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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

15 January 2024

Dear Councillor

A Meeting of the Health and Wellbeing Scrutiny Committee will be held in **Town Hall, Market Street, Tamworth on Tuesday, 23rd January, 2024 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 - 10)**
- 3 Declarations of Interest**

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

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

4 Update from the Chair

5 Responses to Reports of the Health & Wellbeing Scrutiny Committee

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

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

(Discussion item)

7 Update on health related matters considered by Staffordshire County Council (Pages 11 - 12)

(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 Disabled Adaptations Policy (To Follow)

(Report of the Portfolio Holder for Housing and Planning)

9 Housing Strategy Quarterly Update to December 2023 (Pages 13 - 64)

(Report of the Portfolio Holder for Housing and Planning/Assistant Director - Partnerships)

10 Forward Plan

Please see the link to the Forward Plan:

[Forward plan - Forward Plan -1st January 2024 - 30th April 2024 :: Tamworth Borough Council](#)

11 Working Group Updates

To receive an update of any working groups

12 Health & Wellbeing Scrutiny Work Plan (Pages 65 - 68)

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

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

PRESENT: Councillor C Bain (Chair), Councillors R Claymore, D Cook, S Daniels, C Dean, D Maycock and J Oates

County Councillor County Councillor T Jay

CABINET Councillor Andrew Cooper
Councillor Martin Summers
Councillor Samuel Smith

The following officers were present: Anica Goodwin (Executive Director Organisation), Tina Mustafa (Assistant Director Neighbourhoods), Joanne Sands (Assistant Director Partnerships), Sarah Finnegan (Head of Homelessness & Housing Solutions), Leanne Costello (Senior Scrutiny and Democratic Services Officer), Karen Moss (Head of Active Wellbeing) and Tracey Smith (Democratic Services Assistant)

51 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor J Jones.

Apologies were also received for Councillor S Smith as Portfolio Holder in respect of item 14.

52 MINUTES OF THE PREVIOUS MEETING

The minutes of the previous meeting held on 17th October were approved and signed as a correct record.

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

53 DECLARATIONS OF INTEREST

There were no Declarations of Interest.

54 UPDATE FROM THE CHAIR

The chair advised the committee a response had been from officers in relation to the queries raised at the last meeting from the Housing Strategy Quarterly Update item which had been circulated.

The chair referred to Councillor Cook and Councillor Maycock to update the committee on the progress of the housing repairs working group who advised that following Councillor Maycock chairing the first meeting an update would be provided shortly to the chair.

55 RESPONSES TO REPORTS OF THE HEALTH & WELLBEING SCRUTINY COMMITTEE

The chair confirmed that further to a recommendation that was made by the committee to Cabinet previously to recommend to Cabinet that a member benefit scheme in terms of Mental Health Wellbeing be considered and be extended to councillors, the current employee contract is due to end in March 2024 and the council are looking to commence tendering for a new service to include Councillor cover as well as employees.

The chair thanked Councillor Maycock for his efforts in the matter.

Further to the meeting on the 17th October 2023 I attended Cabinet on the 09.11.23 to present the Committees recommendation to recommend to Cabinet to continue to Lobby Government to have funding for DFG to be allocated on the need of the district rather than the current calculation.

Cabinet agreed to the recommendation.

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

There were none.

57 UPDATE ON HEALTH RELATED MATTERS CONSIDERED BY STAFFORDSHIRE COUNTY COUNCIL

The chair advised that there was no digest to share and handed over to the County Council representative Councillor T Jay who shared updates in two areas from county.

To recognise progress towards improving maternity and neonatal services whilst acknowledging the challenges they face.

It was highlighted that an influx of new recruits was placing additional short-term pressure on services as extra support was needed.

Inductions of labour continues to be a challenge across the Midlands. Vacancy rates have reduced in North Midlands, Derbyshire, and Burton hospitals.

North Midlands is on track to open a new Maternity triage unit in September 2024.

The ICB is working to achieve the aims of the three-year maternity and neo-natal delivery plan.

Performance and Finance report of the Staffordshire Integrated Care Board. Urgent and emergency care are still facing challenges and ambulance response times are still deteriorating and there are increasing handover delays. There is still a backlog of patients on the elective waiting list who have waited over 65 weeks for treatment, but they are on track to reduce this list to 0 by March 2024 despite industrial action having hampered work. The six-month financial position is a deficit of £66.4 million which is £52.7million adverse to the plan. Deficit is due to inflation and the impact of industrial action but capital is due to be on plan.

The chair expressed concern at how they would meet their targets considering the challenges faced.

58 WELLBEING STRATEGY BASELINE AND PRIORITIES

The Portfolio Holder for Environment Health and Community partnerships introduced report of the Assistant Director, Partnerships to give an update on the Tamworth Wellbeing Strategy Baseline Report produced for the UK Shared Prosperity Fund Board.

The officer highlighted the following –

- Community Together CIC commissioned to complete the report which identified the four priorities in the report.
- The County Health Inequalities Directors Group had identified £255000 allocated to Tamworth through the Covid 19 Contain Outbreak Management Fund which must be spend by September 2024.

The Committee made the following comments/observations and asked the following questions:

1. While the committee acknowledged that work has to start somewhere and that the two areas of Tamworth identified in the health inequalities document as having a 'high' level of need do contains areas of high deprivation which may bring the data for these areas, there are streets in every ward that would fall under that category. By marking these areas as red on a map they could be creating a perception of the whole area and as a result encouraging behaviours to become normalised and that the impact of the residents in these areas needed to be considered when labelling them. The committee highlighted that this could also give a negative impression to people considering moving to these areas. Despite a number of projects being introduced to tackle the issues in these areas over the years the same issues are still being highlighted.
The committee acknowledged that whilst the strategy is good, that they need to identify actions and funding to back this up and that work needs to be done within the borough to drill down and identify the areas of need rather than rely on the blanket data from county. It was highlighted that

both officers and members would be able to identify streets and even families in need.

The committee agreed that it was more meaningful to address health inequalities rather than equalities within the borough and that further work should be done before this is put to Cabinet in March.

The committee expressed concerns that other areas would be ignored by using this approach and not benefit from any resources where current programmes in place focus on the whole borough.

The officer confirmed that the building resilient families programme worked across the whole borough and was very successful. They confirmed that through the Health Inequalities Directors group it was agreed that that two wards would be identified, and then further work would be done to drill down within those areas. They agreed to feedback the committee's comments to the group.

A recommendation was moved by Councillor D Cook that through Cabinet we send a request back to county that we can target this money better across Tamworth to where the money is actually needed rather than pigeonhole it in to two wards, using our local insight.

The officer confirmed that it is clear from the initial meetings of the director's group that they do want the data to be able create a locality profile and that they would look at this being across Tamworth.

2. With regards to funding, would we be spreading ourselves too thin with the money we have and whether the funding was going to be used to make a difference and not for something they are already doing to create additionality. A working group was considered however due to the timescales that they needed to return to county that this was not progressed.

3. The officer confirmed that the COMF funding has tight deadlines, proposals have to be back to county within a week and spent by September. There are a number of projects that have put some proposals forward which are generally across the wards including around housing, and that some of the projects do provide additionality by given the opportunity to extend projects and projects to get families involved in leisure but there are also some new projects. It was highlighted that it can be difficult to measure what has had the most impact.

The officer confirmed that for this pot of money they need to act fast to not miss out and then they can monitor any grants that are given out, and report back to the committee on outcomes. The committee agreed that for this funding it was too late to do a larger piece of work.

4. How will the strategy be measured?

The officer confirmed that the strategy is an umbrella for the four-priority area's and within each priority area there will be an associated workplan ready for Cabinet in March.

The recommendation moved earlier in the meeting was withdrawn but the Cabinet members present were asked to consider all the committee's comments in future.

5. The committee asked that details of any projects that were going ahead be shared with them.

Councillor Cook and Council Jay left the meeting at 6:55pm

RESOLVED that the Committee:

1. Endorsed the priorities highlighted in the baseline report as those for the development of a Tamworth Wellbeing Strategy 2024-2027
 - Supporting good mental health and wellbeing for children and young people
 - Supporting good mental health and wellbeing for adults
 - Supporting individuals at high risk of poor health outcomes to live healthy lives
 - Improving connectivity
2. Endorsed the approach outlined in the report to ensure that the Wellbeing Strategy is fully linked with the Playing Pitch and Outdoor Sports strategy, Open Spaces assessment and the Indoor and Built Facilities strategy currently in progress.
3. Approved proposals for further Scrutiny stakeholder engagement, endorsement of draft reports and timeline for Cabinet.

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

59 FORWARD PLAN

There were no items identified from the Forward Plan.

60 WORKING GROUP UPDATES

There were no Working Group updates.

61 HEALTH & WELLBEING SCRUTINY WORK PLAN

The Committee endorsed the Work Plan.

62 EXCLUSION OF THE PRESS AND PUBLIC

That in accordance with the provisions of the Local Authorities (Executive Arrangements) (Meeting and Access to Information) (England) Regulations 2012, and Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during the consideration of the following business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 1,2,3 & 4 of Part 1 of Schedule 12A to the Act and the public

interest in withholding the information outweighs the public interest in disclosing the information to the public.

RESOLVED: That members of the press and public be now excluded from the meeting during consideration of the following item on the grounds that the business involves the likely disclosure of exempt information as defined in Paragraph 1,2,3& 4 of Part 1 of Schedule 12A to the Local Government Act 1972 (as amended).

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

63 LEISURE STRATEGY UPDATE

Report of the portfolio Holder for Entertainment and Leisure to give an update on the leisure strategies currently being undertaken by external leisure consultants, Knight, Kavanagh & Page, with additional bespoke Facility Planning Modelling via Sport England.

RESOLVED that the Committee:

Endorsed the contents of the report and the three recommendations.

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

64 HOMELESSNESS STATUTORY ON-CALL AND OUT OF HOURS ARRANGEMENTS

Presentation from the Assistant Director, Neighbourhoods, Tina Mustafa and the Head of Housing and Homelessness, Sarah Finnegan to provide an update on the Councils Statutory on-call and out of hours arrangements.

Resolved: That the committee endorsed the recommendations from the report for Cabinet on the 30th November 2023.

(Moved by Councillor D Maycock and seconded by Councillor S Daniels)

Chair

Health and Care Overview and Scrutiny Committee

District and Borough Council Digest

Under the Health Scrutiny Code of Joint Working with District and Borough Councils, Authorities have undertaken to keep relevant Partners informed of their consideration of health matters having regard to the general working principle of co-operation and the need to ensure a co-ordinated Staffordshire approach. Therefore, the following is a summary of the business transacted at the meetings of the Health and Care Overview and Scrutiny Committee held on 13,20 & 27 November 2023.

Health and Care Overview and Scrutiny Committee 13,20 & 27 November 2023

West Midlands Ambulance Service Performance Update

The Committee considered the WMAS performance update. The Committee received incidents, transport and conveyance data, operational demand and handover delay data and average Cat 2 response times.

The Committee noted the performance update and made a number of resolutions including the endorsement of the WMAS proposals for an independent review of the required resourcing to improve performance.

Walleys Quarry Landfill Site, Silverdale

The Committee received an update from the UK Health Security Agency and the Environment Agency as to the health impacts. The Committee were advised that on 5 October 2023 the EA announced that there were concerns around the accuracy of the historic hydrogen sulphide data collected around the Walleys Quarry Landfill site.

The Committee made a number of recommendations including writing to the EA to request a response to a number of questions raised by the Committee. The Committee also recommended and supported that the EA maintain the monitoring equipment around Walleys Quarry for the foreseeable future.

Maternity and Neonatal Services

The Committee considered a report from the ICB on Maternity and Neonatal Services.

The Committee were informed that Staffordshire and Stoke-on-Trent had the second highest neonatal mortality rate in the UK. The UHNM Neonatal Improvement Group had been re-established to better understand the data and identify areas for learning.

The Committee were assured that freedom to speak up policies across the ICS were being refreshed.

The Committee discussed the Freestanding Midwife-led Birthing Units at County Hospital and Samuel Johnson ands were advised that an options appraisal process and public engagement was ongoing.

A significant recruitment exercise by UHNM and UHDB meant that it was expected for the Home Birthing service to resume Q4 2023/24.

The Committee made a number of comments and received the report. They requested an update on maternity services and the Freestanding Midwife-led Birthing Units.

SSOT ICB Performance and Finance Overview

The Committee received the SSOT ICB Performance and Finance Overview.

The Committee were presented with a headlines and escalations summary. An overview of key underpinning deliverables was also shared with the Committee:

- Children and Young People/ Maternity
- Planned Care, Diagnosis & Cancer
- Improving Population Health
- Urgent and Emergency Care
- Mental Health, Learning Disability and Autism
- Primary Care
- End of Life, LTCS and Frailty

The Committee received the report and requested a briefing note detailing actions to address the CAHMS waiting list.

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

[Browse meetings - Health and Care Overview and Scrutiny Committee - Staffordshire County Council](#)

The next meeting will be held on Monday 29 January 2024 at 10.00 am, County Buildings, Stafford.

Tuesday, 23 January 2024

**Report of the Portfolio Holder for Housing and Planning / Assistant Director -
Partnerships**

Housing Strategy Quarterly Update to December 2023

Exempt Information

None

Purpose

To update the Committee on actions within the Tamworth Borough Council Housing Strategy to 31 December 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 31st December 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

Further to approval at Cabinet on [14 December](#), the Tamworth Borough Council Monitoring report 2022/23 and Housing Delivery Paper 2022/23 is now published on our website <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

As at 31 December 2023, the first two First Homes properties have now been approved at a site at Two Gates.

A further seven properties will become available at a new site on Coton Lane.

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'.

Following the meeting of Health and Wellbeing Scrutiny on 28th November 2023, there will be a focus on the lower super output areas identified in Amington, Belgrave, Glascote and Stonydelph which have high indices of deprivation and health inequalities.

The Council have also been successful in receiving £250,000 grant funding from the Contain Outbreak Management Fund (COMF) for projects in Tamworth for 13 projects to promote healthier housing and address health inequalities. The projects are outlined within the relevant sections of this report.

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.

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.

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

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

The commissioned service funded through the Private Sector Housing budget – current contract value is £8,500 that concludes 31st March 24. Beat the Cold did a presentation for us in October 2023 and has events planned over the winter to promote their services.

Performance statistics included below:

	(01 Apr - 30 Jun 2023)	(01 Jul - 30 Sep 2023)	(01 Oct - 31 Dec 2023)
Enquiry count			
Total No. of enquiries	100	109	130
No. of individual Households supported	76	80	112
Of which:			
Disadvantaged households - health related	55	54	72
Disadvantaged households - benefits & low income	61	59	79
No. of Hospital/MPFT* referrals	5	3	6
Home visits LA funded	1	2	0
Home visits BTC funded	1	0	1
Community events LA funded	0	0	0
Community events BTC funding	0	0	0
Engagement with referral agencies/stakeholders/partners**	6	6	6
Support provided - figure may exceed No. enquiries			
General energy/Behavioural advice	97	104	122
Advice given for tariff switching/billing/problem supplier	18	11	14
Estimated savings from tariff advice	N/A	N/A	N/A
Self-reported improvement wellbeing	32	33	41
No. of PSR sign-ups	16	26	20
Potential Value of PSR £234.00 per household	£3,744	£6,084	£4,680
Other Savings from BTC intervention/Gesture of Goodwill	£5,541	£0	£0
No. of ECO 4 Referrals	0	5	12
SCF referrals for heat grant (£450.00 per household)	39	45	30
Potential value of SCF referrals	£17,550	£15,750	£10,500
Food Vouchers Issued	16	9	7
Potential value of Food vouchers issued (£58.00)	£1,600	£522	£406
No of households referred for water tariff support	20	28	33
Estimated savings from water tariff support (avg. £350 per household)	£7,000	£7,000	£8,250
Signposted for additional Fuel Voucher Support	N/A	N/A	10
No. of referrals for debt advice/consolidation support	2	4	7
No of referrals for benefits checks	0	1	6

*Midlands Partnership Foundation Trust

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

Beat the Cold were successful in a UK Prosperity Fund bid however declined to continue with the project so £10,490 was provided to Support Staffordshire to provide grants to 3 voluntary sector organisations to deliver services that will support with E13 Community Measures to reduce the cost of living.

