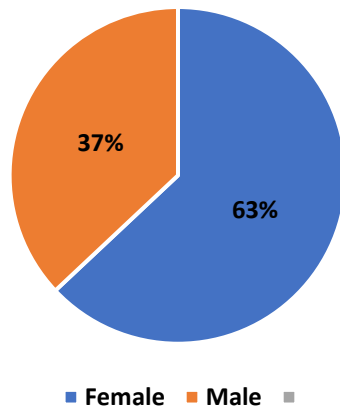


# Tamworth Tenancy Sustainment Project Report – Q4 2023

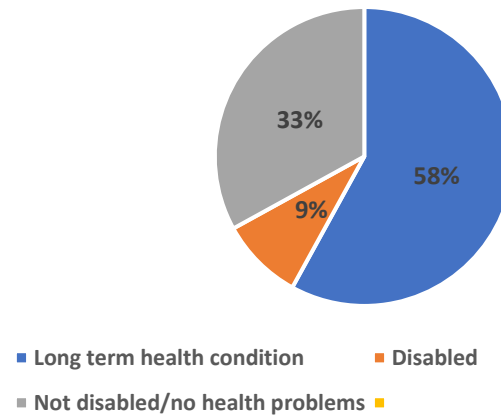
Total number of clients in the quarter = 52

