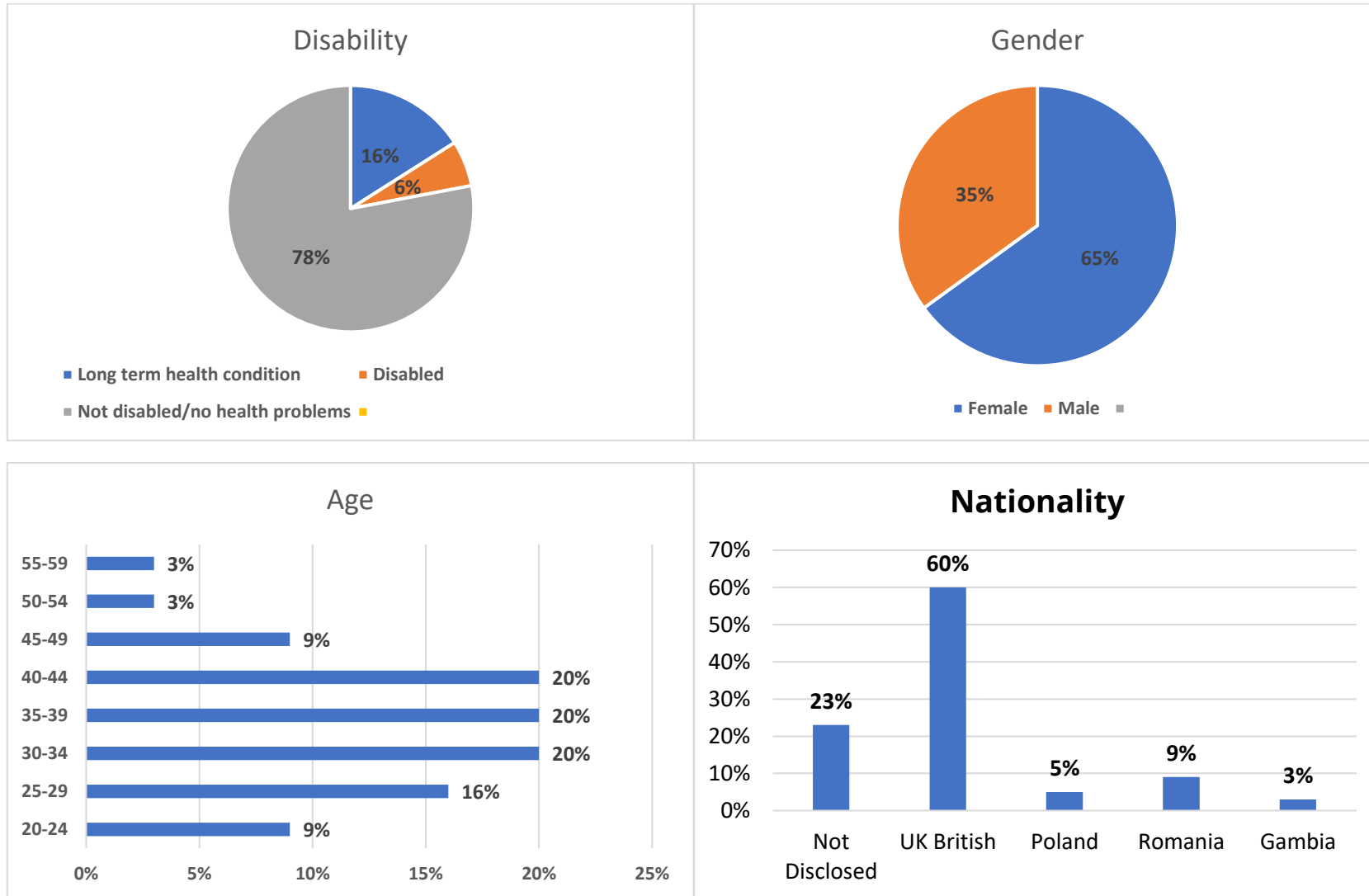
Quarterly Comparison	Q1	Q2	Q3	Q4	Grand Total
No. of outcomes	181	143	160	311	795
Client count	101	78	101	201	481
Amount	£107,643	£98,405	£49,330	£191,186	£446,564

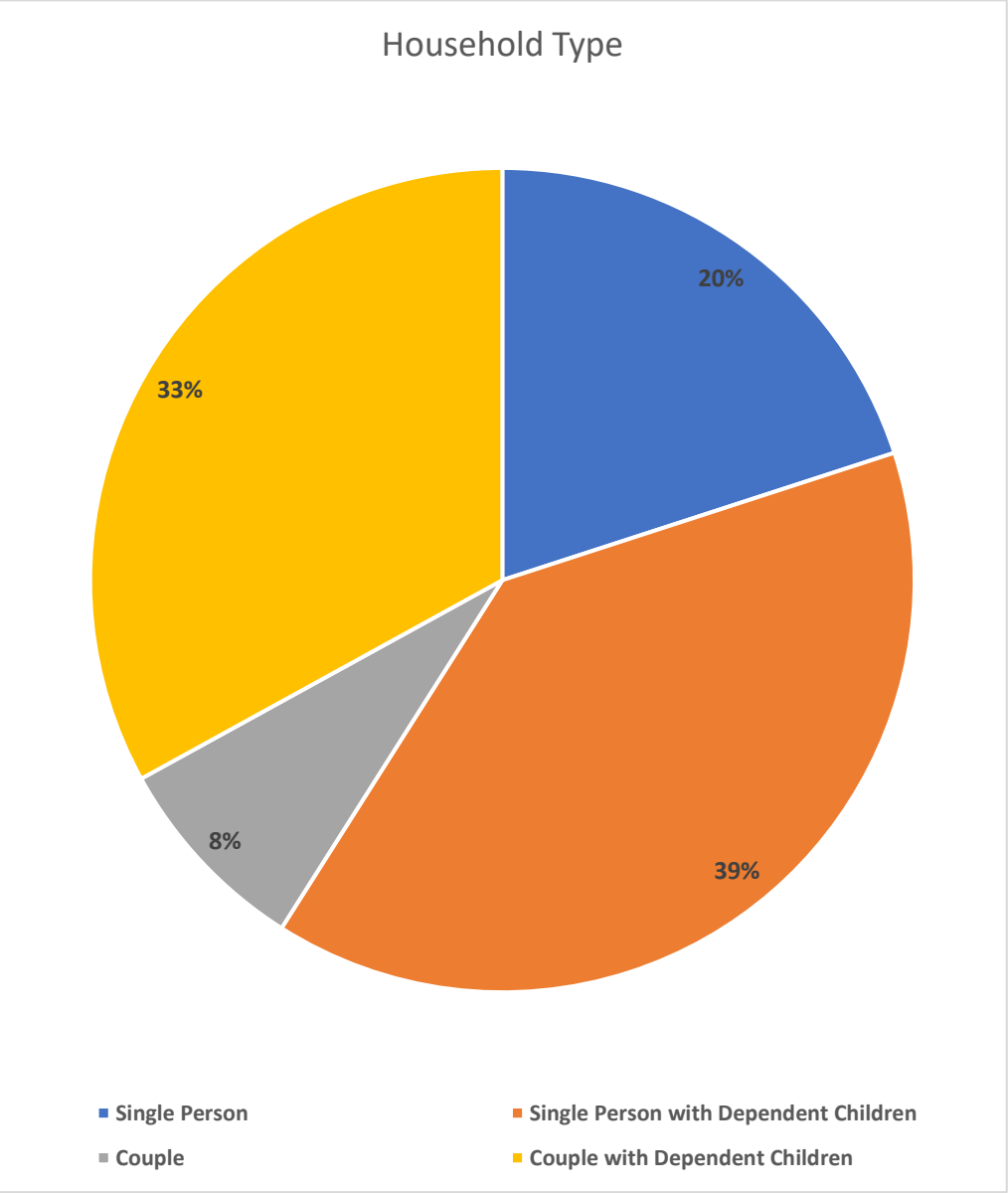
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Tamworth Homelessness Prevention Project Report – Q4 2023

