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Borough of Tamworth

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

Enquiries: 01827 709 709
Facsimile: 01827 709 271

HEALTH AND WELLBEING SCRUTINY COMMITTEE

9 October 2023

Dear Councillor

A Meeting of the Health and Wellbeing Scrutiny Committee will be held in **Town Hall, Market Street, Tamworth on Tuesday, 17th October, 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

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- 1 Apologies for Absence**
- 2 Minutes of the Previous Meeting (Pages 5 - 8)**
- 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

(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 Safeguarding Children and Adults at risk of abuse report Health and Wellbeing Scrutiny Committee 17.10.2023 (Pages 9 - 16)

9 Housing Strategy Wellbeing Update (Pages 17 - 88)

a Beat the Cold

(Presentation on the work of Beat The Cold 'Heat' in Tamworth)

10 Forward Plan

Please see the link to the Forward Plan:

[Browse plans - Cabinet, 2022 :: Tamworth Borough Council](#)

11 Working Group Updates

12 Health & Wellbeing Scrutiny Work Plan (Pages 89 - 92)

To 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: 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 21st SEPTEMBER 2023**

PRESENT: Councillor C Bain (Chair), Councillors R Claymore, S Daniels and C Dean

The following officers were present: Leanne Costello (Democratic and Executive Support Officer), Laura Sandland (Democratic and Executive Support Officer) and Tracey Smith (Democratic Services Assistant)

27 APOLOGIES FOR ABSENCE

Apologies for Absence were received from Councillors T Clements, D Cook, D Maycock and County Councillor T Jay.

28 MINUTES OF THE PREVIOUS MEETING

The minutes of the previous meeting held on 11th July 2023 were approved and signed as a correct record.

(Moved by Councillor C Dean and seconded by Councillor S Daniels)

29 DECLARATIONS OF INTEREST

There were no Declarations of Interest.

30 UPDATE FROM THE CHAIR

The Chair updated the Committee as follows:

Further to the meeting held on the 11th July 2023 where the Committee endorsed the Armed Forces Covenant Item, it was noted at the meeting that the Portfolio Holder could not be a Champion as per the Constitution therefore the Officer amended the recommendation that was submitted to Cabinet to state:

Delegate authority to the Portfolio Holder for Entertainment and Leisure and Assistant Director Partnerships to oversee the associated work plan and report on an annual basis to the Health and Wellbeing Scrutiny Committee.

The Committee commented that the recommendation was acceptable.

31 RESPONSES TO REPORTS OF THE HEALTH & WELLBEING SCRUTINY COMMITTEE

The Chair advised the committee that further to the meeting in June where it was noted that the Committee were still outstanding a response from Cabinet for two sets of recommendations relating to the Provision of Public toilets and support for Councillor Wellbeing and that the Chair was going to contact Cabinet and ask for a response for both items.

It was commented by the Committee that a question had been raised at Full Council by one of the Members about the lack of available toilets at a recent event and whilst a response was provided the Member had requested that a further written response from the Portfolio Holder which would be shared with the Committee when that is received.

The Committee commented the Castle is an excellent provision and that in order to promote tourism with the town they needed to ensure that adequate provision was in place for people with children or older people to take part in activities.

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

33 UPDATE ON HEALTH RELATED MATTERS CONSIDERED BY STAFFORDSHIRE COUNTY COUNCIL

The Chair apologised to the Committee that no update was available due to the absence of Councillor Jay.

The Committee asked if in future where the County Councillor was absent could a written update be requested. The Chair confirmed that this had been requested but due to the late apologies this may not have been possible on this occasion.

34 THE IMPACT OF THE CLOSURE OF THE GEORGE BRYAN CENTRE ON RESIDENTS

The Chair apologised to the Committee and advised that the Integrated Care Board were not able to attend the meeting and that the item would be deferred until later in the year.

The Chair confirmed that a business case was being prepared on a single option but that a decision had not been made and was not expected until later in the year at the earliest.

The Chair confirmed that the consultation had taken place and that a report had been prepared and was available on the ICB website.

The Chair confirmed that he was looking to having a meeting with the ICB to get clarification in areas that he has concerns about and would also like the ICB to attend a meeting in November to discuss the item but could not confirm if this would be possible at this stage.

35 FORWARD PLAN

The Chair advised the Committee that he would like to request the Sheltered Housing Community Alarm and Lifeline Provision Item and the Homelessness statutory On-call Out of House Arrangements.

The Committee were happy for these items to be added to the Workplan and did not request any further items from the Forward Plan.

36 WORKING GROUP UPDATES

The Chair advised the Committee that whilst it was not a working group of this Scrutiny Group that the Damp and Mould item on the Work plan was being address as part of the Housing Repairs working group and that a number of the Committee members were members of this group and would provide updates to the Committee on progress of the working group.

The Committee welcomed having the item on the workplan.

37 HEALTH & WELLBEING SCRUTINY WORK PLAN (TO FOLLOW)

The Committee welcomed the item on the workplan looking at Loneliness and Isolation. The Chair confirmed that this has been added to the Workplan following a petition at Full Council and will be addressed at a future meeting alongside the Wellbeing Strategy.

Members raised an item around supporting the promotion of options for families around School Uniform. The Chair agreed to take the item away to discuss with the other Scrutiny Chairs around where this item would best be address.

Chair

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HEALTH AND WELLBEING SCRUTINY COMMITTEE

TUESDAY, 17TH OCTOBER 2023

REPORT OF THE PORTFOLIO HOLDER FOR ENVIRONMENTAL HEALTH AND COMMUNITY PARTNERSHIPS

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

EXEMPT INFORMATION

None

PURPOSE

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

RECOMMENDATIONS

It is recommended that:

1. The Committee review the report and raise any questions in relation to the content with the Assistant Director Partnerships in collaboration with the Portfolio Holder for Environmental Health and Community Partnerships for Regulatory and Community Safety, and thereafter endorse.

EXECUTIVE SUMMARY

Tamworth Borough Council has a legal responsibility to safeguard children and adults with care and support needs from abuse and neglect. The safeguarding children and adults at risk of abuse and neglect policy and procedure provides a framework for safeguarding and demonstrates the council's commitment to safeguard children and adults at risk.

Safeguarding is integrated into the day-to-day operations of the council. The council responds to all safeguarding concerns raised in line with the safeguarding procedure. Reporting of concerns is fundamental in ensuring that children and adults at risk receive the necessary support to safeguard and promote their welfare.

The following information provides an overview of the number of safeguarding referrals received and an update on the safeguarding work that has taken place

since the last update provided to the committee on 28th March 2023.

Safeguarding Statistics

The number of safeguarding concerns referred via the council’s safeguarding reporting procedure for the date period 1st April 2023 to 25th September 2023 are detailed in the table below:

| Referral type | Quarter 1 | Quarter 2 | Total |
|--------------------------|-----------|-----------|-------|
| Child referrals | 2 | 4 | 6 |
| Adult referrals | 7 | 8 | 15 |
| | | | |
| Total combined referrals | 9 | 12 | 21 |

Table 1: Safeguarding concerns raised by staff 2023.

| Miscellaneous | Quarter 1 | Quarter 2 | Total |
|---------------|-----------|-----------|-------|
| | 1 | 4 | 5 |

We have seen a slight decrease in referrals for the first 2 quarters as in previous years. However, we have increased more knowledge and awareness of what constitutes a referral through updated training and our community safety events that have been opened out to all our partner agencies.

Referrals continue to be received from a wide range of council staff including, customer service officers, housing solutions officers, tenancy sustainment officers, sheltered housing managers, private sector housing officers, environmental health and members.

The miscellaneous covers referrals that come through mainly the council enquires or maybe to gather further information to decipher if it hits the threshold for a referral to be made into safeguarding. We have also continued to work alongside our outside agencies such as Wates and Engie to support their safeguarding referrals. Quarterly meetings take place for updates with the 2 contractors to make sure that we can offer support and advice and any new updates needed.

A quarterly and yearly overview of safeguarding referrals is attached at Appendix 1.

Safeguarding Training

We have continued to purchase the Staffordshire Safeguarding Children Board (SSCB) core slides for the delivery of level 1 safeguarding training. This helps to update staff/members in line with the updates for Staffordshire.

Staff can access a range of training modules through the SSCB [home page](#) .

Along with this there are opportunities to attend the SSCB - Free Lunch & Learn events which have included changes within the structures to front door services and an update on the Forced Marriage Unit.

Staffordshire Connects has been relaunched to have a single access point to direct to services. [The Staffordshire connects website](#) provides a wealth of services that

professionals and families can access without an enquiry being made to [Staffordshire Childrens Advice and Support Service](#)

Staff, members, and the public can access contact details of local tier 2 family support services by typing in 'Family Support Providers' in the Children's Centre's and Parenting.

Parents or carers should always be informed that staff/members are contacting, unless doing so would place them or the children at risk of harm.

Taxi driver safeguarding training

Taxi driver training has now moved over to a specialist training provided Equo.

They cover all aspects of training in packages to the drivers i.e., Disability Awareness, Safeguarding including exploitation. The training is especially for taxi and private hire drivers and is in use around the UK.

This is managed through the council's licensing team.

Adult Safeguarding Board

The council is still an active member with information received regarding updates, training and events.

Stafford Borough Council have taken the main lead to represent all the districts and boroughs at the quarterly meetings. The districts then attend quarterly catch ups.

Modern Slavery

Modern Slavery refers to the offences of human trafficking, slavery, servitude, and forced or compulsory labour. This can then be considered as five sub threats:

- sexual exploitation of adults.
- trafficking of adults into conditions of labour exploitation.
- trafficking of adults into conditions of criminal exploitation.
- trafficking of minors into conditions of sexual, criminal or labour exploitation; and other forms of exploitation.

Staffordshire has seen a gradual increase in the reporting of Modern Slavery which is in line with the national picture.

As a Council we support the work of the Staffordshire Police Modern Slavery tactical group and information provided by our partner agencies and publish an annual Modern Slavery and Human Trafficking Statement, required under the Modern Slavery Act 2015. The annual statement 2022/23 was endorsed by the Audit and Governance Committee on [27th September 2023](#) .

A multi-agency approach and data sharing is required in order to target offenders for disruption which will assist with safeguarding victims and preventing further exploitation.

Community Safety

Two Community Safety Forums have been hosted by the council with support from our community safety partners over the last 6 months, with subjects being Anti-social Behaviour within the community and presentations from the accessing Early Help.

We Love Tamworth held on 10th September 2023 involved 30 community safety partners showcasing themselves to the public.

We have also attended the VCSE (voluntary community social enterprise) days hosted by Support Staffordshire. Helping and supporting working relationships to networking and update partners.

In July 2023, seven knife-crime awareness sessions were delivered in Tamworth secondary schools by Alison Cope, whose son was sadly murdered in 2013. These sessions were funded through the Community Safety Partnership and well received.

Contextual Safeguarding ¹

The Multi Agency Child Exploitation Panel (MACE) is the forum for safeguarding children at risk of exploitation within a partnership arena. MACE meetings take place bi-monthly, the Partnership Vulnerability Officer attends and contributes to this meeting.

The partnership team are currently working with the Staffordshire County Council Families First Child Exploitation Coordinator, to explore how the council can strengthen current partnership working arrangements to prevent child exploitation and improve outcomes for vulnerable children and young people.

The Community Safety Partnership, with funding from the Staffordshire Commissioner have recently appointed an Anti-Social Behaviour Practitioner as part of the youth offending team to support the links with vulnerable children and exploitation. This will strengthen work with the Council's Partnership Support and Enforcement Officer who works with the local policing team to address issues around young people identified as being involved in ASB.

Prevent

Prevent is part of the government's overall counter-terrorism strategy which is called [CONTEST](#).

The Prevent duty requires all borough and district Councils (as specified authorities) to have a due regard to the need to prevent people from being drawn into terrorism and is priority under the Community Cohesion element of the Tamworth Community Safety Partnership Plan.

The Prevent strategy has three specific objectives:

1. Respond to the ideological challenge of terrorism and the threat we face from those who promote it

¹ Contextual safeguarding is an approach to safeguarding that recognises that young people may be at risk of significant harm not only within their home environment, but also outside it. The traditional safeguarding approach does not consider extra-familial contexts, which has led to cases of abuse and exploitation falling under the radar.

2. Prevent people from being drawn into terrorism and ensure they are given appropriate advice and support.
3. Work with sectors and institutions where there are risks of radicalisation.

The Assistant Director Partnerships is the district council representative on the County Prevent Board.

A Prevent Duty compliance assessment has recently been completed by working through the Home Office Prevent Toolkit in conjunction with the Board which informs the Tamworth plan. The Assistant Director Partnerships along with the Vulnerability Officer and Community Cohesion Officer will monitor the work plan regularly to ensure that there continues to be a proportionate response to any risks outlined and ensure the council is compliant with the Duty.

Home Office basic training for staff has been introduced through the safeguarding awareness course and other key staff have been identified who may require enhanced training.

A full report will be presented to Cabinet on 9th November 2023 to provide reassurance and endorse compliance. Hereafter update reports will be presented to the Infrastructure Safety and Growth Scrutiny Committee on annual review of the Community Safety Partnership Plan.

Between 1st February 2023 and 30th April 2023, 5 referrals were made to the Staffordshire Channel panel with concerns from Tamworth, with schools being the biggest referrer. There have been no referrals by Tamworth Borough Council staff.

Tamworth Vulnerability Partnership (TVP)

The Tamworth Vulnerability Partnership meetings continue to take place on a weekly basis with the Partnership Vulnerability Officer, Safer Communities and Homes Manager and Police supporting the overseeing of the referrals and updates.

The weekly partnership meeting continues to be well attended by representatives from statutory organisations. The partnership provides a joined-up response to vulnerability within the community and endeavours to provide help at the earliest opportunity to improve outcomes for vulnerable people.

This is also linked into meetings to support Anti -Social case reviews previously known as Community Triggers and youth ASB.

Anti-social behaviour coordination group

The ASB Coordination group is a weekly TEAMS meeting that links all our partner agencies within and outside the borough to discuss all concerns relating to anti-social behaviour. It also helps support the links established with other partnership meetings and helps the mechanisms in place for actions that have and can be taken.

The meeting is chaired by our Partnerships Enforcement Officer and extended to all agencies within the public and private sectors to share information and to support intervention and signposting of services.

RESOURCE IMPLICATIONS

There are no immediate financial implications arising from this report. The cost of training and materials will be met from existing budgets.

LEGAL/RISK IMPLICATIONS BACKGROUND

The Safeguarding Children and Adults at Risk of Abuse and Neglect Policy has been risk assessed and no significant risks exist. From a legal perspective the authority is meeting its expectations and requirements in relation to vulnerable children and adults at risk.

SUSTAINABILITY IMPLICATIONS

The policy and staff in this important service will continue to operate locally and in conjunction with partners to sustain the levels of support, training and guidance required.

BACKGROUND INFORMATION

Tamworth Borough Council has both a legal and moral duty to protect children and adults at risk from harm and abuse. The Children Act 1989 and 2004 along with the associated government statutory guidance sets out our legal responsibilities for protecting children. The Care Act 2014 along with associated statutory guidance recognises and reinforces that organisations make a significant contribution to adult safeguarding.

REPORT AUTHOR

Jackie Hodgkinson
Partnership Vulnerability Officer

LIST OF BACKGROUND PAPERS

[Children Act 1989](#)

[Children Act 2004](#)

[Working Together to Safeguard Children 2018](#)

[Care Act Statutory Guidance](#)

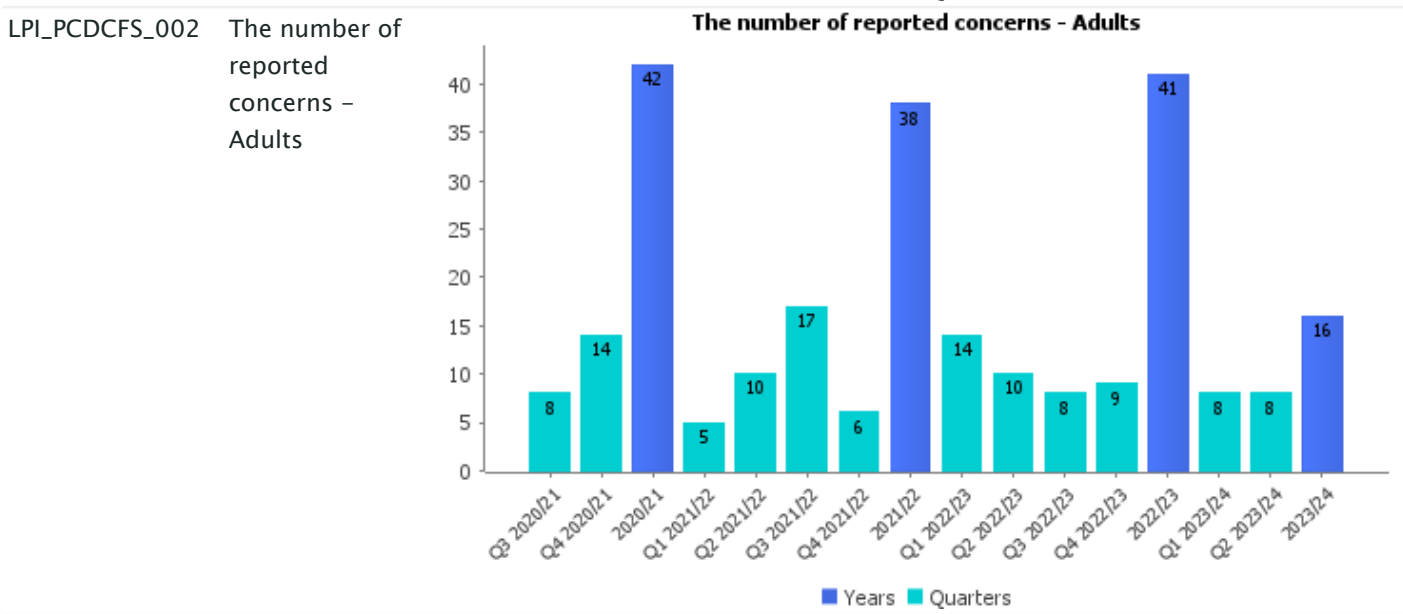
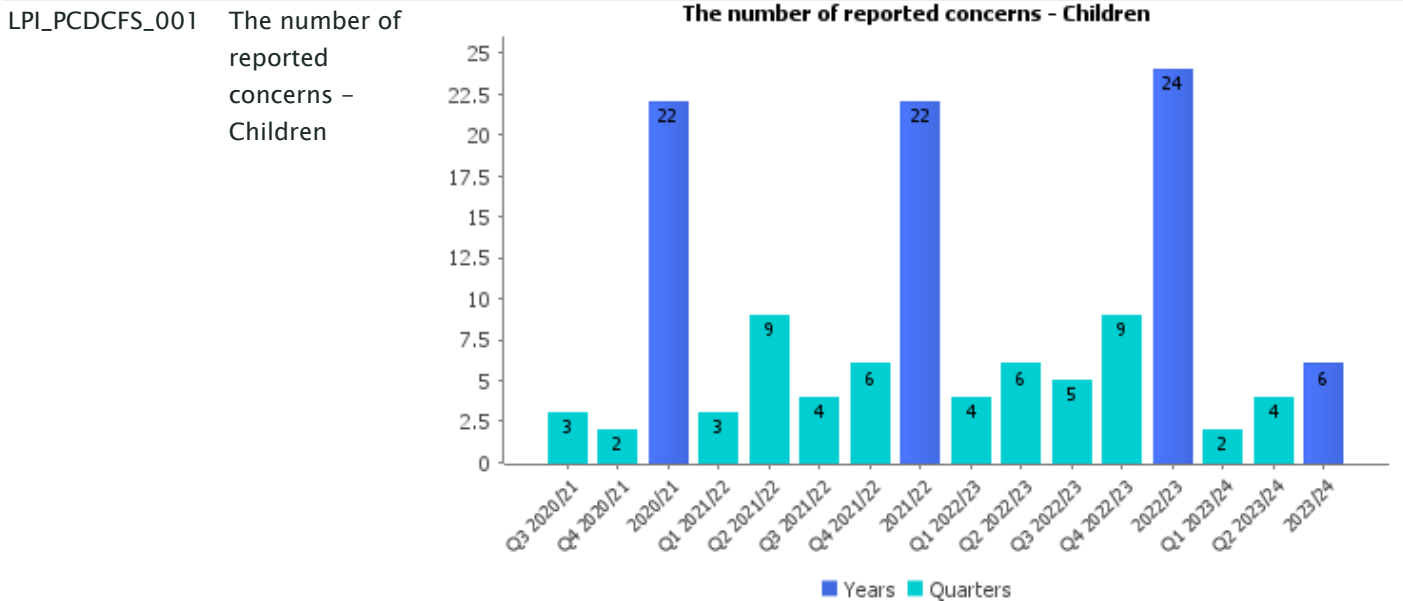
APPENDICES

Appendix 1 Safeguarding performance indicators

Safeguarding Performance Indicators v2

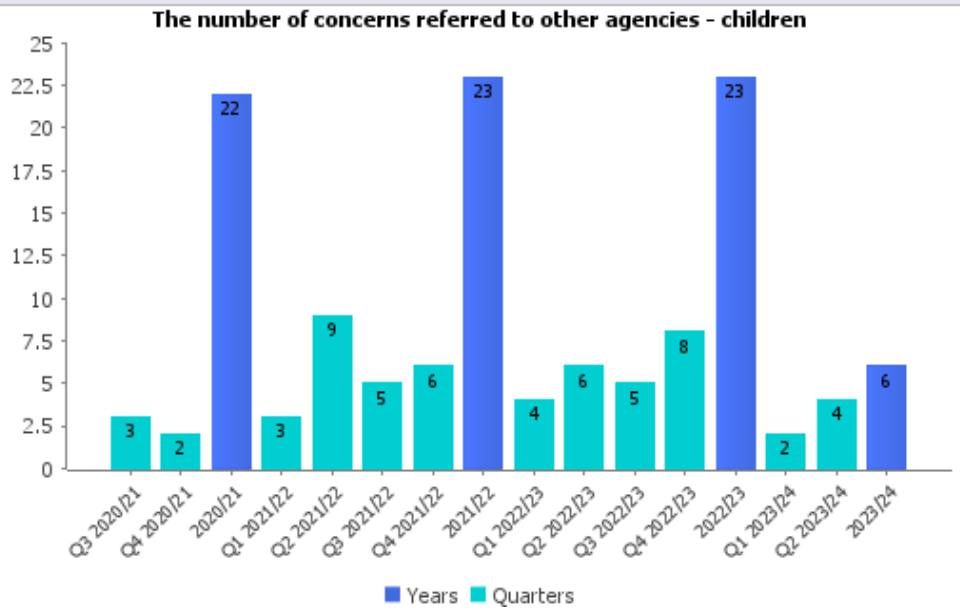
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| PI Code | Performance Indicator | Trend Chart |
|---------|-----------------------|-------------|
|---------|-----------------------|-------------|

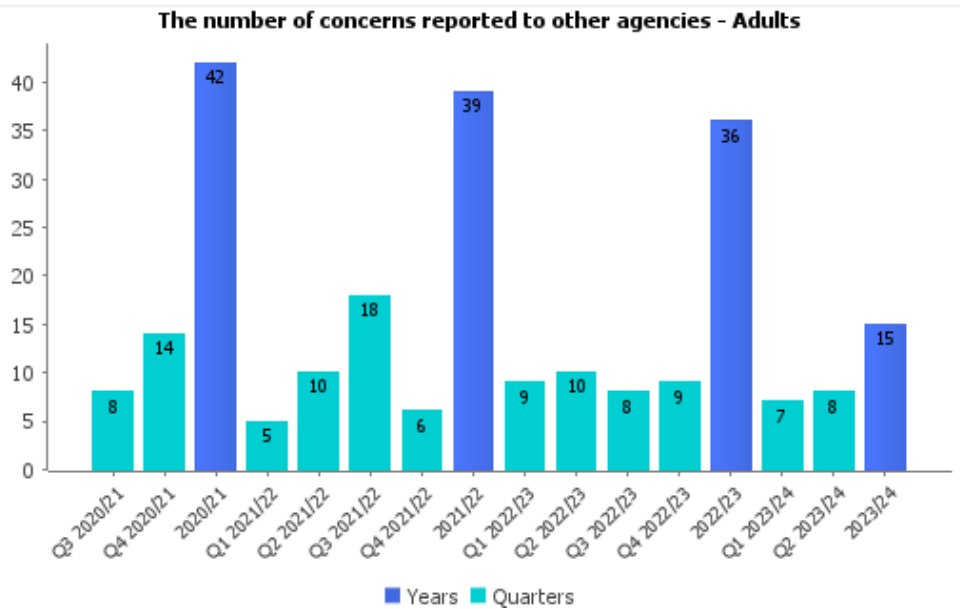


| PI Code | Performance Indicator | Trend Chart |
|---------|-----------------------|-------------|
|---------|-----------------------|-------------|

LPI_PCDCFS_003 The number of concerns referred to other agencies – children



LPI_PCDCFS_004 The number of concerns reported to other agencies – Adults



Tuesday 17th October 2023

Report of the Assistant Director - Partnerships

Housing Strategy Quarterly Update April-September 2023

Exempt Information

NONE

Purpose

To update the Committee on actions within the Tamworth Borough Council Housing Strategy to 30 September 2023 which directly impact on health and wellbeing of Tamworth communities.