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.

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),

³ [Staffordshire Warmer Homes Partnership](#)

The private housing Team are currently running a marketing campaign with CHS to promote this scheme within the Borough for home improvement that has produced

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.

COMF grant funding has been successful until September 2024 for an empty homes officer to inform the Council approach around bringing empty homes back to use (TBC). This is due to go to staffing and appointments this month.

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.

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

At this time the Council have 65 currently active licences which must be retained on a public register⁴.

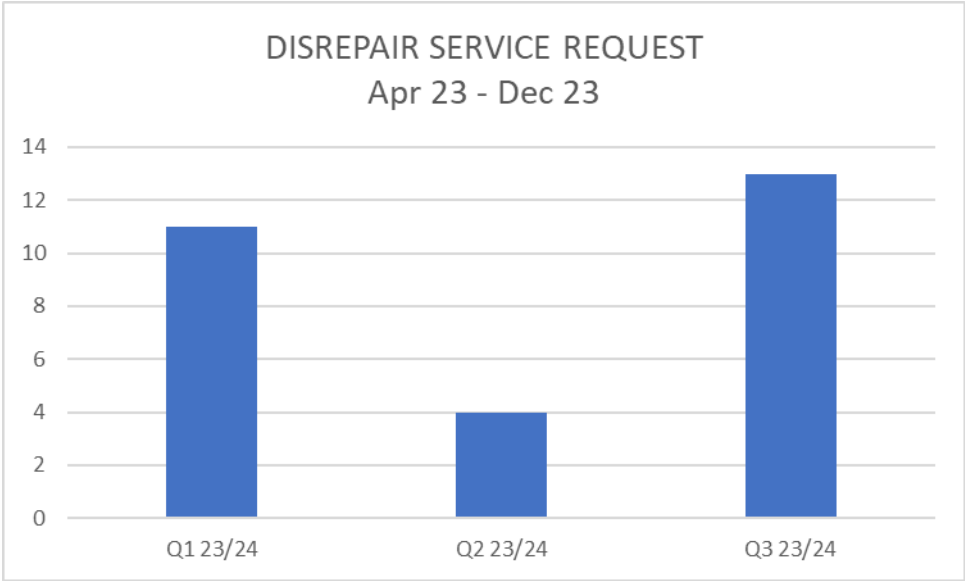
28 HMOs do not require licencing but must comply with legislation. A proactive inspection regime is now in place and it is likely more HMOs will be identified.

Damp and Mould

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:



⁴ [Tamworth Council HMO Public Register](#)

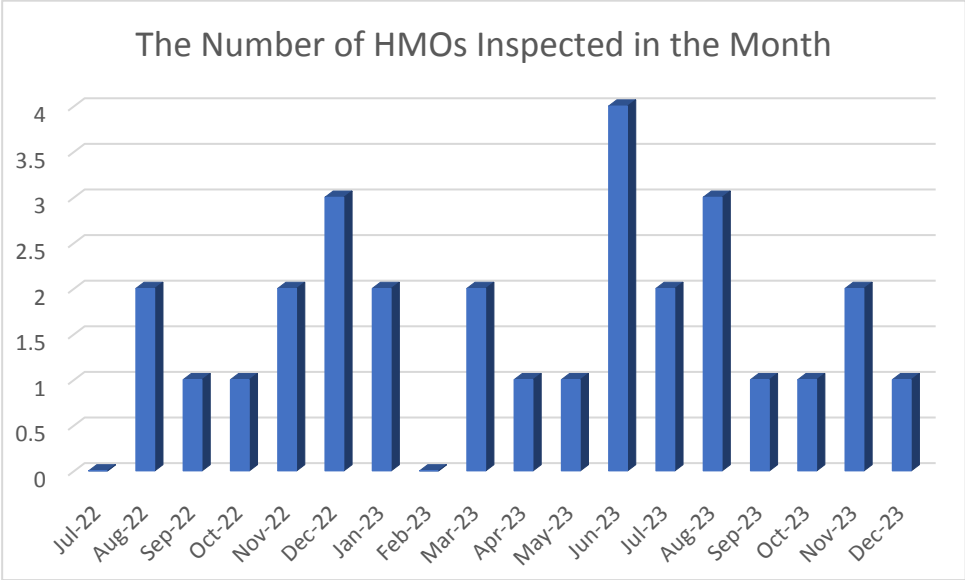
The Private Sector Team have also secured COMF funding to purchase some dehumidifiers to assist private tenants who have reported mould issues during investigation.

CASE STUDY

An elderly couple were signposted to the Council team around excessive damp and health issues in an older private rented property in October 2023 with high rent.

Working with the landlord and tenants, the property was issued with a Prohibition Notice and the couple were successfully re-homed into sheltered accommodation on a temporary basis whilst the Landlord undertook the works. During this time they were given the highest banding to bid on properties and accepted an offer of sheltered accommodation that also bought substantial rent and utilities savings with it.

The number of HMO's Inspected



- Number of category 1 Hazards identified as result of inspection 3.
- Number of category 2 Hazards identified as a result of inspection 5.
- Number of formal interventions around notice and harassment issues/landlord behaviour 0
- Number of Improvement Notices served 1.
- 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

⁵ [Housing Policies](#)

Tamworth Borough Council Housing Repair Services report the following damp and mould requests September 2023-December 2023

Jobs Awaiting Authorisation for Works	0
Jobs Awaiting Post work inspections	0
Jobs Awaiting payment to contractor	8
Jobs Awaiting payment approval	33
Calls Awaiting job card to be issued	0
Jobs In progress	56
Jobs ready for invoicing	2
	100

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

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

In quarter 3 we have had 4 applications and 4 were approved.

Additionally, the COMF funding has provided top up funding for the ECO flex scheme to ensure vulnerable applicants can be assisted where the grant provided does not quite meet the full cost of home upgrade energy efficiency measures.

Great British Insulation Scheme (GBIS)

Community Home Solutions are working in conjunction with Tamworth Borough Council to assist homeowners (and private/social tenants with permission from landlord) in Council Tax Band A to D with less than 100mm of loft insulation to obtain FREE loft insulation. Letters were sent over before Christmas and will be continuing. To date there have been 64 enquiries.

More information regarding the Great British Insulation Scheme (GBIS) is here: <https://www.gov.uk/apply-great-british-insulation-scheme>

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 and vision:

- Creating a better future
- Living in Tamworth

Quarter 2 reports are included as Appendix

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 Sept - December 2023

Tamworth Advice Centre(TAC):

Continues to see many clients with debt concerns coming through via the self-referral route. Fortunately, there are no further mortgage arrears this quarter. Although some areas such as rent arrears, council tax, credit card debt, and store cards remain high, the figures are lower than the last quarter. However, the number of clients is also lower which is something TAC expect to see during the summer months and around school holidays. Given that winter is on the way and clients are continuing to struggle TAC would expect debt figures to remain high.

Continue to see clients who cannot afford to remain in private properties, where the rent has increased but the Local Housing Authority rate remains frozen and where the landlords are selling their properties.

Continue to deliver financial gains and outcomes remain high. There have been both clients with new claims and errors and gatekeeping by the DWP. TAC have also seen an influx of Attendance Allowance/Personal Independence Payment this quarter.

Continue to offer a combination of channels for clients to access our service. Clients still seem to predominantly prefer telephone advice, but there has been an increase in face-to-face appointments within the CTCIC offices and at the outreach venue at Sacred Heart. To help accommodate this TAC have increased their presence in CTCIC offices with a second day per week now being offered. Accessibility into their service has also increased through access to Language line including to support British Sign Language interpretation where needed.

Outreach service at Sacred Heart remains busy and TAC are seeing a bigger mix of issues. The numbers have increased this last quarter, mainly due to staff going above and beyond rather than working within the time parameters of the project. However, this also shows the need for the service at Sacred Heart.

team is fully resourced and there have been no staff changes.

Staff remain flexible and both reactive and proactive to client's needs, for them to receive the help and advice that they need. Staff are going above and beyond to assist these clients; there are very few "simple" cases and fortunately TAC find ourselves in the unique position of being able to handle their problem for them and see it right through to its conclusion.

continue to work well together with council officers to assist clients effectively, to understand the client's health capabilities and history where needed and to assist the more vulnerable clients more effectively. TAC have been able to work collaboratively with the council to achieve the best outcome for the clients.

COMF Funding – A cost of living adviser service within the Tamworth Advice Centre is being recruited to support vulnerable residents

Homelessness and Rough Sleeping Strategy 2020-2025

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

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 and is now operating successfully.

COMF funding will also provided a move on support budget for rough sleeper re-start to assist with obtaining support and accommodation.

PRIORITY 5

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

Health ageing promotes well-being and enabling independence for older people. Outcomes on this priority includes warm efficient homes, independence, the prevention of falls and more choice around end of life choices.

Disabled Facilities Grants

Details of current open (known) cases: quarter 3 204
Referrals Received: Qtr 3 - 39
Closed Cases: Qtr 3 - 17
Completed Cases: Qtr 3 - 0

Disabled Facilities Adaptation (DFA)

Details of current open (known) cases q3 - 144
Referrals Received Qtr 3 - 24
Closed Cases Qtr 3 - 1
Completed Cases – 0

DFG

Quarter three has heavily focussed on laying the foundations for effective and compliant service delivery.

We now have work processes and operating procedures in place and the draft Housing Assistance Policy to support the work of the team is being presented to this Committee.

Contracts are in place for equipment, such as stairlifts and through floor lifts meaning we can deliver these at pace moving forward.

Operationally, the received the transfer data of DFG cases in September 2023. Quarter 3 has been focussed on interrogating case statuses and documentation to progress the legacy cases forward and the recruitment of interim support to start to progress the legacy cases.

In December, the team approved their first grants.

Council Adaptations

A Council Adaptations Policy is currently being written to present to this Committee in due course.

Work has started to understand the true budget position, given several historic work items showing in progress have likely been completed and remain unpaid. These have now been identified and are in the process of being inspected by the Team.

We have set up progress monitoring of the contractor moving forward so we can identify and remedy issues effectively.

Several adaptations are in progress, with many more being actively worked on.

Demand for adaptations far outstrips available budget availability, and a report will be considered by members to increase the allocation in 2024/25 to enable more tenants to have the adaptations they need.

Hospital to Home

CT CIC continue to work with health partners and have been commissioned to provide a or – hospital discharge service.

COMF funding has also secured the following until Sept 2024:

- Care Connect volunteers in GP practices to enhance social prescribing and promote social projects (CT CIC)
- Enhancement to hospital discharge scheme – funding for house clearances, deep cleans, minor repairs as necessary (CT CIC)
- Twelve month additional funding for the Wheel Connections social isolation project (CT CIC)

Sheltered Housing

Tamworth Borough Council Sheltered housing provides people aged 55 and over with another housing choice in Tamworth. There are 11 schemes and 365 units of mixed housing

COMF funding will also support:

- Cooking lessons within Supported housing for vulnerable tenants (TBC)
- Compostable toilet for Belgrave Allotment and Gardens to provide more access for visitors and vulnerable users who use the space to promote health eating and growing own vegetables (Belgrave Allotment)

Dementia Friendly Community Status

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.

Additional COMF funded projects until September 2024

- Mobile unit for the Active Tamworth project (Tamworth Council) to be based at Anker Valley but will be able to go to other areas – healthy eating, signpost to activities for young people, adults and families

- Contribution to expand current free holiday activities managed by TBC
- Provision of Year 6 healthy eating programme across all primary schools (external provider through SCVYS)

Options Considered

Detailed in report

Resource Implications

Work is undertaken within the team

Legal/Risk Implications Background

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 within the Housing strategy, report and in wider considerations for the Council's Climate Change policies.