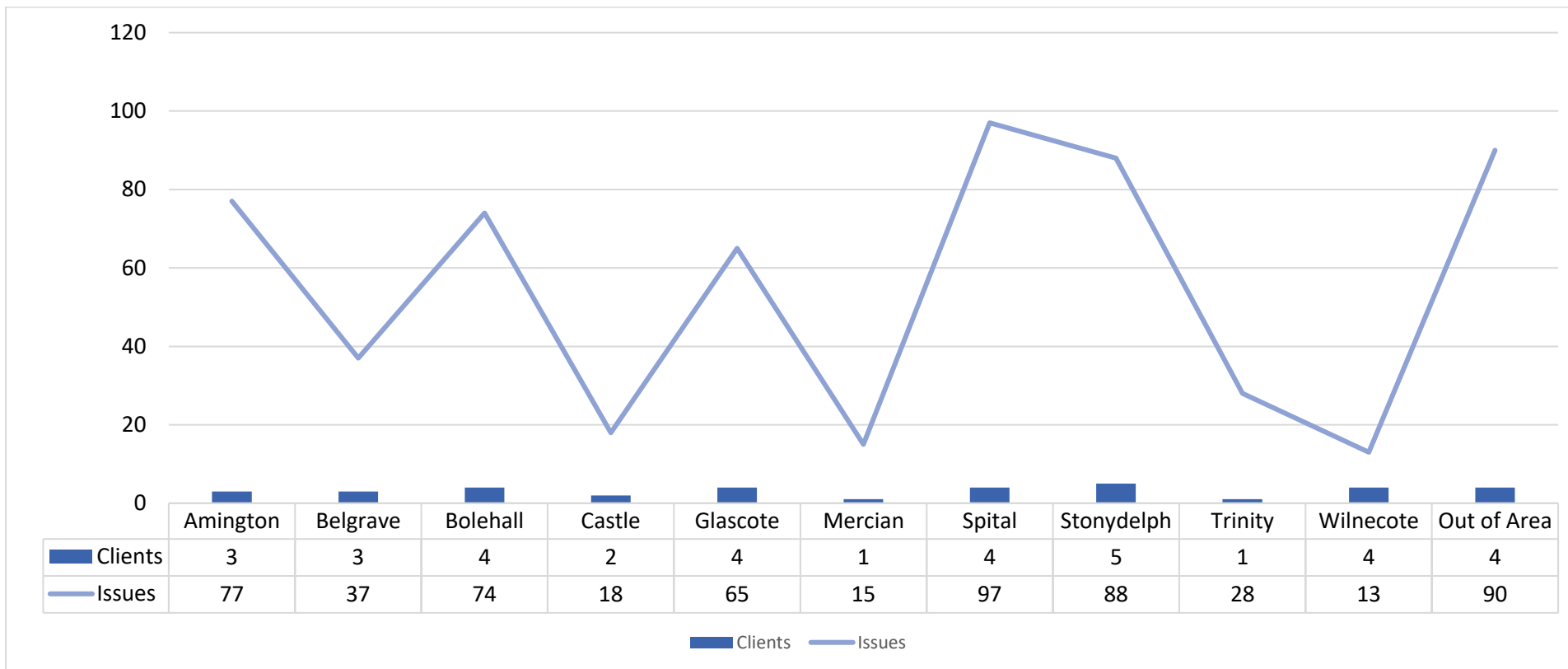
Total number of clients in the quarter = 35

Tamworth Homelessness Prevention Project - Breakdown of client demographics (Q4 2023)

