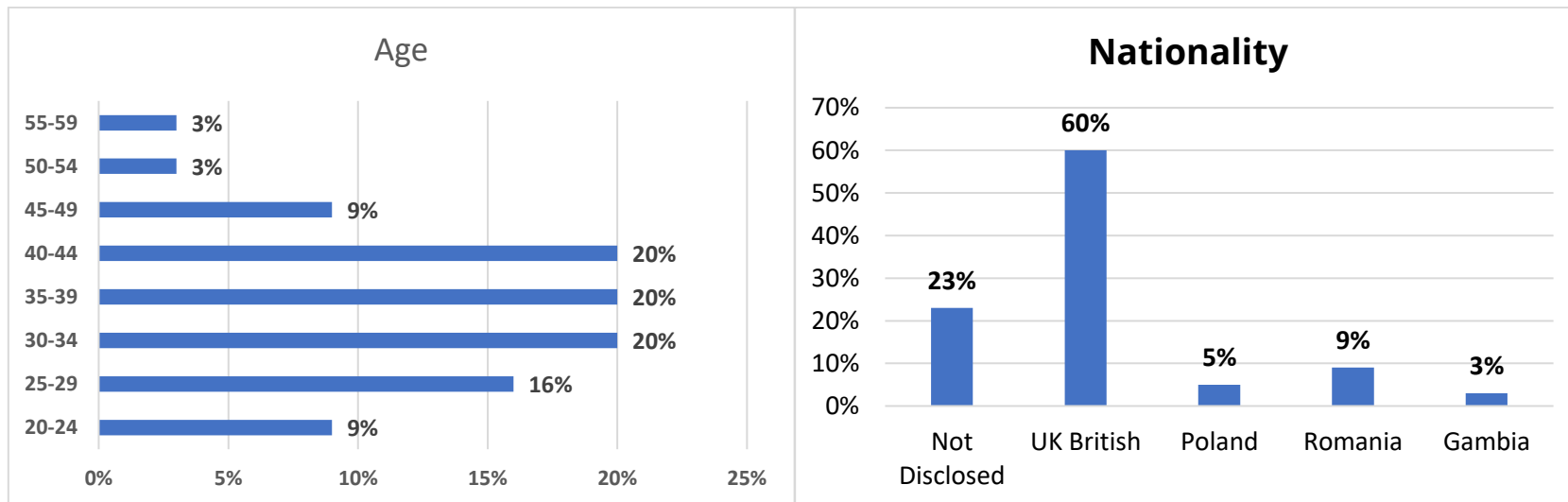
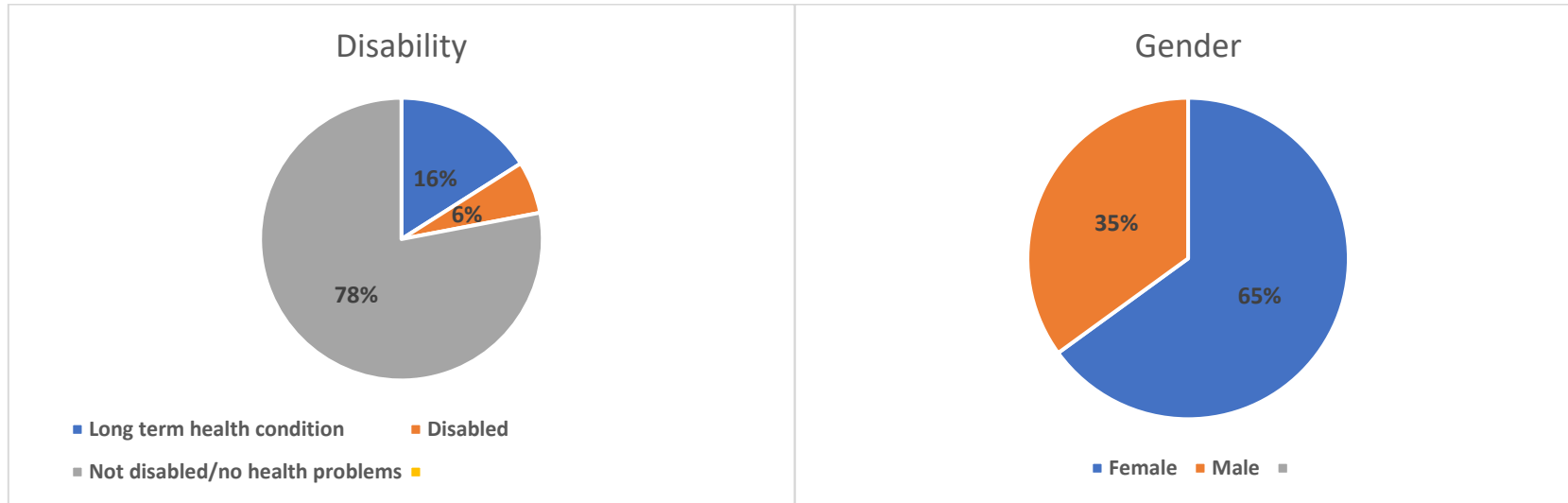