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

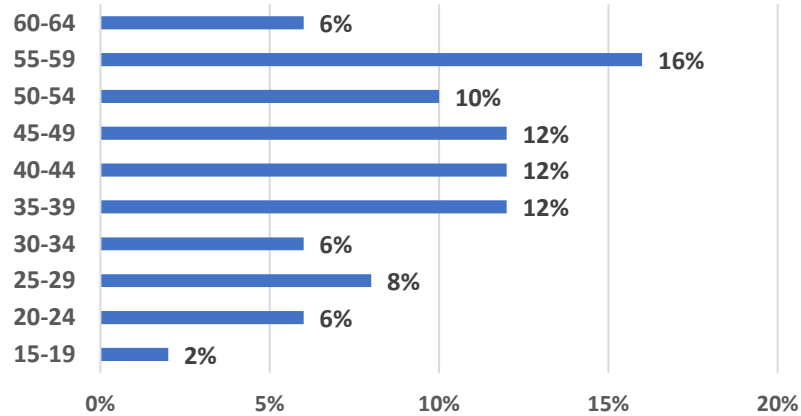
**Gender**



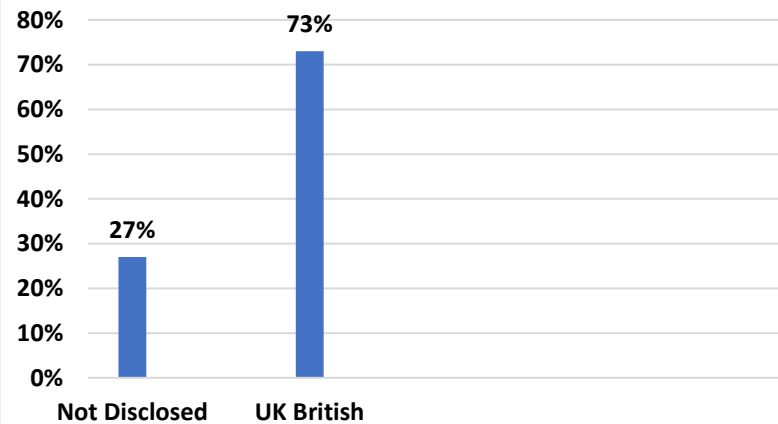
**Disability**

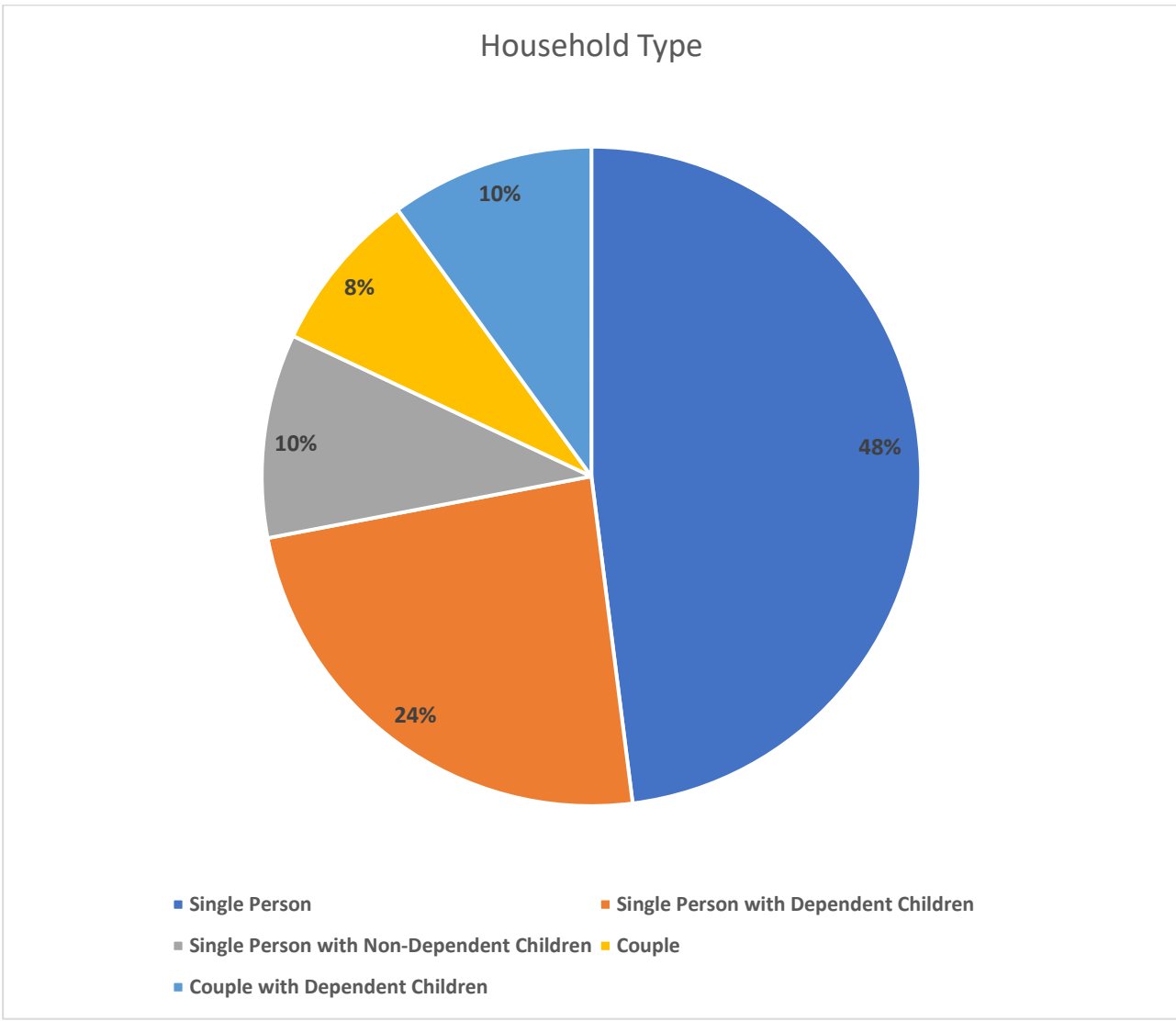