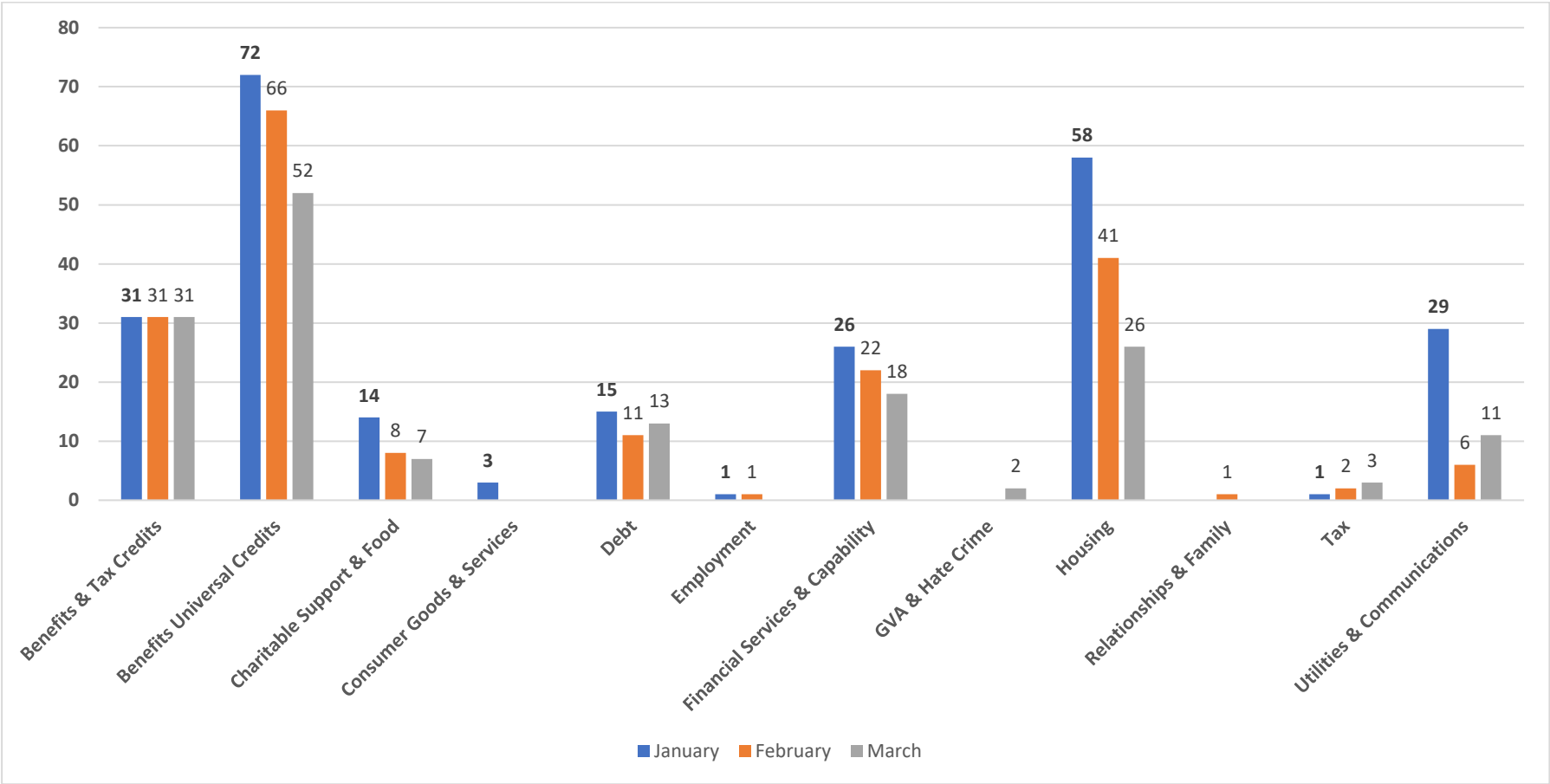




Tamworth Homelessness Prevention Project - Breakdown of clients and issues by Ward (Q4 2023)



Tamworth Homelessness Prevention Project - Breakdown of reported issues (Q4 2023)

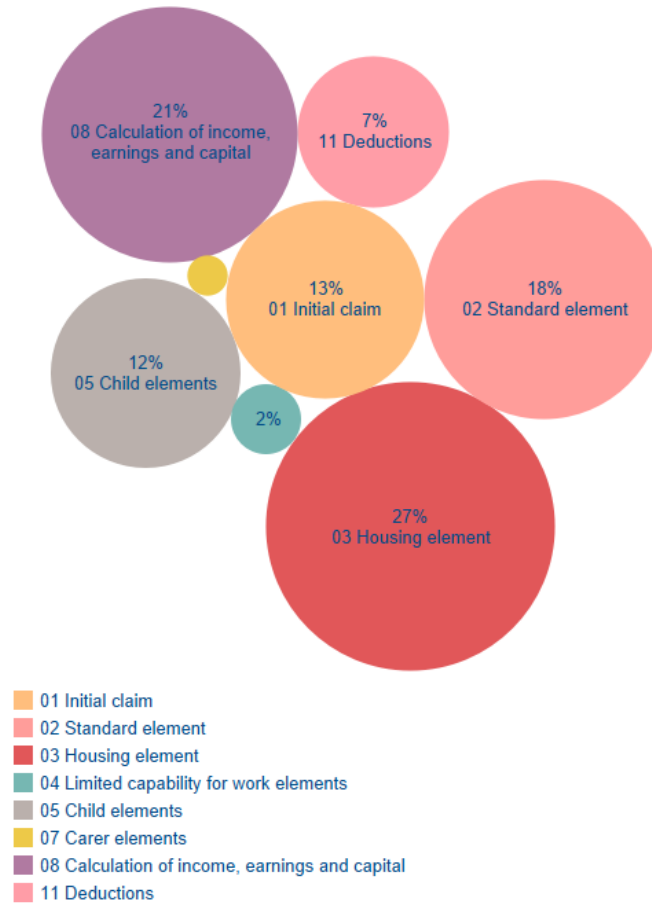


Tamworth Homelessness Prevention Project Report – Referrals Q4 2023

Referrals				
	Q1 2022	Q2 2022	Q3 2022	Q4 2023
Referrals	36	30	52	35
Appointments Made	23	24	31	30
DNA Appointment	5	5	4	3
No Contact Made Yet	5	2	13	1
Failed to Engage	3	0	4	3