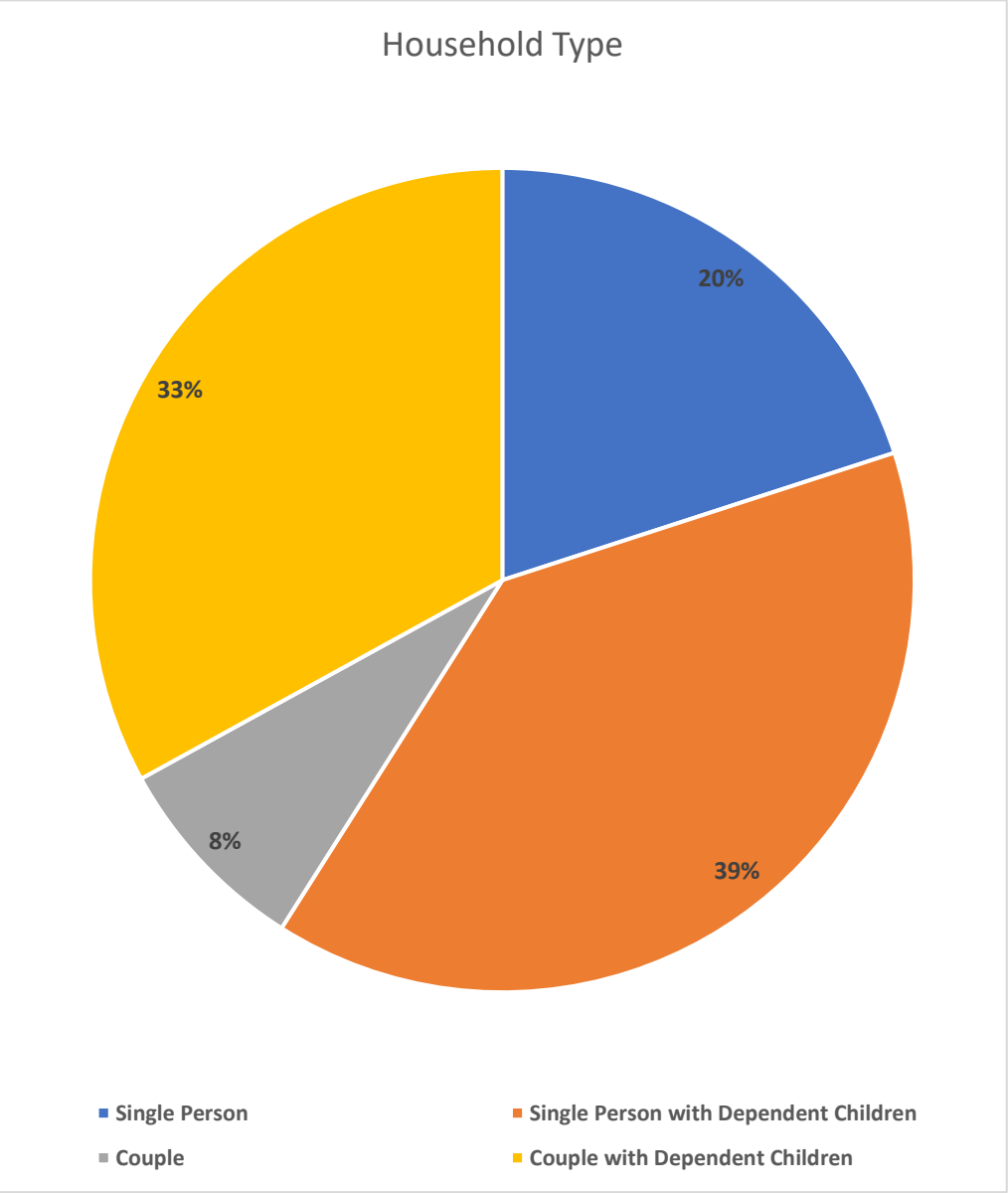