Recommendations

It is recommended that:

1. The Committee consider and endorse the report as presented.

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 30th September 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.
- Eligibility criteria is set by Government – sales to local people with a combined household income of under £80,000

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

The first two First Homes properties went on sale in September 2023 at a site at Two Gates.

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. At the July 2023 meeting of the Health Inequalities Directors' Group (HIDG), the Insight team at Staffordshire County Council (SCC) presented an overview of data analysis completed to identify 'hotspot' areas of greatest health inequalities within each district/borough. This work was completed to enable the focus of resources and effort to achieve greatest impact.

Further work will be progressed to provide more focused and in-depth analysis, with a focus on the groups' identified topic of 'housing and health'.

Two geographical areas in each district/borough have been 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. Update report is at **Appendix 1**.

Based on eligibility criteria the two wards for Tamworth proposed initially will be:

- Belgrave
- Glascote

It is proposed that a second phase of this work will be a more detailed discussion with key stakeholders and professionals within each district/borough, to identify additional sources of information and intelligence, review the identified 'hotspot' locations and consider local insight which adds depth and context. These could be in the form of partnership 'workshops' or 'world cafes'.

Fuel Poverty

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 2 (April-June 2023)**..

Beat the Cold have also been awarded additional grant funding through the UK Shared Prosperity Fund Community (Cost of Living) pillar until 31st March 2025 to run targeted campaigns in specific wards identified at risk of fuel poverty, face to face meetings and enhanced support.

The Committee will receive a more detailed presentation from Beat the Cold during the meeting.

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.

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

³ [Staffordshire Warmer Homes Partnership](#)

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 and Community Home Solutions (CHS) have been contracted to deliver Customer Journey Support (CJS)

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.

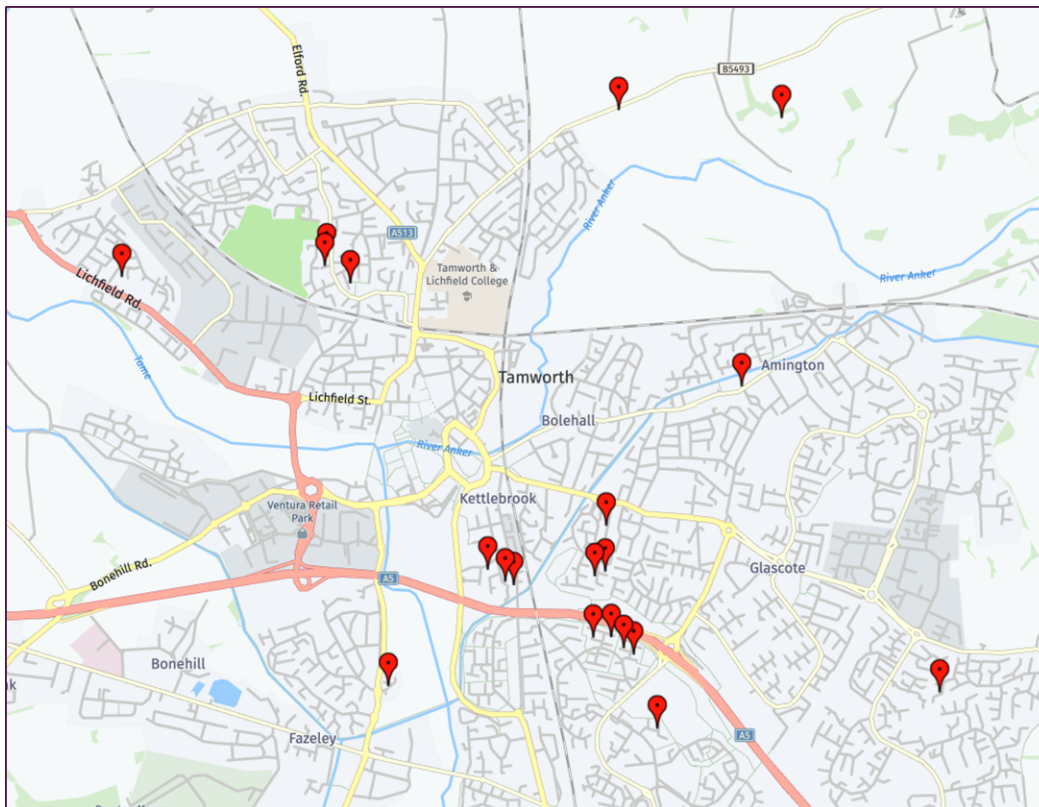
The budget grant funding for Staffordshire is as follows:

| District Council | Capital Works Budget | Expected No. Homes |
|-------------------------|----------------------|--------------------|
| Staffordshire Moorlands | £1,585,000 | 88 |
| East Staffordshire | £1,660,000 | 92 |
| Stafford | £1,985,000 | 110 |
| Lichfield | £1,145,000 | 64 |
| Newcastle-under-Lyme | £920,000 | 51 |
| Tamworth | £550,000 | 31 |
| Cannock Chase | £720,000 | 40 |
| South Staffordshire | £980,000 | 54 |
| Total | £9,545,000 | 530 |

There has been a 'soft launch' for this funding with 7 applications rejected in Tamworth where eligibility criteria was not met.

A full launch will commence in October 2023, with area low income off-gas areas of Tamworth identified. CMS will work with the council to identify properties and work to promote the scheme.

To date 22 postcodes have been identified with a high proportion of off-gas properties, 96 properties identified as suitable for targeting at this stage of the scheme – fabric measures and 75 properties identified as suitable for targeting at later stages of the scheme – solid wall properties or heating only projects.



Progress will be reported on in future reports.

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.

89 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.

23 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

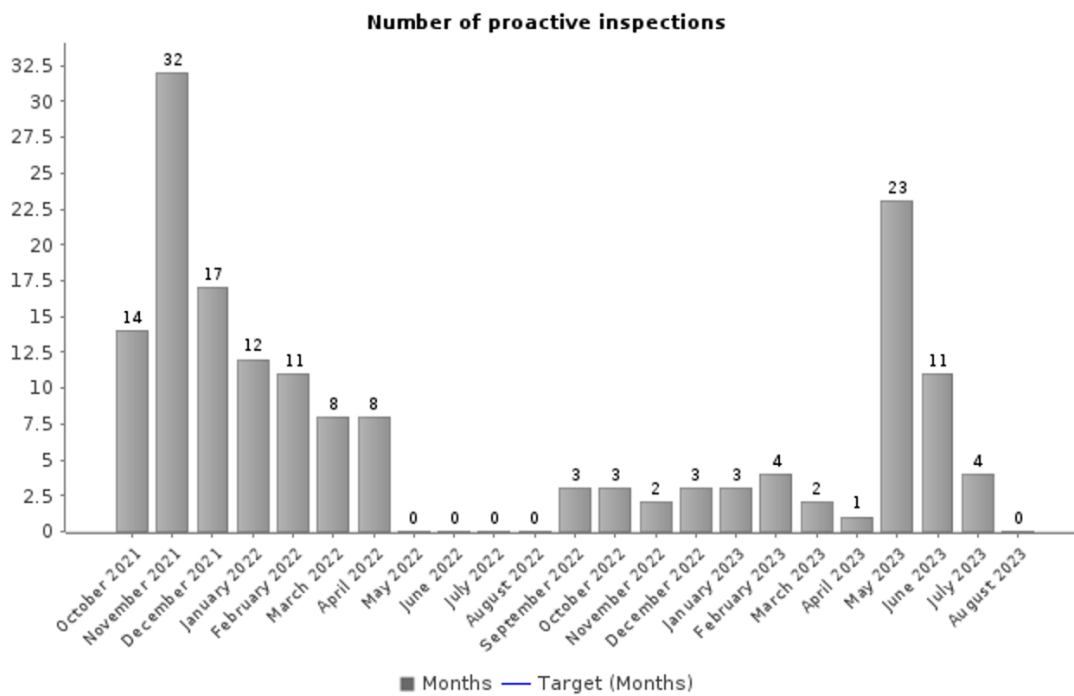
Following the tragic death of Awaab Ishak in which the Coroner attributed prolonged exposure to severe damp and mould as a cause of death there has been a significant amount of activity in the media, from the Government and from the Regulator for Social Housing focussed on the causes and impact of damp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

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

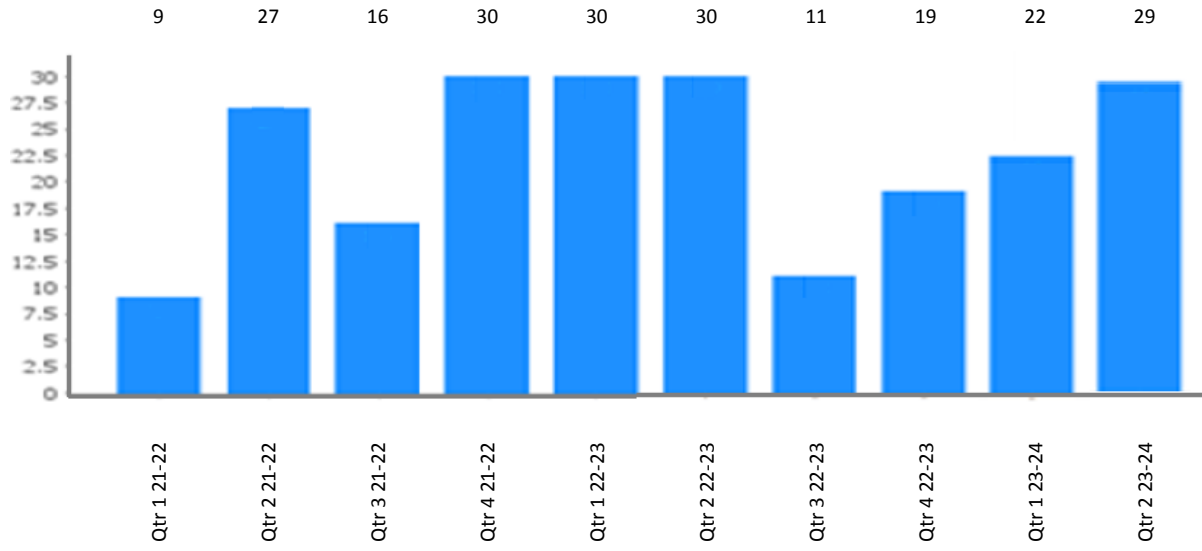
The Secretary of State for Levelling Up, Housing and Communities also contacted local authorities to provide details of approaches to damp and mould in private sector rented properties.

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.

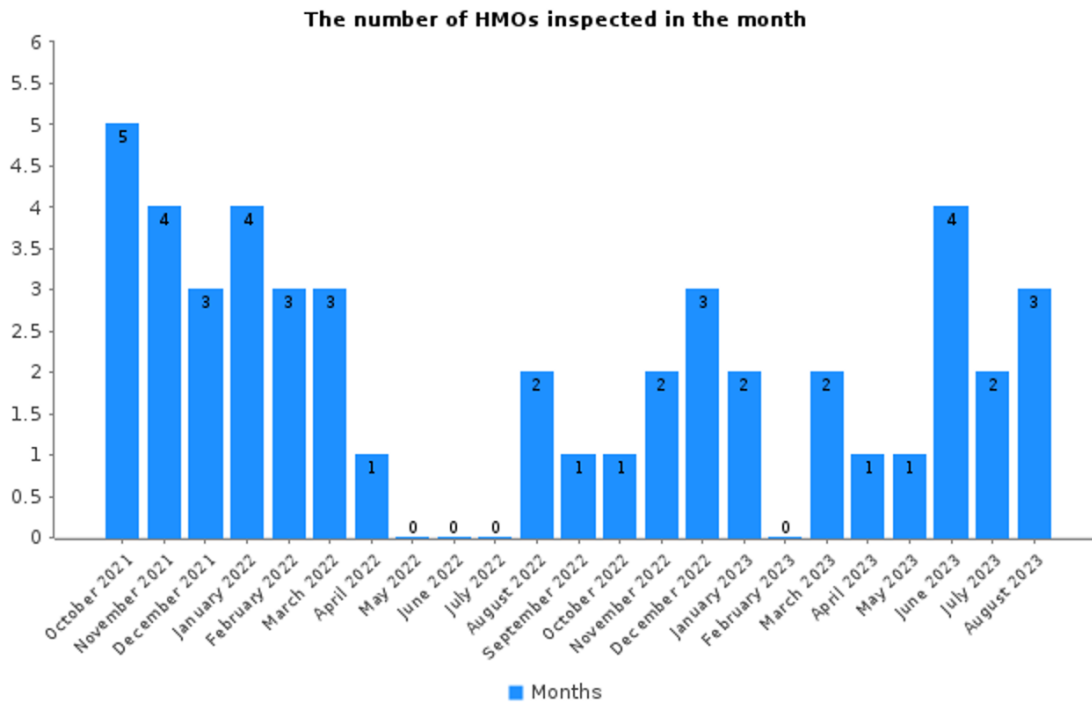
Updated KPIs are as follows:-



Number of disrepair service requests



Q2 23/24 holds July/Aug 23 only



- Number of category 1 Hazards identified as result of inspection - 1
- The number of formal interventions around notice and harassment issues/landlord behaviour – 0
- Number of Improvement Notices served 0
- Number of Prohibition Notices served 1
- Number of Civil Penalties issued other than HMO 0
- Number of Hazard Awareness Notices served 0

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

Tamworth Borough Council Housing Repair Services report the following damp and mould requests April 2023-June 2023

| | |
|---------------------------------------|----|
| Jobs Awaiting Authorisation for Works | 0 |
| Jobs Awaiting Post work inspections | 0 |
| Jobs Awaiting payment to contractor | 0 |
| Jobs Awaiting payment approval | 1 |
| Calls Awaiting job card to be issued | 0 |
| Jobs In progress | 0 |
| Jobs ready for invoicing | 26 |

⁵ [Housing Policies](#)

| | |
|---------------|-----------|
| Jobs rejected | 1 |
| TOTAL | 27 |

July – September 23 Quarter 2

| | |
|---------------------------------------|-----------|
| Jobs Awaiting Authorisation for Works | 0 |
| Jobs Awaiting Post work inspections | 0 |
| Jobs Awaiting payment to contractor | 0 |
| Jobs Awaiting payment approval | 0 |
| Calls Awaiting job card to be issued | 0 |
| Jobs In progress | 3 |
| Jobs ready for invoicing | 27 |
| Jobs rejected | 1 |
| TOTAL | 31 |

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>

**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

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.

The direct NHS referral route has been circulated to the Primary Care Network.

Data will be provided as part of future reports to the Committee and Cabinet where required with 2 referrals and 2 approved in quarter 1 and 6 requests in quarter 2 with 5 approved.

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:

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.

- 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 which has been continued until September 2024)

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

Quarter 1 April – June 2023 reports are included as Appendix 3a,3b, 3c and 3d

The outreach service provided at Heart of Tamworth, due to cease on 30th September as it related directly to Homelessness has now been re-considered and will continue for generalist advice until at least September 2024 with consideration as to whether this can be included into the main Tamworth Advice Centre contract from April 2025.

Key headlines April-June 2023

- Continuing to see an increase in clients with debt concerns coming through via the self-referral route.
- There has been a huge increase in mortgage arrears, rent arrears, council tax and utilities. Credit card debt, unsecured loans, and store cards remain high. This would appear to show the cost-of-living crisis is starting to have a bigger impact on families and shows how clients are trying to cope, with a concerning trend of falling into arrears with priority creditors.
- The level of debt itself is much higher but the numbers of debts has significantly increased too
- Continuing to see clients who cannot afford to remain in private properties where the rent has increased but the LHA rate remains frozen. This is likely to continue, given that the interest rates have risen again, and landlords are passing this cost on or indeed selling their properties, which creates very different issues.
- Financial gains and client outcomes have settled this quarter following a very high number of results in the previous quarter.

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, including referral to the Private Sector team where necessary.

A verbal update on quarter 2 – June – September 2023 will be given at the meeting.

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 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>

The contract for the operation of the Homelessness Hub was awarded to Citizens Advice Mid Mercia in September 2023 in partnership CT CIC, Homestart and Betterway Recovery. Full report has been provided to the Social Housing Committee and the contract monitoring will provide ongoing data.

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 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.

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.

Delivery of the grants has been brought back in house from 1st April 2023. Details provided to the Committee on 22nd January 2023.⁹

Details of current open (known) cases: quarter 1 and Quarter 2 April – September 23

Details of current open (known) cases: **172 as of today**

Referrals Received: Qtr 1 – **38**; Qtr 2 – **33**

Closed Cases: Qtr 1 – **8**; Qtr 2 – **15**

Completed Cases: Qtr 1 – **2**

Disabled Facilities Adaptation (DFA)

Disabled Facilities Adaptations are for Tamworth Borough Council Tenants only.

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

⁹ [Report to H&W 22 JAN 2023](#)

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.

Details of current open (known) cases: quarter 1 and 2 April – September 23

Details of current open (known) cases: **127 as of today**

Referrals Received Qtr 1 - **29** Qtr 2 – **22**

Closed Cases Qtr 1 – **0**; Qtr 2 – **2**

Completed Cases Qtr **1** – **0**; Qtr 2 – **2**

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.

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.

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.

A new memory café has also been given grant funding through a recent community grant.

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
Lisa Hall – Safer Communities and Homes Manager

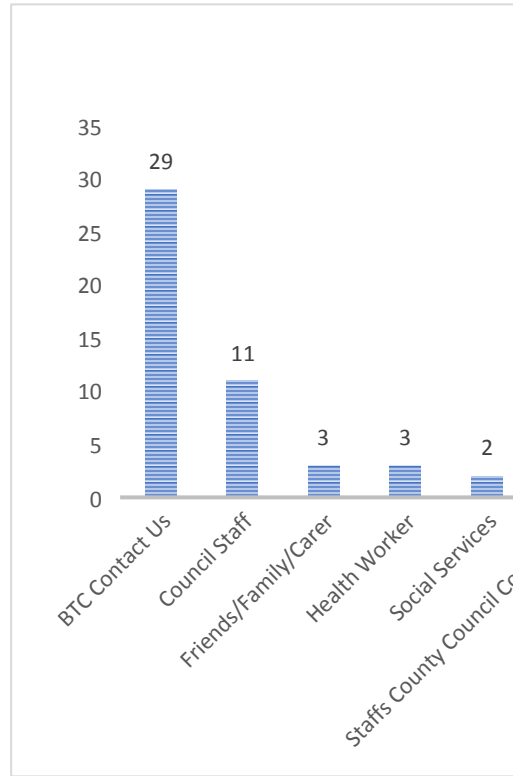
Background Papers

Tamworth Housing Strategy 2020-2025

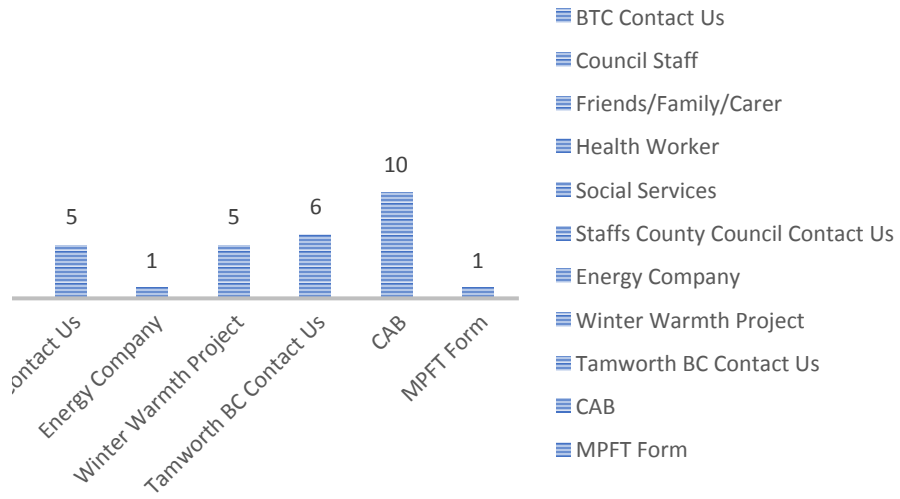
Appendices

Appendix 1 – Staffordshire Health Inequalities Hotspots
Appendix 2 – HEAT Reports
Appendix 3a – 3d Tamworth Advice Centre Reports

| Row Labels | Count of Contact ID (Contact ID) (Contact) |
|----------------------------------|--|
| BTC Contact Us | 29 |
| Council Staff | 11 |
| Friends/Family/Carer | 3 |
| Health Worker | 3 |
| Social Services | 2 |
| Staffs County Council Contact Us | 5 |
| Energy Company | 1 |
| Winter Warmth Project | 5 |
| Tamworth BC Contact Us | 6 |
| CAB | 10 |
| MPFT Form | 1 |
| Grand Total | 76 |



TOTAL



Health Inequalities

Staffordshire Geographical Hotspots

Housing Focus – September 2023

Martin Dudgon

Methodology – Housing focus

Retained from previous indicators:

- Life expectancy at birth, Male
- Life expectancy at birth, Female
- Reception Obesity
- Limiting long-term illness or disability, all ages
- Emergency hospital admissions
- Preventable mortality
- % households that experience fuel poverty

Additional indicators:

- Overcrowded %
- Without central heating %
- Energy Performance Certificate % D to G

Excluded from previous indicators:

- GCSE attainment (9-5 in English and Maths)
- Claimant Count %
- Community care long term service users
- Referrals to Children Social Services
- % of population in most deprived IMD quintile
- Rates of all recorded crime

Methodology – Housing focus

Also considered and ruled out:

IMD 2019 Barriers to housing & Services “wider barriers” sub-domain

- due to overlap with Census 2021 “overcrowding” indicator,
- remaining sub domain elements (homelessness and housing affordability) unable to source data for required level of geography

IMD 2019 Living Environment domain “indoors” sub domain

- due to overlap with Census 2021 “without central heating” indicator,
- remaining sub domain element (housing in poor condition) unable to source data for required level of geography

Census 2021 housing tenure

- % socially rented households and % privately rented households to inform resource allocation in next phase of work

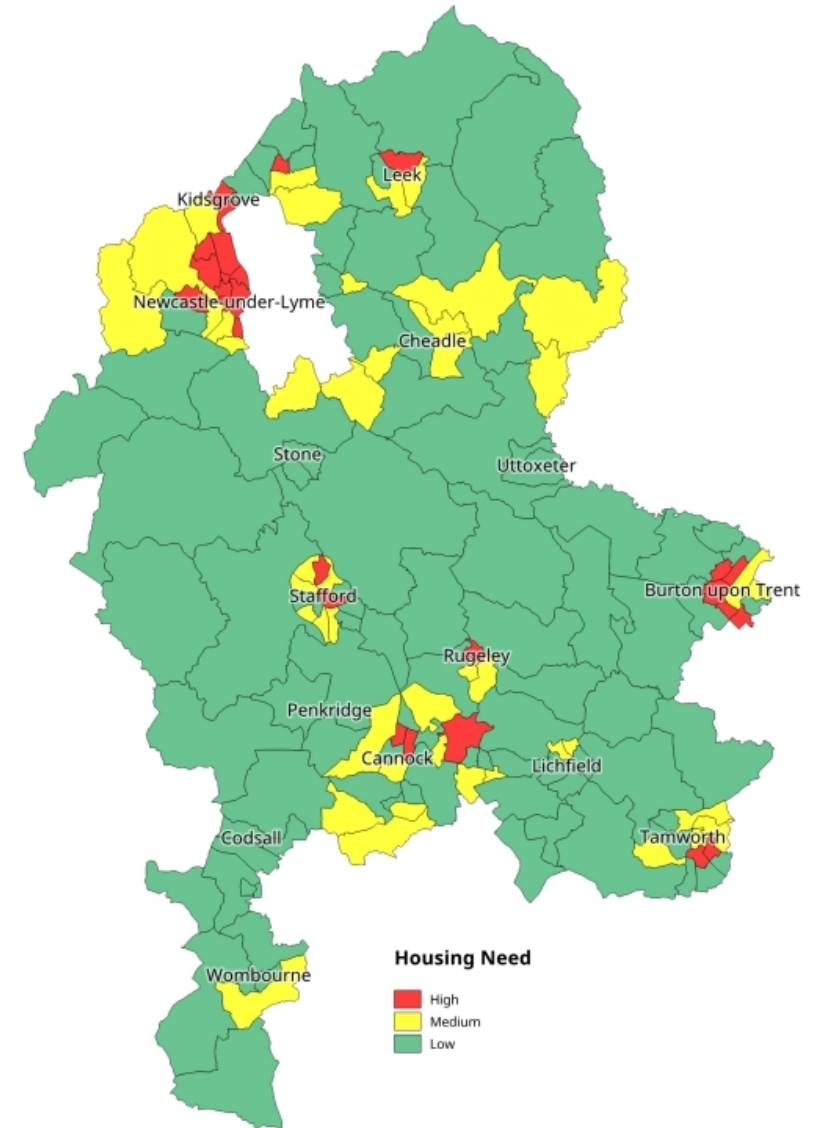


Staffordshire Summary

- Wards assessed based on how they compare to England.
- Wards where performance was worse than the benchmark:
 - For up to two of the indicators (low need); 93 wards
 - For three or four of the indicators (medium need); 46 wards
 - For five or more indicators (high need); 25 wards
- 166,400 or 19% of Staffordshire residents live in a 'high need' area.