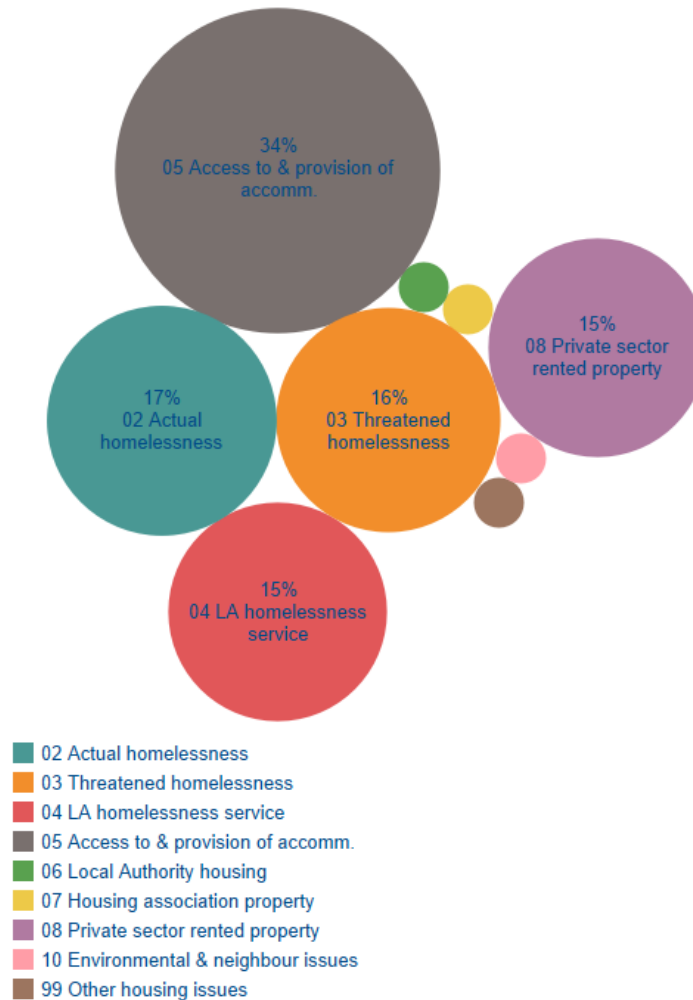
Tamworth Homelessness Prevention Project - breakdown of Benefits Universal Credit (Q4 2023)

Benefits Universal Credit issues accounted for the majority of reported issues across the quarter (32%/190 issues). The percentage split of the issues surrounding Benefits Universal Credit are reported as follows:



Tamworth Homelessness Prevention Project - breakdown of Housing top issues (Q4 2023)

Housing issues accounted for the second highest reported issues across the quarter (21%/125 issues). The percentage split of the issues surrounding Housing are reported as follows:



Tamworth Homelessness Prevention Project - Number of Contacts by Channel (Q4 2023)

	Letter	In person	Email	Telephone	Grand Total
January 2023		1	44	24	69
February 2023	3		41	29	73
March 2023	1	3	61	26	91
Grand Total	4	4	146	79	233

Tamworth Homelessness Prevention Project – Client Outcomes (Q4 2023)

Income gain					
	Number of outcomes	Client count	Amount	Average per outcome	Average per client
£150 Disability payment	1	1	£150	£150	£150
£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	21	13	£37,977	£1,734	£2,856
Benefit / tax credit gain - award or increase following revision or appeal	1	1	£128	£128	£128
Better deal through switching supplier	3	3	£1,174	£391	£391
Better deal with same supplier	7	5	£2,142	£306	£428
Budgeting change	2	2	£4,642	£2,321	£2,321
Financial gain	1	1	£125	£125	£125
Access to, or provision of accommodation bid successful	1	1	£0	£0	£0
Benefit / tax credit maintained	82	19	£0	£0	£0
Benefit cap or under-occupation - action taken to mitigate	1	1	£0	£0	£0
Claim or complaint - not possible	1	1	£0	£0	£0
Client familiarised with how UC works and what it means for them	76	20	£0	£0	£0
Creditor action stopped/suspended/prevented	1	1	£0	£0	£0
Debts repaid	1	1	£0	£0	£0
Enforcement action avoided/suspended	1	1	£0	£0	£0
Financial situation stabilised / debts under control	1	1	£900	£900	£900

Homelessness averted (under a homelessness duty)	1	1	£0	£0	£0
Homelessness prevented - remained in home	1	1	£0	£0	£0
Hygiene - Bank	6	6	£190	£32	£32
Improved health / capacity to manage	84	22	£0	£0	
Income Maximisation	1	1	£0	£0	£0
Other (non-financial)	5	5	£0	£0	£0
Rehoused (not Part 7)	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
UC flexibilities (e.g. Alternative Payment Arrangements) requested	1	1	£0	£0	£0
UC: Alternative Payment Arrangement agreed	1	1	£0	£0	£0
Utility meter installed / moved / recalibrated	1	1	£0	£0	£0
Food provision / referral	20	14	£2,210	£111	£158
Goods or services provided	2	2	£35	£18	£18
Money saved through challenging incorrect energy bills	1	1	£900	£900	£900
Reduction/removal charges	1	1	£13	£13	£13
Grand Total	338	141	£54,785	£7,928	£9,219

Quarterly Comparison	Q1	Q2	Q3	Q4	Grand Total
No. of outcomes	223	315	274	338	1,150
Client count	88	124	122	141	475
Amount	£74,496	£77,729	£74,613	£54,785	£281,623

Tamworth Homelessness Prevention Project – Debt (Q4 2023)