Tamworth Homelessness Prevention Project Report – Q4 2023

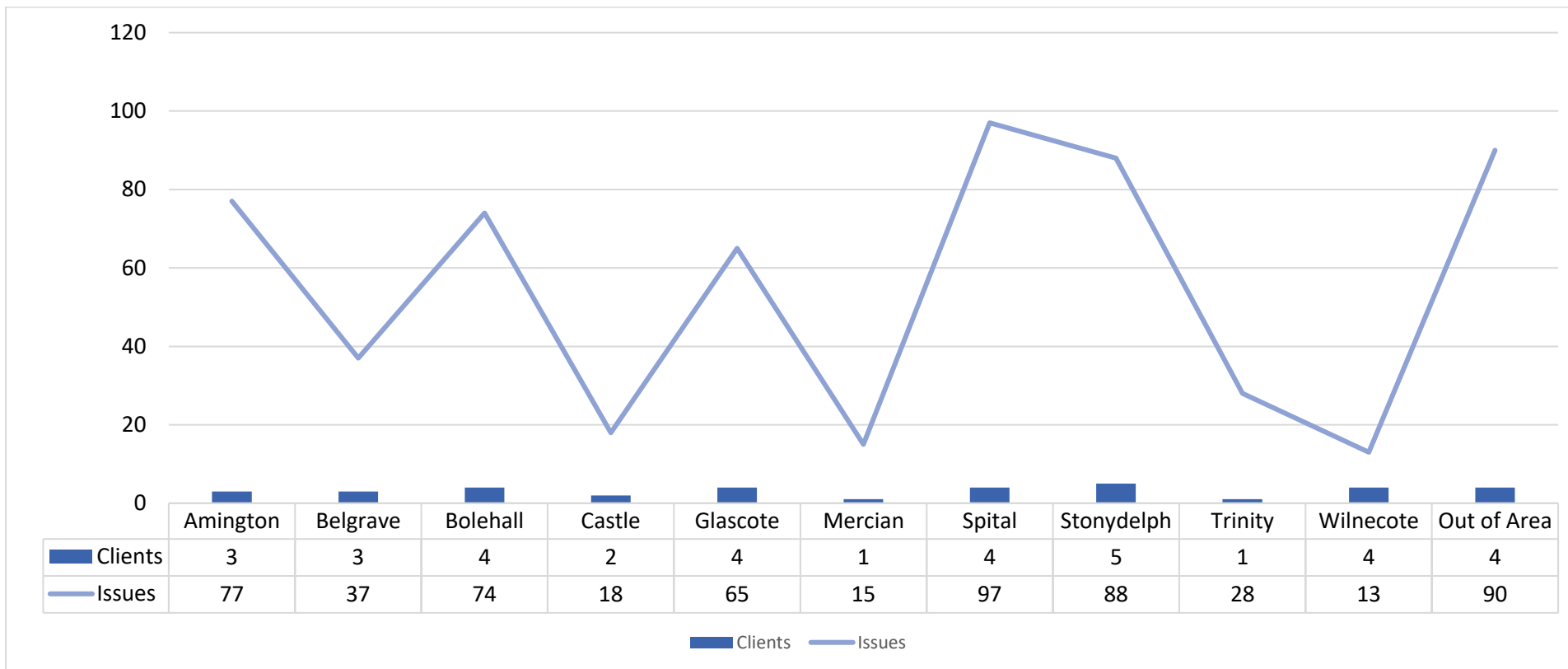
Total number of clients in the quarter = 35