Background Information

Included within the report

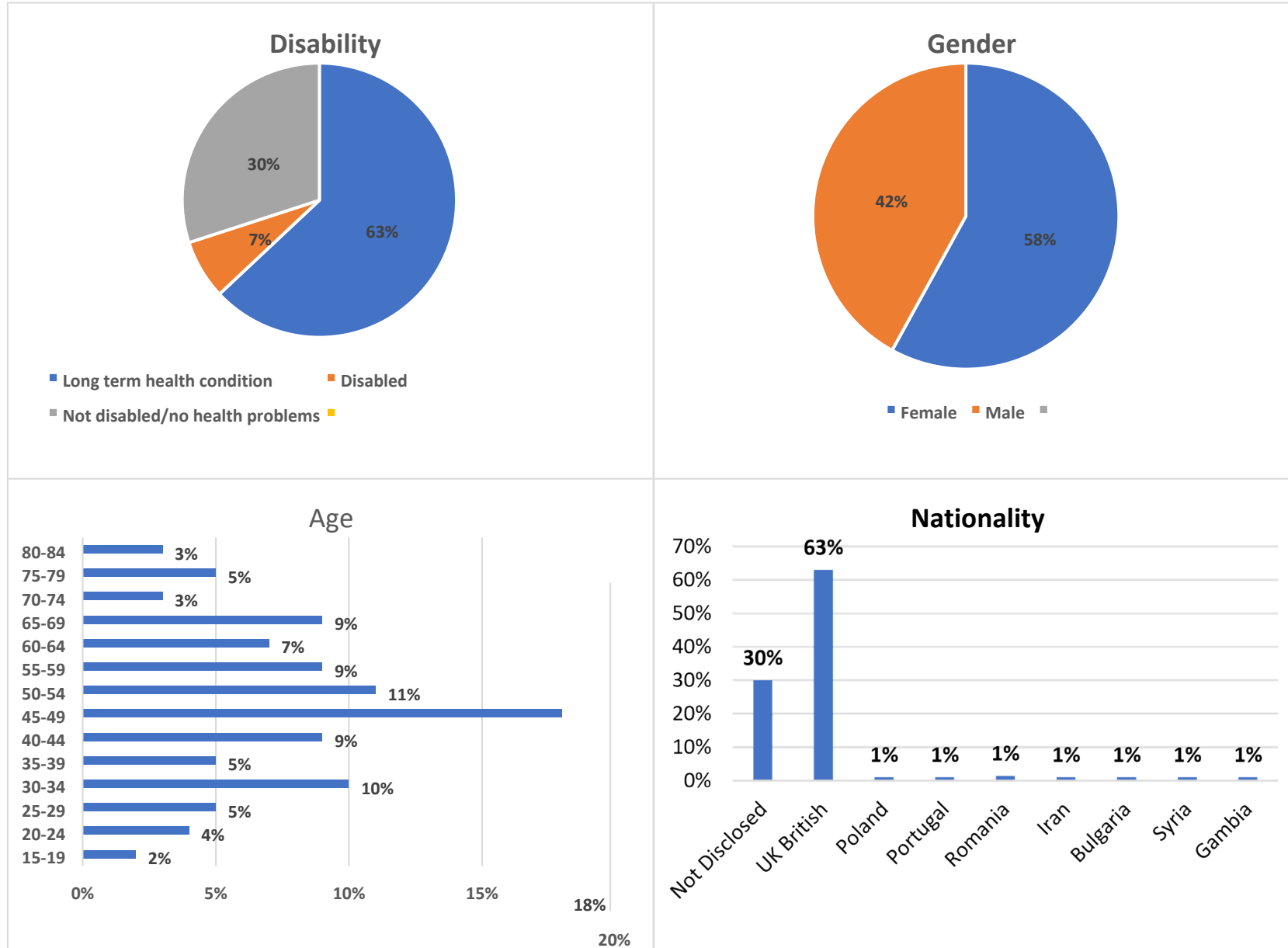
Report Author

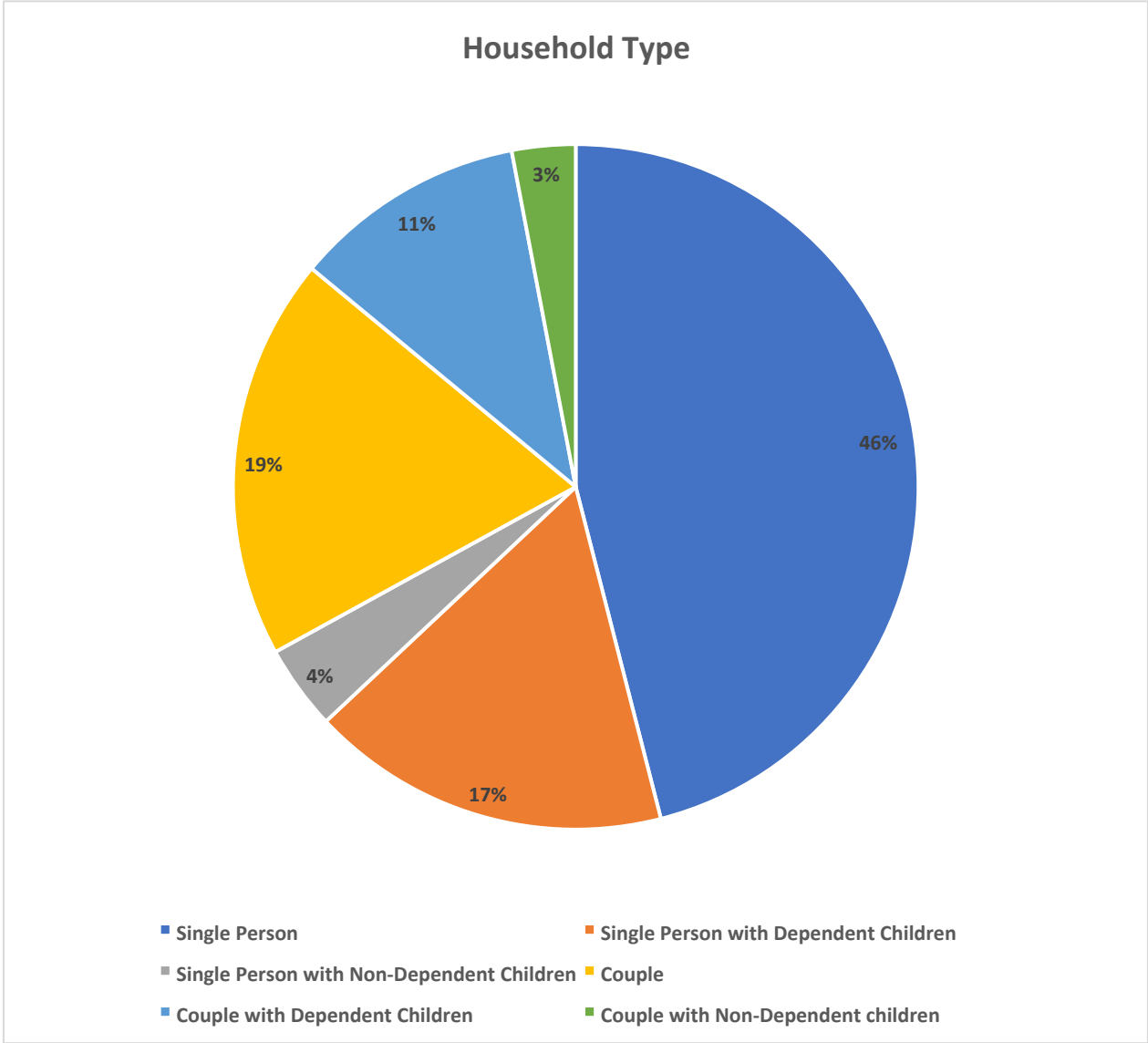
Lisa Hall, Joanne Sands – Safer Communities and Homes Manager, Assistant Director Partnerships

Appendices

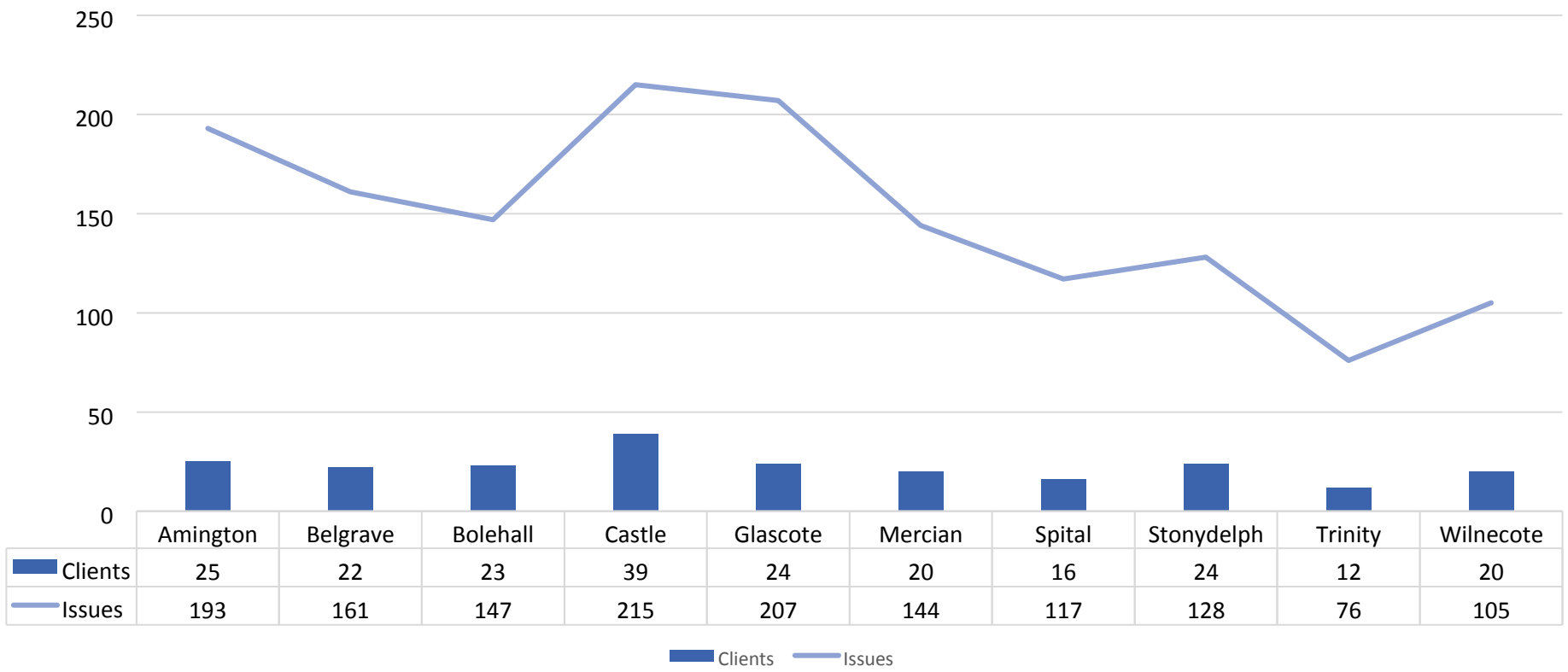
1. **Tamworth Debt and Generalist advice**
2. **Tamworth Homelessness**
3. **Tamworth Tenancy Sustainment**
4. **Tamworth Sacred Heart project**

Breakdown of client demographics (Q2 2023)

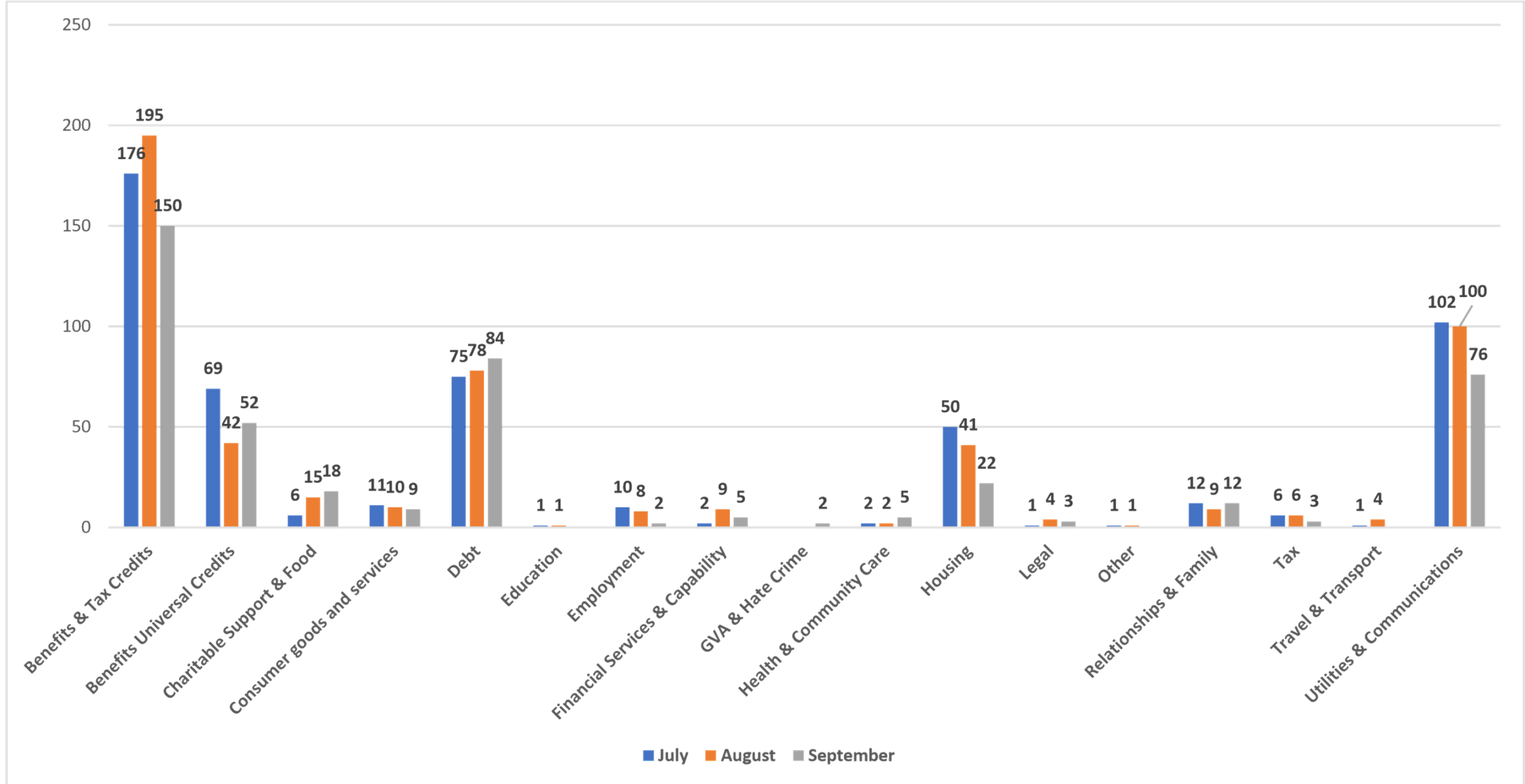




Tamworth Debt and Generalist Advice Project - Breakdown of clients and issues by Ward
(Q2 2023)



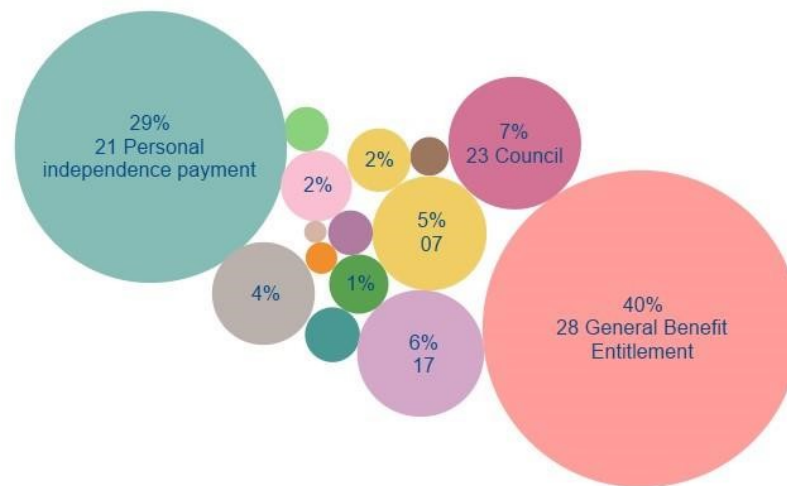
Tamworth Debt and Generalist Advice Project - Breakdown of reported issues (Q2 2023)



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

(Q2 2023)

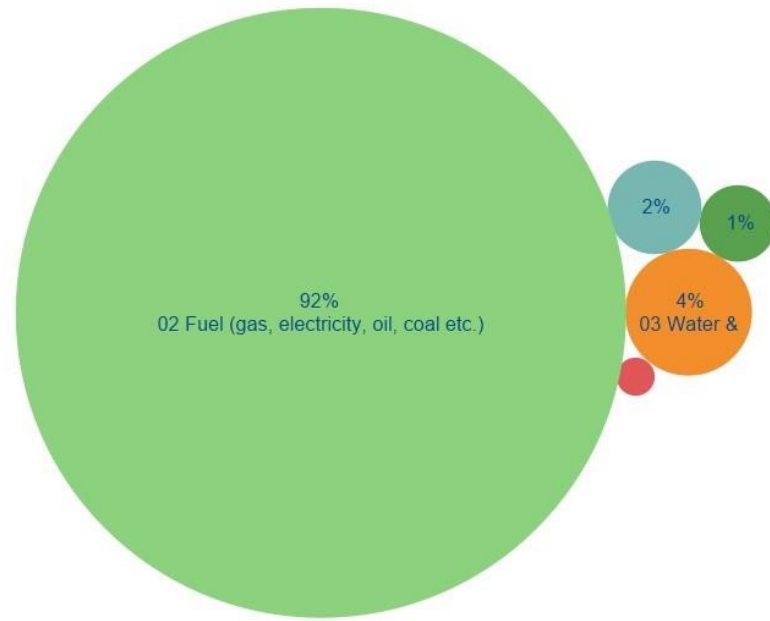
Benefits & Tax Credits accounted for the majority of reported issues across the quarter (35%/506 issues). The percentage split of the issues surrounding Benefits & Tax Credits are reported as follows:



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

Tamworth Debt and Generalist Advice Project - breakdown of Utilities & Communications top issues (Q2 2023)