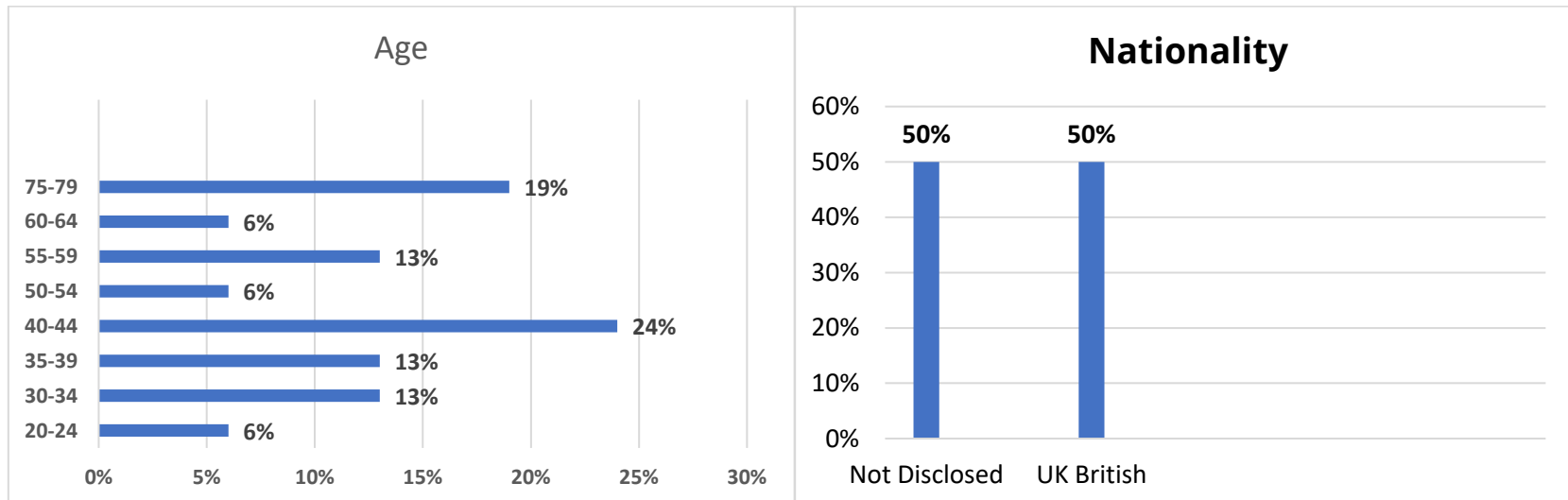
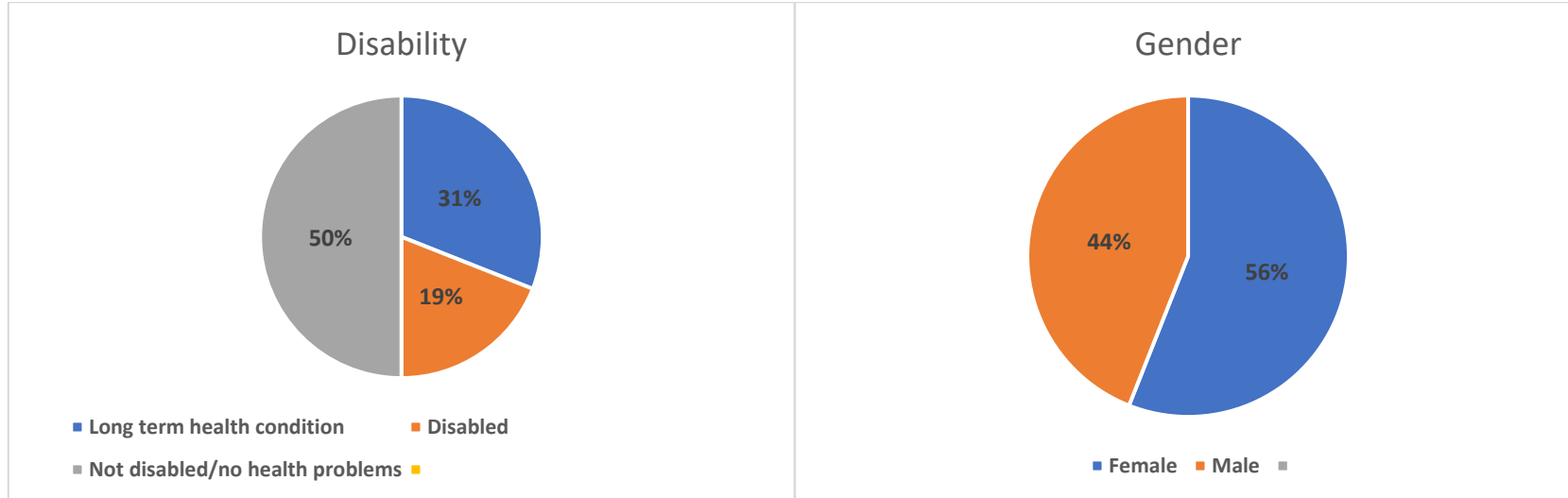
Type of Debt	January		February		March		Q4 Total		Previous Quarter	
	No	Amount	No	Amount	No	Amount	No	Amount	No	Amount
Benefit overpayment (not HB)			1	£300			1	£300	1	£190
Budgeting advance on UC			2	£700			2	£700	2	£1,600
Catalogue / Mail order									1	£1,000
CCJ (origin unknown)									1	£2,000
Council tax	2	£2,500	1	£595.14			3	£3095.14		
Credit Card	5	£3,323	3	£2,300	1	£1,700	9	£7323	5	£27,200
Dual Fuel	1	£900					1	£900	1	£200
Friends/Family									1	£550
Hire Purchase (HP)/Conditional Sale	1	£1,200					1	£1,200		
Overdraft									1	£2,500
Rent Arrears			1	£2,000			1	£2,000	1	£1,800
Store Card	1	£1,208					1	£1,208		
Unsecured Loan / Bank Loan	1	£1,736	2	£3,200	1	£499	4	£5,435	5	£44,800
GRAND TOTAL	11	£10,867	10	£9,095.14	2	£2,199	23	£22,161.14	19	£81,840