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| Age | Low need | Medium need | High need | Total |
|-------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| 0-15 years | 74,300 (50%) | 43,600 (29%) | 31,800 (21%) | 149,700 (100%) |
| 16-64 years | 273,700 (51%) | 153,700 (29%) | 104,900 (20%) | 532,300 (100%) |
| 65+ years | 110,800 (57%) | 53,500 (28%) | 29,800 (15%) | 194,100 (100%) |
| 85+ years | 12,900 (55%) | 6,700 (29%) | 3,900 (17%) | 23,500 (100%) |
| Total population | 458,900 (52%) | 250,900 (29%) | 166,400 (19%) | 876,100 (100%) |



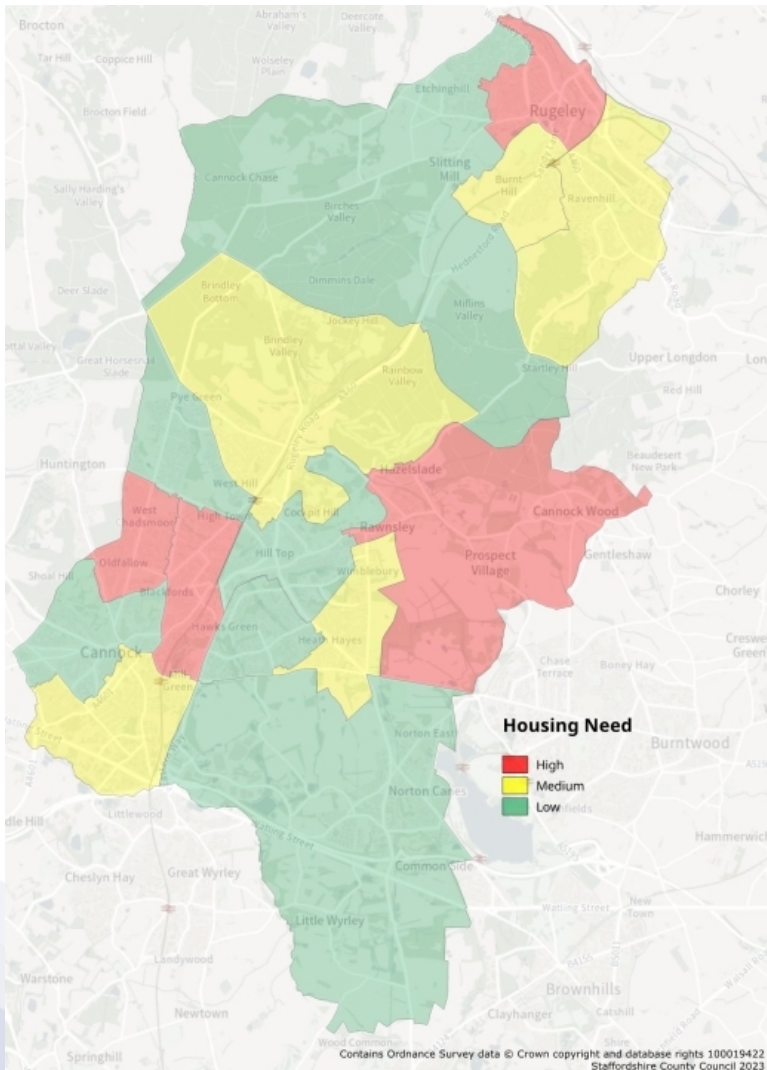
Staffordshire Summary

- The table below shows ‘high need’ wards.
- The indicators marked with a tick are those which are statistically significantly worse than the benchmark.
- Note: South Staffordshire and Lichfield have no ‘high risk’ wards so are not shown in the table below.

| Ward | District | LE at birth (Males) | LE at birth (Females) | Reception obesity | % of people who reported having a limiting long-term illness or disability | Emergency hospital admissions | Preventable mortality | Estimated percentage of households that experience fuel poverty | % without central heating | Overcrowded % | Energy Performance Certificate % D to G | Housing Risk Score |
|--------------------------|-------------------------|---------------------|-----------------------|-------------------|--|-------------------------------|-----------------------|---|---------------------------|---------------|---|--------------------|
| Anglesey | East Staffordshire | | | | | | | | | | | 8 |
| Horninglow | East Staffordshire | | | | | | | | | | | 7 |
| Shobnall | East Staffordshire | | | | | | | | | | | 7 |
| Stapenhill | East Staffordshire | | | | | | | | | | | 7 |
| Bradwell | Newcastle-under-Lyme | | | | | | | | | | | 7 |
| Cross Heath | Newcastle-under-Lyme | | | | | | | | | | | 7 |
| Kidsgrove & Ravenscliffe | Newcastle-under-Lyme | | | | | | | | | | | 7 |
| Town | Newcastle-under-Lyme | | | | | | | | | | | 7 |
| Biddulph East | Staffordshire Moorlands | | | | | | | | | | | 7 |
| Leek North | Staffordshire Moorlands | | | | | | | ✓ | | ✓ | | 7 |
| Cannock North | Cannock Chase | | | | | | | | | | | 6 |
| Eton Park | East Staffordshire | | | | | | | ✓ | | ✓ | ✓ | 6 |
| Holditch & Chesterton | Newcastle-under-Lyme | | | | | | | | | | | 6 |
| May Bank | Newcastle-under-Lyme | | | | | | | ✓ | | ✓ | | 6 |
| Common | Stafford | | | | | | | | | | | 6 |
| Cannock East | Cannock Chase | | | | | | | ✓ | | ✓ | | 5 |
| Rawnsley | Cannock Chase | | | | | | | | | | | 5 |
| Western Springs | Cannock Chase | | | | | | | ✓ | | ✓ | | 5 |
| Clayton | Newcastle-under-Lyme | | | | | | | | | | | 5 |
| Crackley & Red Street | Newcastle-under-Lyme | | | | | | | ✓ | | ✓ | ✓ | 5 |
| Silverdale | Newcastle-under-Lyme | | | | | | | | | | | 5 |
| Wolstanton | Newcastle-under-Lyme | | | | | | | ✓ | | ✓ | ✓ | 5 |
| Forebridge | Stafford | | | | | | | | | | | 5 |
| Belgrave | Tamworth | | | | | | | ✓ | | ✓ | | 5 |
| Glascote | Tamworth | | | | | | | | | | | 5 |

Cannock Chase District

- Four wards identified as having 'high' level of need; accounting for 25,900 residents or 26% of the district population.
- These wards are: Cannock North, Cannock East, Rawnsley and Western Springs.

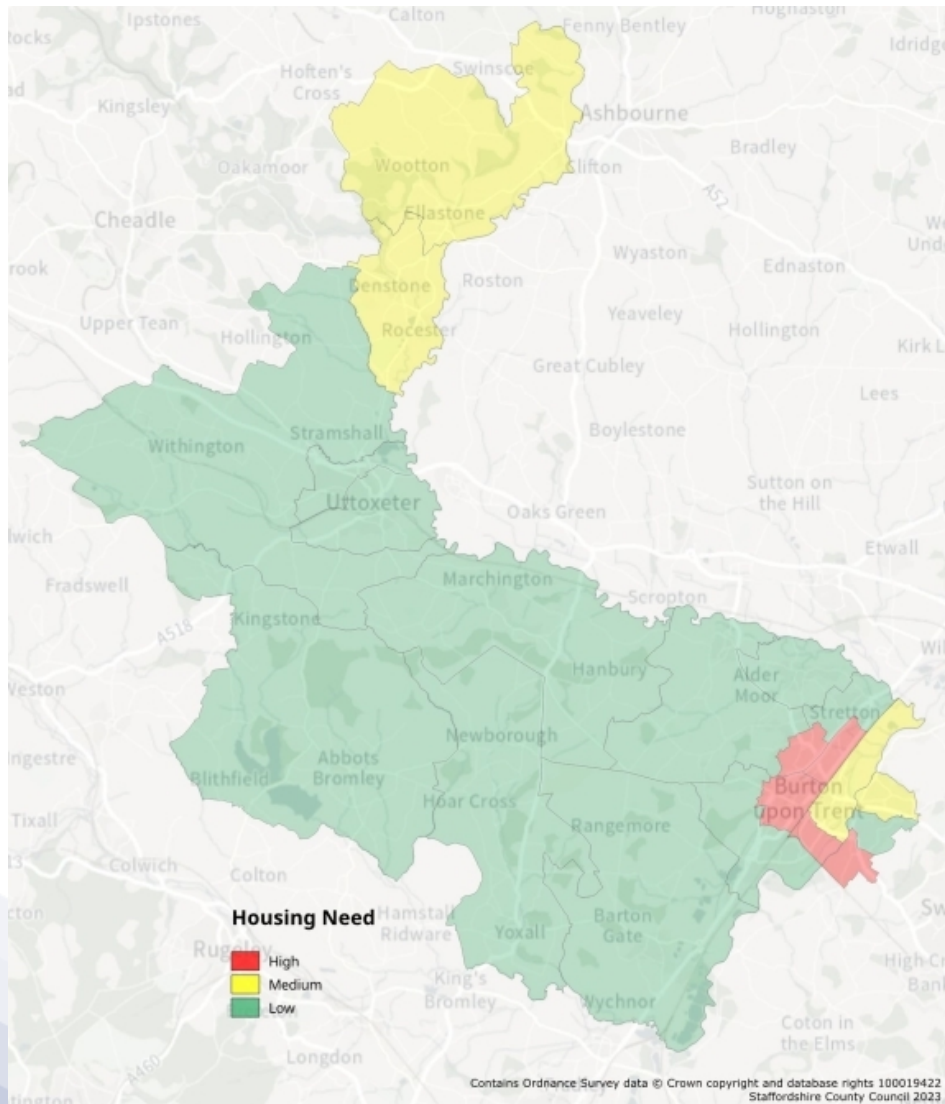


| Ward | LE at birth (Males) | LE at birth (Females) | Reception obesity | % of people who reported having a limiting long-term illness or disability | Emergency hospital admissions | Preventable mortality | Estimated percentage of households that experience fuel poverty | % without central heating | Overcrowded % | Energy Performance Certificate % D to G | Housing Risk Score |
|-----------------|---------------------|-----------------------|-------------------|--|-------------------------------|-----------------------|---|---------------------------|---------------|---|--------------------|
| Cannock North | | | | | | | | | | | 6 |
| Cannock East | | | | | | | | | | | 5 |
| Rawnsley | | | | | | | | | | | 5 |
| Western Springs | | | | | | | | | | | 5 |

| Age | Low need | Medium need | High need | Total |
|-------------------------|-------------------------|-------------------------|-------------------------|---------------------------|
| 0-15 years | 7,300 (41%) | 6,100 (34%) | 4,600 (26%) | 18,000 (100%) |
| 16-64 years | 26,100 (42%) | 21,000 (33%) | 15,800 (25%) | 62,900 (100%) |
| 65+ years | 8,100 (41%) | 6,100 (31%) | 5,400 (28%) | 19,600 (100%) |
| 85+ years | 900 (39%) | 700 (33%) | 600 (28%) | 2,200 (100%) |
| Total population | 41,500 (41%) | 33,100 (33%) | 25,900 (26%) | 100,500 (100%) |

East Staffordshire Borough

- Five wards identified as having ‘high’ level of need; accounting for 41,700 residents or 34% of the borough population.
- These wards are: Anglesey, Horninglow, Shobnall, Stapenhill and Eton Park.



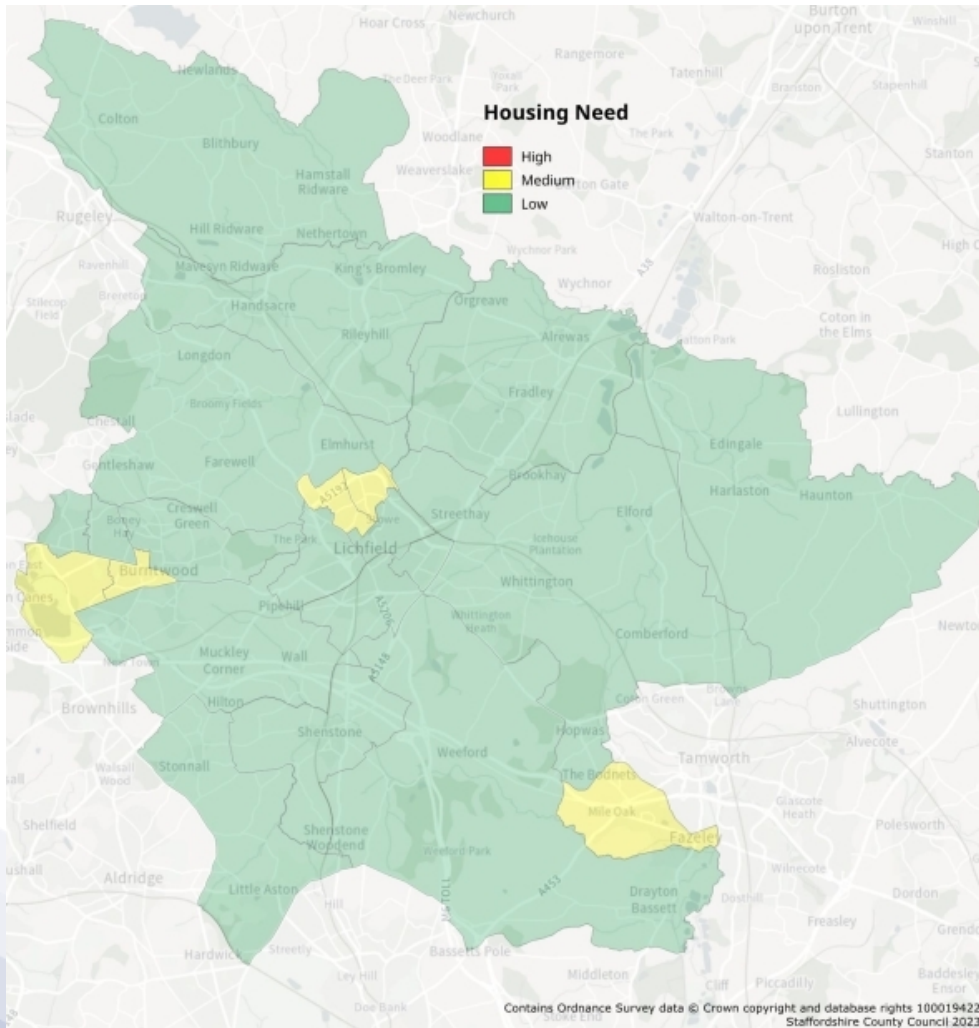
| Ward | LE at birth (Males) | LE at birth (Females) | Reception obesity | % of people who reported having a limiting long-term illness or disability | Emergency hospital admissions | Preventable mortality | Estimated percentage of households that experience fuel poverty | % without central heating | Overcrowded % | Energy Performance Certificate % D to G | Housing Risk Score |
|------------|---------------------|-----------------------|-------------------|--|-------------------------------|-----------------------|---|---------------------------|---------------|---|--------------------|
| Anglesey | | | | | | | | | | | 8 |
| Horninglow | | | | | | | | | | | 7 |
| Shobnall | | | | | | | | | | | 7 |
| Stapenhill | | | | | | | | | | | 7 |
| Eton Park | | | | | | | | | | | 6 |

| Age | Low need | Medium need | High need | Total |
|-------------------------|-------------------------|-------------------------|-------------------------|---------------------------|
| 0-15 years | 11,000 (47%) | 3,200 (14%) | 9,400 (40%) | 23,500 (100%) |
| 16-64 years | 39,500 (51%) | 11,000 (14%) | 26,900 (35%) | 77,400 (100%) |
| 65+ years | 14,300 (62%) | 3,300 (14%) | 5,400 (24%) | 23,100 (100%) |
| 85+ years | 1,800 (61%) | 400 (14%) | 700 (25%) | 2,900 (100%) |
| Total population | 64,800 (52%) | 17,600 (14%) | 41,700 (34%) | 124,000 (100%) |

Lichfield District

- No wards identified as having ‘high’ level of need but five with medium level of need.
- 23% (24,700) of Lichfield’s population is in the medium need group.
- The medium risk wards are Chasetown, Curborough, Fazeley, Chadsmead and Summerfield & All Saints.

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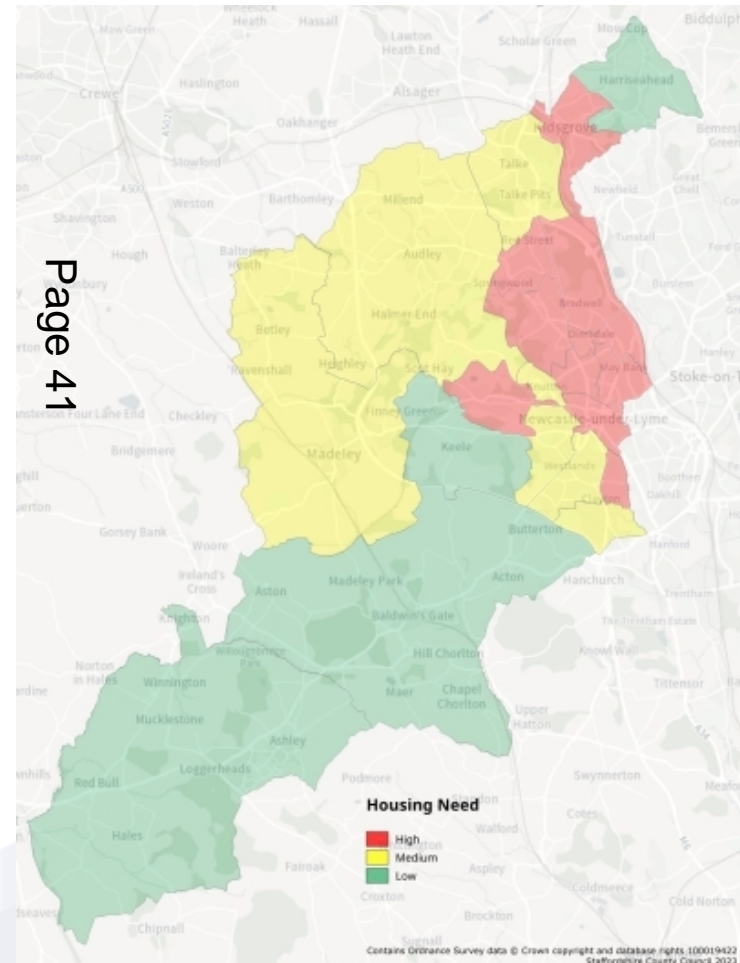
| Ward | LE at birth (Males) | LE at birth (Females) | Reception obesity | % of people who reported having a limiting long-term illness or disability | Emergency hospital admissions | Preventable mortality | Estimated percentage of households that experience fuel poverty | % without central heating | Overcrowded % | Energy Performance Certificate % D to G | Housing Risk Score |
|--------------------------|---------------------|-----------------------|-------------------|--|-------------------------------|-----------------------|---|---------------------------|---------------|---|--------------------|
| Chasetown | | | | | | | | | | | 4 |
| Curborough | | | | | | | | | | | 4 |
| Fazeley | | | | | | | | | | | 4 |
| Chadsmead | | | | | | | | | | | 3 |
| Summerfield & All Saints | | | | | | | | | | | 3 |

| Age | Low need | Medium need | High need | Total |
|-------------------------|-------------------------|-------------------------|-------------------|---------------------------|
| 0-15 years | 13,100 (73%) | 4,800 (27%) | 0 (0%) | 17,900 (100%) |
| 16-64 years | 48,200 (76%) | 14,800 (24%) | 0 (0%) | 63,000 (100%) |
| 65+ years | 20,500 (80%) | 5,100 (20%) | 0 (0%) | 25,500 (100%) |
| 85+ years | 2,400 (80%) | 600 (20%) | 0 (0%) | 2,900 (100%) |
| Total population | 81,700 (77%) | 24,700 (23%) | 0 (0%) | 106,400 (100%) |

Newcastle Borough

- Ten wards identified as having ‘high’ level of need, accounting for 63,400 residents or 51% of the borough population.
- These wards are: Bradwell, Cross Heath, Kidsgrove & Ravenscliffe, Town, Holditch & Chesterton, May Bank, Clayton, Crackley & Red Street, Silverdale and Wolstanton.

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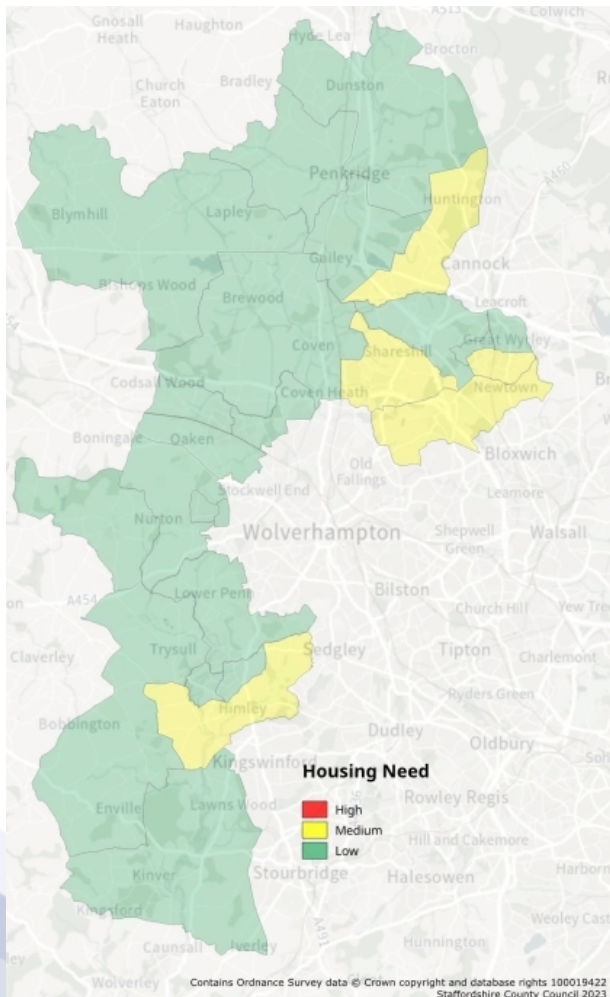
| Ward | LE at birth (Males) | LE at birth (Females) | Reception obesity | % of people who reported having a limiting long-term illness or disability | Emergency hospital admissions | Preventable mortality | Estimated percentage of households that experience fuel poverty | % without central heating | Overcrowded % | Energy Performance Certificate % D to G | Housing Risk Score |
|--------------------------|---------------------|-----------------------|-------------------|--|-------------------------------|-----------------------|---|---------------------------|---------------|---|--------------------|
| Bradwell | | | | | | | | | | | 7 |
| Cross Heath | | | | | | | | | | | 7 |
| Kidsgrove & Ravenscliffe | | | | | | | | | | | 7 |
| Town | | | | | | | | | | | 7 |
| Holditch & Chesterton | | | | | | | | | | | 6 |
| May Bank | | | | | | | | | | | 6 |
| Clayton | | | | | | | | | | | 5 |
| Crackley & Red Street | | | | | | | | | | | 5 |
| Silverdale | | | | | | | | | | | 5 |
| Wolstanton | | | | | | | | | | | 5 |

| Age | Low need | Medium need | High need | Total |
|-------------------------|-------------------------|-------------------------|-------------------------|---------------------------|
| 0-15 years | 1,900 (9%) | 7,400 (37%) | 10,800 (54%) | 20,100 (100%) |
| 16-64 years | 10,200 (13%) | 26,300 (34%) | 40,000 (52%) | 76,400 (100%) |
| 65+ years | 3,500 (13%) | 10,700 (40%) | 12,600 (47%) | 26,700 (100%) |
| 85+ years | 300 (10%) | 1,400 (40%) | 1,800 (50%) | 3,500 (100%) |
| Total population | 15,600 (13%) | 44,300 (36%) | 63,400 (51%) | 123,300 (100%) |

South Staffordshire District

- No wards identified as having ‘high’ level of need, but five wards with medium need; accounting for 25,600 or 23% of the district population.
- These wards are: Essington, Featherstone & Shareshill, Great Wyrley Landywood, Himley & Swindon and Huntington & Hatherton.

