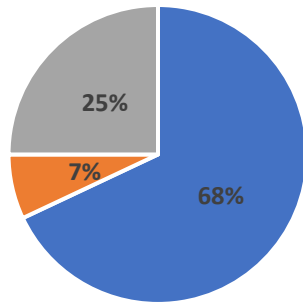


## Tamworth Tenancy Sustainment Project Report – Q3 2022

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

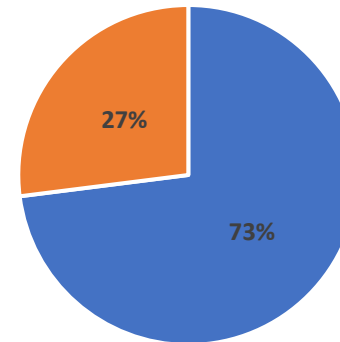
### Tamworth Tenancy Sustainment Project - Breakdown of client demographics (Q3 2022)

**Disability**



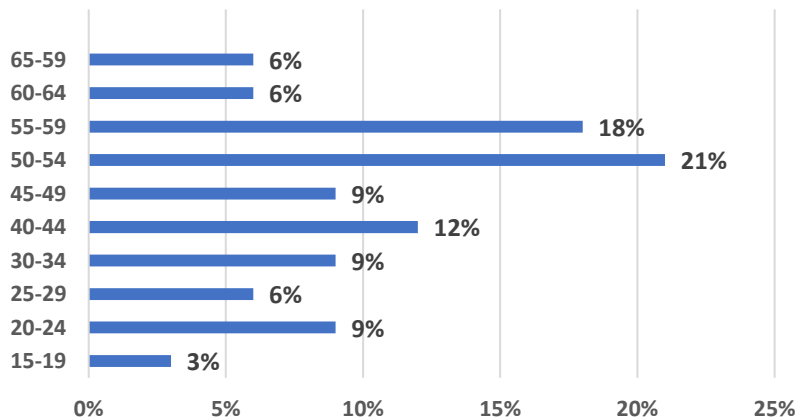
■ Long term health condition ■ Disabled  
■ Not disabled/no health problems ■