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

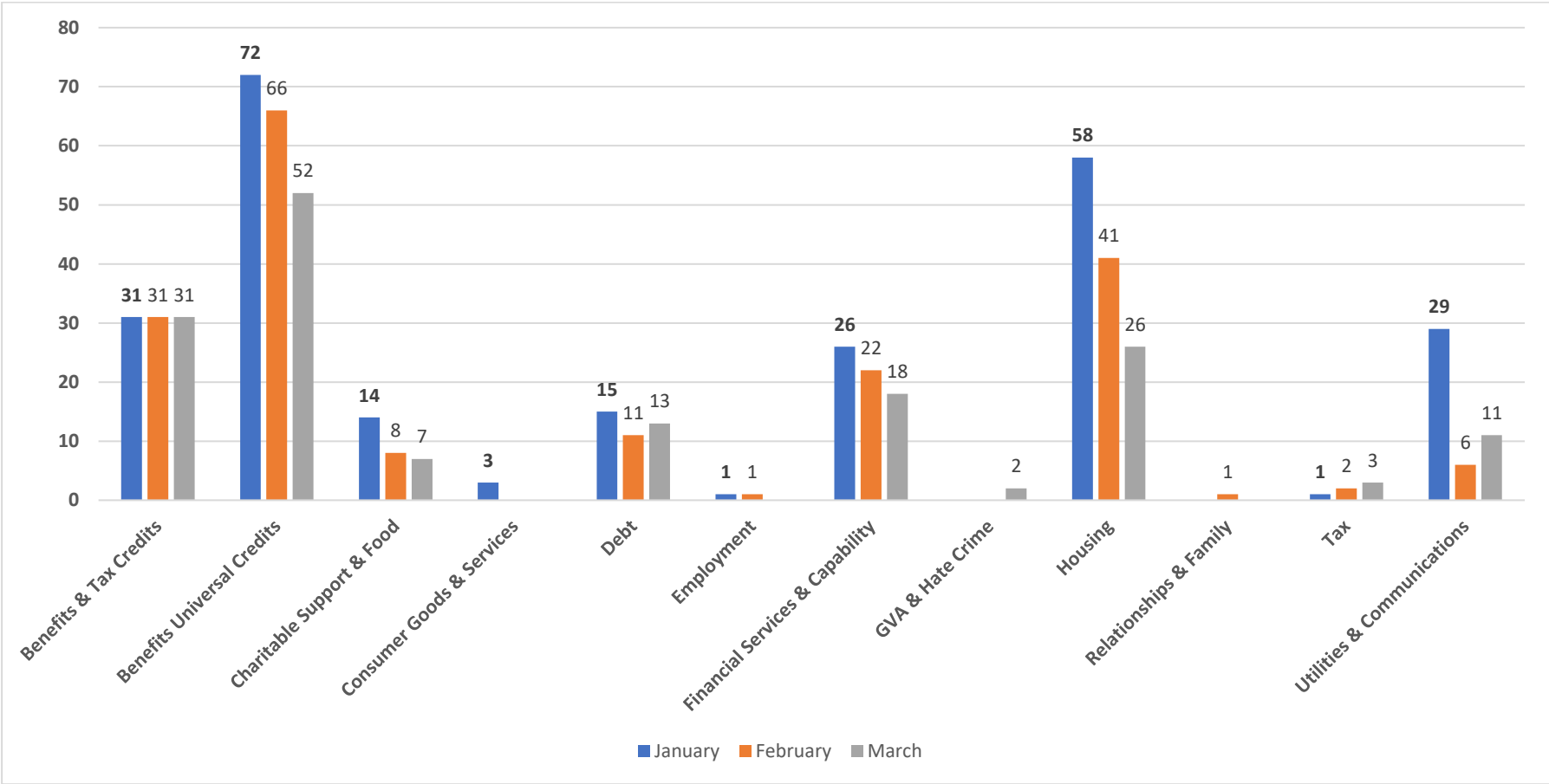




Tamworth Homelessness Prevention Project - Breakdown of clients and issues by Ward (Q4 2023)