**Age**



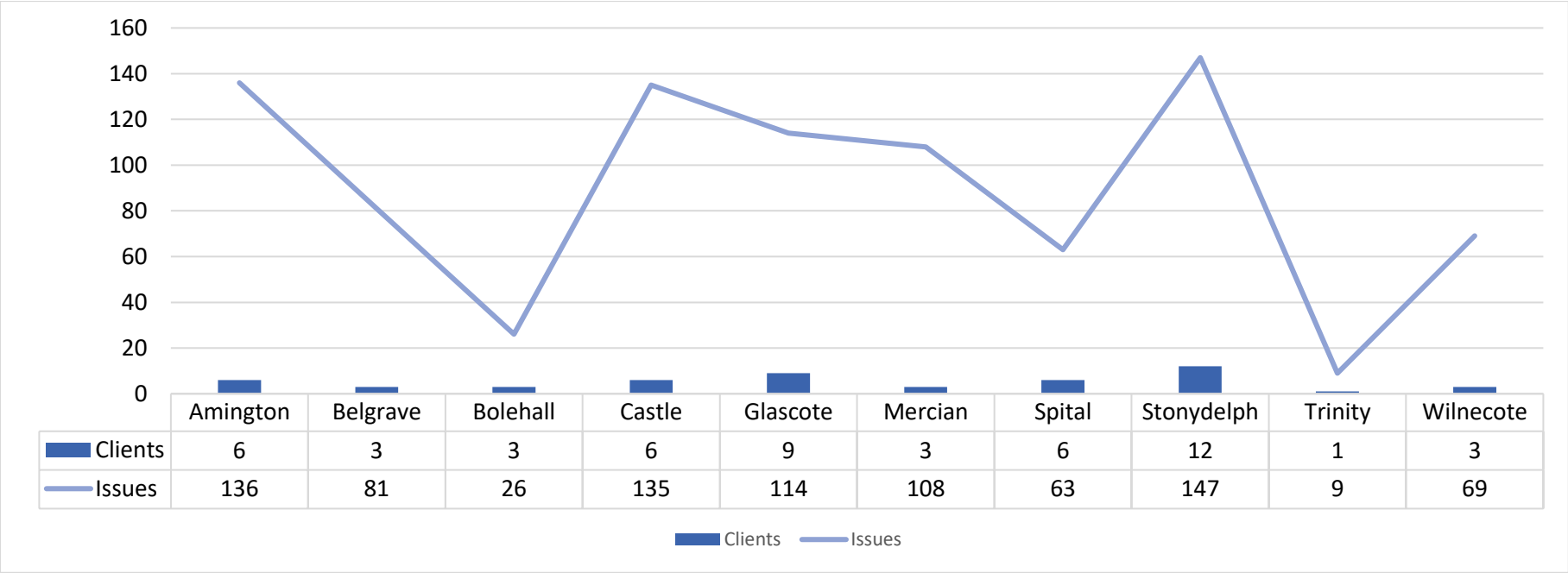
**Nationality**





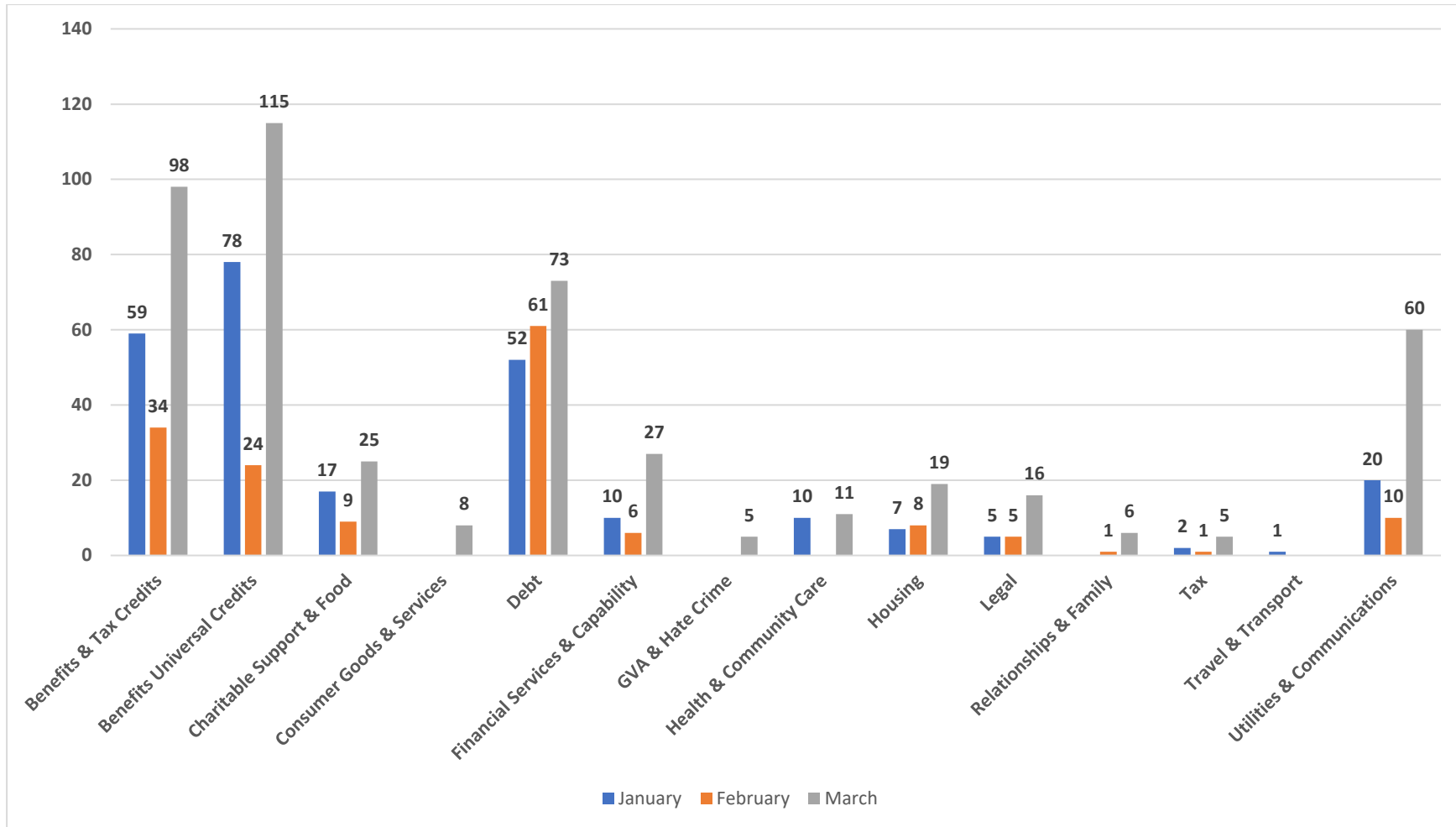
# Tamworth Tenancy Sustainment Project - Breakdown of clients and issues by Ward (Q4 2023)