**Gender**

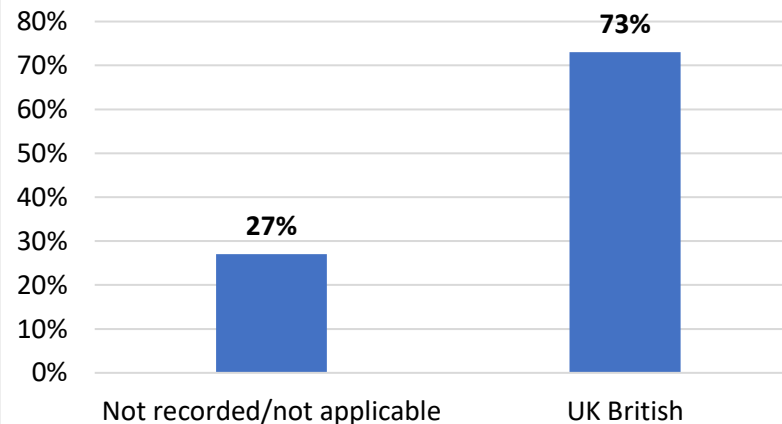


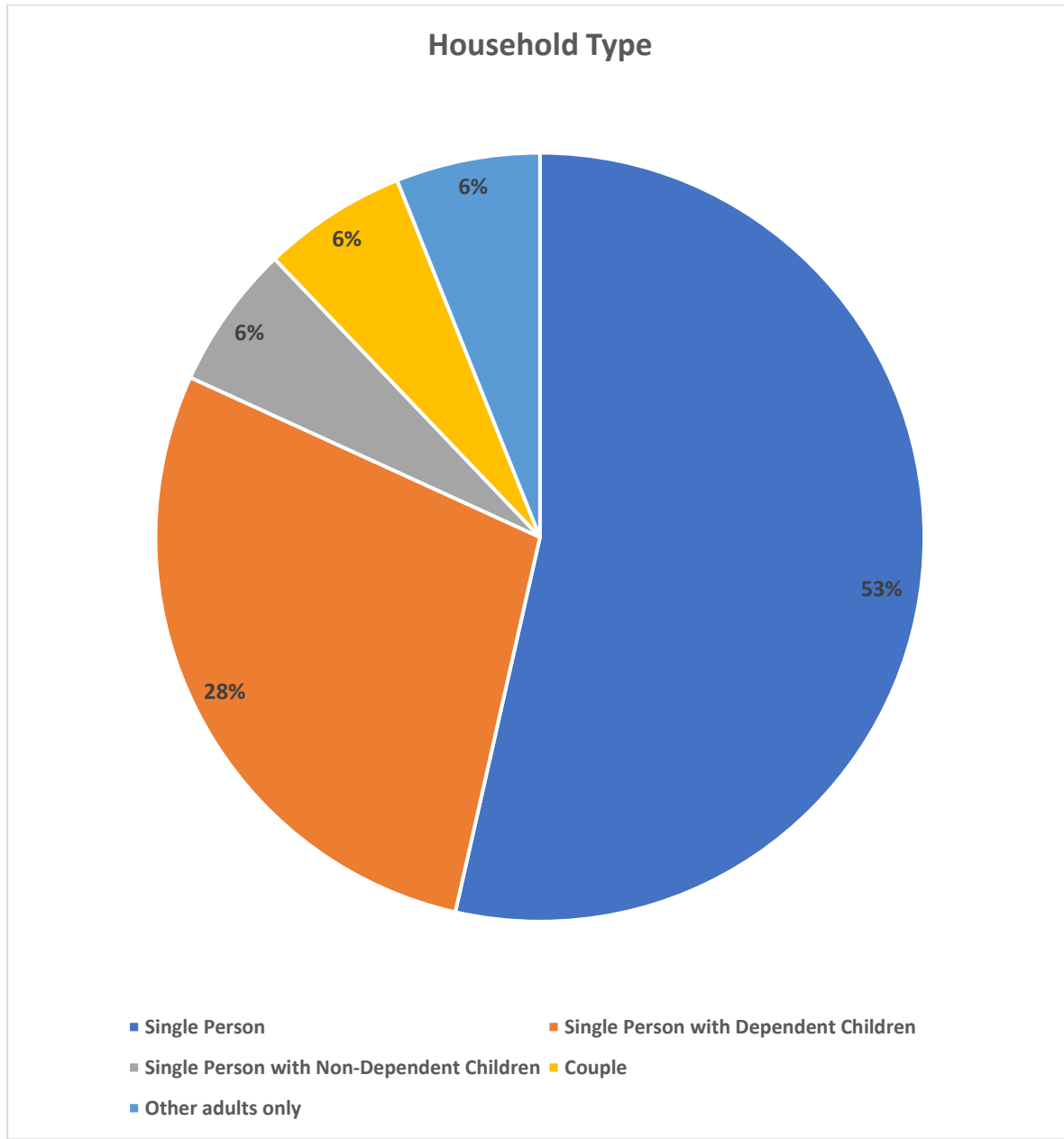
■ Female ■ Male ■

**Age**

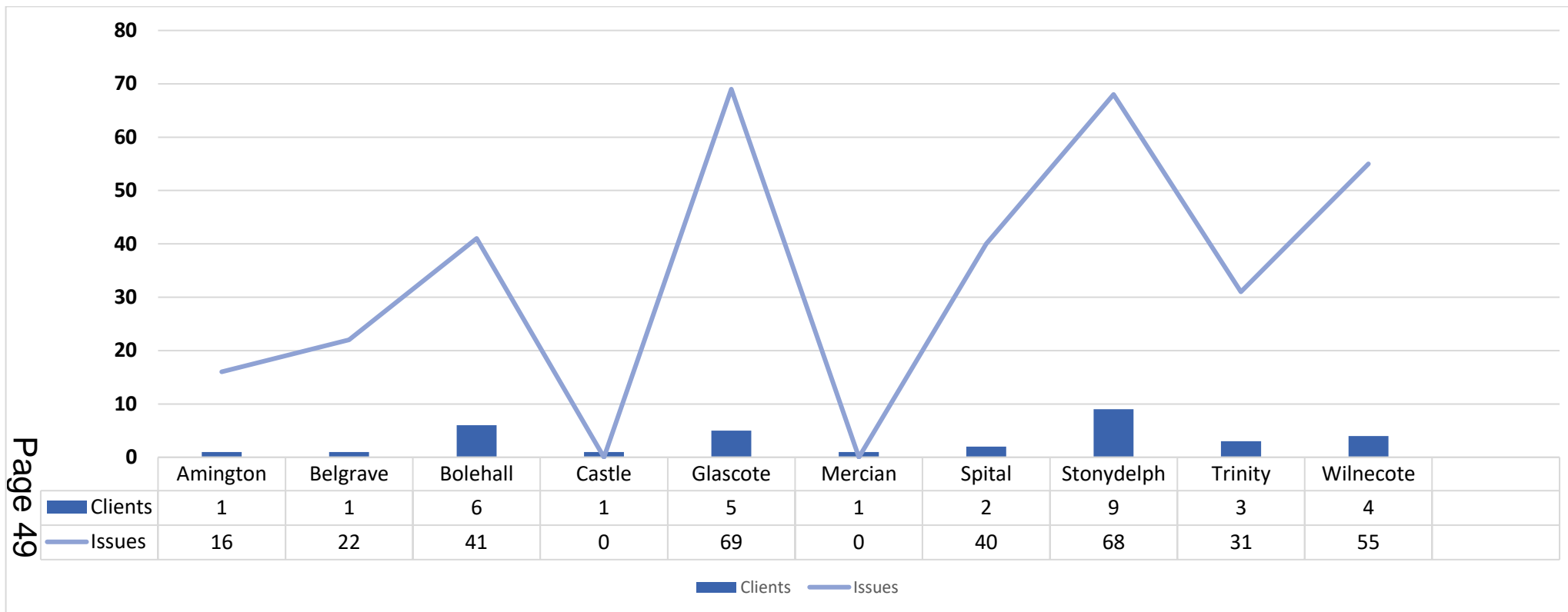


**Nationality**



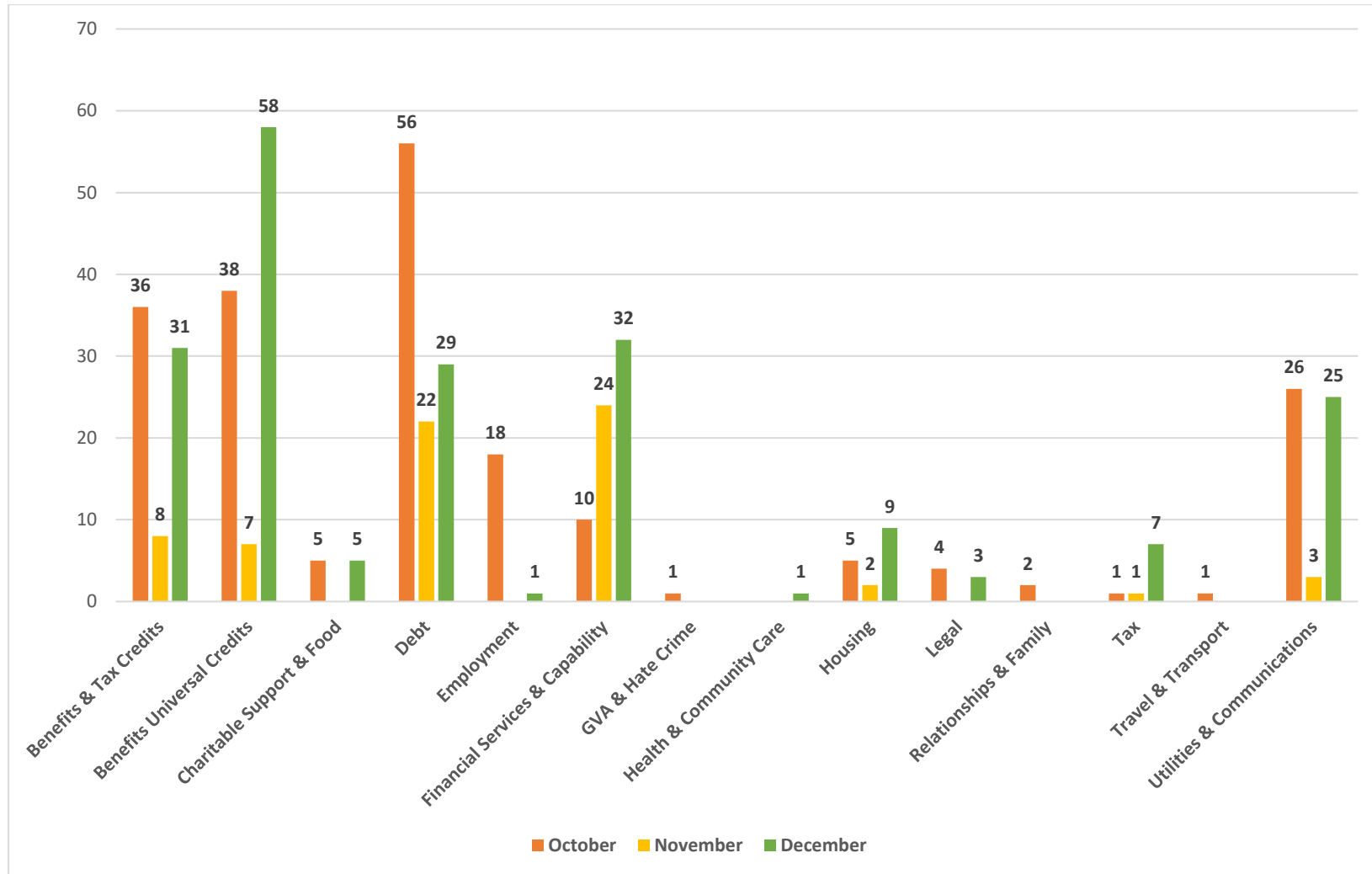


## Tamworth Tenancy Sustainment Project - Breakdown of clients and issues by Ward (Q3 2022)



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

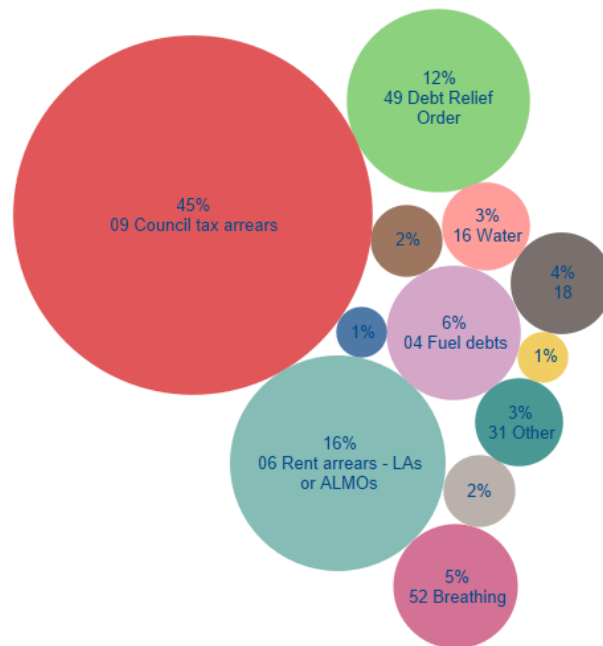
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## Tamworth Tenancy Sustainment Project Report – Referrals Q3 2022