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

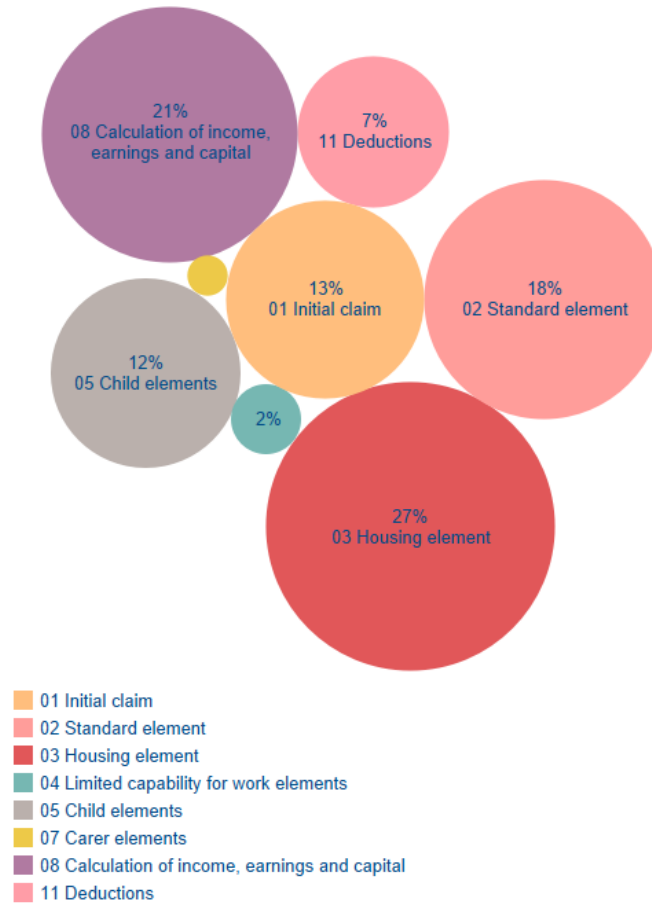


Tamworth Homelessness Prevention Project Report – Referrals Q4 2023

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

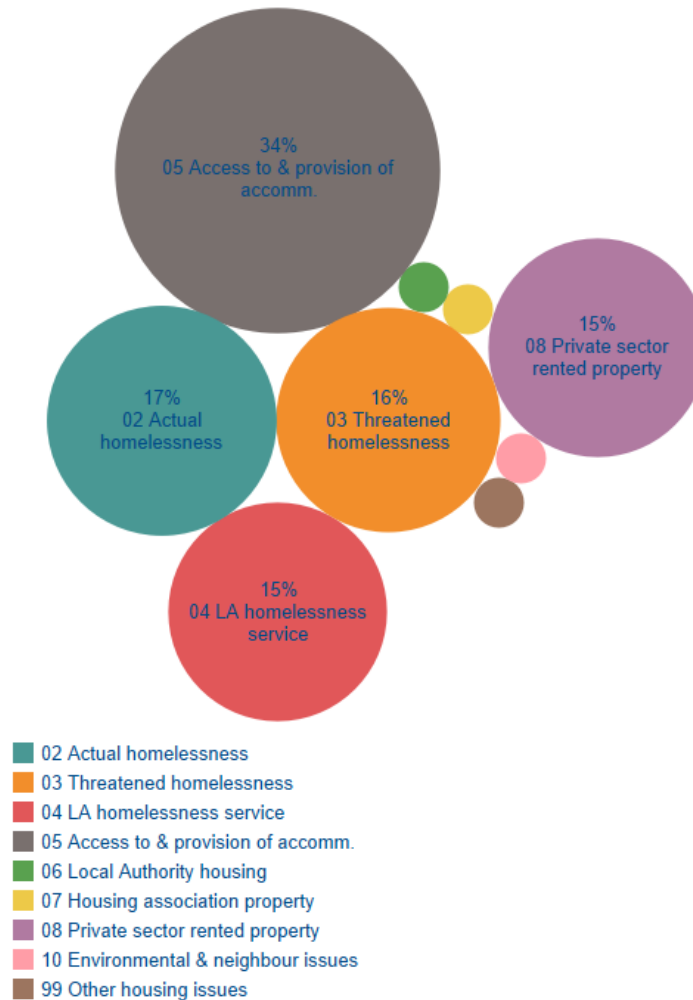
Tamworth Homelessness Prevention Project - breakdown of Benefits Universal Credit (Q4 2023)

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



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

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



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

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

Tamworth Homelessness Prevention Project – Client Outcomes (Q4 2023)

Income gain					
	Number of outcomes	Client count	Amount	Average per outcome	Average per client
£150 Disability payment	1	1	£150	£150	£150
£650 Cost of Living payment	6	6	£3,900	£650	£650
Application made to govt scheme for financial help/energy efficiency measures	2	2	£300	£150	£150
Benefit / tax credit gain - a new award or increase	21	13	£37,977	£1,734	£2,856
Benefit / tax credit gain - award or increase following revision or appeal	1	1	£128	£128	£128
Better deal through switching supplier	3	3	£1,174	£391	£391
Better deal with same supplier	7	5	£2,142	£306	£428
Budgeting change	2	2	£4,642	£2,321	£2,321
Financial gain	1	1	£125	£125	£125
Access to, or provision of accommodation bid successful	1	1	£0	£0	£0
Benefit / tax credit maintained	82	19	£0	£0	£0
Benefit cap or under-occupation - action taken to mitigate	1	1	£0	£0	£0
Claim or complaint - not possible	1	1	£0	£0	£0
Client familiarised with how UC works and what it means for them	76	20	£0	£0	£0
Creditor action stopped/suspended/prevented	1	1	£0	£0	£0
Debts repaid	1	1	£0	£0	£0
Enforcement action avoided/suspended	1	1	£0	£0	£0
Financial situation stabilised / debts under control	1	1	£900	£900	£900

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

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

Tamworth Homelessness Prevention Project – Debt (Q4 2023)

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

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