Utilities & Communications issues accounted for the second highest reported issues across the quarter (19%/276 issues). The percentage split of the issues surrounding Utilities & Communications are reported as follows:



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

Tamworth Debt and Generalist Advice Project – Number of Contacts by Channel (Q2 2023)

	In person	Letter	Email	Adviceline Phone	Telephone	Grand Total
July 2023	10	48	61	55	136	310

August 2023	16	41	69	63	131	320
September 2023	11	34	75	47	118	285
Grand Total	37	123	205	165	385	915

Tamworth Debt and Generalist Advice Project – Client Outcomes (Q2 2023)

	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
Additional evidence for completion of the claims process successfully submitted	1	1	£0	£0	£0
Bailiff's action stopped/suspended/prevented	2	2	£1,095	£547	£547

Benefit / tax credit gain - a new award or increase	62	44	£182,857	£2,949	£4,156
Benefit / tax credit gain - award or increase following revision or appeal	10	7	£24,492	£2,449	£3,499
Benefit / tax credit maintained	5	3	£0	£0	£0
Business not found or ceased trading	2	1	£0	£0	£0
Charitable payment	1	1	£500	£500	£500
Client added to PSR	1	1	£0	£0	£0
Client familiarised with how UC works and what it means for them	5	1	£0	£0	£0
Debt write off - other	6	3	£10,632	£1,772	£3,544
Debts repaid	6	5	£3,690	£615	£738
DMP - debt management plan	2	1	£2,985	£1,493	£2,985
DRO - debt relief order	4	1	£8,178	£2,045	£8,178
Enforcement action avoided/suspended	1	1	£0	£0	£0
Financial situation stabilised / debts under control	8	3	£0	£0	£0
Food provision / referral	5	5	£255	£51	£51
Fuel Voucher	6	6	£1,020	£170	£170
Hygiene - Bank	2	1	£0	£0	£0
Improved health / capacity to manage	59	59	£822	£6	£14
Non-financial admin issue resolved	1	1	£0	£0	£0
Not liable for debt	1	1	£0	£0	£0

Quarterly Comparison	Q3 2022	Q4 2023	Q1 2023	Q2 2023	Grand Total
No. of outcomes	427	404	314	258	1403
Client count	338	251	187	207	983
Amount	£225,782	£355,849	£231,990	£261,012	£1,074,633

Other (financial)	7	6	£14,787	£2,112	£2,465
Other (non-financial)	7	7	£0	£0	£0
Other savings achieved	30	30	£4,350	£145	£145
Referred for energy efficiency advice	2	2	£0	£0	£0
Refund / Repair / Replacement agreed/scheduled	1	1	£97	£97	£97
Rehoused (not Part 7)	1	1	£0	£0	£0
Repayment negotiated	16	9	£5,132	£321	£570
Settled accomm secured (not under a homelessness duty)	1	1	£0	£0	£0
Token payments	2	1	£120	£60	£120
Grand Total	258	207	£261,012		

Tamworth Debt and Generalist Advice Project – Debt (Q2 2023)

Type of Debt		July	August	September	Q2 Total		Previous Quarter Total
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Detail	No	Amount	No	Amount	No	Amount	No	Amount	No	Amount
Benefit overpayment (not HB)					1	£150	1	£150	9	£76,151.46
Budgeting advance on UC	1	£100	2	£792.32	1	£100	4	£992.32	19	£3,689.35
Business utility/Water arrears (still trading/current supplier)									2	£303.03
Buy now pay later (BNPL)									1	£160
Catalogue / Mail order	3	£482	5	£2,654	3	£3,341.86	11	£6,477.86	12	£5,553.83
CCJ (Origin unknown)									2	£3,693
Child support arrears					1	£1,000	1	£1,000		
Council tax	12	£14,537.79	12	£12,968.33	9	£7,719.38	33	£35,225.50	69	£57,768.50
Credit Card	8	£23,291.45	5	£1,793.93	9	£16,229.20	22	41,314.58	45	£93,771.48
Credit union loan									1	£300
Dual Fuel	3	£3,504.97	6	£5,475.88	5	£9,095.60	14	£18,076.45	23	£34,124.16
Electric	2	£1,650	4	£6,600	4	£7,393	10	£15,643	19	£23,210.47
Equipment leases (not trading)					1	£206.40	1	£206.40		
Fixed penalty notice (driving/vehicle related)			1	£70			1	£70		
Friends/Family	2	£10,450			2	£5,125	4	£15,575	4	£9,100
Funeral expenses					1	£1,878	1	£1,878		

Gas			3	£12,300	3	£3,900	6	£16,200	9	£9,849.84
Gas / Electricity / Dual Fuel Arrears (former supplier)	4	£2,785			2	£2,965.25	6	£5,750.25	6	£4,644
Hire Purchase (HP)/Conditional Sale									3	£6,737
HMRC Tax Credit Overpayment	1	£100			1	£150	2	£250	6	£7,063.95
Housing Benefit Overpayment			2	£14,000	1	£7,000	3	£21,000	4	£42,000
Income Tax Arrears									3	£21,013.79
Insurance	1	£100	3	£2,700			4	£2,800	3	£164.05
Magistrates Court Fine Arrears					2	£260	2	£260	4	£3,583
Mobile phone	2	£1,200	1	£55	2	£1,316.30	5	£2,571.30	5	£1,213.98
Mortgage Arrears			1	£1,000	1	£6,000	2	£7,000	8	£76,647.71
Mortgage Shortfall									3	£56,797.50
Other non-priority debt	2	£2,000	2	£325	6	£1,426	10	£3,751	32	£16,400.85
Other priority debt									1	£2,000
Overdraft	3	£2,635.17			2	£4,000	5	£6,635.17	22	£14,523.24
Parking/Traffic Penalty Charge Notice (PCN)	2	£265			1	£100	3	£365	3	£2,300
Payday Loan			4	£1,053.40			4	£1,053.40	4	£5,776
Rent Arrears	6	£9,260	7	£12,200	5	£6,907	18	£28,367	29	£44,427.56
Rent Arrears (former tenancy)	1	£1,500			4	£9,193.82	5	£10,693.82	4	£10,839.28

Short term benefits or UC advance	6	£912.27	4	£600	4	£635.30	14	£2,147.57	15	£3,288.25
Social Fund Budgeting Loan			1	£100	1	£300	2	£400	6	£2,089
Store Card	4	£1,652.12	7	£3,797.58	5	£3,609.13	16	£9,058.83	18	£13,718.01

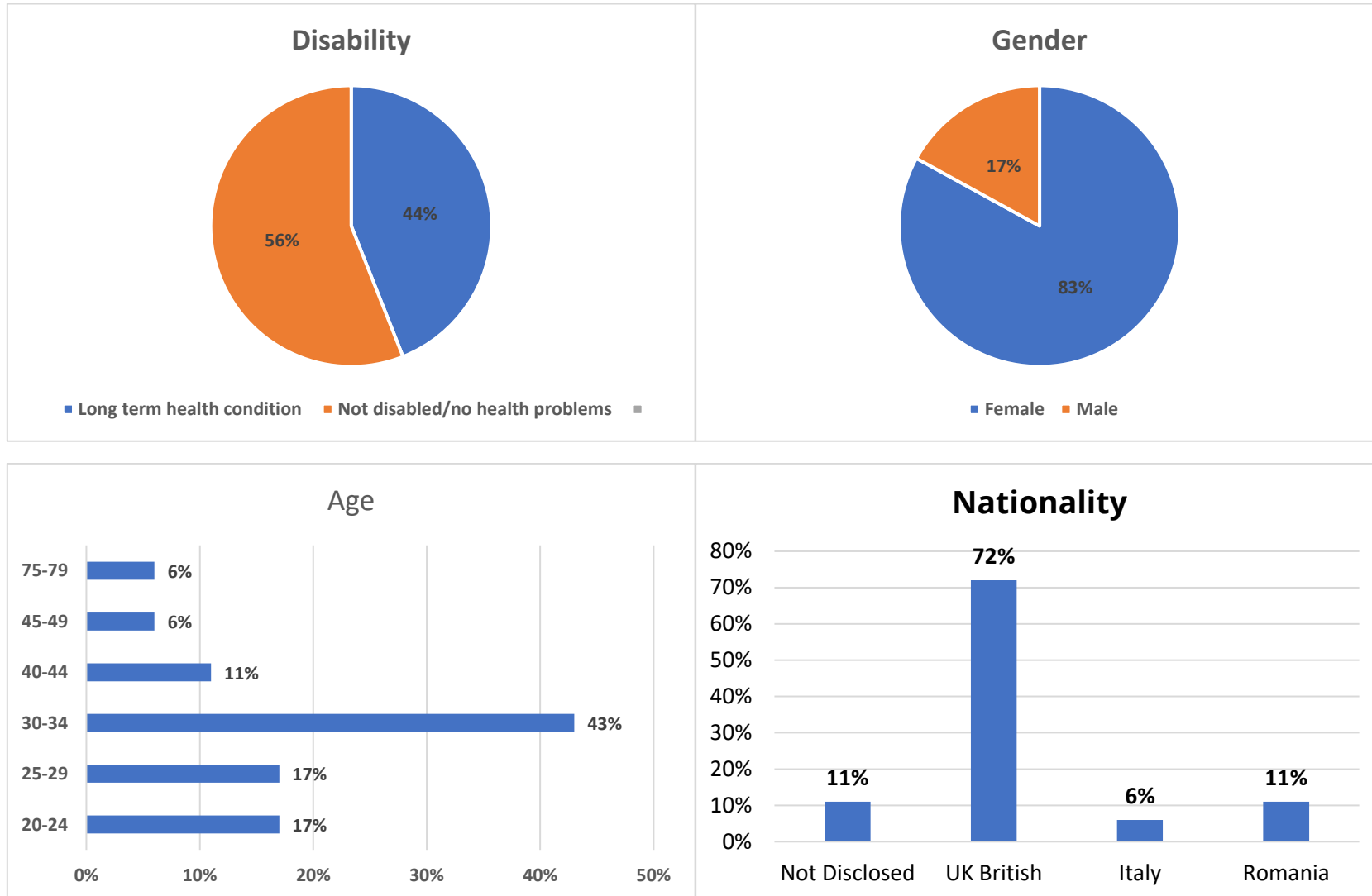
Student loan									2	£100
Telecoms Packages (tv, phone and internet)	3	£1,244.21			3	£1,000	6	£2,244.21	32	£21,270.40
Telephone/Broadband	4	£525	2	£799.34	2	£243.55	8	£1,567.89	10	£5,450.94
Telephone/Broadband (essential)									1	£256.69
TV Licence arrears			2	£1,000	1	£175	3	£1,175	3	£270
Unsecured Loan / Bank Loan	4	£5,866.34			5	£16,500	9	£22,366.34	34	162,272.67
Water Arrears	9	£8,386.15	7	£5,074.29	7	£2323.33	23	£15,783.77	29	£26,243.14
GRAND TOTAL	83	£92,447.47	81	£85,359.07	95	£120,243.12	259	£298,049.66	495	£868,766.13

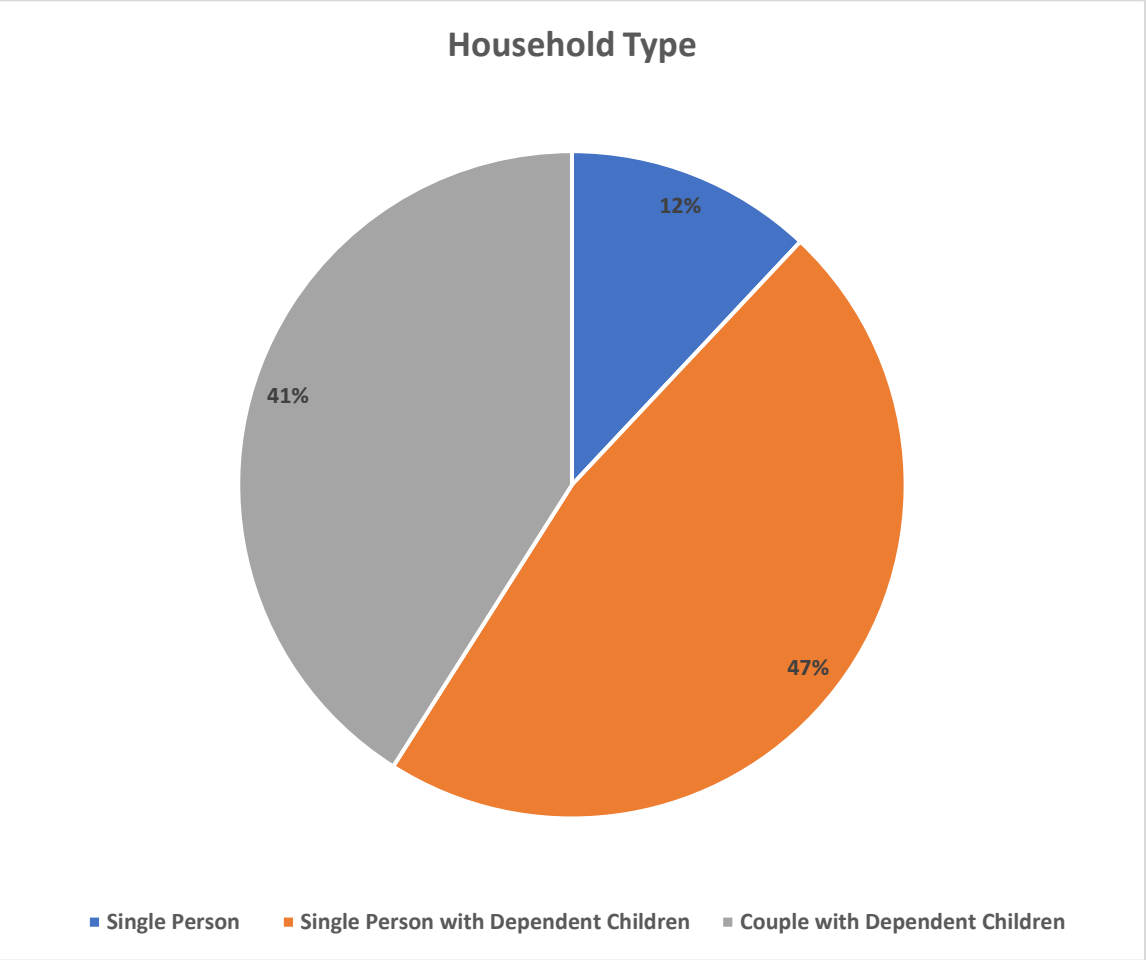
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Tamworth Homelessness Prevention Project Report – Q2 2023