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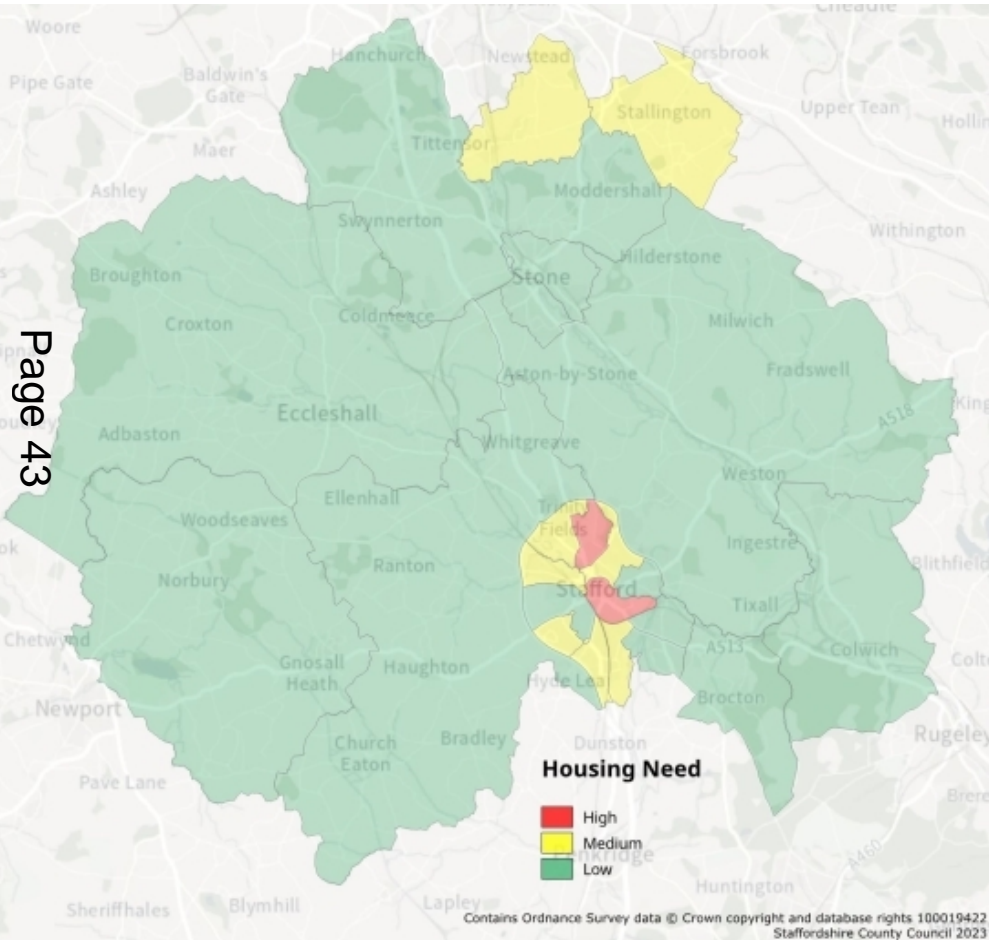
| Ward | LE at birth (Males) | LE at birth (Females) | Reception obesity | % of people who reported having a limiting long-term illness or disability | Emergency hospital admissions | Preventable mortality | Estimated percentage of households that experience fuel poverty | % without central heating | Overcrowded % | Energy Performance Certificate % D to G | Housing Risk Score |
|-----------------------------|---------------------|-----------------------|-------------------|--|-------------------------------|-----------------------|---|---------------------------|---------------|---|--------------------|
| Essington | | | | | | | | | | | 3 |
| Featherstone and Shareshill | | | | | | | | | | | 3 |
| Great Wyrley Landywood | | | | | | | | | | | 3 |
| Himley and Swindon | | | | | | | | | | | 3 |
| Huntington and Hatherton | | | | | | | | | | | 3 |

| Age | Low need | Medium need | High need | Total |
|-------------------------|-------------------------|-------------------------|-------------------|---------------------------|
| 0-15 years | 13,300 (78%) | 3,800 (22%) | 0 (0%) | 17,100 (100%) |
| 16-64 years | 48,900 (75%) | 16,700 (25%) | 0 (0%) | 65,600 (100%) |
| 65+ years | 22,700 (82%) | 5,000 (18%) | 0 (0%) | 27,700 (100%) |
| 85+ years | 2,800 (81%) | 700 (19%) | 0 (0%) | 3,500 (100%) |
| Total population | 84,900 (77%) | 25,600 (23%) | 0 (0%) | 110,500 (100%) |

Stafford Borough

- Two wards identified as having ‘high’ level of need; accounting for 8,200 residents or 6% of the borough population.
- These wards are: Common and Forebridge.

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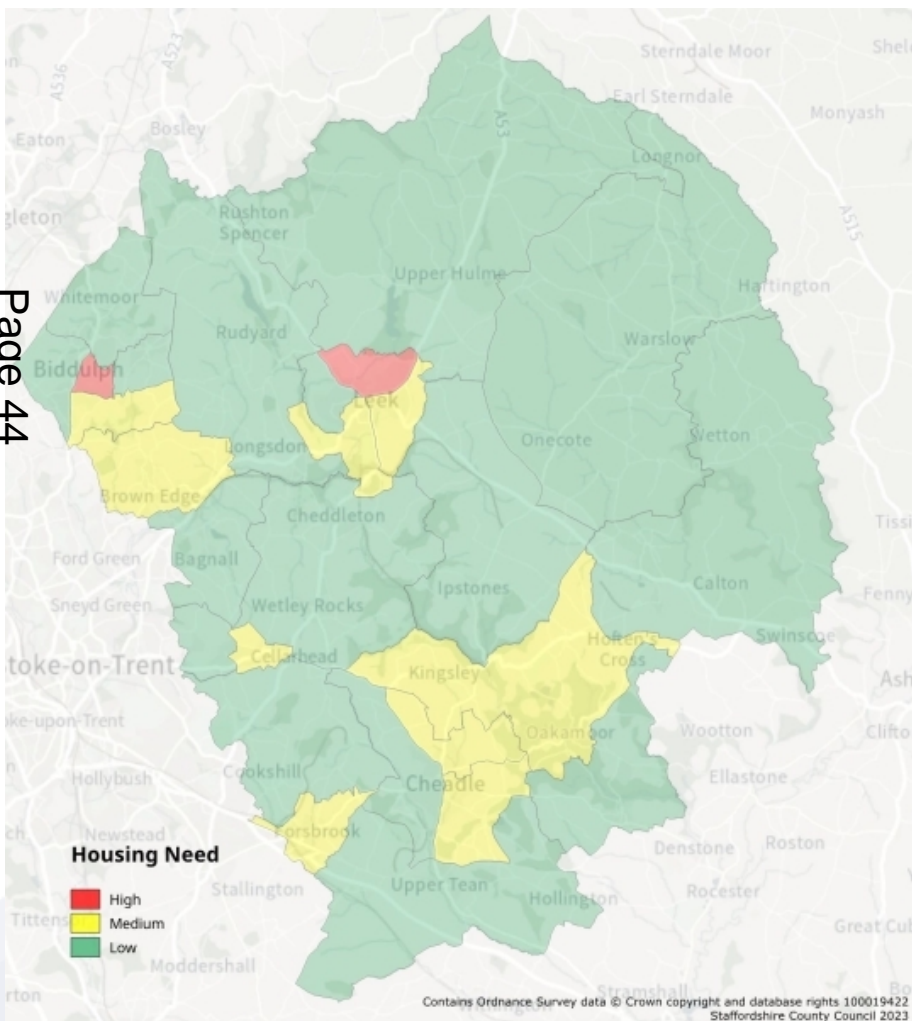
| Ward | LE at birth (Males) | LE at birth (Females) | Reception obesity | % of people who reported having a limiting long-term illness or disability | Emergency hospital admissions | Preventable mortality | Estimated percentage of households that experience fuel poverty | % without central heating | Overcrowded % | Energy Performance Certificate % D to G | Housing Risk Score |
|------------|---------------------|-----------------------|-------------------|--|-------------------------------|-----------------------|---|---------------------------|---------------|---|--------------------|
| Common | | | | | | | | | | | 6 |
| Forebridge | | | | | | | | | | | 5 |

| Age | Low need | Medium need | High need | Total |
|-------------------------|-------------------------|-------------------------|-----------------------|---------------------------|
| 0-15 years | 13,400 (58%) | 8,500 (37%) | 1,300 (6%) | 23,300 (100%) |
| 16-64 years | 48,200 (59%) | 28,400 (35%) | 5,500 (7%) | 82,100 (100%) |
| 65+ years | 20,900 (66%) | 9,200 (29%) | 1,400 (4%) | 31,400 (100%) |
| 85+ years | 2,500 (64%) | 1,200 (30%) | 200 (6%) | 3,900 (100%) |
| Total population | 82,500 (60%) | 46,200 (34%) | 8,200 (6%) | 136,800 (100%) |

Staffordshire Moorlands District

- Two wards identified as having a ‘high’ level of need; accounting for 11,600 residents or 12% of the district population.
- These wards are: Leek North and Biddulph East .

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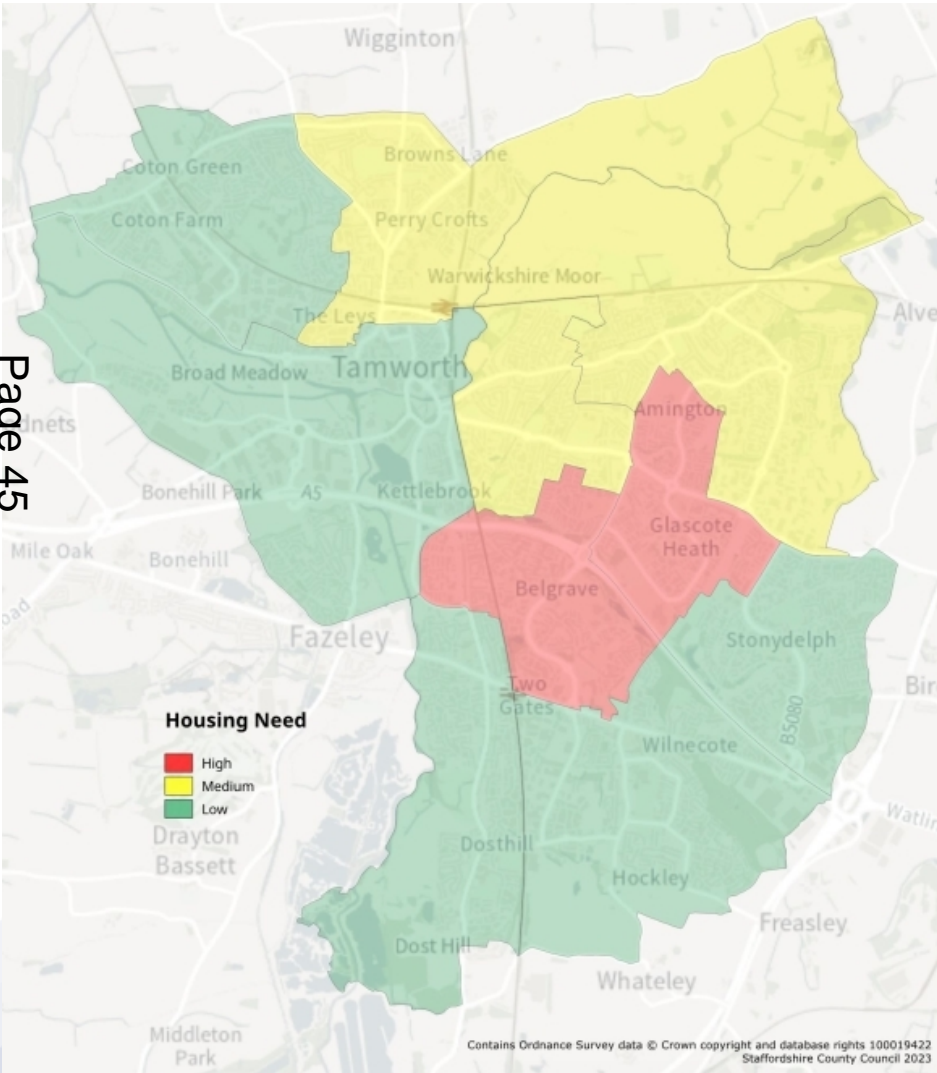


| Ward | LE at birth (Males) | LE at birth (Females) | Reception obesity | % of people who reported having a limiting long-term illness or disability | Emergency hospital admissions | Preventable mortality | Estimated percentage of households that experience fuel poverty | % without central heating | Overcrowded % | Energy Performance Certificate % D to G | Housing Risk Score |
|---------------|---------------------|-----------------------|-------------------|--|-------------------------------|-----------------------|---|---------------------------|---------------|---|--------------------|
| Biddulph East | | | | | | | | | | | 7 |
| Leek North | | | | | | | | | | | 7 |

| Age | Low need | Medium need | High need | Total |
|-------------------------|-------------------------|-------------------------|-------------------------|--------------------------|
| 0-15 years | 7,300 (49%) | 5,300 (36%) | 2,400 (16%) | 15,000 (100%) |
| 16-64 years | 28,000 (50%) | 20,700 (37%) | 7,100 (13%) | 55,700 (100%) |
| 65+ years | 13,600 (54%) | 9,400 (37%) | 2,100 (8%) | 25,100 (100%) |
| 85+ years | 1,500 (48%) | 1,200 (40%) | 400 (12%) | 3,000 (100%) |
| Total population | 48,900 (51%) | 35,400 (37%) | 11,600 (12%) | 95,800 (100%) |

Tamworth Borough

- Two wards identified as having ‘high’ level of need; accounting for 15,600 residents or 20% of the borough population.
- These wards are: Belgrave and Glascote .



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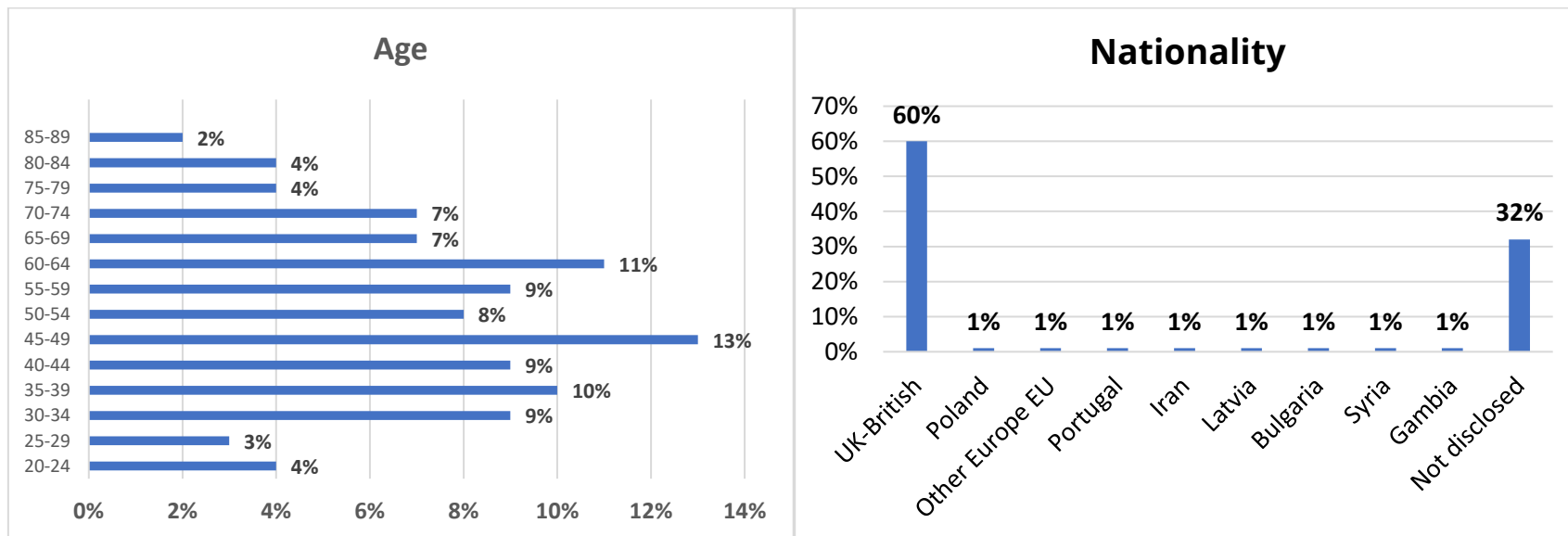
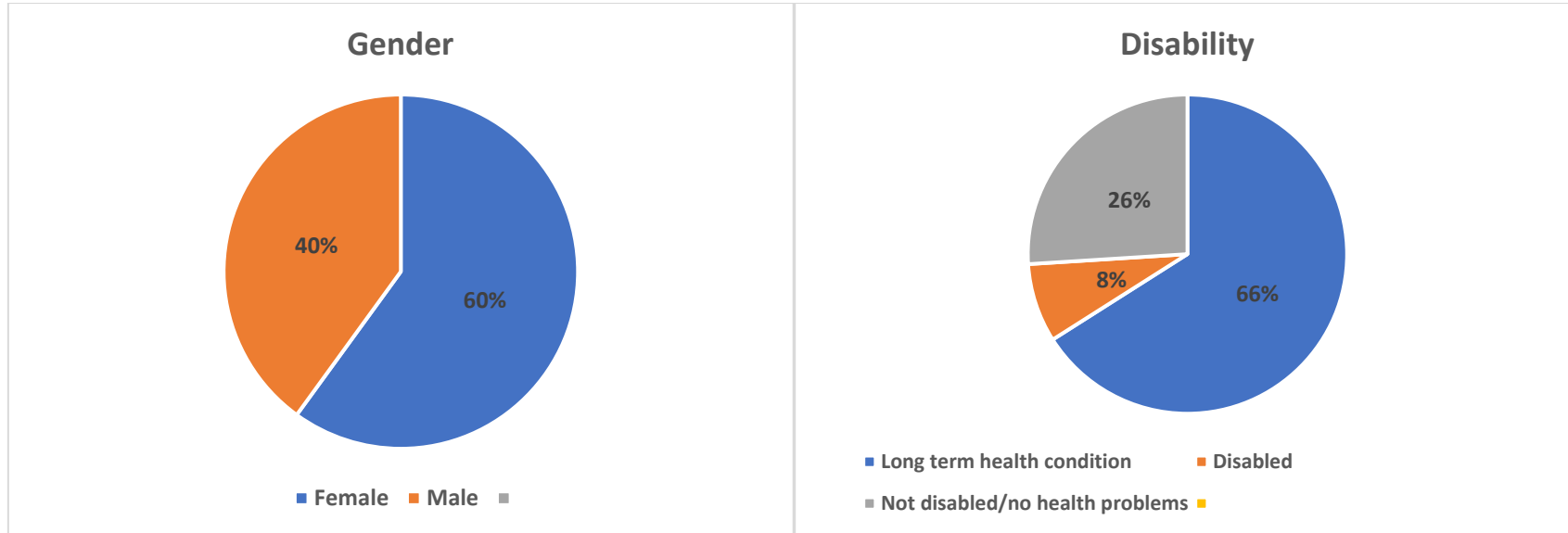
| Ward | LE at birth (Males) | LE at birth (Females) | Reception obesity | % of people who reported having a limiting long-term illness or disability | Emergency hospital admissions | Preventable mortality | Estimated percentage of households that experience fuel poverty | % without central heating | Overcrowded % | Energy Performance Certificate % D to G | Housing Risk Score |
|----------|---------------------|-----------------------|-------------------|--|-------------------------------|-----------------------|---|---------------------------|---------------|---|--------------------|
| Belgrave | | | | | | | | | | | 5 |
| Glascote | | | | | | | | | | | 5 |

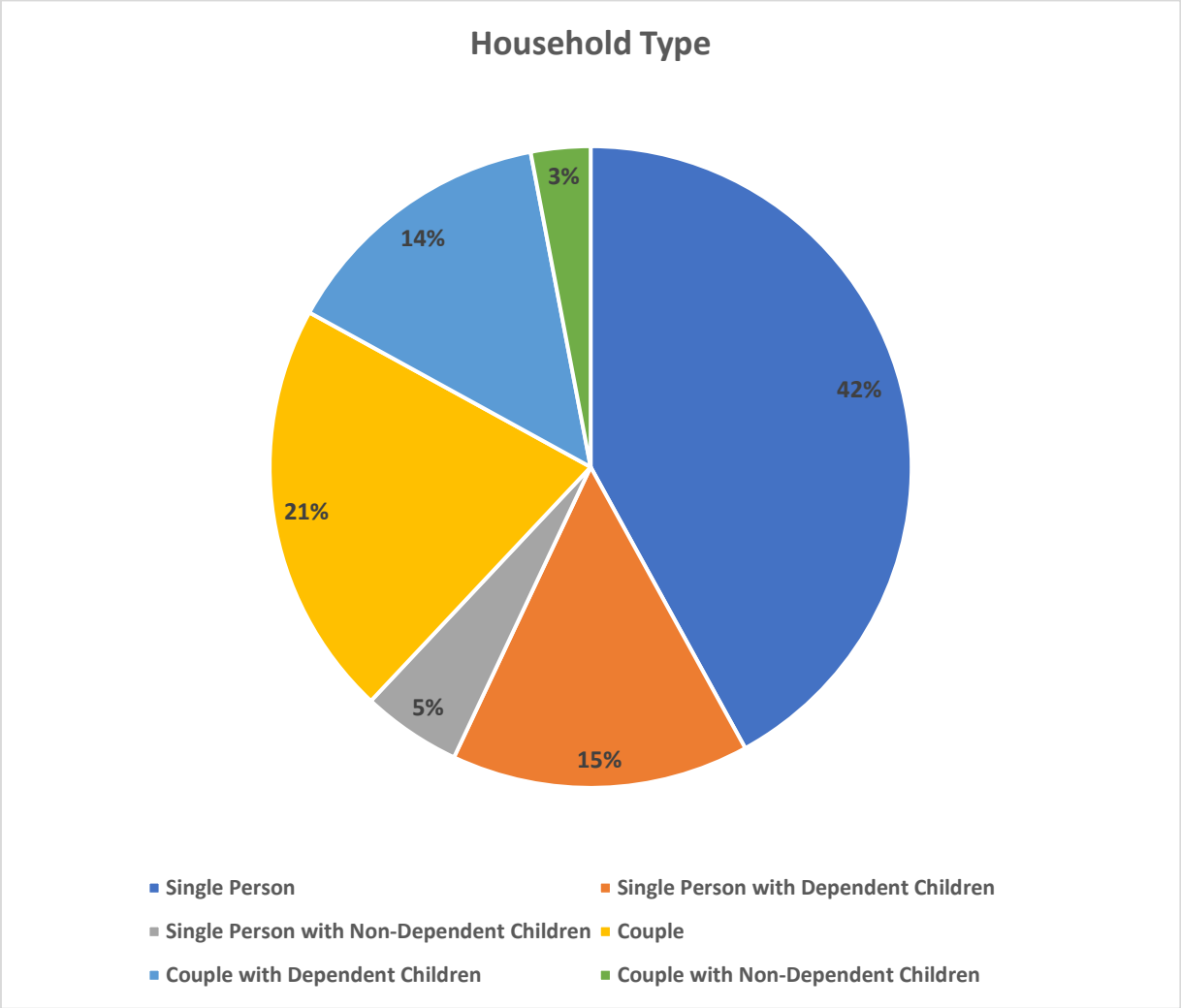
| Age | Low need | Medium need | High need | Total |
|-------------------------|---------------------|---------------------|---------------------|----------------------|
| 0-15 years | 7,100 (48%) | 4,400 (30%) | 3,300 (22%) | 14,900 (100%) |
| 16-64 years | 24,600 (50%) | 14,800 (30%) | 9,500 (19%) | 48,900 (100%) |
| 65+ years | 7,400 (49%) | 4,800 (32%) | 2,800 (19%) | 14,900 (100%) |
| 85+ years | 700 (48%) | 600 (36%) | 200 (15%) | 1,500 (100%) |
| Total population | 39,000 (50%) | 24,000 (31%) | 15,600 (20%) | 78,700 (100%) |