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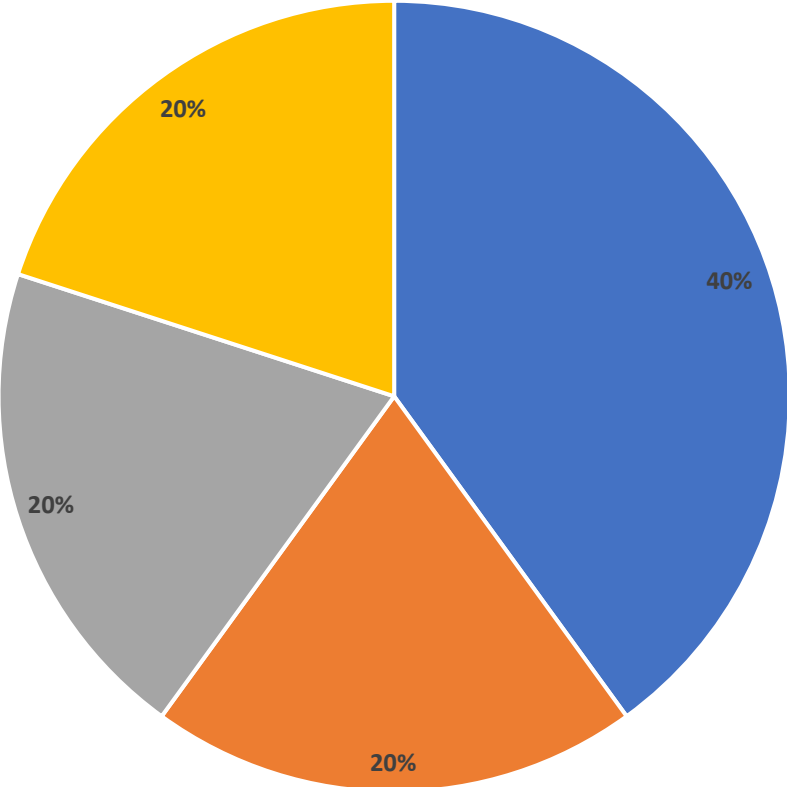
Tamworth Sacred Heart Project Report – Q4 2023

Total number of clients in the quarter = 16

Tamworth Sacred Heart Church Project - Breakdown of client demographics (Q4 2023)