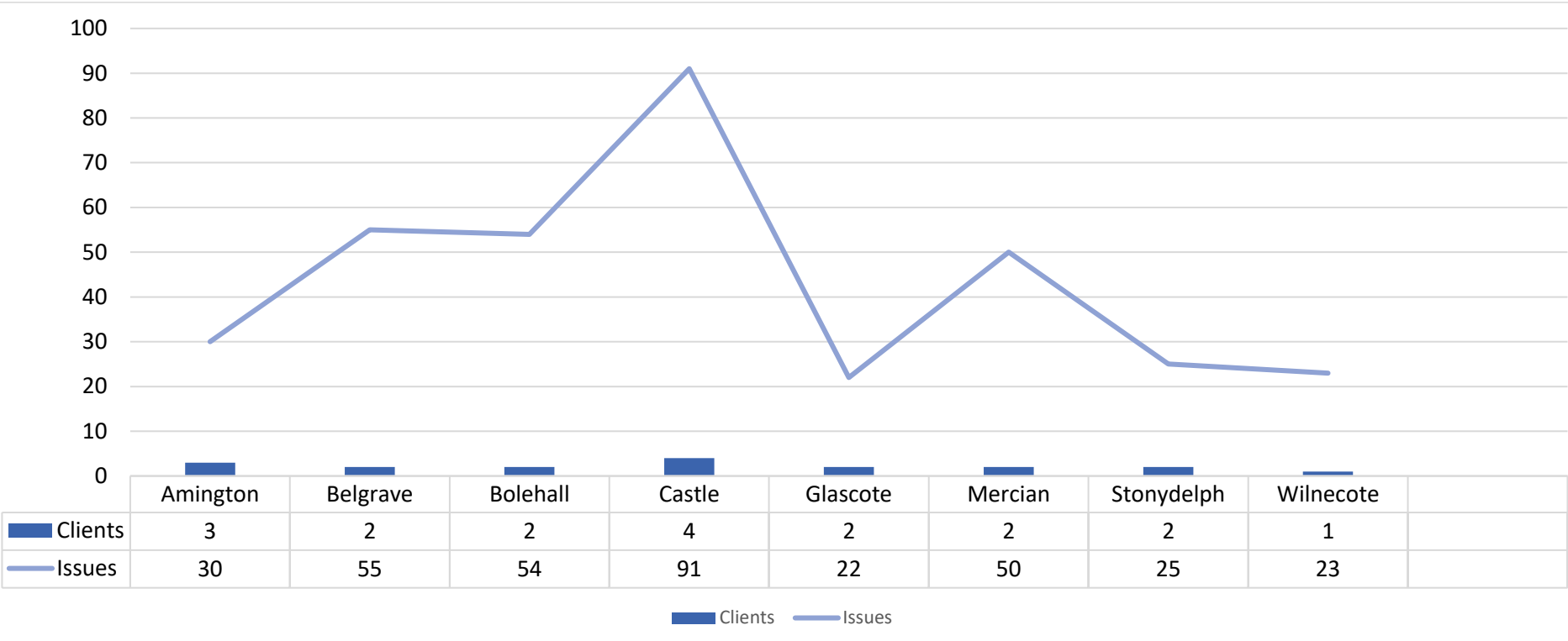
Total number of clients in the quarter = 18

Tamworth Homelessness Prevention Project - Breakdown of client demographics (Q2 2023)

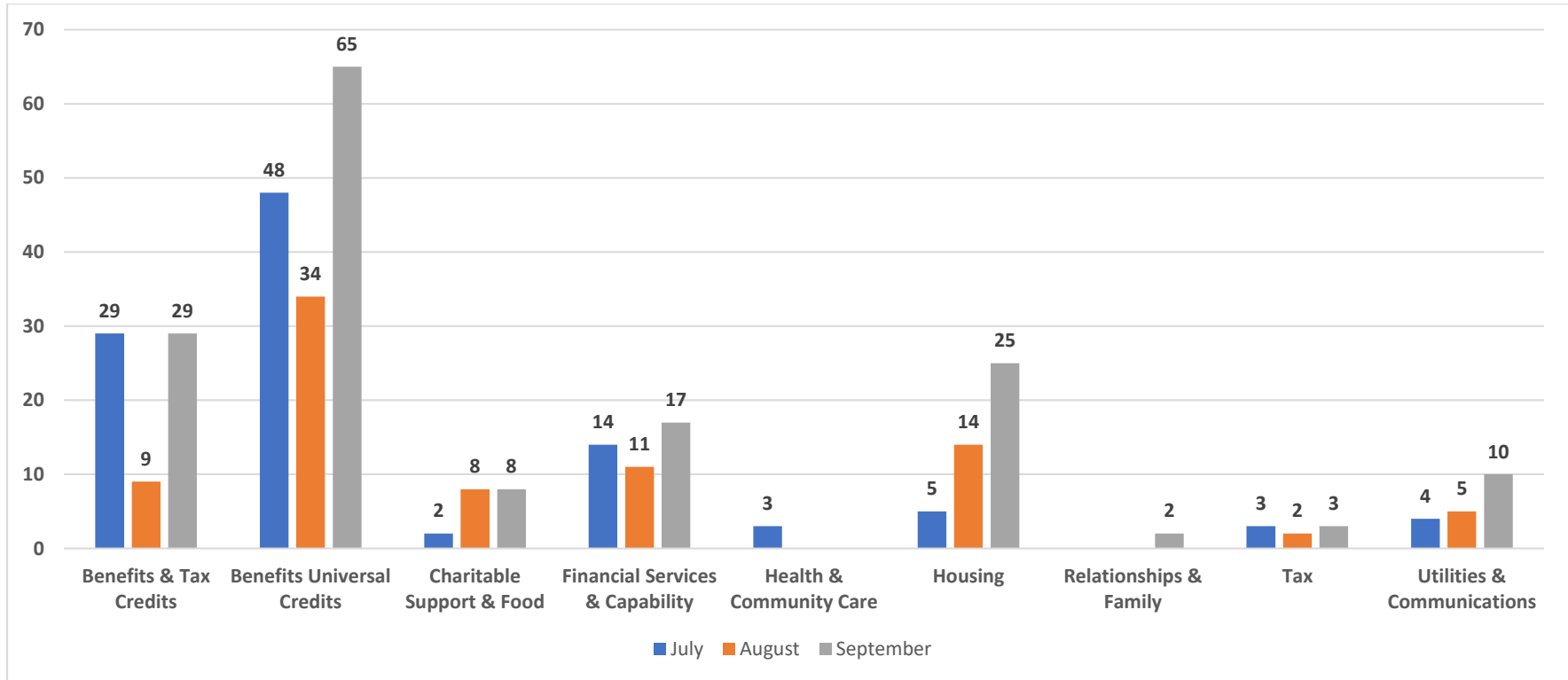




Tamworth Homelessness Prevention Project - Breakdown of clients and issues by Ward (Q2 2023)



Tamworth Homelessness Prevention Project - Breakdown of reported issues (Q2 2023)

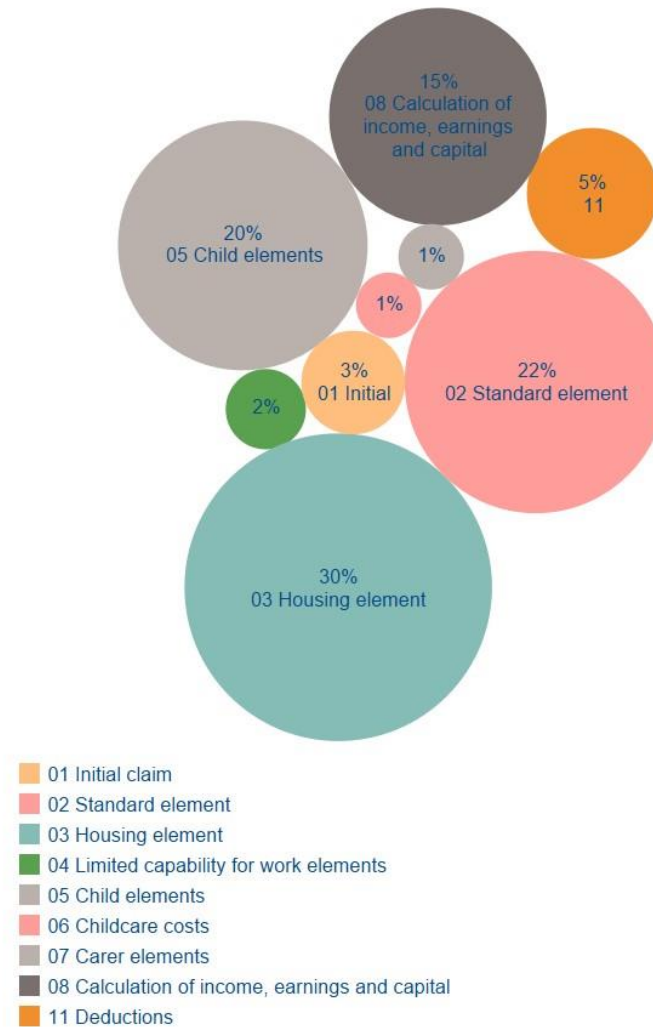


Tamworth Homelessness Prevention Project Report – Referrals Q2 2023

Referrals				
	Q3 2022	Q4 2023	Q1 2023	Q2 2023
Referrals	52	35	24	16
Appointments Made	31	30	19	16
DNA Appointment	4	3	4	1
No Contact Made Yet	13	1	1	0
Failed to Engage	4	3	4	1

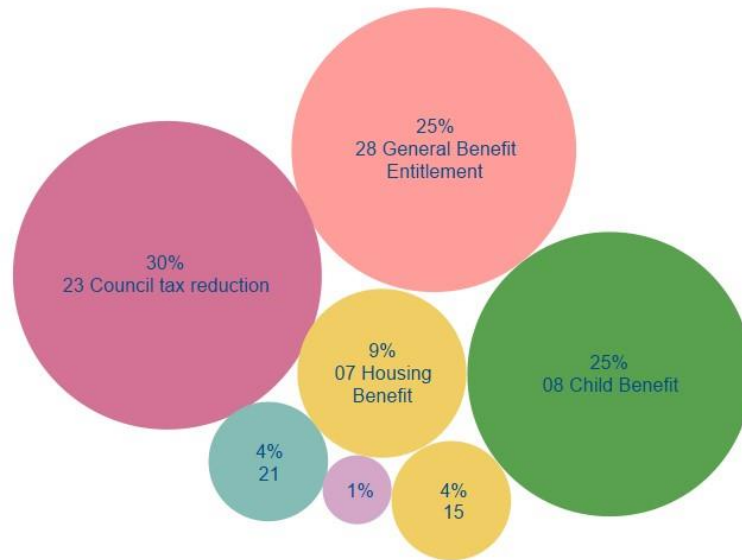
Tamworth Homelessness Prevention Project - breakdown of Benefits Universal Credit top issues (Q2 2023)

Benefits Universal Credit issues accounted for the majority of reported issues across the quarter (42%/147 issues). The percentage split of the issues surrounding Benefits Universal Credit are reported as follows:



Tamworth Homelessness Prevention Project - breakdown of Benefits & Tax Credits top issues (Q2 2023)

Benefits & Tax Credits issues accounted for the second highest reported issues across the quarter (19%/67 issues). The percentage split of the issues surrounding Benefits & Tax Credits are reported as follows:



- 07 Housing Benefit
- 08 Child Benefit
- 15 Disability Living Allowance
- 17 Attendance Allowance
- 21 Personal independence payment
- 23 Council tax reduction
- 28 General Benefit Entitlement

Tamworth Homelessness Prevention Project – Number of Contacts by Channel (Q2 2023)

	Email	Telephone	Grand Total
July 2023	20	15	35
August 2023	22	11	33
September 2023	32	14	46
Grand Total	74	40	114

Tamworth Homelessness Prevention Project – Client Outcomes (Q2 2023)

Income gain					
	Number of outcomes	Client count	Amount	Average per outcome	Average per client
Benefit / tax credit gain - a new award or increase	17	10	£44,916	£2,642	£4,492
Benefit / tax credit gain - award or increase following revision or appeal	2	1	£1,977	£989	£1,977
Benefit / tax credit maintained	49	13	£0	£0	£0
Client familiarised with how UC works and what it means for them	13	13	£0	£0	£0
Food provision / referral	11	8	£825	£75	£103
Fuel Voucher	6	6	£2,700	£450	£450
Hygiene - Bank	5	5	£120	£24	£24
Improved health / capacity to manage	14	14	£510	£8	£36
Income Maximisation	3	2	£0	£0	£0
Other (non-financial)	5	5	£0	£0	£0
Temporary accomm secured (not Part 7)	1	1	£0	£0	£0
Grand Total	126	78	£51,048		

Quarterly Comparison	Q3 2022	Q4 2023	Q1 2023	Q2 2023	Grand Total
No. of outcomes	274	338	108	126	846
Client count	122	141	51	78	392
Amount	£74,613	£54,785	£41,054	£51,048	£221,500

Tamworth Homelessness Prevention Project – Debt (Q2 2023)

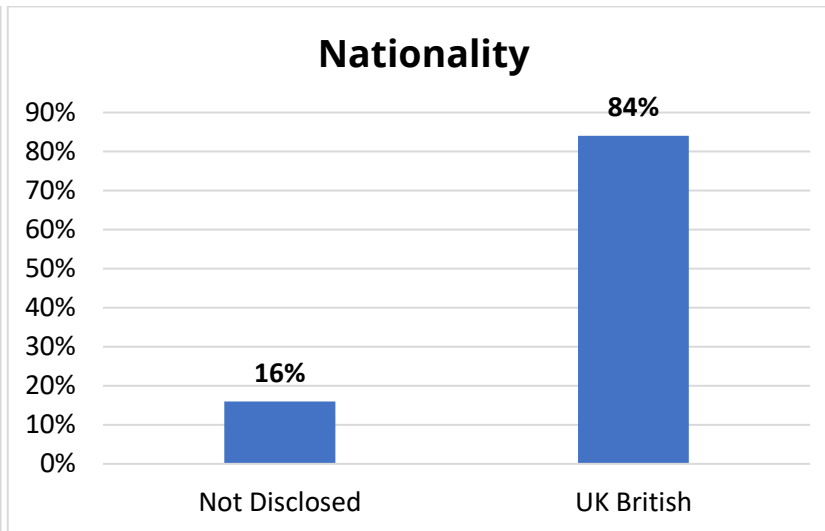
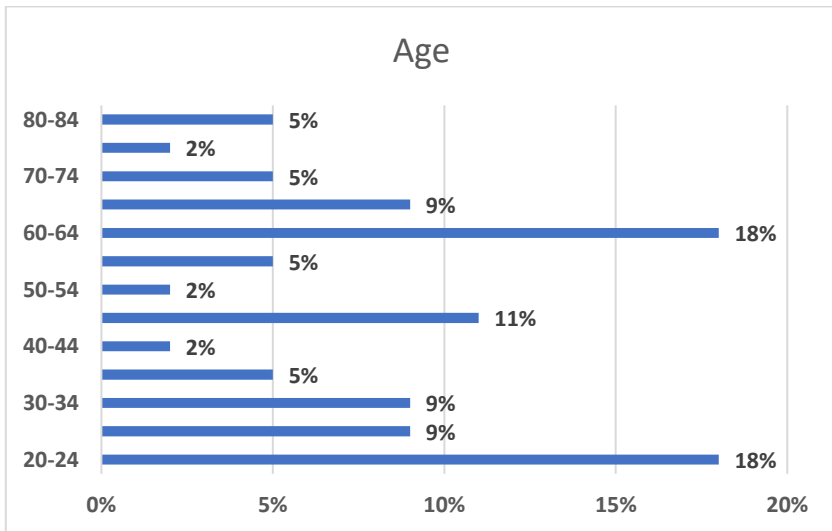
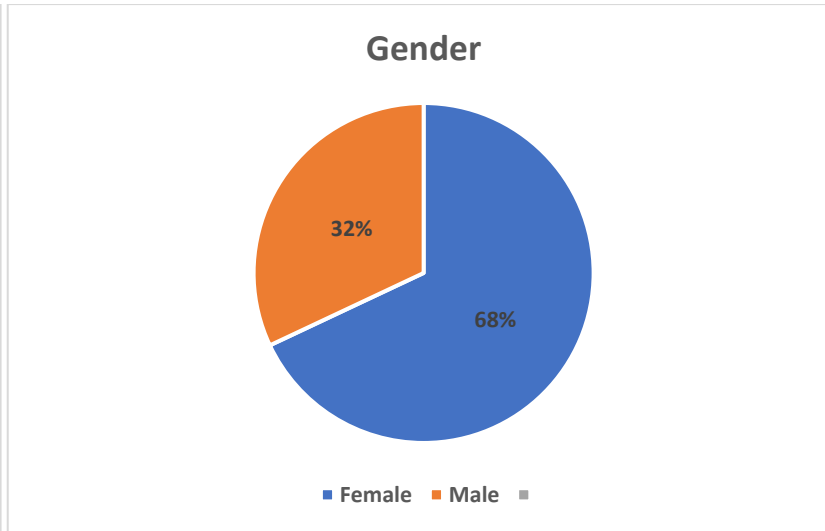
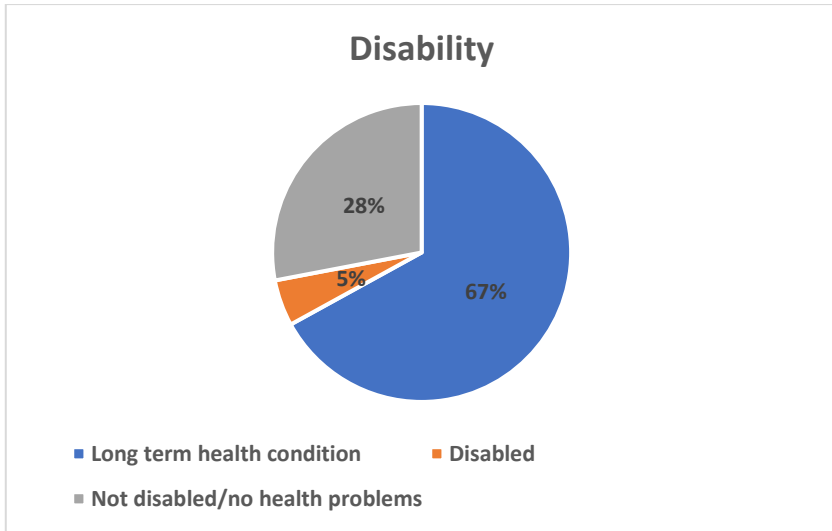
Type of Debt	July 2023		August		September		Q1 Total		Previous Quarter	
	No	Amount	No	Amount	No	Amount	No	Amount	No	Amount
Catalogue / Mail order			2	£470			2	£470	1	£300
Council tax	1	£73					1	£73	1	£2,070.77
Credit Card	9	£13,110	1	£250	1	£500	11	£13,860	6	£5,501
Friends/Family			1	£2,000			1	£2,000		
Gas/Electricity/Dual fuel arrears (former supplier)			1	£138			1	£138		
Mobile phone			1	£1930			1	£1930		
Overdraft	1	£2,500					1	£2,500		
Rent arrears			1	£3,000			1	£3,000		
Rent Arrears (former tenancy)	1	£200			1	£6,000	2	£6,200	2	£3,522.08
Unsecured Loan / Bank Loan	6	£8,120	2	£3,250			8	£11,370		
GRAND TOTAL	18	£24,003	9	£11,038	2	£6,500	29	£41,541	10	£11,393.85