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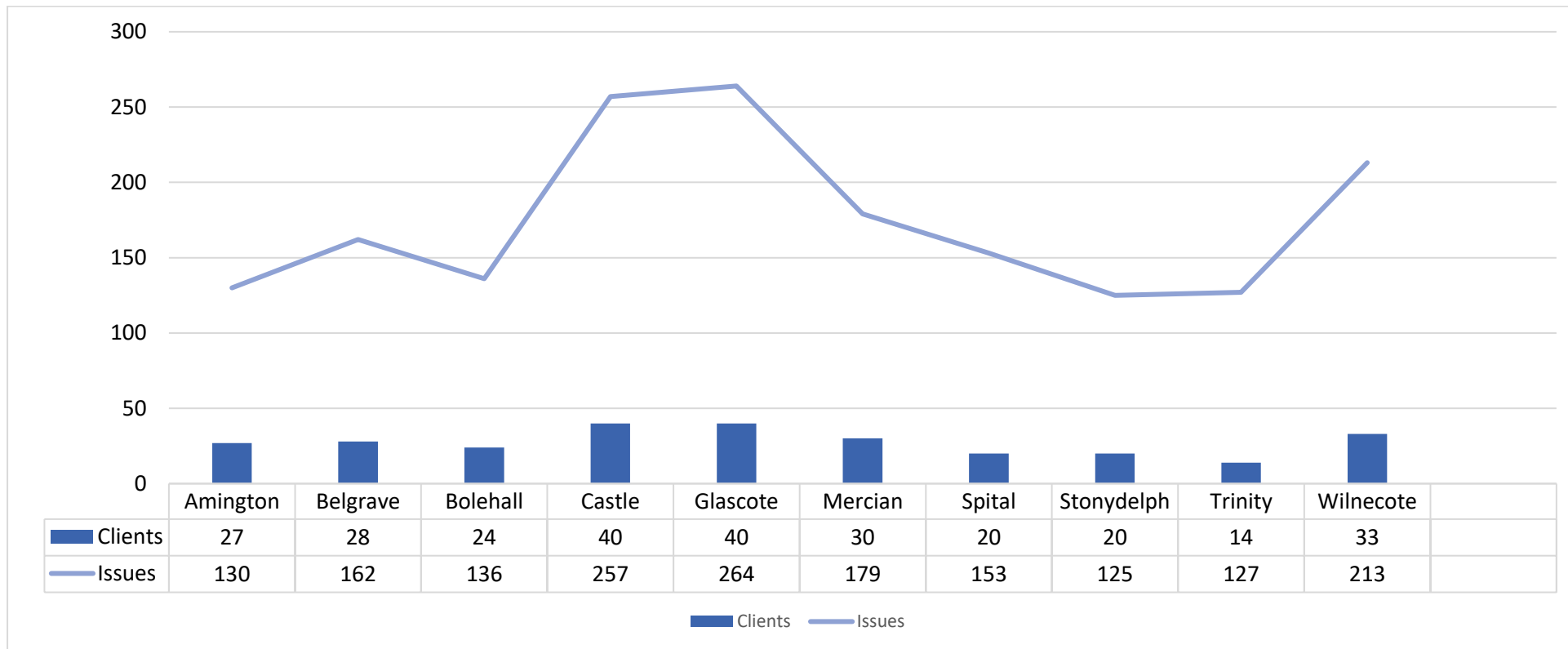
Total number of clients in the quarter = 276

Breakdown of client demographics (Q1 2023)

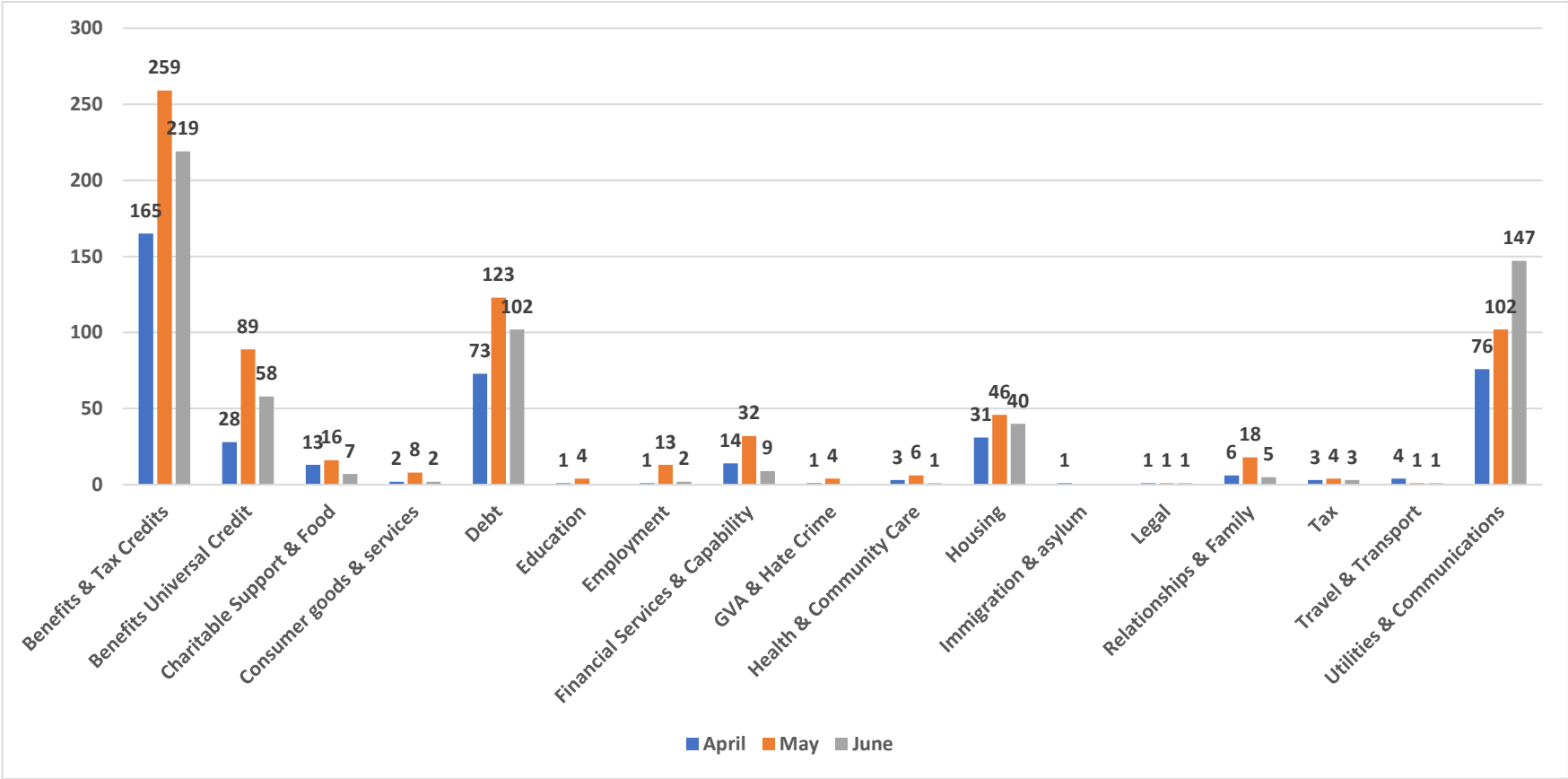




Tamworth Debt and Generalist Advice Project - Breakdown of clients and issues by Ward (Q1 2023)



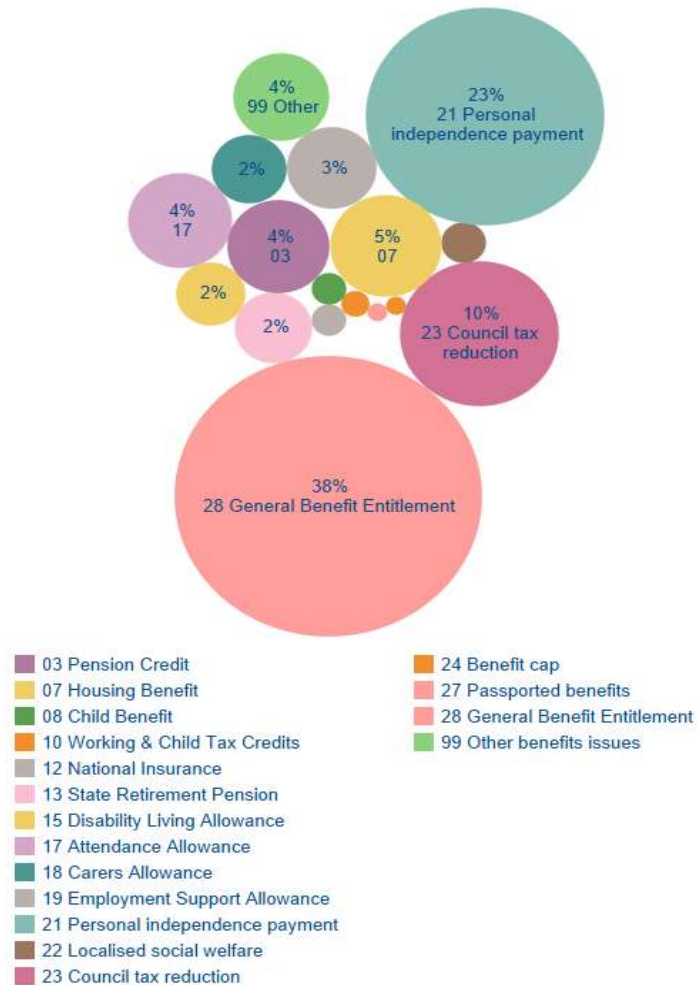
Tamworth Debt and Generalist Advice Project - Breakdown of reported issues (Q1 2023)



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

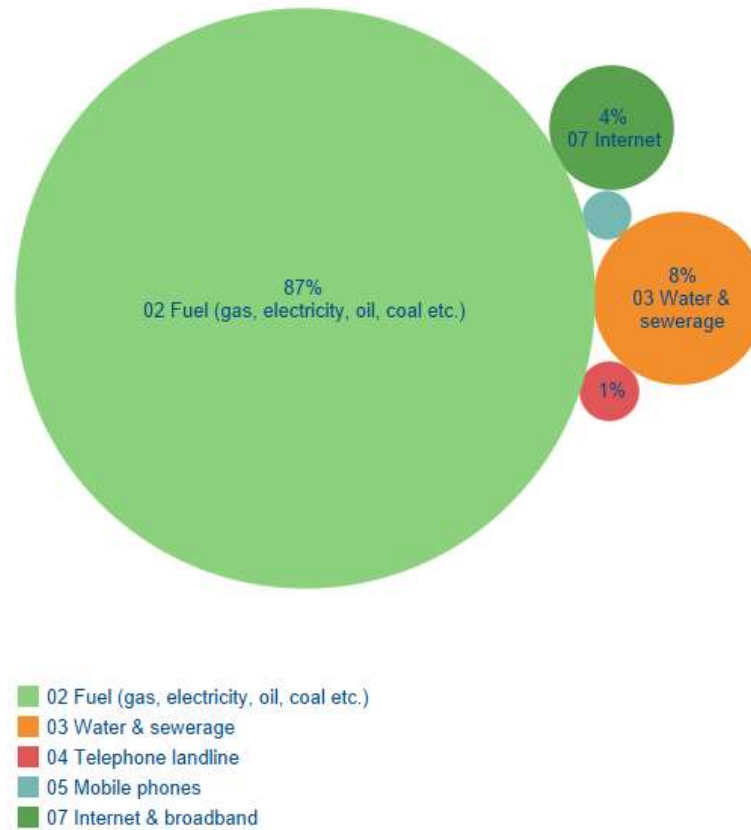
(Q1 2023)

Benefits & Tax Credits accounted for the majority of reported issues across the quarter (36%/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 (Q1 2023)

Utilities & Communications issues accounted for the second highest reported issues across the quarter (19%/325 issues). The percentage split of the issues surrounding Utilities & Communications are reported as follows:



Tamworth Debt and Generalist Advice Project – Number of Contacts by Channel (Q1 2023)

| | In person | Letter | Email | Adviceline Phone | Telephone | Grand Total |
|--------------------|------------------|---------------|--------------|-------------------------|------------------|--------------------|
| April 2023 | 10 | 52 | 55 | 74 | 124 | 315 |
| May 2023 | 16 | 46 | 39 | 92 | 171 | 364 |
| June 2023 | 4 | 57 | 33 | 77 | 178 | 349 |
| Grand Total | 30 | 155 | 127 | 243 | 473 | 1028 |

Tamworth Debt and Generalist Advice Project – Client Outcomes (Q1 2023)

| | Number of outcomes | Client count | Amount | Average per outcome | Average per client |
|---|--------------------|--------------|----------|---------------------|--------------------|
| £150 Disability payment | 2 | 2 | £300 | £150 | £150 |
| Access to, or provision of accommodation bid successful | 1 | 1 | £0 | £0 | £0 |
| Application made to energy trust fund | 1 | 1 | £6,900 | £6,900 | £6,900 |
| Application made to govt scheme for financial help/energy efficiency measures | 1 | 1 | £150 | £150 | £150 |
| Bailiff's action stopped/suspended/prevented | 3 | 3 | £0 | £0 | £0 |
| Benefit / tax credit gain - a new award or increase | 56 | 31 | £167,598 | £2,993 | £5,406 |
| Benefit / tax credit gain - award or increase following revision or appeal | 5 | 4 | £16,700 | £3,340 | £4,175 |
| Benefit / tax credit gain - Money put back into payment | 2 | 2 | £5,850 | £2,925 | £2,925 |
| Benefit / tax credit maintained | 16 | 5 | £0 | £0 | £0 |
| Better deal with same supplier | 1 | 1 | £400 | £400 | £400 |
| Blue badge - obtained | 3 | 2 | £0 | £0 | £0 |
| Budgeting change | 1 | 1 | £0 | £0 | £0 |
| Charitable payment | 2 | 2 | £165 | £83 | £83 |
| Claim or complaint - not possible | 5 | 3 | £0 | £0 | £0 |
| Client familiarised with how UC works and what it means for them | 5 | 3 | £0 | £0 | £0 |
| Complaint resolved | 2 | 2 | £0 | £0 | £0 |
| Debt write off - other | 6 | 5 | £3,737 | £623 | £747 |
| DMP - debt management plan | 5 | 2 | £0 | £0 | £0 |
| DRO - debt relief order | 10 | 3 | £17,000 | £1,700 | £5,667 |
| Financial gain/improvement | 2 | 1 | £2,200 | £1,100 | £2,200 |
| Financial situation stabilised / debts under control | 18 | 8 | £0 | £0 | £0 |

| | | | | | |
|--------------------------------------|------------|------------|-----------------|------|------|
| Food provision / referral | 6 | 4 | £310 | £52 | £78 |
| Fuel Voucher | 8 | 7 | £1,500 | £188 | £214 |
| Hygiene - Bank | 2 | 2 | £20 | £10 | £10 |
| Improved health / capacity to manage | 113 | 62 | £0 | £0 | £0 |
| Income Maximisation | 1 | 1 | £100 | £100 | £100 |
| Not liable for debt | 1 | 1 | £977 | £977 | £977 |
| Other savings achieved | 14 | 14 | £2,177 | £155 | £155 |
| Repayment negotiated | 17 | 10 | £3,179 | £187 | £318 |
| Tax return completed | 1 | 1 | £0 | £0 | £0 |
| Token payments | 3 | 1 | £27 | £9 | £27 |
| Grand Total | 314 | 187 | £231,990 | | |

| Quarterly Comparison | Q2 | Q3 | Q4 | Q1 | Grand Total |
|-----------------------------|-----------|-----------|-----------|-----------|--------------------|
| No. of outcomes | 364 | 427 | 404 | 314 | 1,109 |
| Client count | 238 | 338 | 251 | 187 | 1,014 |
| Amount | £203,405 | £225,782 | £355,849 | £231,990 | £1,017,026 |

Tamworth Debt and Generalist Advice Project – Debt (Q1 2023)

| Type of Debt | April | | May | | June | | Q1 Total | | Previous Quarter Total | |
|---|-------|------------|-----|------------|------|------------|----------|------------|------------------------|-------------|
| Detail | No | Amount | No | Amount | No | Amount | No | Amount | No | Amount |
| Benefit overpayment (not HB) | 2 | £40,254.06 | 4 | £15,527.40 | 3 | £20,370 | 9 | £76,151.46 | 4 | £1,600 |
| Budgeting advance on UC | | | 8 | £3,589.35 | 11 | £100 | 19 | £3,689.35 | | |
| Business utility/Water arrears (still trading/current supplier) | | | 1 | £100 | 1 | £203.03 | 2 | £303.03 | | |
| Buy now pay later (BNPL) | | | 1 | £160 | | | 1 | £160 | | |
| Catalogue / Mail order | 4 | £1,241 | 7 | £4062.83 | 1 | £250 | 12 | £5,553.83 | 21 | £30,911.56 |
| CCJ (Origin unknown) | 2 | £3,693 | | | | | 2 | £3,693 | | |
| Council tax | 3 | £3,218.35 | 37 | £37,438.82 | 29 | £17,111.33 | 69 | £57,768.50 | 32 | £42,230.15 |
| Credit Card | 19 | £62,664.92 | 13 | £19,763 | 13 | £11,343.56 | 45 | £93,771.48 | 60 | £120,756.54 |
| Credit union loan | | | 1 | £300 | | | 1 | £300 | | |
| Dual Fuel | 3 | £2,780 | 9 | £20,862.22 | 11 | £10,481.94 | 23 | £34,124.16 | 7 | £11,300 |
| Electric | 4 | £3,835.23 | 10 | £10,135.24 | 5 | £9,240 | 19 | £23,210.47 | 8 | £14,337 |
| Friends/Family | | | 4 | £9,100 | | | 4 | £9,100 | | |
| Gas | 2 | £1,911.84 | 3 | £3,760 | 4 | £4,178 | 9 | £9,849.84 | 2 | £1,712 |
| Gas / Electricity / Dual Fuel Arrears (former supplier) | 4 | £3,992 | 1 | £600 | 1 | £52 | 6 | £4,644 | 8 | £4,906.35 |

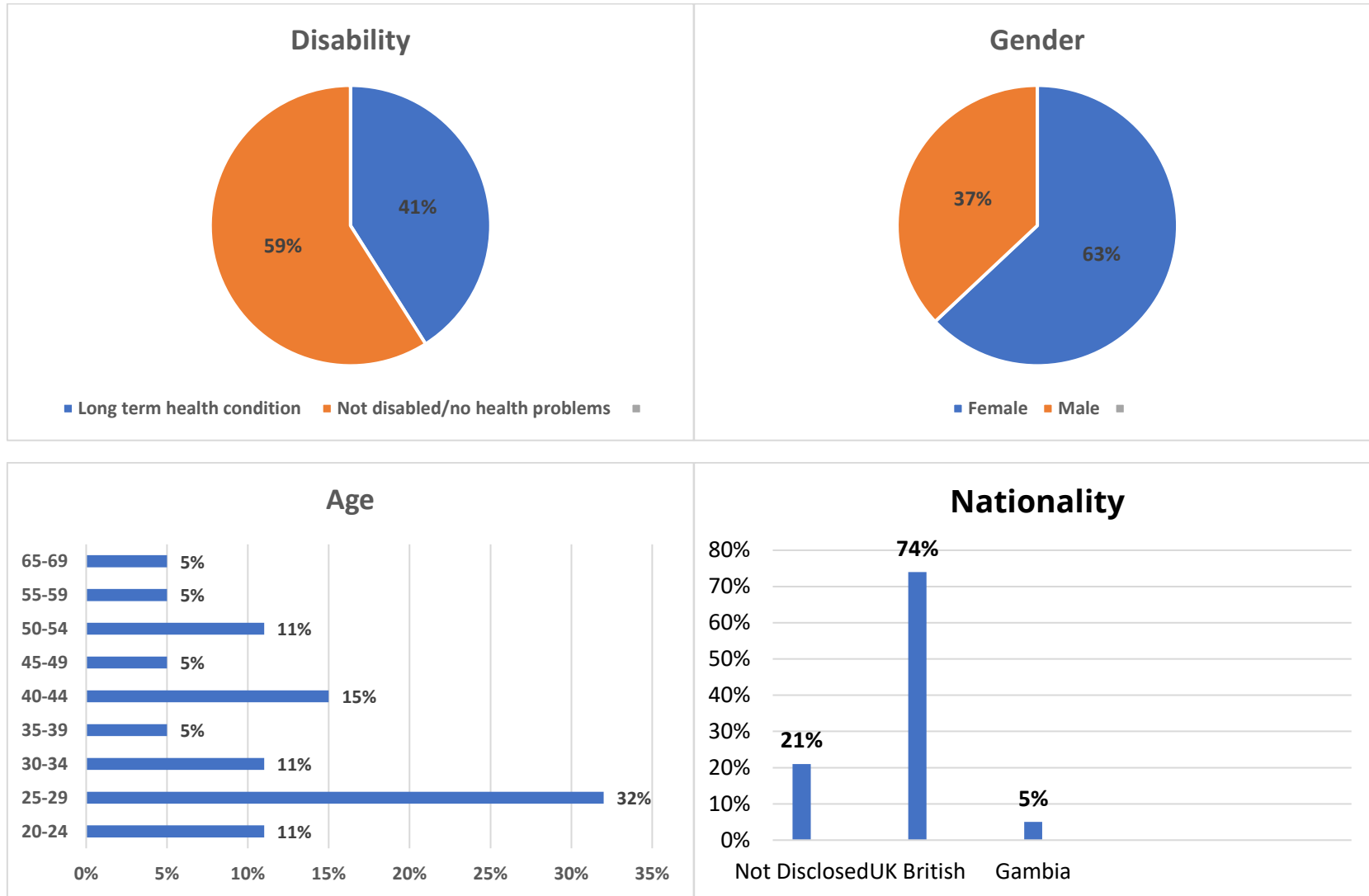
| | | | | | | | | | | |
|---|----|-----------|----|------------|----|------------|----|------------|----|------------|
| Hire Purchase (HP)/Conditional Sale | | | 3 | £6,737 | | | 3 | £6,737 | | |
| HMRC Tax Credit Overpayment | | | 5 | £6,963.95 | 1 | £100 | 6 | £7,063.95 | | |
| Housing Benefit Overpayment | | | 3 | £22,000 | 1 | £20,000 | 4 | £42,000 | | |
| Income Tax Arrears | | | 3 | £21,013.79 | | | 3 | £21,013.79 | | |
| Insurance | | | 2 | £61.05 | 1 | £103 | 3 | £164.05 | | |
| Magistrates Court Fine Arrears | | | 1 | £428 | 3 | £3,155 | 4 | £3,583 | | |
| Mobile phone | 2 | £1,030 | 1 | £37 | 2 | £146.98 | 5 | £1,213.98 | 10 | £5,257.06 |
| Mortgage Arrears | 2 | £58,655 | 6 | £17,992.71 | | | 8 | £76,647.71 | 4 | £15,012.78 |
| Mortgage Shortfall | | | | | 3 | £56,797.50 | 3 | £56,797.50 | | |
| Other non-priority debt | 3 | £4,547.84 | 16 | £5,630.04 | 13 | £6,222.97 | 32 | £16,400.85 | 21 | £21,026.75 |
| Other priority debt | 1 | £2,000 | | | | | 1 | £2,000 | | |
| Overdraft | 8 | £8,797 | 6 | £3,329 | 8 | £2,397.24 | 22 | £14,523.24 | 18 | £15,109.85 |
| Parking/Traffic Penalty Charge Notice (PCN) | | | 3 | £2,300 | | | 3 | £2,300 | | |
| Payday Loan | | | 4 | £5,776 | | | 4 | £5,776 | | |
| Rent Arrears | | | 15 | £17,450.50 | 14 | £26,977.06 | 29 | £44,427.56 | | |
| Rent Arrears (former tenancy) | | | 3 | £9,839.28 | 1 | £1,000 | 4 | £10,839.28 | | |
| Short term benefits or UC advance | 1 | £500 | 4 | £333.30 | 10 | £2,454.95 | 15 | £3,288.25 | 4 | £1,023.74 |
| Social Fund Budgeting Loan | | | 2 | £857 | 4 | £1,232 | 6 | £2,089 | | |
| Store Card | 12 | £11,260 | 4 | £1,688 | 2 | £770.01 | 18 | £13,718.01 | 6 | £11,383.69 |
| Student loan | 2 | £100 | | | | | 2 | £100 | | |
| Telecoms Packages (tv, phone and internet) | 11 | £7,168 | 2 | £119 | 19 | £13,983.40 | 32 | £21,270.40 | 5 | £652.50 |
| Telephone/Broadband | 2 | £3,800 | 3 | £856.69 | 5 | £794.25 | 10 | £5,450.94 | 2 | £720.54 |