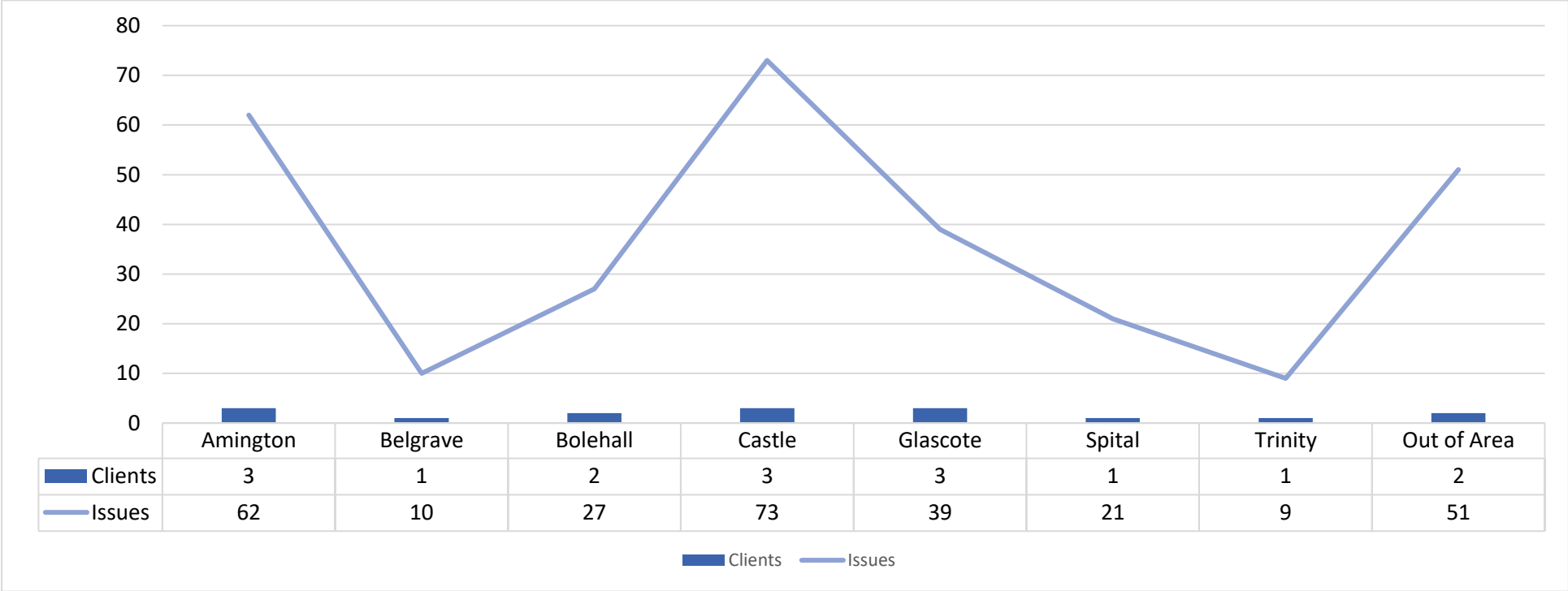


Household Type

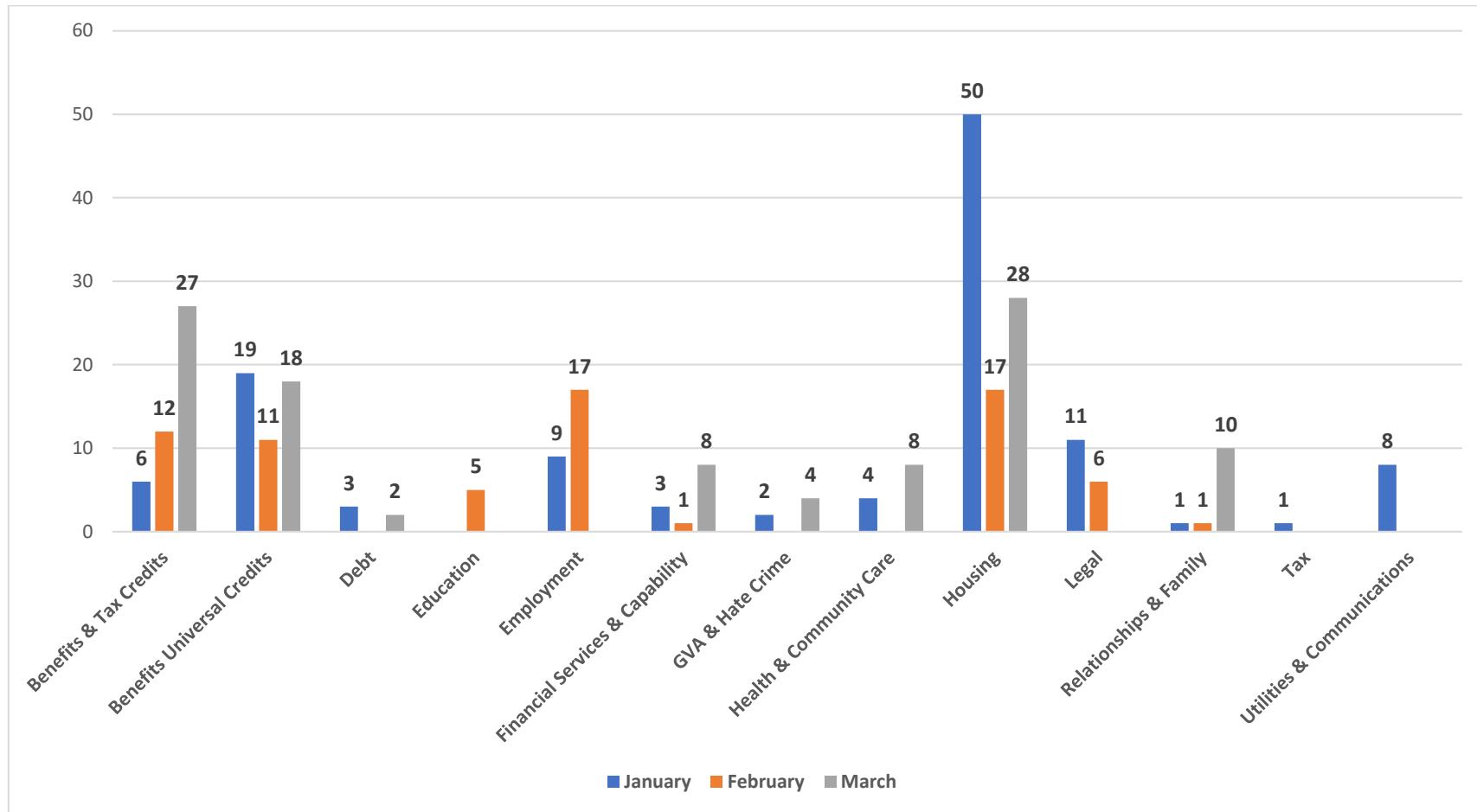


- Single Person
- Single Person with Dependent Children
- Couple
- Couple with Dependent Children

Tamworth Sacred Heart Church Project - Breakdown of clients and issues by Ward (Q4 2023)



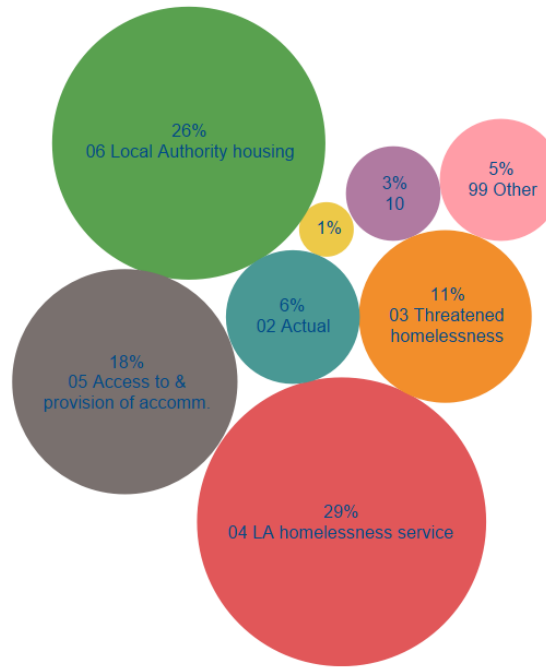
Tamworth Sacred Heart Church Project - Breakdown of reported issues (Q4 2023)



Tamworth Sacred Heart Church Project - breakdown of Housing issues

(Q4 2023)

Housing issues accounted for the majority of reported issues across the quarter (33%95 issues). The percentage split of the issues surrounding Housing are reported as follows:

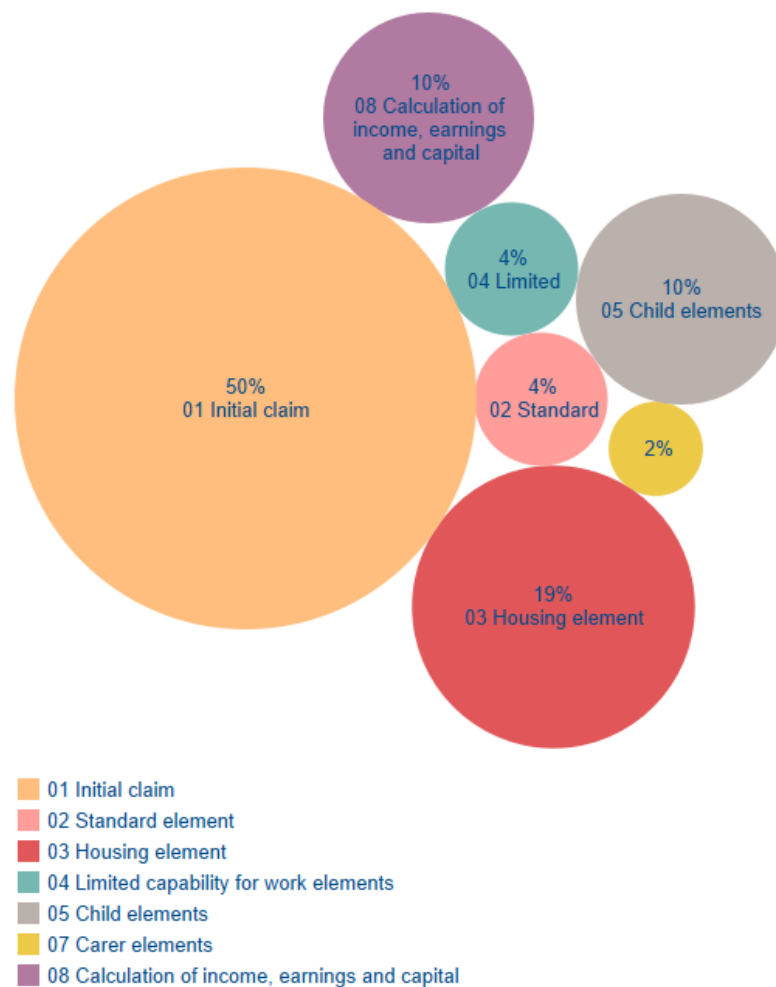


- 02 Actual homelessness
- 03 Threatened homelessness
- 04 LA homelessness service
- 05 Access to & provision of accomm.
- 06 Local Authority housing
- 08 Private sector rented property
- 10 Environmental & neighbour issues
- 99 Other housing issues

Tamworth Sacred Heart Church – Benefits Universal Credit top issues (Q4 2023)

Benefits Universal Credit issues accounted for the second highest reported issues across the quarter (16%/48 issues).