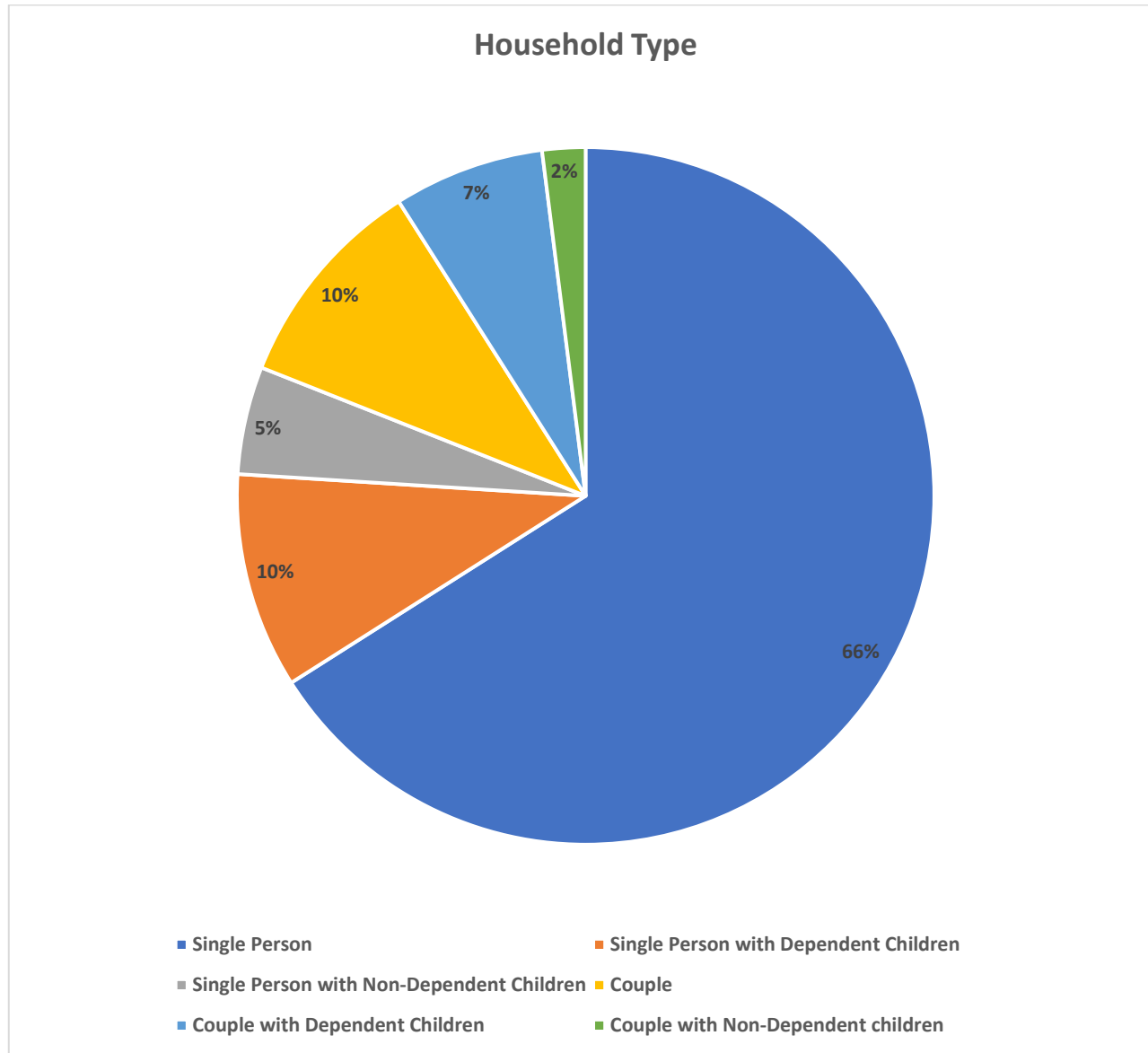


Tamworth Tenancy Sustainment Project Report – Q2 2023

Total number of clients in the quarter = 44

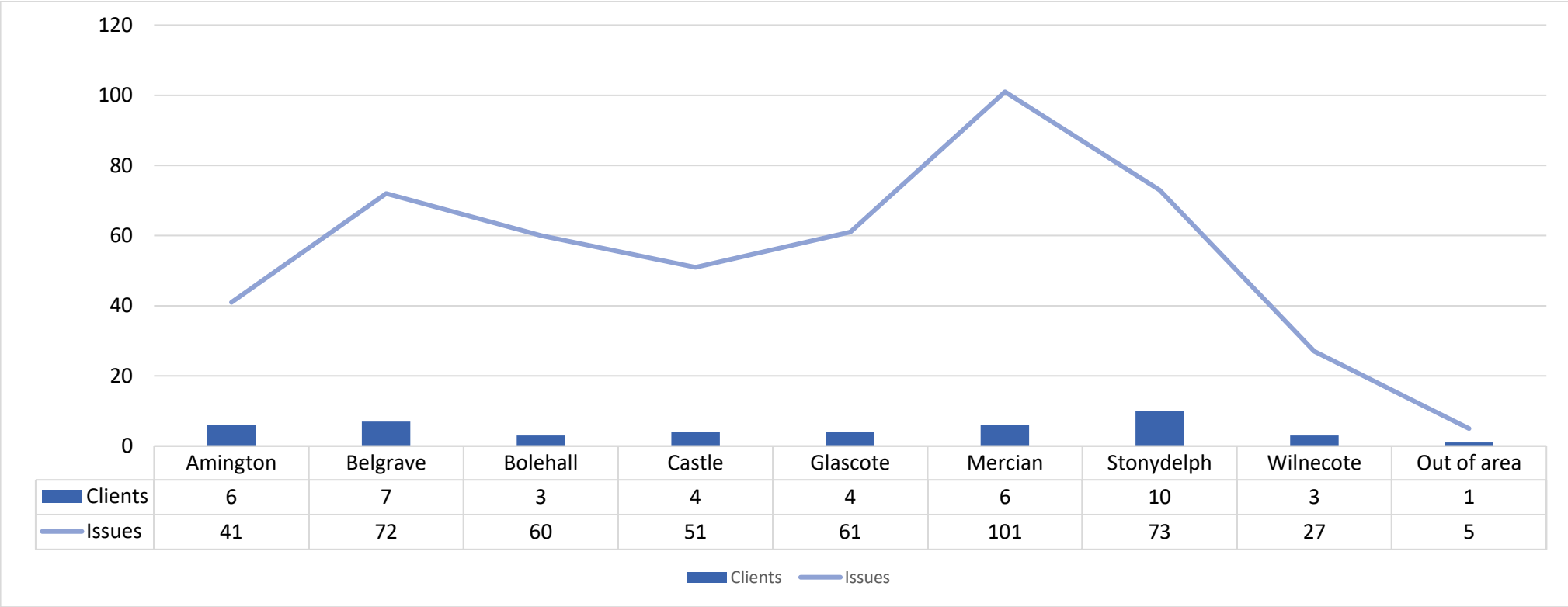
Tamworth Tenancy Sustainment Project - Breakdown of client demographics (Q2 2023)



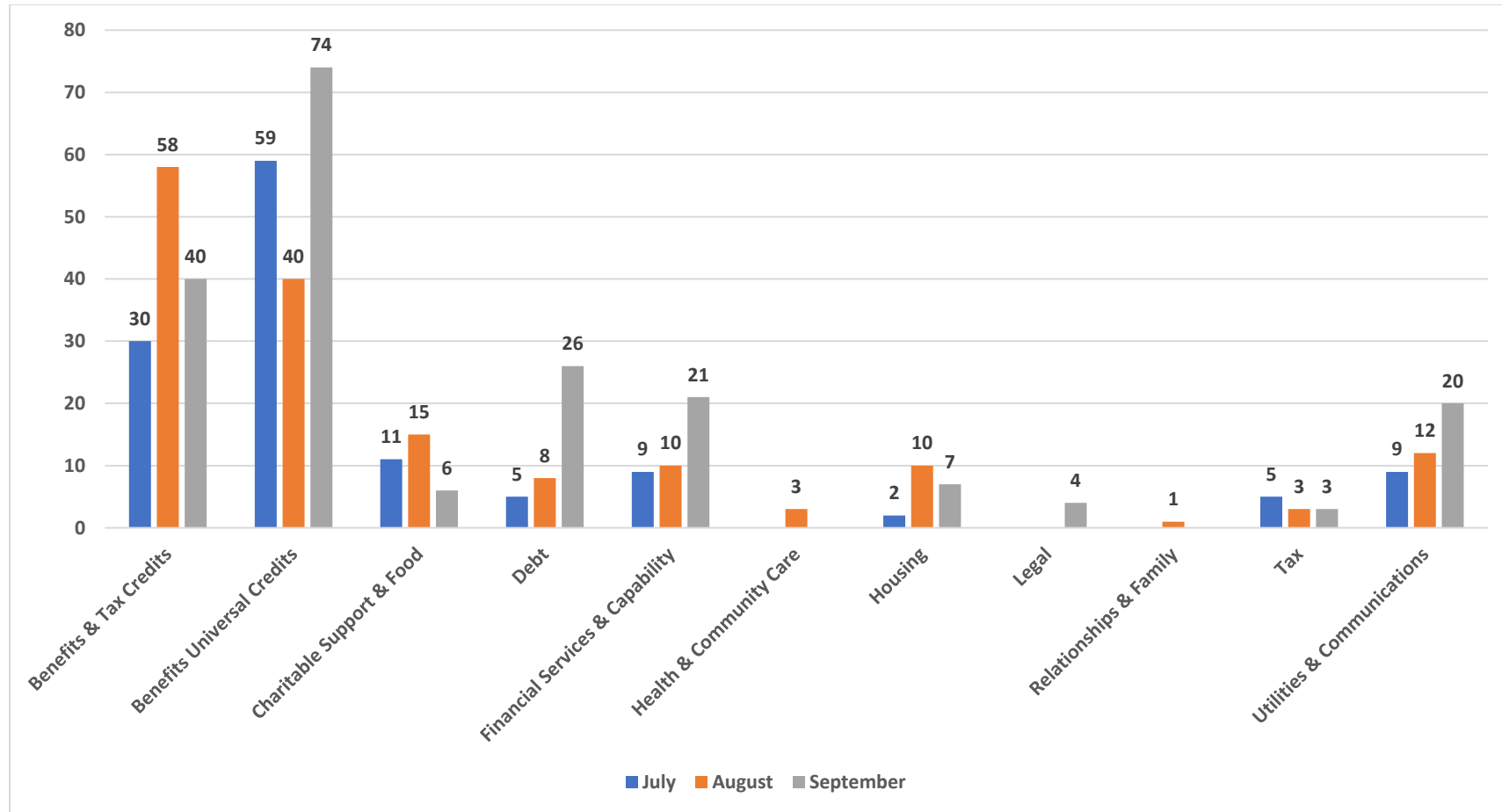


Tamworth Tenancy Sustainment Project - Breakdown of clients and issues by Ward (Q2 2023)

Page 49



Tamworth Tenancy Sustainment Project - Breakdown of reported issues (Q2 2023)