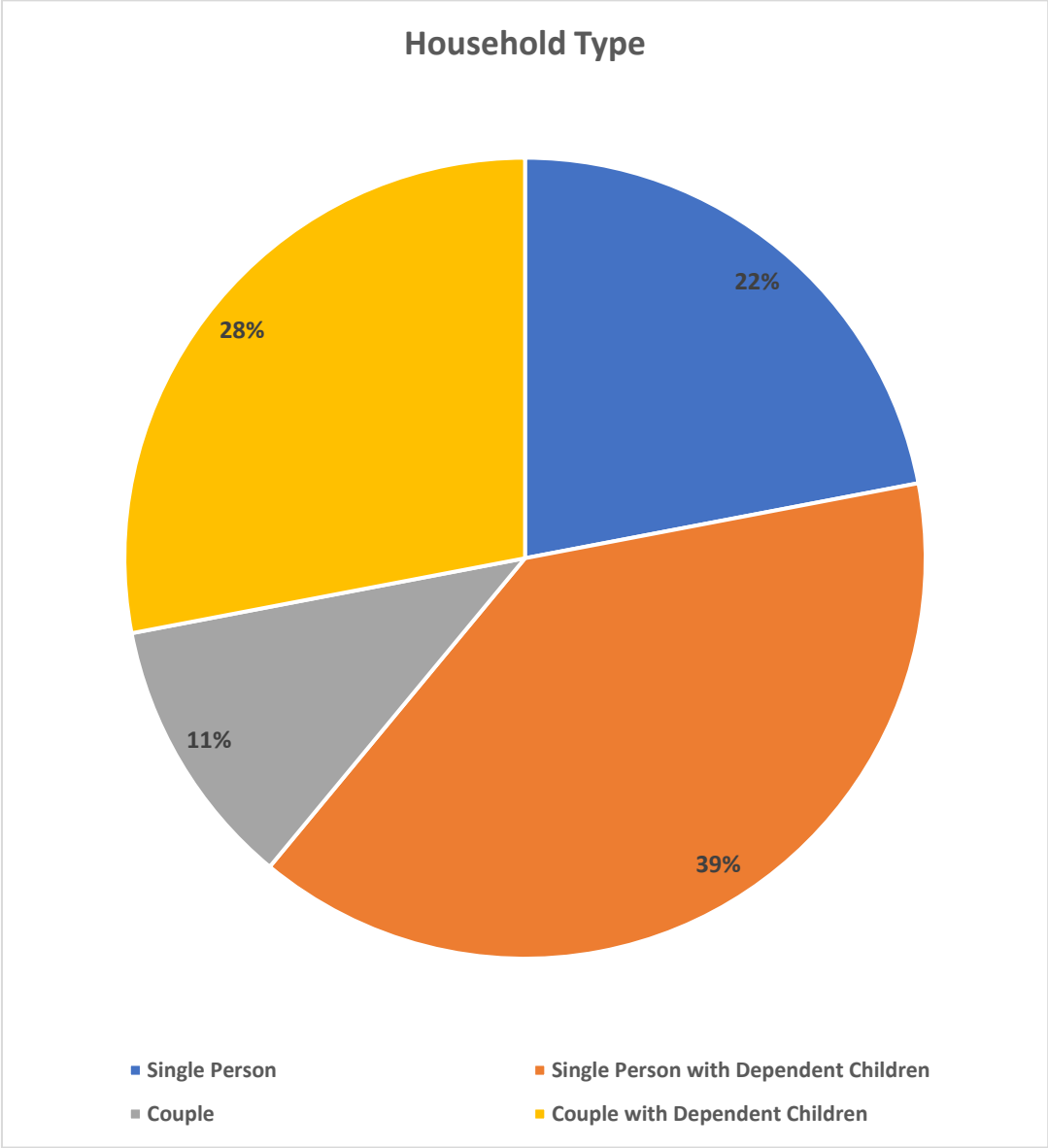
| | | | | | | | | | | |
|---------------------------------|------------|--------------------|------------|--------------------|------------|--------------------|------------|--------------------|------------|--------------------|
| Telephone/Broadband (essential) | | | 1 | £256.69 | | | 1 | £256.69 | | |
| TV License Arrears | | | 1 | £200 | 2 | £70 | 3 | £270 | | |
| Unpaid legal fees | | | | | | | | | 1 | £800 |
| Unsecured Loan / Bank Loan | 12 | £47,567.84 | 9 | £34,250 | 13 | £80,454.83 | 34 | 162,272.67 | 30 | £116,107.13 |
| Water Arrears | 6 | £7,164.61 | 12 | £7,383.46 | 11 | £11,695.07 | 29 | £26,243.14 | 17 | £9,840.18 |
| GRAND TOTAL | 105 | £276,180.69 | 208 | £290,901.32 | 182 | £301,684.12 | 495 | £868,766.13 | 326 | £510,818.29 |

Tamworth Homelessness Prevention Project Report – Q1 2023

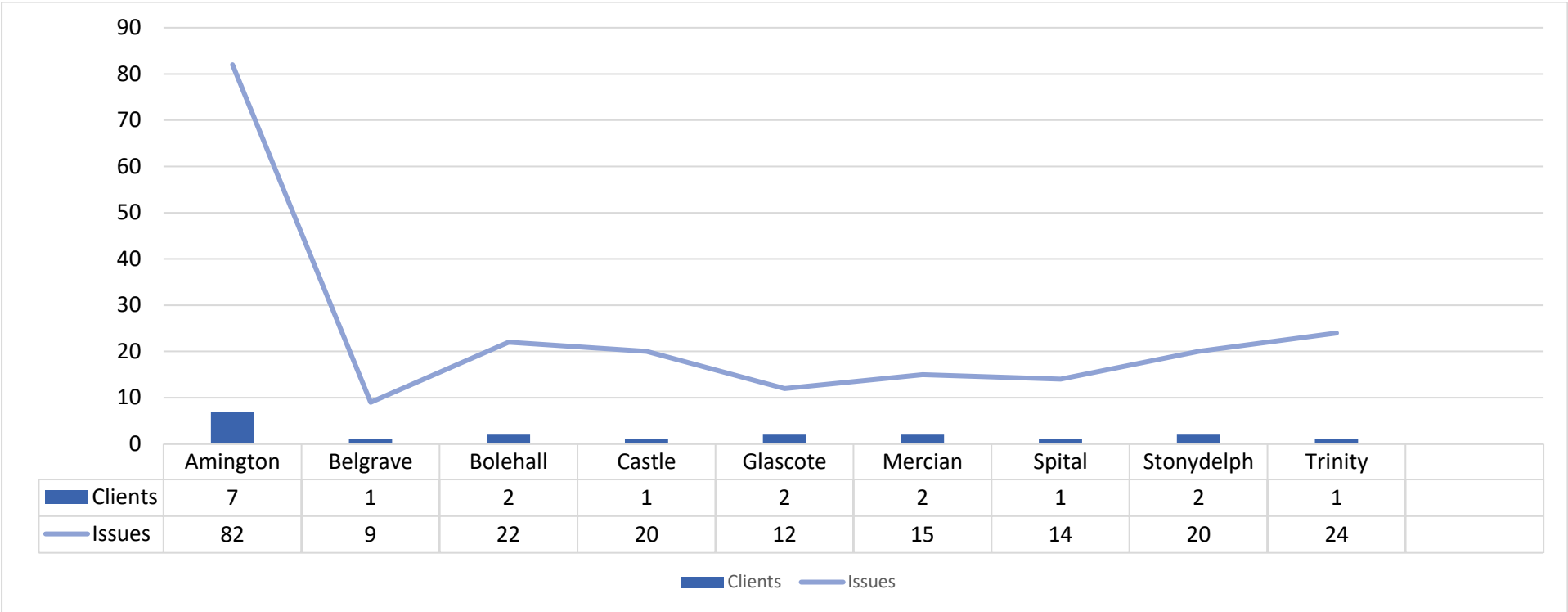
Total number of clients in the quarter = 19

Tamworth Homelessness Prevention Project - Breakdown of client demographics (Q1 2023)

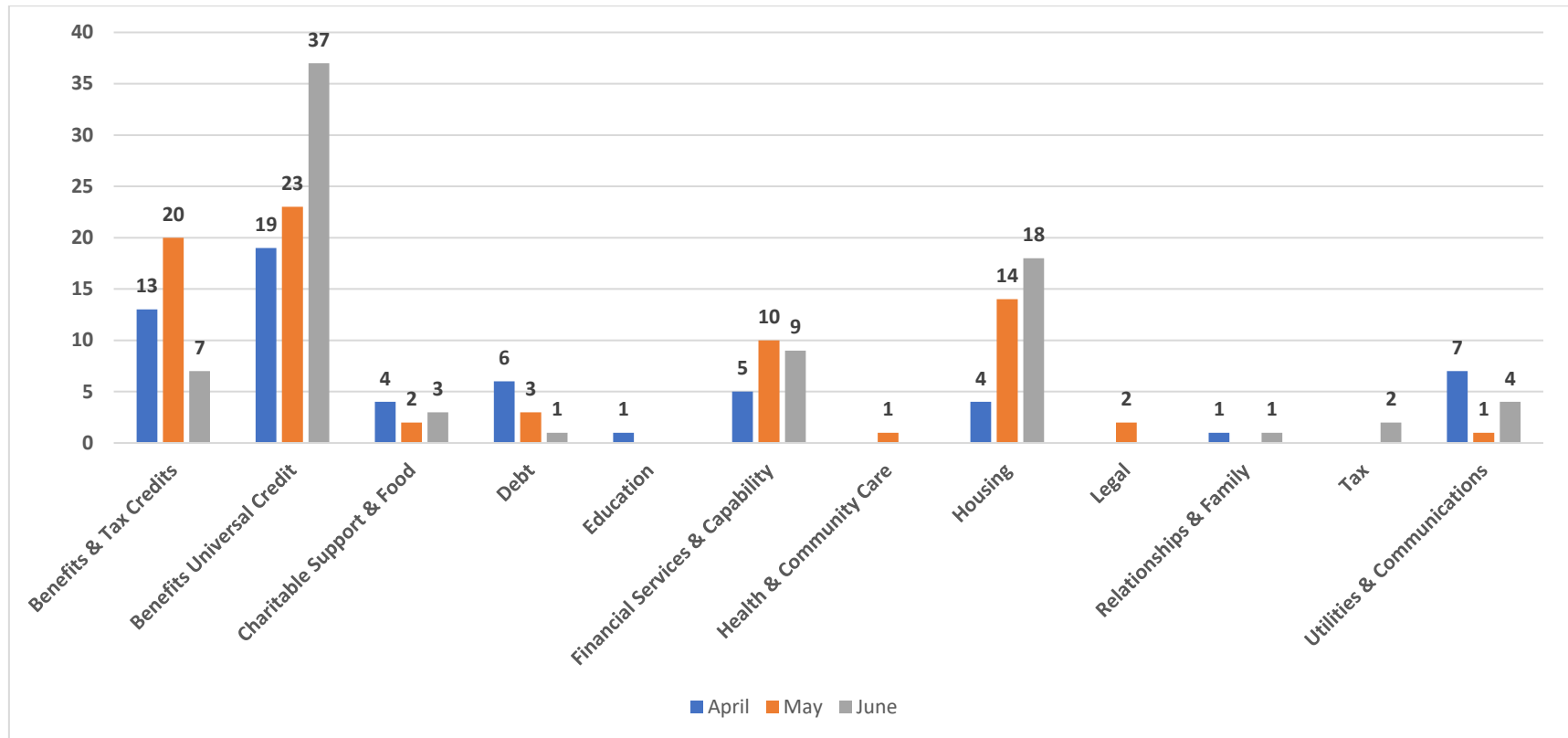




Tamworth Homelessness Prevention Project - Breakdown of clients and issues by Ward (Q1 2023)



Tamworth Homelessness Prevention Project - Breakdown of reported issues (Q1 2023)

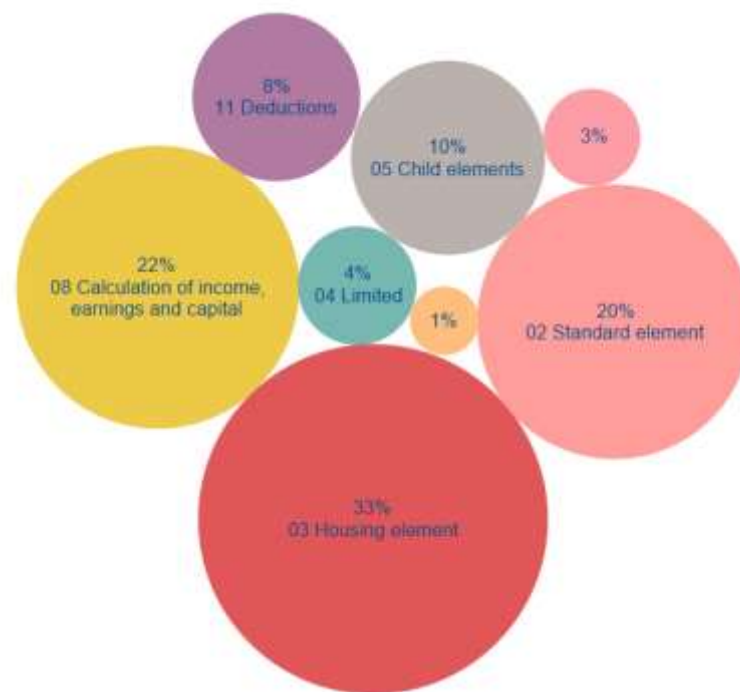


Tamworth Homelessness Prevention Project Report – Referrals Q1 2023

| Referrals | | | | |
|---------------------|----------------|----------------|----------------|----------------|
| | Q2 2022 | Q3 2022 | Q4 2023 | Q1 2023 |
| Referrals | 30 | 52 | 35 | 24 |
| Appointments Made | 24 | 31 | 30 | 19 |
| DNA Appointment | 5 | 4 | 3 | 4 |
| No Contact Made Yet | 2 | 13 | 1 | 1 |
| Failed to Engage | 0 | 4 | 3 | 4 |

Tamworth Homelessness Prevention Project - breakdown of Benefits Universal Credit top issues (Q1 2023)

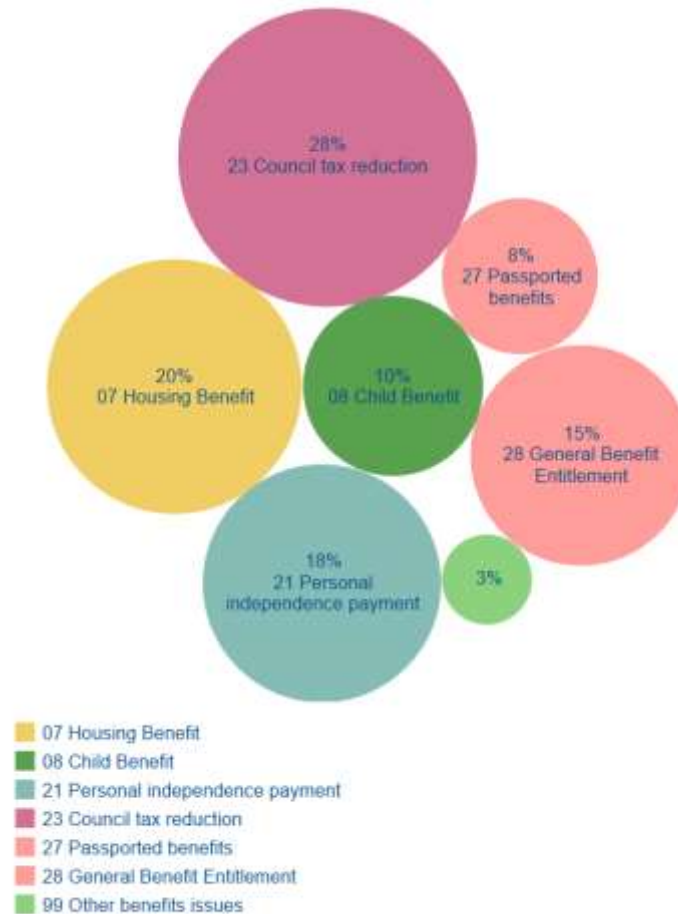
Benefits Universal Credit issues accounted for the majority of reported issues across the quarter (36%/79 issues). The percentage split of the issues surrounding Benefits Universal Credit are reported as follows:



- 01 Initial claim
- 02 Standard element
- 03 Housing element
- 04 Limited capability for work elements
- 05 Child elements
- 08 Calculation of income, earnings and capital
- 11 Deductions
- 24 Benefit Cap

Tamworth Homelessness Prevention Project - breakdown of Benefits & Tax Credits top issues (Q1 2023)

Benefits & Tax Credits issues accounted for the second highest reported issues across the quarter (18%/40 issues). The percentage split of the issues surrounding Benefits & Tax Credits are reported as follows:



Tamworth Homelessness Prevention Project – Number of Contacts by Channel (Q1 2023)

| | Letter | In person | Email | Telephone | Grand Total |
|--------------------|---------------|------------------|--------------|------------------|--------------------|
| April 2023 | 1 | | 21 | 29 | 51 |
| May 2023 | | 4 | 20 | 14 | 38 |
| June 2023 | | 1 | 14 | 10 | 25 |
| Grand Total | 1 | 5 | 55 | 53 | 114 |

Tamworth Homelessness Prevention Project – Client Outcomes (Q1 2023)

| Income gain | | | | | |
|--|--------------------|--------------|---------|---------------------|--------------------|
| | Number of outcomes | Client count | Amount | Average per outcome | Average per client |
| 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 | 1 | 1 | £0 | £0 | £0 |
| Benefit / tax credit gain - a new award or increase | 10 | 5 | £28,759 | £2,876 | £5,752 |
| Benefit / tax credit gain - award or increase following revision or appeal | 2 | 2 | £6,318 | £3,159 | £3,159 |
| Benefit / tax credit maintained | 21 | 5 | £0 | £0 | £0 |
| Client familiarised with how UC works and what it means for them | 20 | 6 | £0 | £0 | £0 |
| Creditor action stopped/suspended/prevented | 2 | 2 | £0 | £0 | £0 |
| Debt write off - other | 1 | 1 | £1,267 | £1,267 | £1,267 |
| Enforcement action avoided/suspended | 1 | 1 | £0 | £0 | £0 |
| Food provision / referral | 5 | 5 | £525 | £105 | £105 |
| Fuel Voucher | 5 | 5 | £2,250 | £450 | £450 |
| Hygiene - Bank | 4 | 4 | £135 | £34 | £34 |
| Improved health / capacity to manage | 28 | 7 | £0 | £0 | £0 |
| Moratorium / Agreeing a period of time when you made no payments | 1 | 1 | £0 | £0 | £0 |
| Repayment negotiated | 4 | 3 | £1,800 | £450 | £600 |
| UC flexibilities (e.g. Alternative Payment Arrangements) requested | 1 | 1 | £0 | £0 | £0 |

| | | | | | |
|--------------------|------------|-----------|----------------|--|--|
| Grand Total | 108 | 51 | £41,054 | | |
|--------------------|------------|-----------|----------------|--|--|

| Quarterly Comparison | Q2 | Q3 | Q4 | Q1 | Grand Total |
|-----------------------------|-----------|-----------|-----------|-----------|--------------------|
| No. of outcomes | 315 | 274 | 338 | 108 | 1,035 |
| Client count | 124 | 122 | 141 | 51 | 438 |
| Amount | £77,729 | £74,613 | £54,785 | £41,054 | £248,181 |

Tamworth Homelessness Prevention Project – Debt (Q1 2023)