The percentage split of the issues surrounding Benefits Universal Credit are reported as follows:



Tamworth Sacred Heart Church Project - Number of Contacts by Channel (Q4 2023)

	In person	Telephone	Email	Letter	Grand Total
January 2023	9	2	3		14
February 2023	4	9			13
March 2023	3		7	1	11
Grand Total	16	11	10	1	38

Tamworth Sacred Heart Church Project – Client Outcomes (Q4 2023)

	Income gain				
	Number of outcomes	Client count	Amount	Average per outcome	Average per client
£400 Energy Support payment	1	1	£400	£400	£400
Benefit / tax credit gain - a new award or increase	12	6	£54,942	£4,578	£9,157
Tax - other (financial gain)	1	1	£427	£427	£427
Access to, or provision of accommodation bid successful	1	1	£0	£0	£0
Application under incapacity legislation	1	1	£0	£0	£0
Appropriate service/ support obtained for client - successful	2	2	£0	£0	£0
Benefit cap or under-occupation - action taken to mitigate	2	1	£2,275	£1,138	£2,275
Client added to PSR	1	1	£0	£0	£0
Client familiarised with how UC works and what it means for them	1	1	£0	£0	£0
client obtained appropriate help with court forms	2	2	£0	£0	£0
Complaint made to organisation	1	1	£0	£0	£0
Complaint resolved	1	1	£0	£0	£0
Contact arrangements - disputed	1	1	£0	£0	£0
Harassment or neighbour dispute resolved	1	1	£0	£0	£0
Homelessness prevented - remained in home	1	1	£0	£0	£0
Improved capacity to manage through information given and options explored	2	2	£0	£0	£0
Improved health / capacity to manage	8	6	£0	£0	£0

Income Maximisation	2	2	£1,260	£630	£630
LA intervened & provided support - success	3	3	£0	£0	£0
Legal aid obtained - successful	2	2	£0	£0	£0
Rehoused (not Part 7)	2	2	£0	£0	£0
Temporary accomm secured (not Part 7)	1	1	£0	£0	£0
Utility meter installed / moved / recalibrated	1	1	£0	£0	£0
Money saved through challenging incorrect energy bills	1	1	£25	£25	£25
Property or management improved	1	1	£900	£900	£900
Repayment negotiated	1	1	£1,000	£1,000	£1,000
Grand Total	53	44	£61,229	£9098	£14,814

Quarterly Comparison	Q2	Q3	Q4	Q1	Grand Total
No. of outcomes	4	30	53		87
Client count	2	21	44		67
Amount	£10,400	£42,125	£61,229		£113,754

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Dementia Action Week 2023 - Tamworth Events

Monday 15 to Sunday 21 May

Monday 15

Dementia Awareness Raising

Dementia UK stall in Ankerside, 10.00am-2.00pm

There will be a volunteer ambassador there to answer any questions.

Social Prescribers

Peel Medical Practice, 9.00am-12.00noon

Raising awareness of dementia and answering any questions.



Cuppa and a Chat

Tuesday 16

Dementia Awareness Raising

Alzheimer's Society stall in Morrisons on Marlborough Way 9.00am-12.00noon & Morrisons Gungate 2.00pm-5.00pm

Raising awareness of dementia and answering any questions.

Memory Café

Sacred Heart, 10.30am-12.30pm

If you know someone with dementia or memory loss please come and join us.

All welcome.

Dementia Awareness Raising

Dementia UK stall in Ankerside, 10.00am-2.00pm

There will be a volunteer ambassador there to answer any questions.



Wednesday 17

Social Prescribers

Aldergate Medical Practice, 9.00am-12.00noon

Raising awareness of dementia and answering any questions.

Dementia Awareness Raising

Alzheimer's Society stall in Ankerside, 10.00am-2.00pm

There will be a volunteer ambassador there to answer any questions.

Dementia Friendly Cuppa and a Chat

The Hub in the Castle Grounds 11am-1.00pm

Free session. All welcome.



Working to become
Dementia Friendly
2020-2021

Thursday 18

Social Prescribers

Crown and Hollies Medical Practices, 9.00am-12.00noon

Raising awareness of dementia and answering any questions.

Dementia Awareness Raising

Alzheimer's Society stall in Ankerside, 10.00am-2.00pm

There will be a volunteer ambassador there to answer any questions.

Singing for Fun

The Hub in the Castle Grounds 10.30am-11.30am

All welcome.

Friday 19

Dementia Awareness Raising

Alzheimer's Society stall in Ankerside, 10.00am-2.00pm

There will be a volunteer ambassador there to answer any questions.



Singing for Fun

Saturday 20

Dementia Awareness Raising

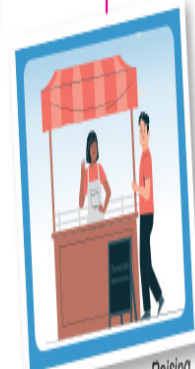
Tamworth Market, 9.30am-3.00pm (weather permitting)

There will be a volunteer ambassador there to answer any questions.

Dementia Awareness Raising with Parishioners

St John's, Tamworth, 6.00pm

Please come and join us for a dementia friendly service. All welcome.



Dementia Awareness Raising at Tamworth Market

Sunday 21

Dementia Awareness Raising with Parishioners

Sacred Heart, 9.00am and 12.00midday & St John's, Tamworth, 10.30am

Please come and join us for a dementia friendly service. All welcome.



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