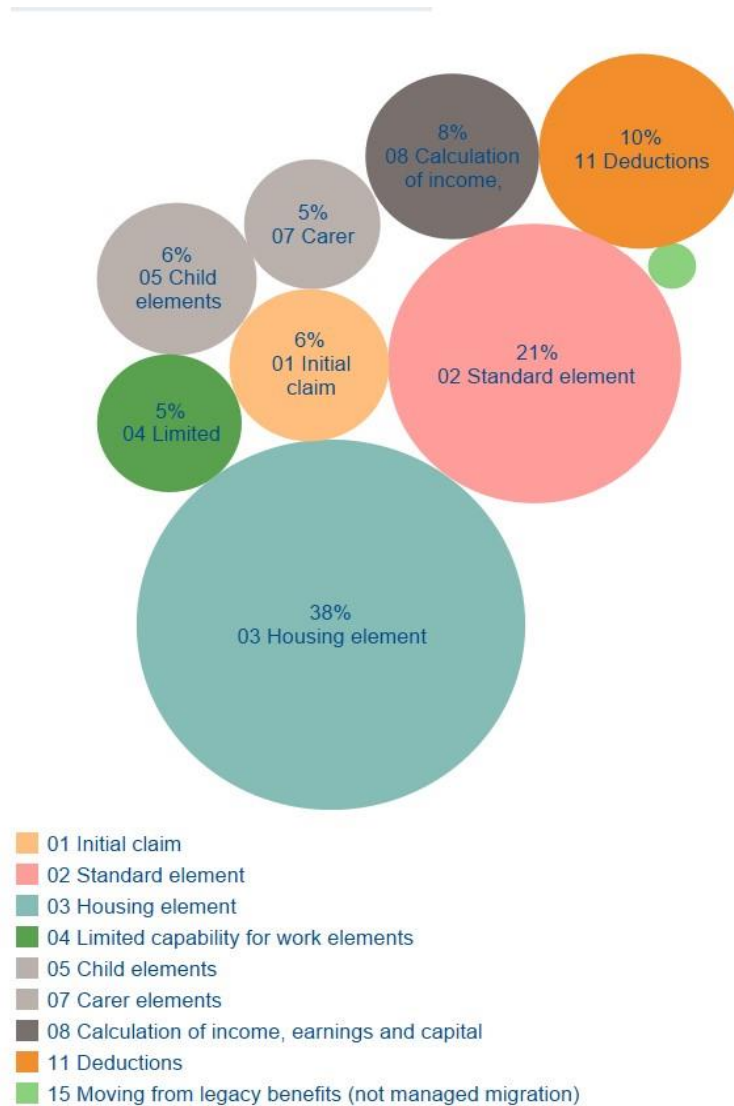


Tamworth Tenancy Sustainment Project Report – Referrals Q2 2023

Referrals				
	Q3 2022	Q4 2023	Q1 2023	Q2 2023
Referrals	39	45	24	48
Appointments Made	19	32	20	40
DNA Appointment	6	6	6	6
No Contact made yet	6	4	0	0
Failed to Engage	5	7	3	6

Tamworth Tenancy Sustainment Project - breakdown of Benefits Universal Credit top issues (Q2 2023)

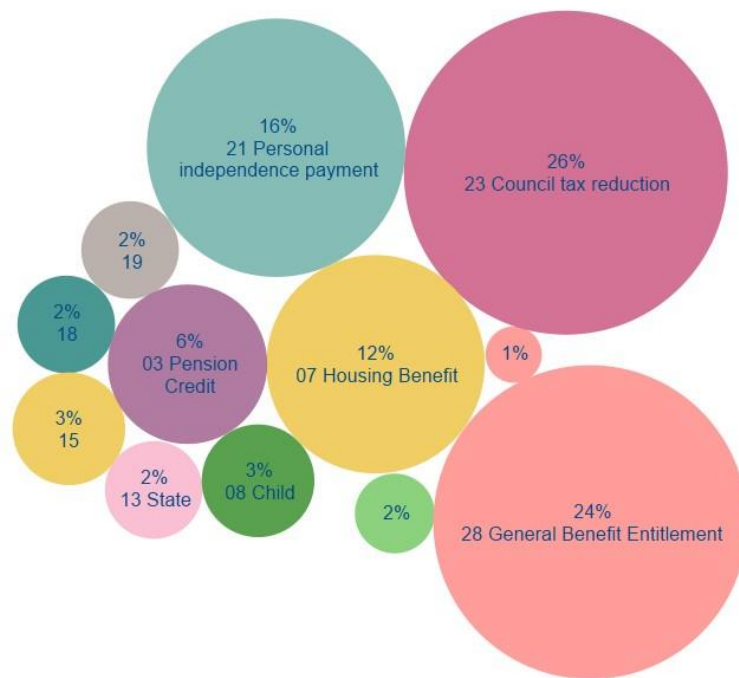
Benefits Universal Credit issues accounted for the majority of reported issues across the quarter (33% /173 issues). The percentage split of the issues surrounding Benefits Universal Credit are reported as follows:



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

(Q2 2023)

Benefits & Tax Credits issues accounted for the second highest reported issues across the quarter (26%/128 issues). The percentage split of the issues surrounding Benefits & Tax Credits are reported as follows:



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

Tamworth Tenancy Sustainment Project – Number of Contacts by Channel (Q2 2023)

	Letter	In person	Email	Telephone	Grand Total
July 2023	2	2	33	41	78
August 2023	5	2	60	48	115
September 2023	5	9	54	43	111
Grand Total	12	13	147	132	304

Tamworth Tenancy Sustainment Project – Client Outcomes (Q2 2023)

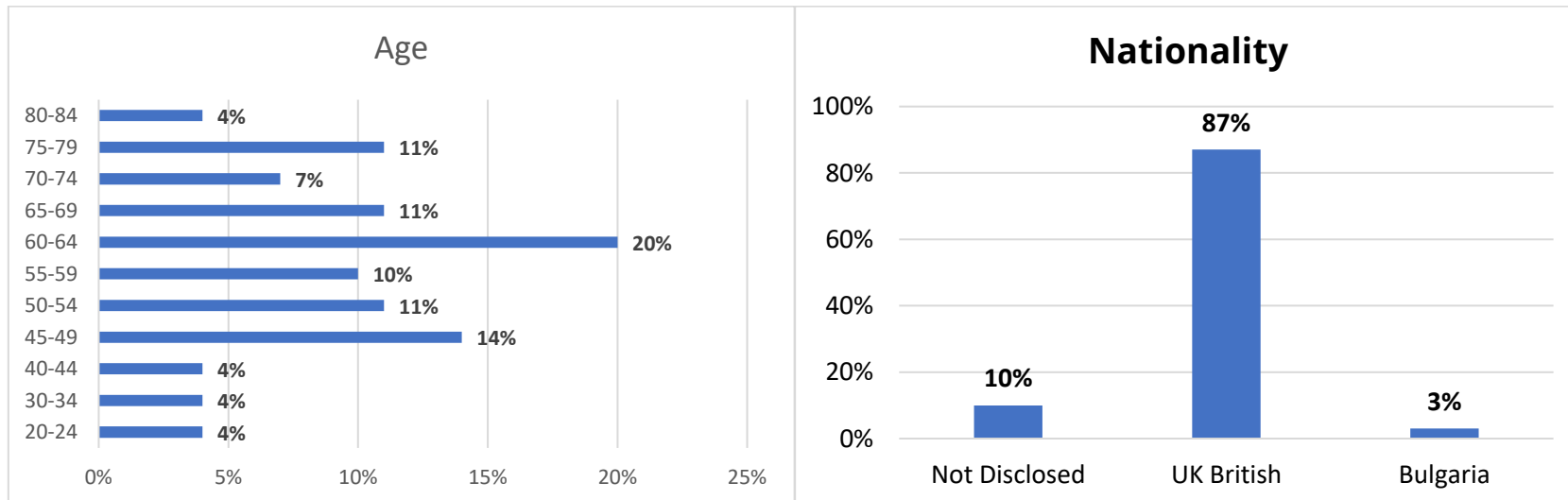
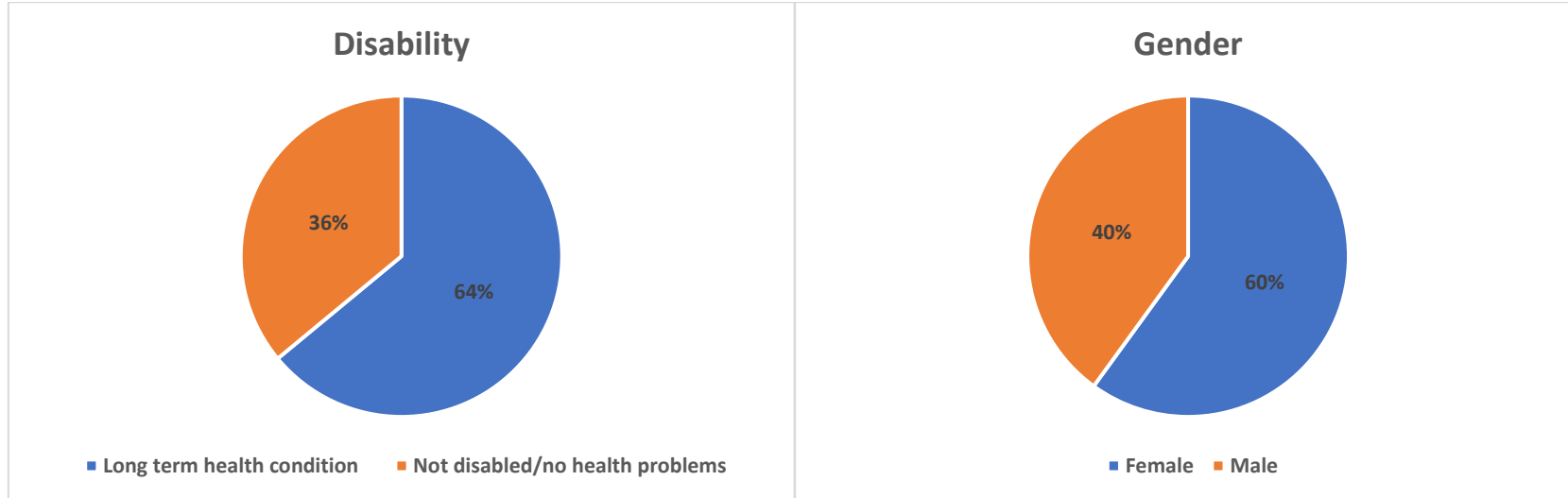
	Income gain				
	Number of outcomes	Client count	Amount	Average per outcome	Average per client
Appropriate service/ support obtained for client - unsuccessful	1	1	£0	£0	£0
Bailiff's action stopped/suspended/prevented	1	1	£0	£0	£0
Benefit / tax credit gain - a new award or increase	30	17	£64,363	£2,145	£3,786
Benefit / tax credit maintained	68	19	£0	£0	£0
Claim or complaint - not possible	2	1	£0	£0	£0
Client familiarised with how UC works and what it means for them	18	18	£0	£0	£0
client obtained appropriate help with court forms	2	1	£0	£0	£0
Debt write off - other	2	2	£1,202	£601	£601
Financial gain/improvement	1	1	£0	£0	£0
Financial situation stabilised / debts under control	1	1	£0	£0	£0
Food provision / referral	13	10	£765	£59	£77
Fuel Voucher	9	8	£3,630	£403	£454
Goods or services provided	1	1	£450	£450	£450
Homelessness prevented - remained in home	3	3	£0	£0	£0
Hygiene - Bank	10	10	£160	£16	£16
Improved health / capacity to manage	21	21	£1,002	£12	£48
Moratorium / Agreeing a period of time when you made no payments	1	1	£0	£0	£0
Other savings achieved	2	2	£200	£100	£100
Repayment negotiated	1	1	£660	£660	£660
Grand Total	187	119	£72,432		

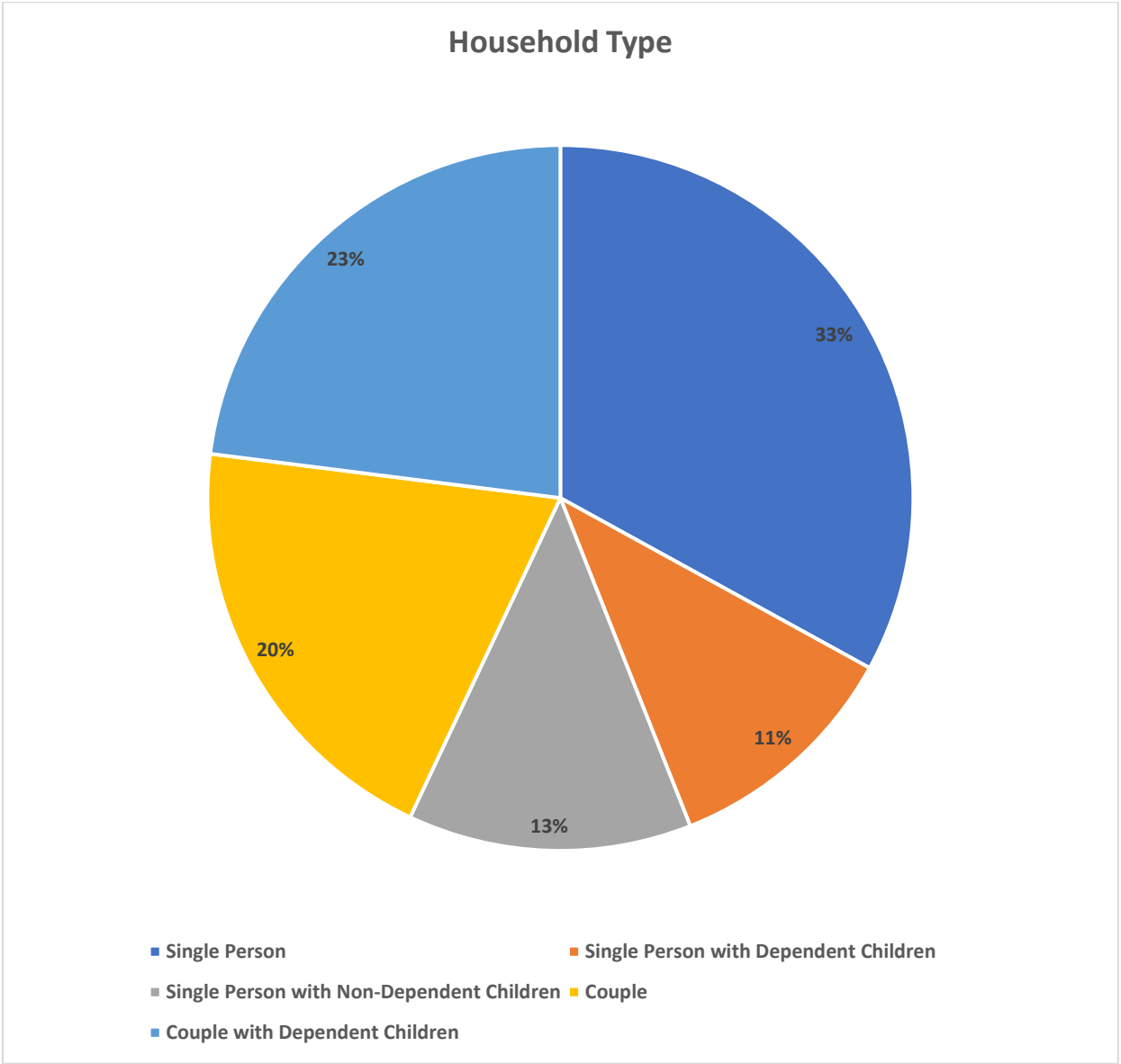
Quarterly Comparison	Q3	Q4	Q1	Q2	Grand Total
No. of outcomes	160	304	164	187	815
Client count	101	195	83	119	498
Amount	£49,330	£179,020	£80,619	£72,432	£381,401