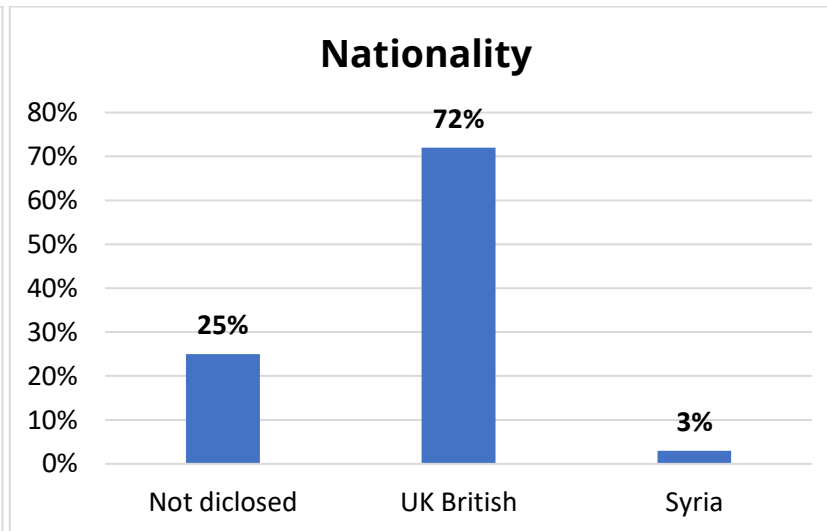
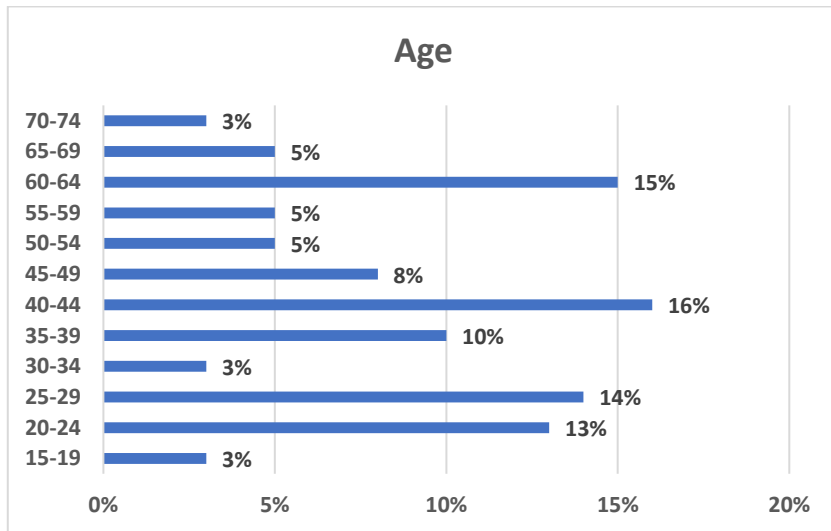
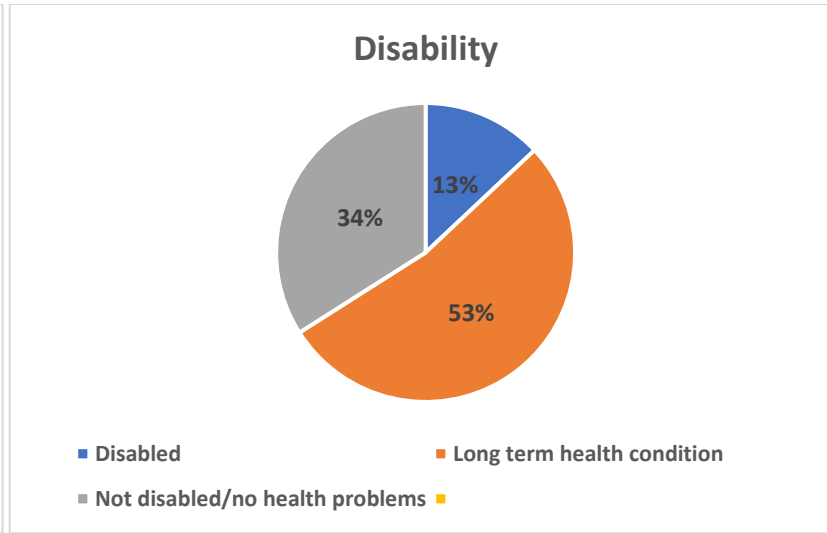
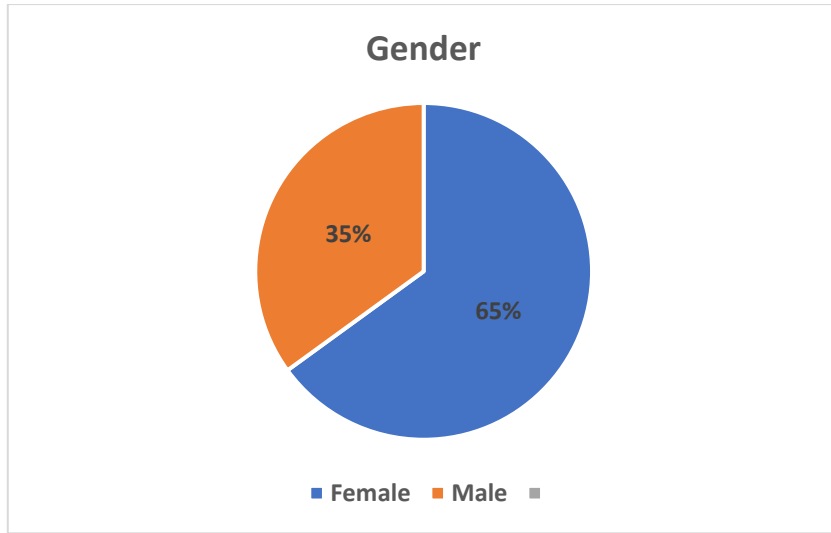
| Type of Debt | April | | May | | June | | Q1 Total | | Previous Quarter | |
|-------------------------------------|-------|--------|----------|------------------|----------|---------------|-----------|-------------------|------------------|-------------------|
| | No | Amount | No | Amount | No | Amount | No | Amount | No | Amount |
| Benefit overpayment (not HB) | | | | | | | | | 1 | £300 |
| Budgeting advance on UC | | | | | | | | | 2 | £700 |
| Catalogue / Mail order | | | | | 1 | £300 | 1 | £300 | | |
| Council tax | | | 1 | £2,070.77 | | | 1 | £2,070.77 | 3 | £3095.14 |
| Credit Card | | | 4 | £4,201 | 2 | £1,300 | 6 | £5,501 | 9 | £7323 |
| Dual Fuel | | | | | | | | | 1 | £900 |
| Hire Purchase (HP)/Conditional Sale | | | | | | | | | 1 | £1,200 |
| Rent Arrears | | | 1 | £1,442.08 | 1 | £2,080 | 2 | £3,522.08 | 1 | £2,000 |
| Store Card | | | | | | | | | 1 | £1,208 |
| Unsecured Loan / Bank Loan | | | | | | | | | 4 | £5,435 |
| GRAND TOTAL | | | 6 | £7,713.85 | 4 | £3,680 | 10 | £11,393.85 | 23 | £22,161.14 |

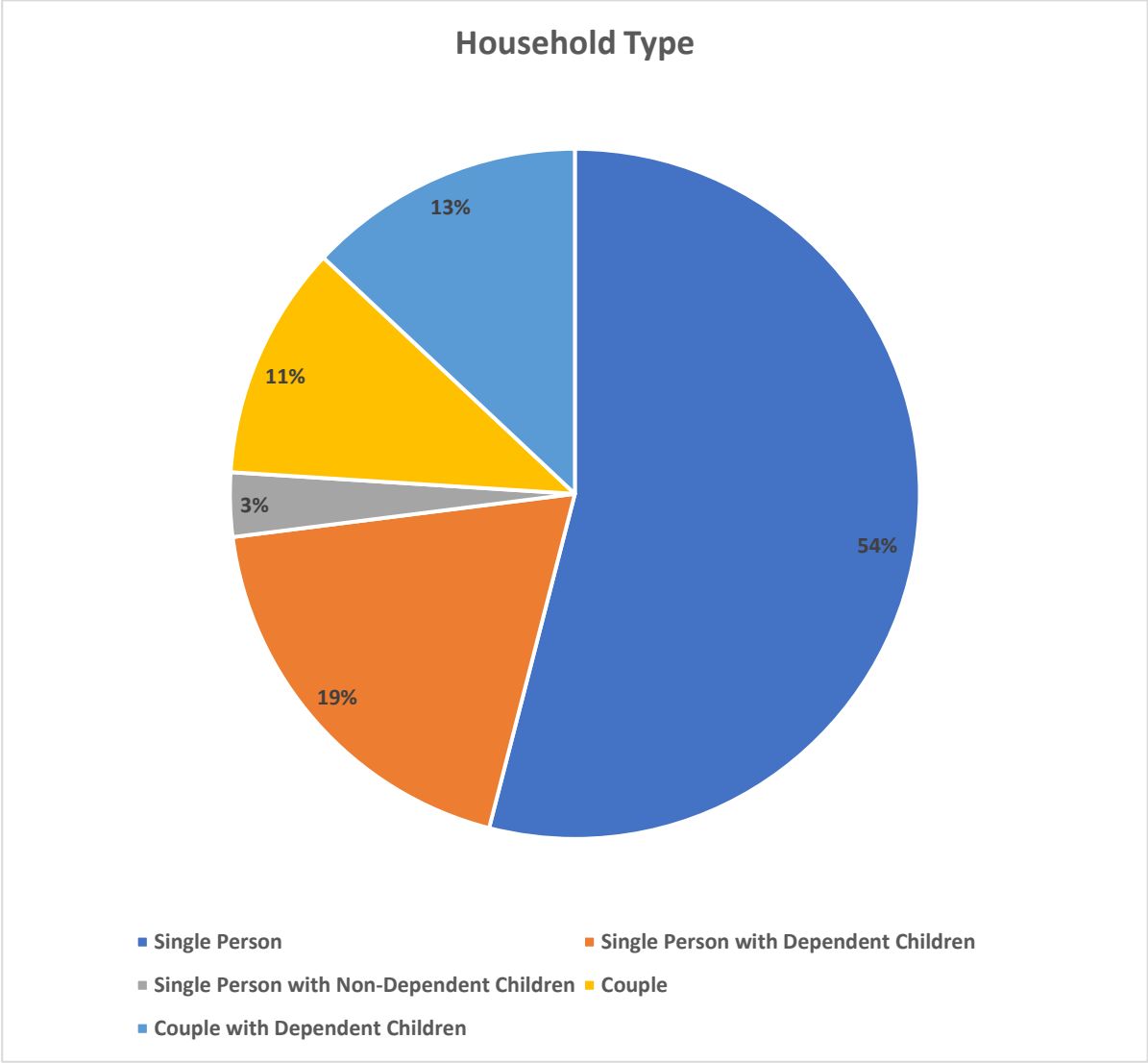
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Tamworth Tenancy Sustainment Project Report – Q1 2023

Total number of clients in the quarter = 40

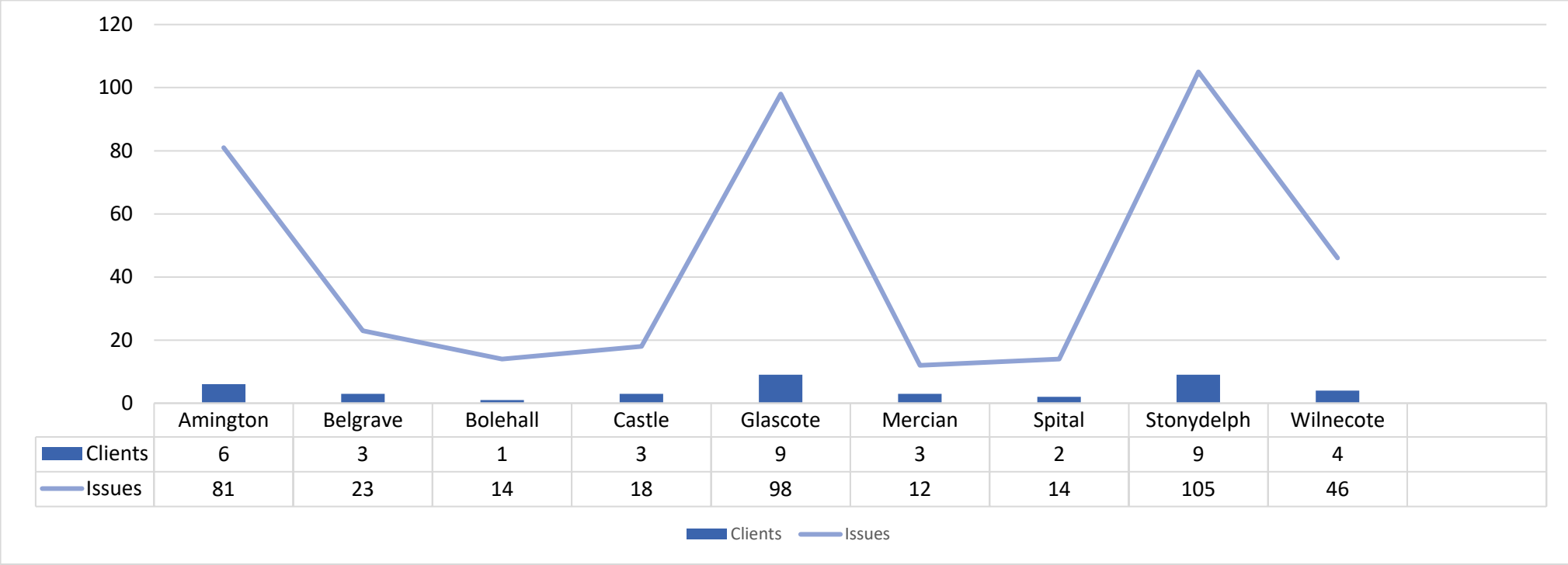
Tamworth Tenancy Sustainment Project - Breakdown of client demographics (Q1 2023)



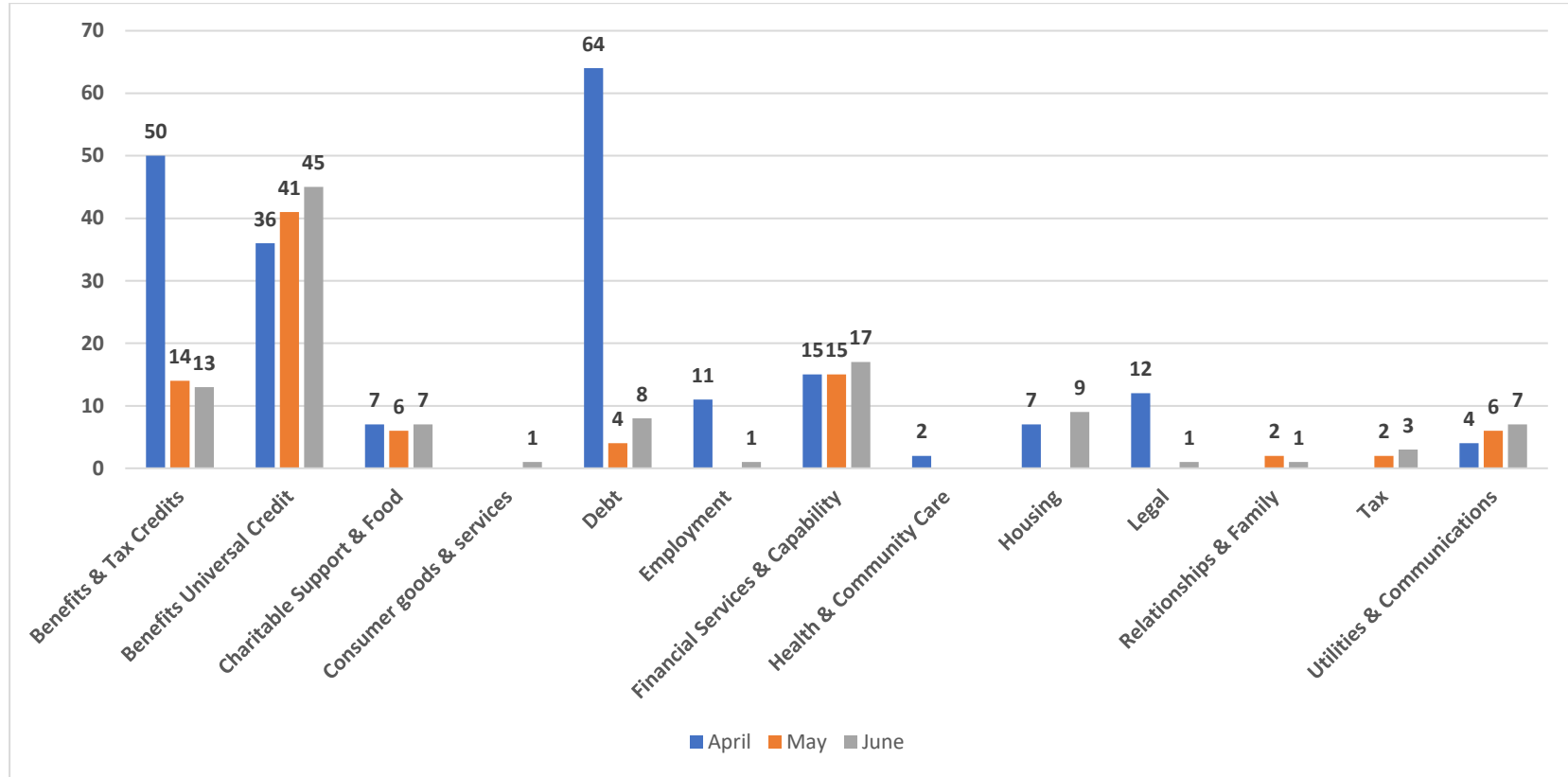


Tamworth Tenancy Sustainment Project - Breakdown of clients and issues by Ward (Q1 2023)

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Tamworth Tenancy Sustainment Project - Breakdown of reported issues (Q1 2023)

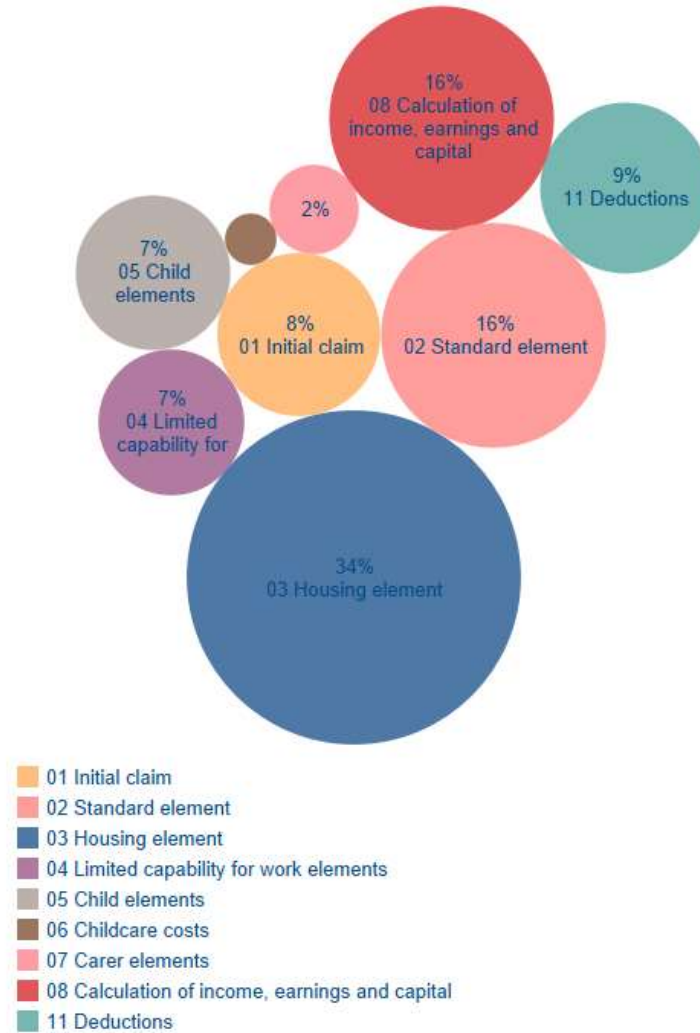


Tamworth Tenancy Sustainment Project Report – Referrals Q1 2023

| Referrals | | | | |
|---------------------|---------|---------|---------|---------|
| | Q2 2022 | Q3 2022 | Q4 2023 | Q1 2023 |
| Referrals | 23 | 39 | 45 | 24 |
| Appointments Made | 17 | 19 | 32 | 20 |
| DNA Appointment | 3 | 6 | 6 | 6 |
| No Contact made yet | 4 | 6 | 4 | 0 |
| Failed to Engage | 2 | 5 | 7 | 3 |

Tamworth Tenancy Sustainment Project - breakdown of Benefits Universal Credit top issues (Q1 2023)

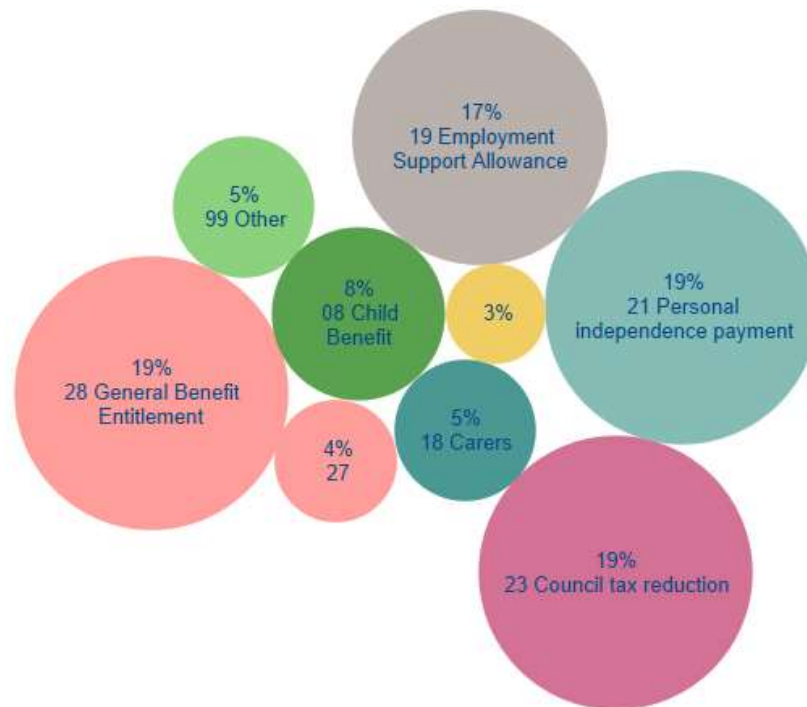
Benefits Universal Credit issues accounted for the majority of reported issues across the quarter (30% /122 issues). The percentage split of the issues surrounding Benefits Universal Credit are reported as follows:



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

(Q1 2023)

Benefits & Tax Credits issues accounted for the second highest reported issues across the quarter (19%/77 issues). The percentage split of the issues surrounding Benefits & Tax Credits are reported as follows:



- 08 Child Benefit
- 15 Disability Living Allowance
- 18 Carers Allowance
- 19 Employment Support Allowance
- 21 Personal independence payment
- 23 Council tax reduction
- 27 Passported benefits
- 28 General Benefit Entitlement
- 99 Other benefits issues

Tamworth Tenancy Sustainment Project – Number of Contacts by Channel (Q1 2023)

| | Letter | In person | Email | Telephone | Grand Total |
|--------------------|---------------|------------------|--------------|------------------|--------------------|
| April 2023 | 11 | 4 | 40 | 72 | 127 |
| May 2023 | 5 | 0 | 36 | 23 | 64 |
| June 2023 | 3 | 0 | 31 | 20 | 54 |
| Grand Total | 19 | 4 | 107 | 115 | 245 |

Tamworth Tenancy Sustainment Project – Client Outcomes (Q1 2023)

| | Income gain | | | | |
|--|--------------------|--------------|---------|---------------------|--------------------|
| | Number of outcomes | Client count | Amount | Average per outcome | Average per client |
| £650 Cost of Living payment | 1 | 1 | £301 | £301 | £301 |
| Access to, or provision of accommodation bid successful | 1 | 1 | £0 | £0 | £0 |
| Affordable Warmth scheme referral | 1 | 1 | £450 | £450 | £450 |
| Bailiff's action stopped/suspended/prevented | 2 | 2 | £0 | £0 | £0 |
| Benefit / tax credit gain - a new award or increase | 22 | 10 | £47,268 | £2,149 | £4,727 |
| Benefit / tax credit gain - Money put back into payment | 2 | 2 | £2,604 | £1,302 | £1,302 |
| Benefit / tax credit maintained | 24 | 7 | £0 | £0 | £0 |
| Benefit cap or under-occupation - action taken to mitigate | 1 | 1 | £663 | £663 | £663 |
| Better deal with same supplier | 1 | 1 | £210 | £210 | £210 |
| Budgeting change | 2 | 2 | £4,370 | £2,185 | £2,185 |
| Charitable payment | 3 | 3 | £1,215 | £405 | £405 |
| Client familiarised with how UC works and what it means for them | 28 | 9 | £0 | £0 | £0 |
| client obtained appropriate help with court forms | 3 | 1 | £0 | £0 | £0 |
| Court or committal proceedings avoided/suspended/varied | 1 | 1 | £0 | £0 | £0 |
| Creditor action stopped/suspended/prevented | 2 | 2 | £0 | £0 | £0 |
| Debt write off - other | 2 | 2 | £669 | £335 | £335 |
| DRO - debt relief order | 7 | 1 | £12,095 | £1,728 | £12,095 |
| Food provision / referral | 10 | 8 | £805 | £81 | £101 |
| Fuel Voucher | 8 | 8 | £3,600 | £450 | £450 |
| Goods or services provided | 2 | 2 | £30 | £15 | £15 |
| Hygiene - Bank | 3 | 3 | £60 | £20 | £20 |
| Improved health / capacity to manage | 33 | 10 | £0 | £0 | £0 |
| Repayment negotiated | 4 | 4 | £5,679 | £1,420 | £1,420 |