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

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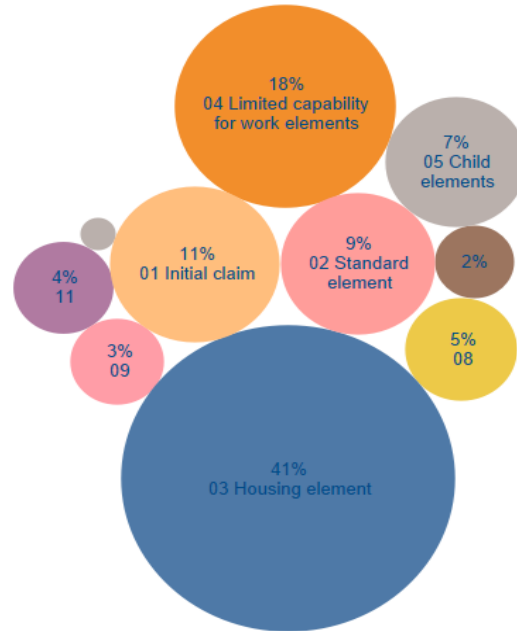


## Tamworth Tenancy Sustainment Project Report – Referrals Q4 2023

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

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

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

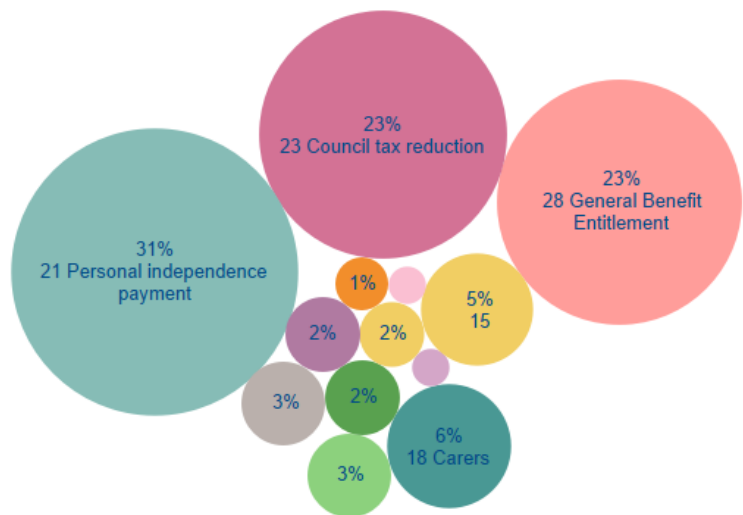


- 01 Initial claim
- 02 Standard element
- 03 Housing element
- 04 Limited capability for work elements
- 05 Child elements
- 07 Carer elements
- 08 Calculation of income, earnings and capital
- 09 Conditionality and Commitment (including sanctions)
- 11 Deductions
- 13 Post Initial Claim

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

(Q4 2023)

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



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

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

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



## Tamworth Tenancy Sustainment Project – Client Outcomes (Q4 2023)

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

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

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

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