Tamworth Sacred Heart Project Report – Q2 2023

Total number of clients in the quarter = 30

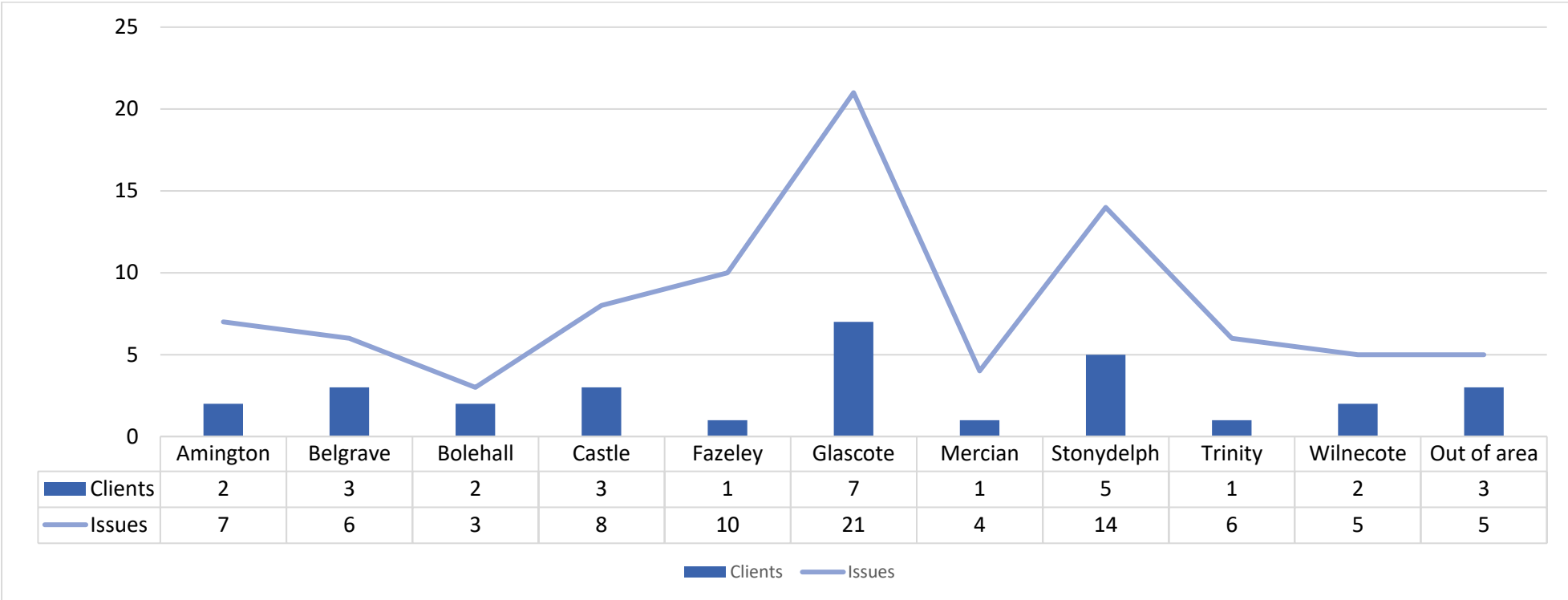
Tamworth Sacred Heart Church Project - Breakdown of client demographics (Q2 2023)



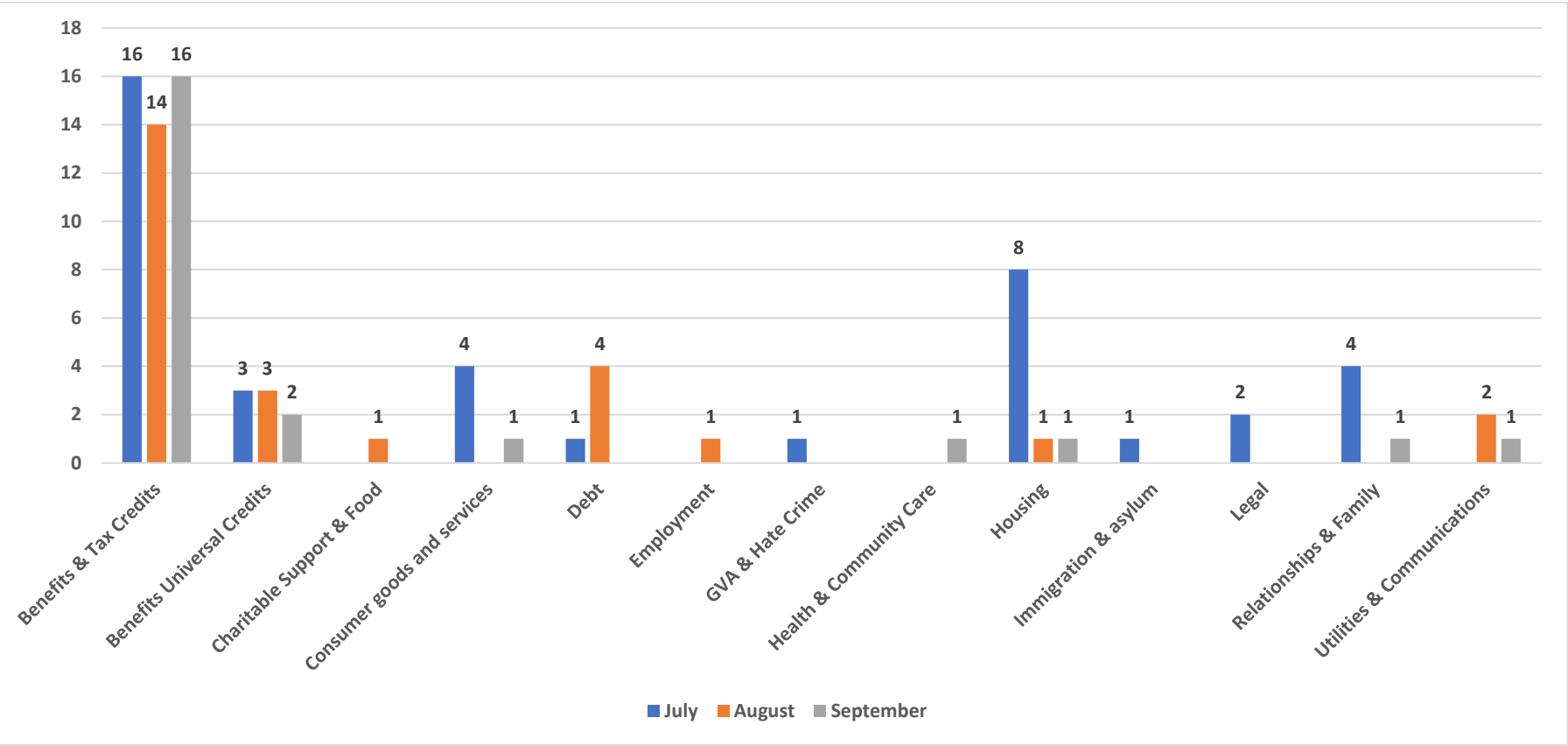


Tamworth Sacred Heart Church Project - Breakdown of clients and issues by Ward (Q2 2023)

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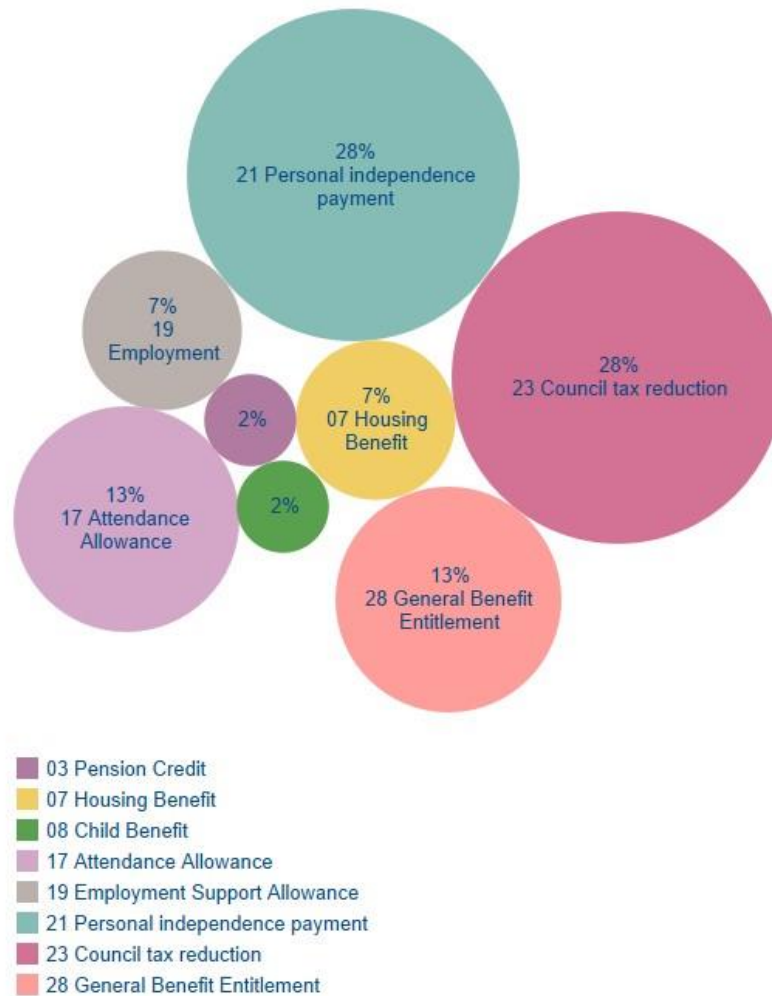
Tamworth Sacred Heart Church Project - Breakdown of reported issues (Q2 2023)



Tamworth Sacred Heart Church Project - breakdown of Benefits & tax credits issues

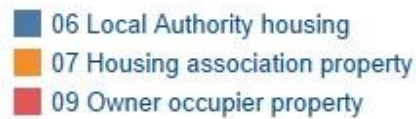
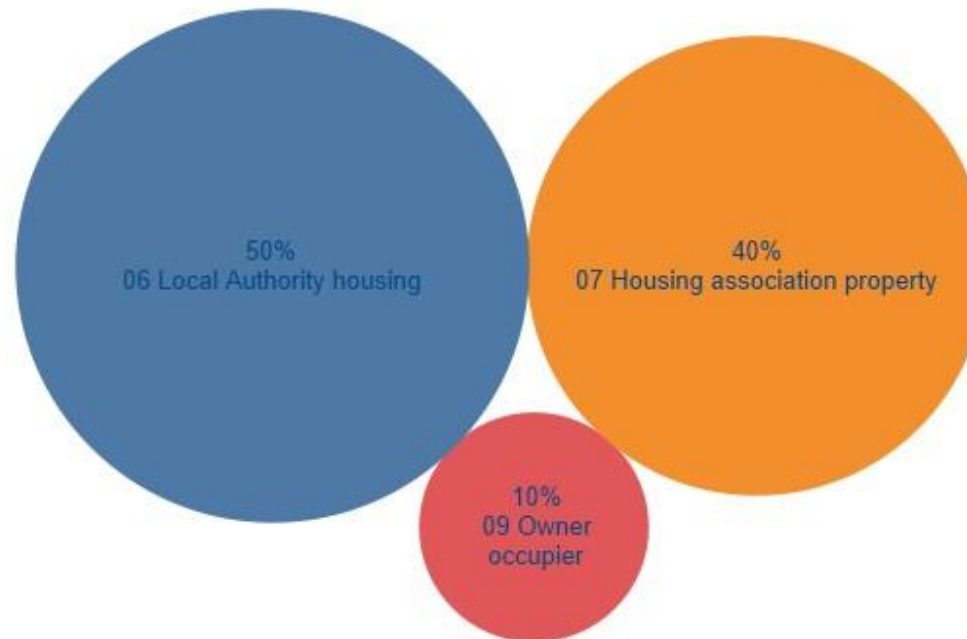
(Q2 2023)

Benefits & tax credits issues accounted for the majority of reported issues across the quarter (52%/46 issues). The percentage split of the issues surrounding Housing are reported as follows:



Tamworth Sacred Heart Church – breakdown of Housing top issues (Q2 2023)

Housing issues accounted for the second highest reported issues across the quarter (11%/10 issues). The percentage split of the issues surrounding Legal issues are reported as follows:



Tamworth Sacred Heart Church Project – Number of Contacts by Channel (Q2 2023)

	In person	Telephone	Grand Total
July 2023	18	3	21
August 2023	6		6
September 2023	7		7
Grand Total	31	3	34

Tamworth Sacred Heart Church Project – Client Outcomes (Q2 2023)

Income gain					
	Number of outcomes	Client count	Amount	Average per outcome	Average per client
Benefit / tax credit gain - a new award or increase	2	1	£6,235	£3,117	£6,235
Client added to PSR	1	1	£0	£0	£0
Improved health / capacity to manage	11	7	£0	£0	£0
Grand Total	14	9	£6,235		

Quarterly Comparison	Q3 2022	Q4 ²⁰²³	Q1 2023	Q2 2023	Grand Total
No. of outcomes	30	53	17	14	114
Client count	21	44	13	9	87
Amount	£42,125	£61,229	£2,910	£6,235	£112,499

The Health & Wellbeing Scrutiny Work Plan

Work Plan			
Meeting Date	Topic	Additional Information	Work Area
23 rd Jan 2024	Disabled Adaptations Property	Added to the plan 20/12/23	Homelessness & Housing
	Housing Strategy Quarterly Update		Homelessness & Housing
26 th Mar 2024	Safeguarding Update (To be confirmed)	Two per Year	
	Sheltered Housing Community Alarm and Lifeline Provision	Added to plan 21/09/23 – moved from Jan 24 to March	Homelessness & Housing
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	Developing Healthier Communities – see link to Staffs County Report. Developing Healthier Communities Workshop Report (staffordshire.gov.uk) Include consideration of the role of schools at sixth form, secondary & primary level. Following 18 April 2023 meeting: <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 Invitation to Borough & County Officers to attend to provide an update on item 2 and health locality profiles in December 2023 / January 2024

21/06/23	Housing Strategy	Quarterly Update
11/07/23	Armed Forces Covenant	Recommendations Endorsed To return to Committee Annually (April)
21/09/23	Closure of the George Bryan Centre	ICB unable to attend 21/09 – chair to meet with ICB – await update
28/11/23	Wellbeing Strategy Baseline and Priorities	Committee requested an that details of any projects be shared with them
28/11/23	Leisure Strategy	To return to committee June/July 2024
28/11/23	Homelessness Statutory On-Call & Out off Hours Arrangements	To return for a review Sept/Oct 2024

Working Groups

Working Group	Members	Actions
Attainment & Skills in Tamworth		

Outstanding Recommendations

Meeting Date	Recommendation Item	Recommendation	Cabinet Meeting Date	Response from Cabinet
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.
17/10/23	Housing Strategy	H&W/1. Recommend to Cabinet to continue to Lobby Government to have funding for DFG to be allocated on the need of the district rather than the current calculation	09/11/23	Resolved That Cabinet Continue to Lobby Government to have funding for DFG to be allocated on the need of the district rather than the current calculation.

Upcoming Health & Wellbeing Scrutiny Committee Meetings

Meeting dates:
23 January 2024
26 March 2024

Items Considered by the Committee 2023/2027

Meeting date	Item	
21 st June 23	Housing Strategy Quarterly Update	Report to continue quarterly
11 th July 23	Armed forces Covenant	Report endorsed – to be considered on an annual basis commencing April 2024
	Homelessness Hub	No recommendation – Committee happy with the report
	Anker Valley Sports Complex	Recommendations Endorsed
21 st Sept 23	Impact of the Closure of the George Bryan Centre	Item did not go ahead at this meeting
17 th Oct 23	Safeguarding Update	Report endorsed
	Housing Strategy (Quarterly Update) Including an update from Beat the Cold	Report endorsed and recommendation made to cabinet 09/11/23
28 th Nov 2023	Indoor & Outdoor Sports Strategy and Open Spaces Update (Leisure Strategy Update)	Recommendations endorsed
	Wellbeing Strategy Baseline and Priorities	Recommendations endorsed
	Homelessness Statutory On-Call & Out off Hours Arrangements	Recommendations endorsed