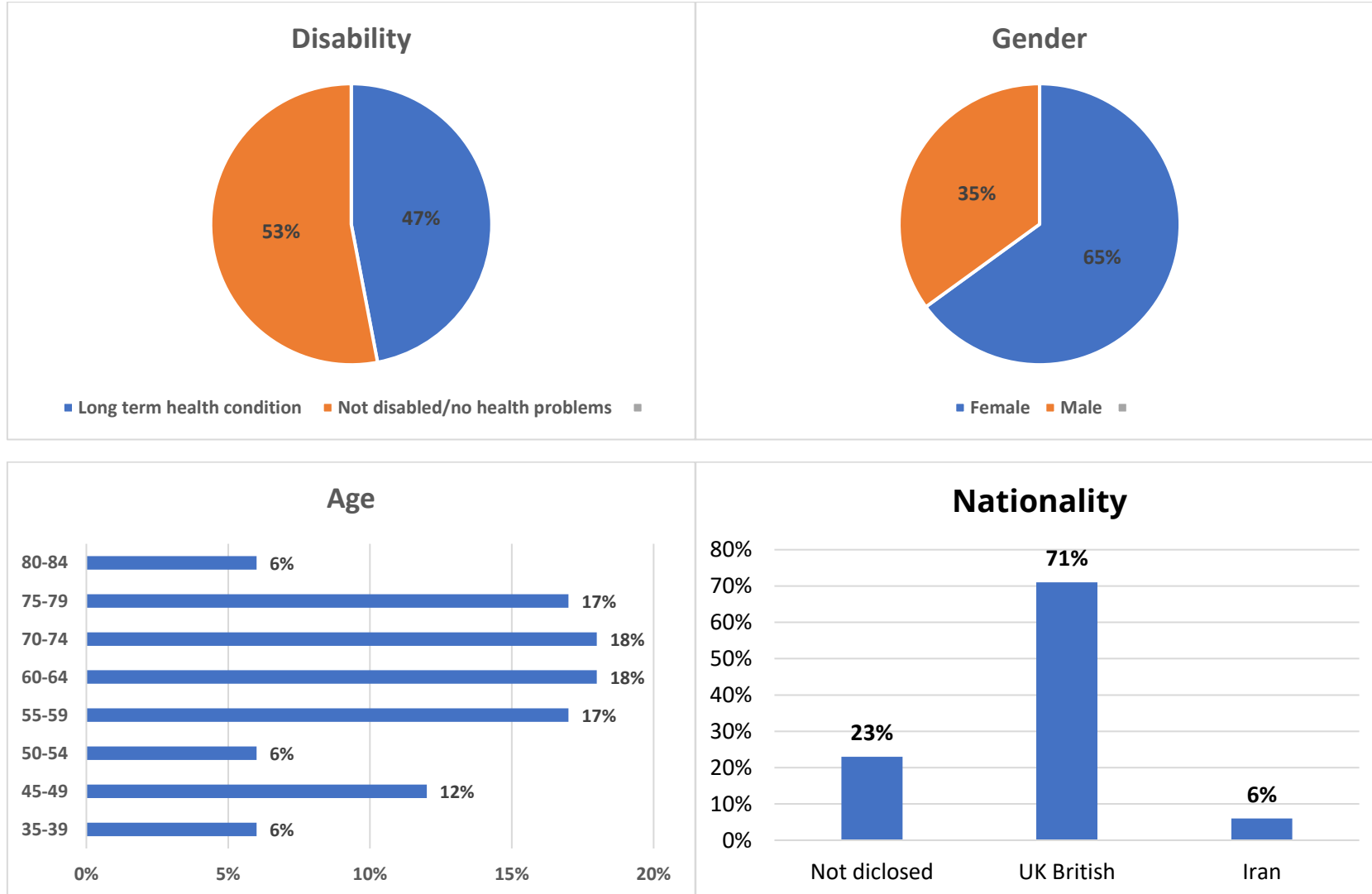
| | | | | | |
|--|------------|-----------|----------------|------|------|
| Utility meter installed / moved / recalibrated | 1 | 1 | £600 | £600 | £600 |
| Grand Total | 164 | 83 | £80,619 | | |

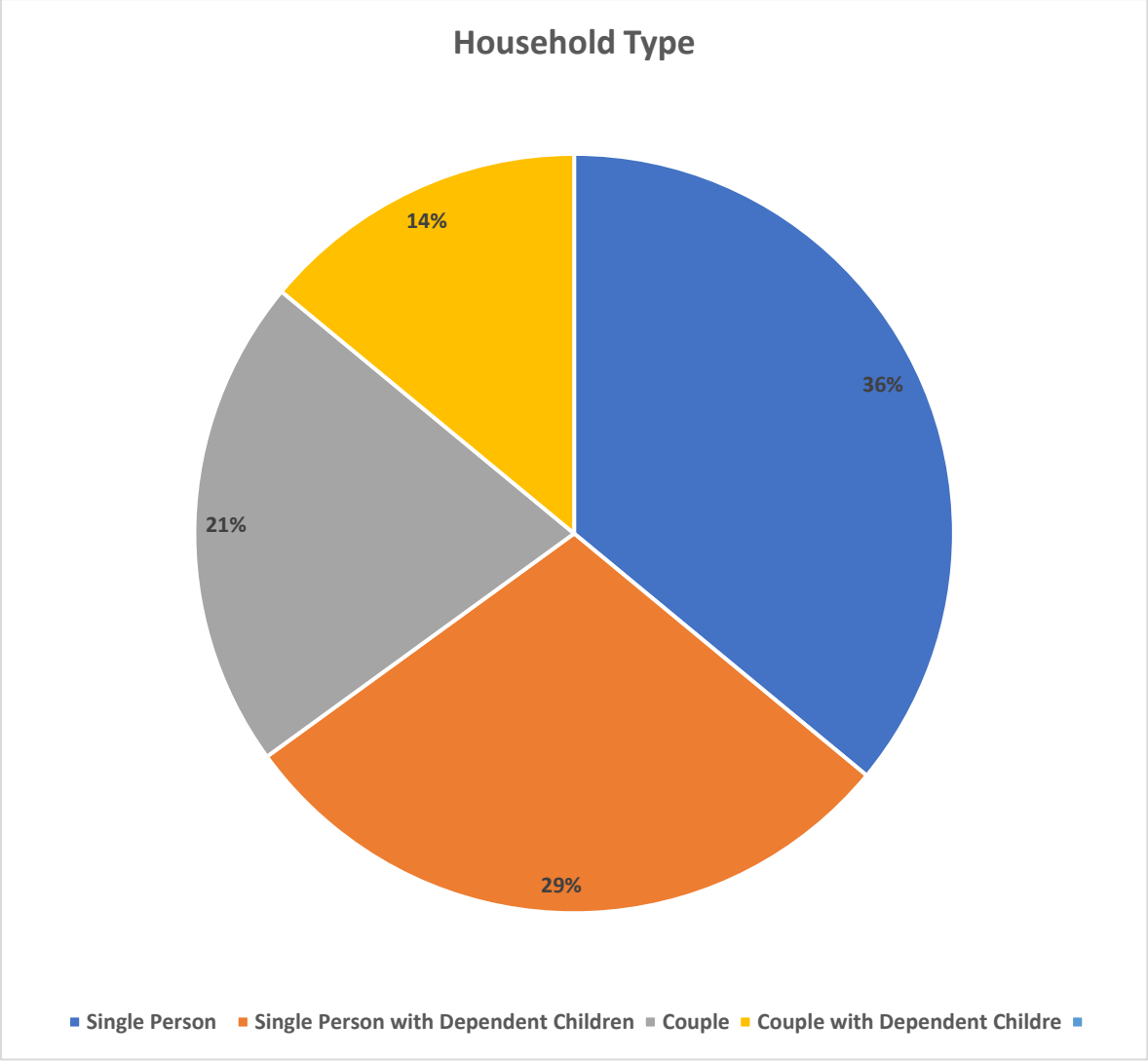
| Quarterly Comparison | Q1 | Q2 | Q3 | Q4 | Grand Total |
|-----------------------------|-----------|-----------|-----------|-----------|--------------------|
| No. of outcomes | 143 | 160 | 311 | 164 | 788 |
| Client count | 78 | 101 | 201 | 83 | 463 |
| Amount | £98,405 | £49,330 | £191,186 | £80,619 | £419,540 |

Tamworth Sacred Heart Project Report – Q1 2023

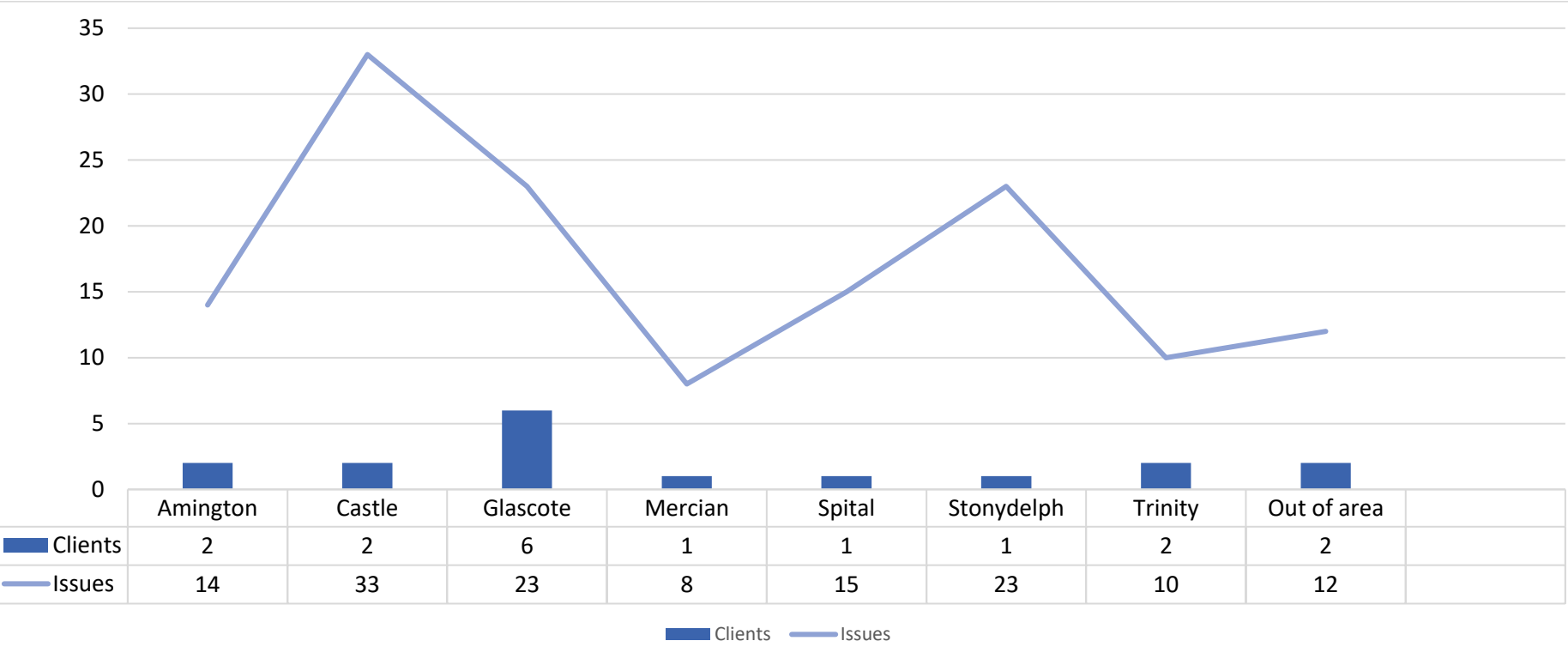
Total number of clients in the quarter = 17

Tamworth Sacred Heart Church Project - Breakdown of client demographics (Q1 2023)

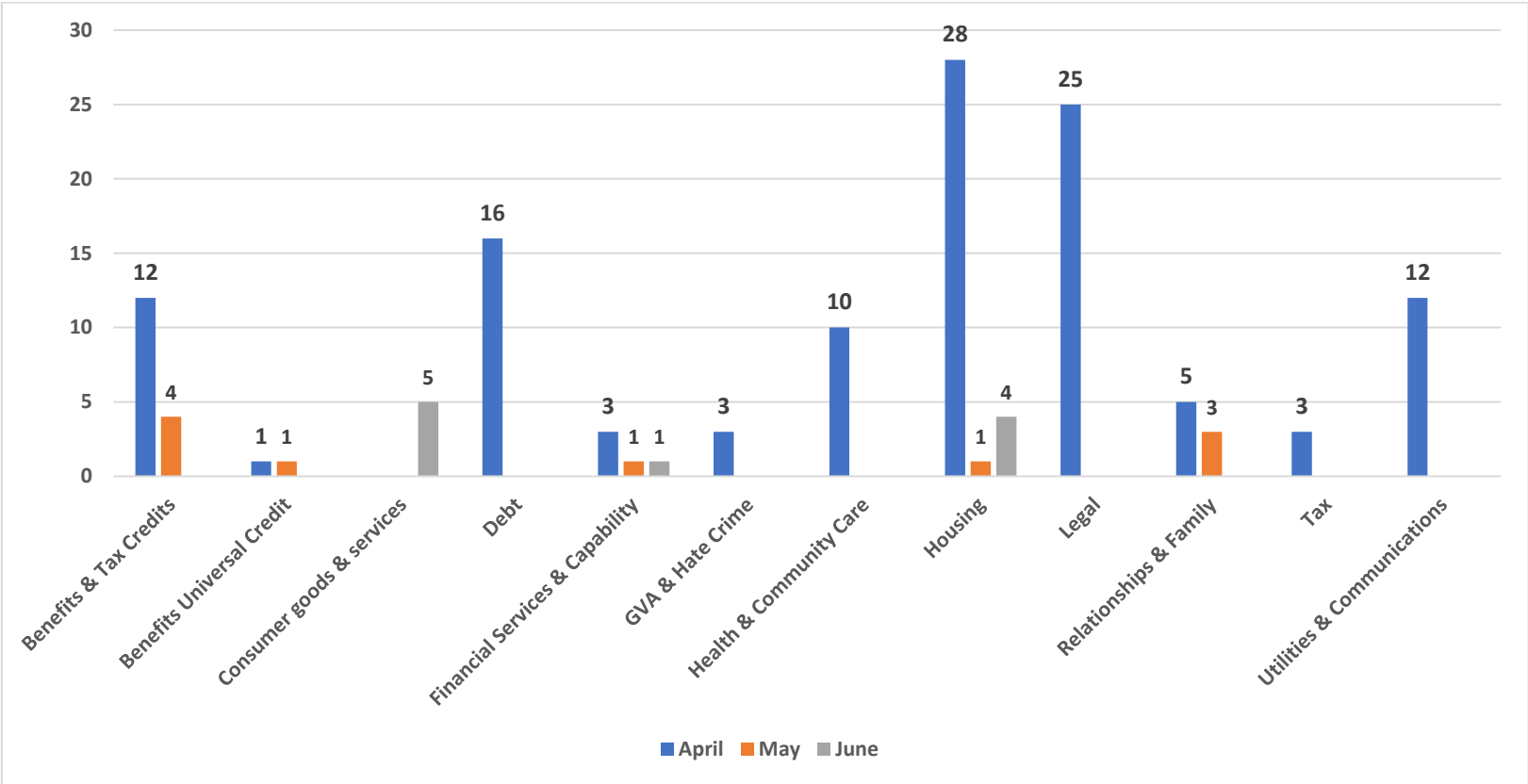




Tamworth Sacred Heart Church Project - Breakdown of clients and issues by Ward (Q1 2023)



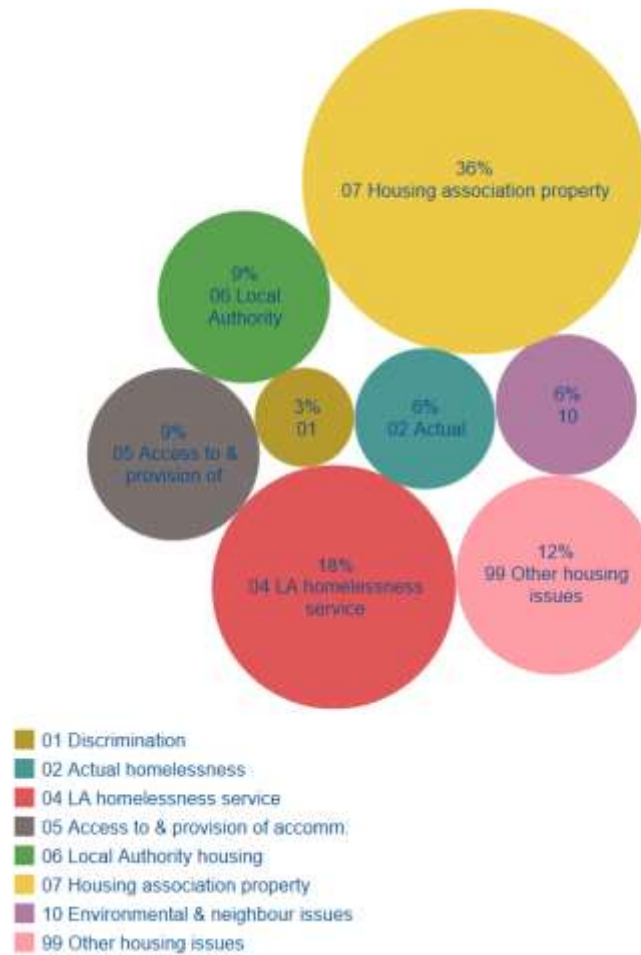
Tamworth Sacred Heart Church Project - Breakdown of reported issues (Q1 2023)



Tamworth Sacred Heart Church Project - breakdown of Housing top issues

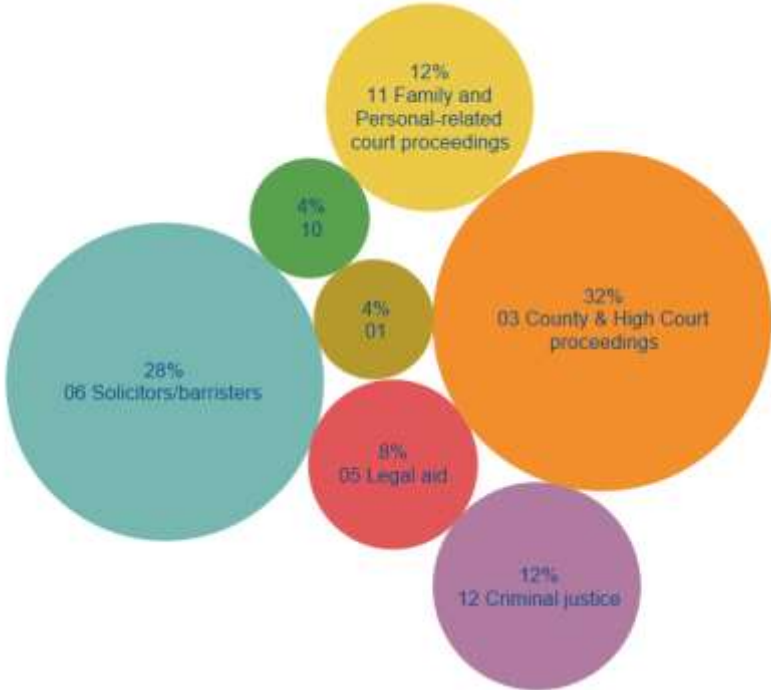
(Q1 2023)

Housing issues accounted for the majority of reported issues across the quarter (24%33 issues). The percentage split of the issues surrounding Housing are reported as follows:



Tamworth Sacred Heart Church – breakdown of Legal top issues (Q1 2023)

Legal issues accounted for the second highest reported issues across the quarter (18%/25 issues). The percentage split of the issues surrounding Legal issues are reported as follows:



- 01 Discrimination
- 03 County & High Court proceedings
- 05 Legal aid
- 06 Solicitors/barristers
- 10 Capacity to act
- 11 Family and Personal-related court proceedings
- 12 Criminal justice

Tamworth Sacred Heart Church Project – Number of Contacts by Channel (Q1 2023)

| | In person | Telephone | Email | Grand Total |
|--------------------|------------------|------------------|--------------|--------------------|
| April 2023 | 10 | 1 | 6 | 17 |
| May 2023 | 4 | 1 | 0 | 5 |
| June 2023 | 7 | 0 | 0 | 7 |
| Grand Total | 21 | 2 | 6 | 29 |

Tamworth Sacred Heart Church Project – Client Outcomes (Q1 2023)

| Income gain | | | | | |
|---|--------------------|--------------|--------------|---------------------|--------------------|
| | Number of outcomes | Client count | Amount | Average per outcome | Average per client |
| Appropriate service/ support obtained for client - successful | 1 | 1 | £0 | £0 | £0 |
| client obtained appropriate help with court forms | 1 | 1 | £0 | £0 | £0 |
| Complaint resolved | 1 | 1 | £180 | £180 | £180 |
| Harassment or neighbour dispute resolved | 1 | 1 | £0 | £0 | £0 |
| Homelessness averted (under a homelessness duty) | 1 | 1 | £0 | £0 | £0 |
| Improved health / capacity to manage | 8 | 4 | £0 | £0 | £0 |
| Legal aid obtained - successful | 1 | 1 | £0 | £0 | £0 |
| Not liable for debt | 1 | 1 | £1,730 | £1,730 | £1,730 |
| Rehoused (not Part 7) | 1 | 1 | £0 | £0 | £0 |
| Money saved through challenging incorrect energy bills | 1 | 1 | £1,000 | £1,000 | £1,000 |
| Grand Total | 17 | 13 | 2,910 | | |

| Quarterly Comparison | Q2 | Q3 | Q4 | Q1 | Grand Total |
|----------------------|---------|---------|---------|--------|-----------------|
| No. of outcomes | 4 | 30 | 53 | 17 | 104 |
| Client count | 2 | 21 | 44 | 13 | 80 |
| Amount | £10,400 | £42,125 | £61,229 | £2,910 | £116,744 |

The Health & Wellbeing Scrutiny Work Plan

| Work Plan | | | |
|--|---|---|---------------------------|
| Meeting Date | Topic | Additional Information | Work Area |
| 17 th Oct 23 | Safeguarding Update | Two per Year | Mental Health & Wellbeing |
| | Housing Strategy (Quarterly Update) Including an update from Beat the Cold | | Homelessness & Housing |
| 28 th Nov 2023 | Indoor & Outdoor Sports Strategy and Open Spaces Update (Leisure Strategy Update) | | Mental Health & Wellbeing |
| | Wellbeing Strategy Baseline and Priorities | Proposed by JS | Mental Health & Wellbeing |
| | Homelessness Statutory On-Call & Out of Hours Arrangements | Added to plan 21/09/23 Due to be presented to Cabinet 30/11/23 | Homelessness & Housing |
| 23 rd Jan 2023 | Sheltered Housing Community Alarm and Lifeline Provision | Added to plan 21/09/23 | |
| 26 th Mar 2024 | Safeguarding Update (To be confirmed) | Two per Year | |
| Items raised for Consideration by the Committee | | | |
| Pending outcome of Housing Repairs Working Group | Damp and Mould in Council Housing | Raised at Meeting on 11/07/23 | Homelessness & Housing |
| | Loneliness and Isolation | Referred from Full Council to Scrutiny following a motion on 28 th February 2023 | Mental Health & Wellbeing |
| Chair to discuss with Scrutiny Chairs | School Uniform Provision | Raised at Meeting 22/09/23 | |

| Items reviewed this Year/Follow up | | |
|------------------------------------|------------------------------------|---|
| Meeting Date | Topic | Follow up actions Priority |
| 18/04/23 | Developing Healthier Communities | <p>Developing Healthier Communities – see link to Staffs County Report. Developing Healthier Communities Workshop Report (staffordshire.gov.uk)</p> <p>Include consideration of the role of schools at sixth form, secondary & primary level.</p> <p>Following 18 April 2023 meeting:</p> <ol style="list-style-type: none"> 1. A recommendation to Cabinet – Chair of H&W to be considered as the conduit between County / Borough 2. Update from Chair on progress made by County / districts Officer group on health in all policies agenda and health impact assessments in summer (July / September) 2023 <p>Invitation to Borough & County Officers to attend to provide an update on item 2 and health locality profiles in December 2023 / January 2024</p> |
| 21/06/23 | Housing Strategy | Quarterly Update |
| 11/07/23 | Armed Forces Covenant | Recommendations Endorsed To return to Committee Annually (April) |
| 11/07/23 | Homeless Hub | Actions Endorsed |
| 11/07/23 | Anker Valley Sports Complex | Recommendations Endorsed |
| 21/09/23 | Closure of the George Bryan Centre | ICB unable to attend 21/09 – chair to meet with ICB – await update |

| Recommendations | | | |
|------------------------|-----------------------------|--|----------------------------------|
| Meeting Date | Recommendation Item | Cabinet Response | |
| 28/03/23 | Public Toilets | Consider the four recommendations and produce a response and respond to Health & Wellbeing Scrutiny Committee to get feedback from Health & Wellbeing Committee. | Chair to chase a response |
| 28/03/23 | Councillor Wellbeing | 1. Consider what support is available; and 2. Discuss if it is to be provided by the Council or another option. | Chair to chase a response |

| Working Groups | | |
|---------------------------------|----------------|----------------|
| Working Group | Members | Actions |
| Attainment & Skills in Tamworth | | |

| Upcoming Health & Wellbeing Scrutiny Committee Meetings |
|--|
| Meeting dates: 17 October 2023 28 November 2023 23 January 2024 |

26 March 2024