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

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

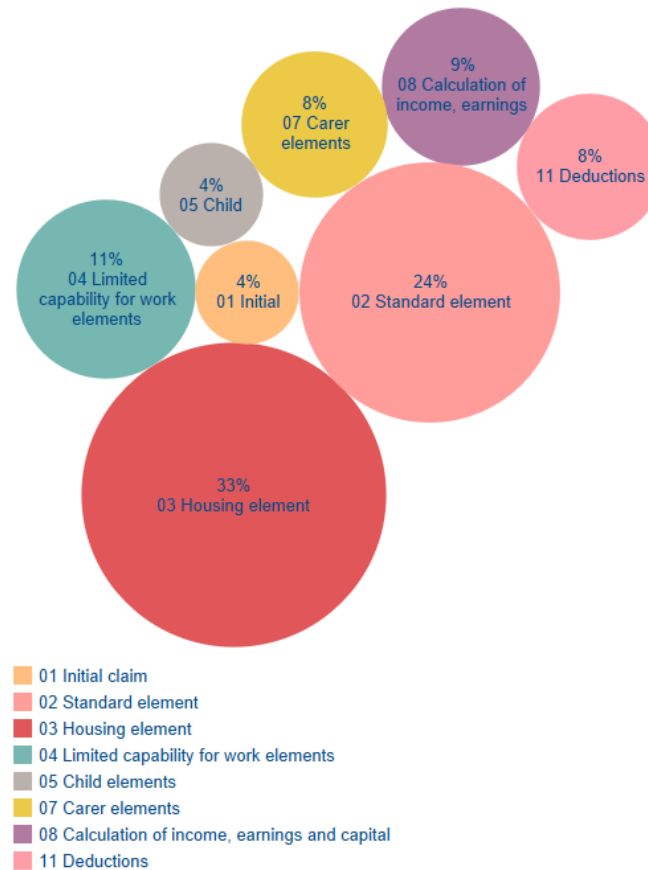


- 02 Mortgage & secured loan arrears
- 04 Fuel debts
- 06 Rent arrears - LAs or ALMOs
- 09 Council tax arrears
- 14 Unsecured personal loan debts
- 16 Water supply & sewerage debts
- 18 Overpayments of WTC & CTC
- 22 Payday loan debts
- 31 Other telecoms debt (landline, broadband, bundle, TV)
- 48 Individual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

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

(Q3 2022)

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



## Tamworth Tenancy Sustainment Project – Channel (Q3 2022)

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



## Tamworth Tenancy Sustainment Project – Client Outcomes (Q3 2022)

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

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

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