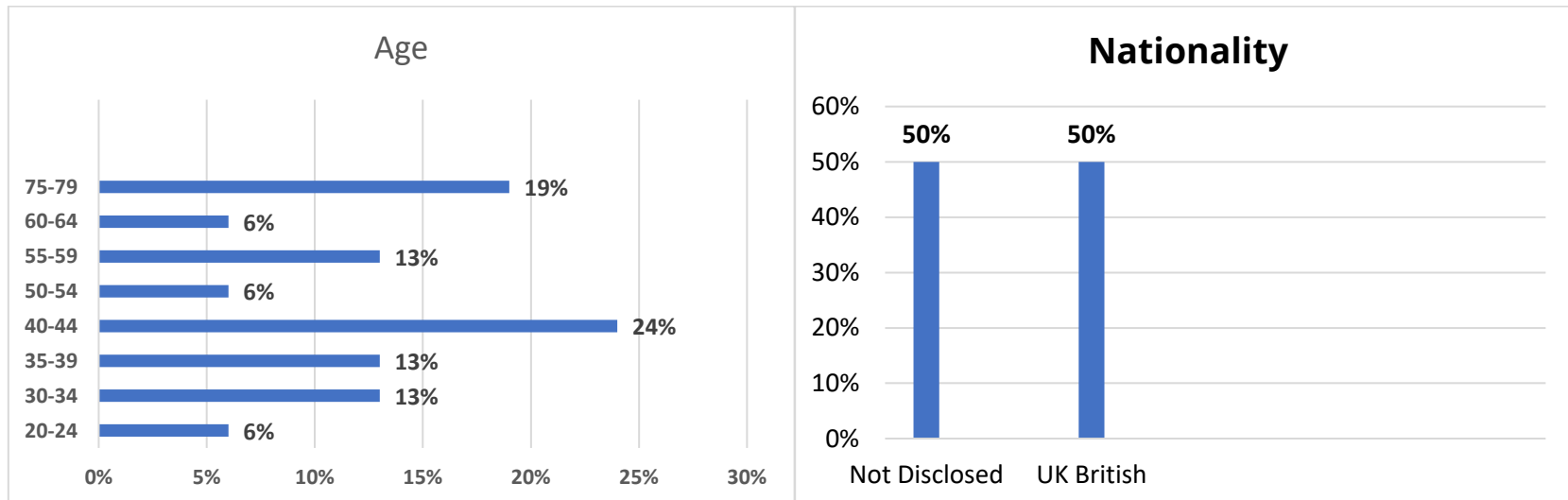
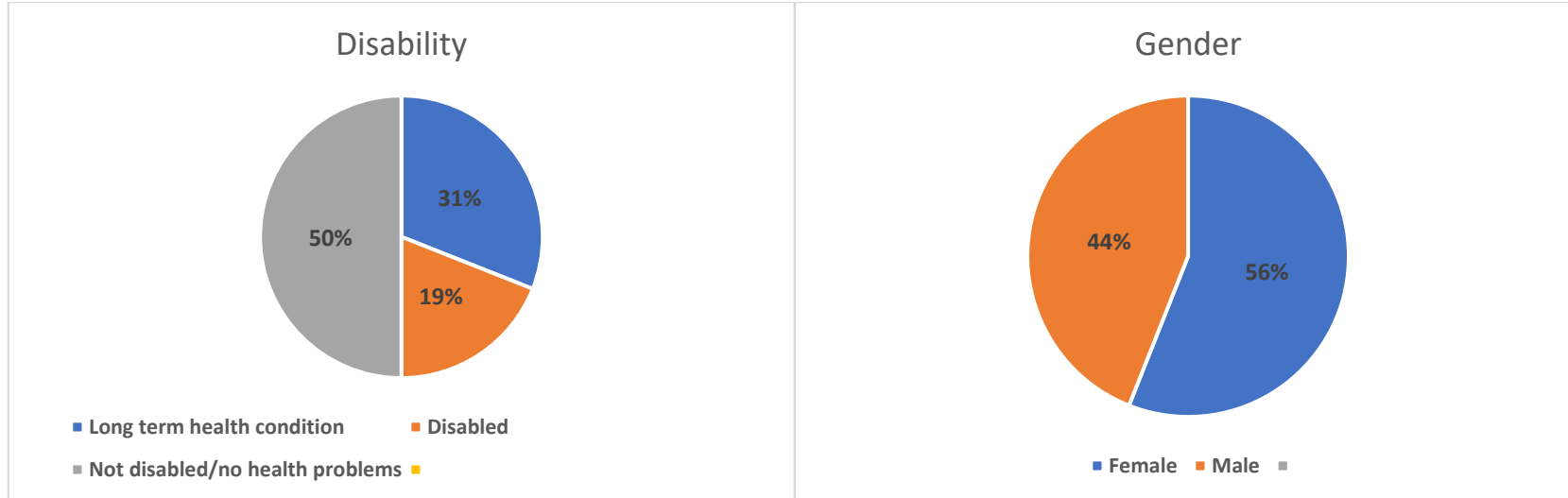


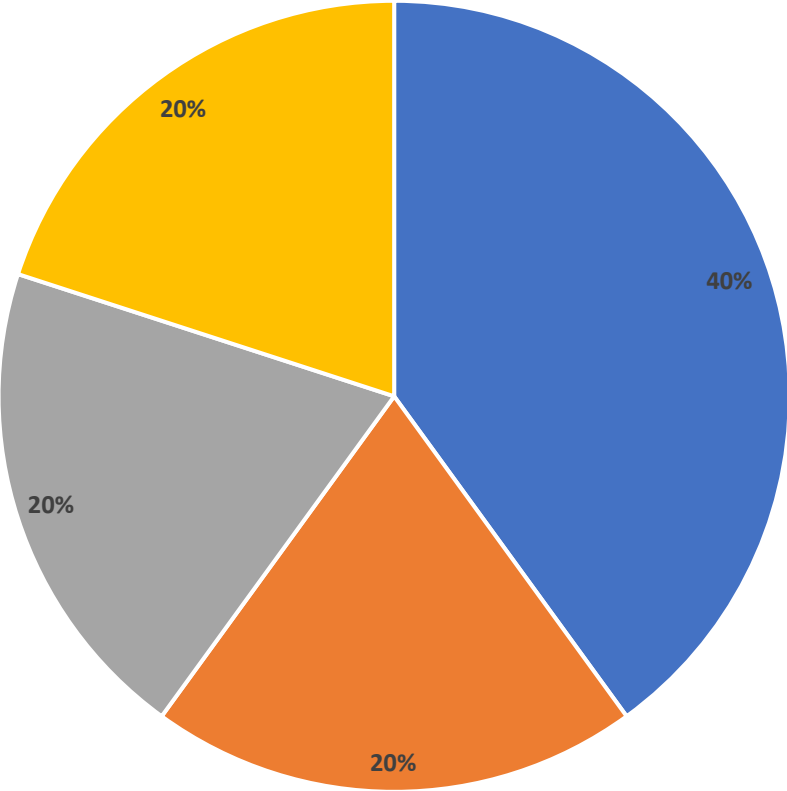
## Tamworth Sacred Heart Project Report – Q4 2023

Total number of clients in the quarter = 16

### Tamworth Sacred Heart Church Project - Breakdown of client demographics (Q4 2023)

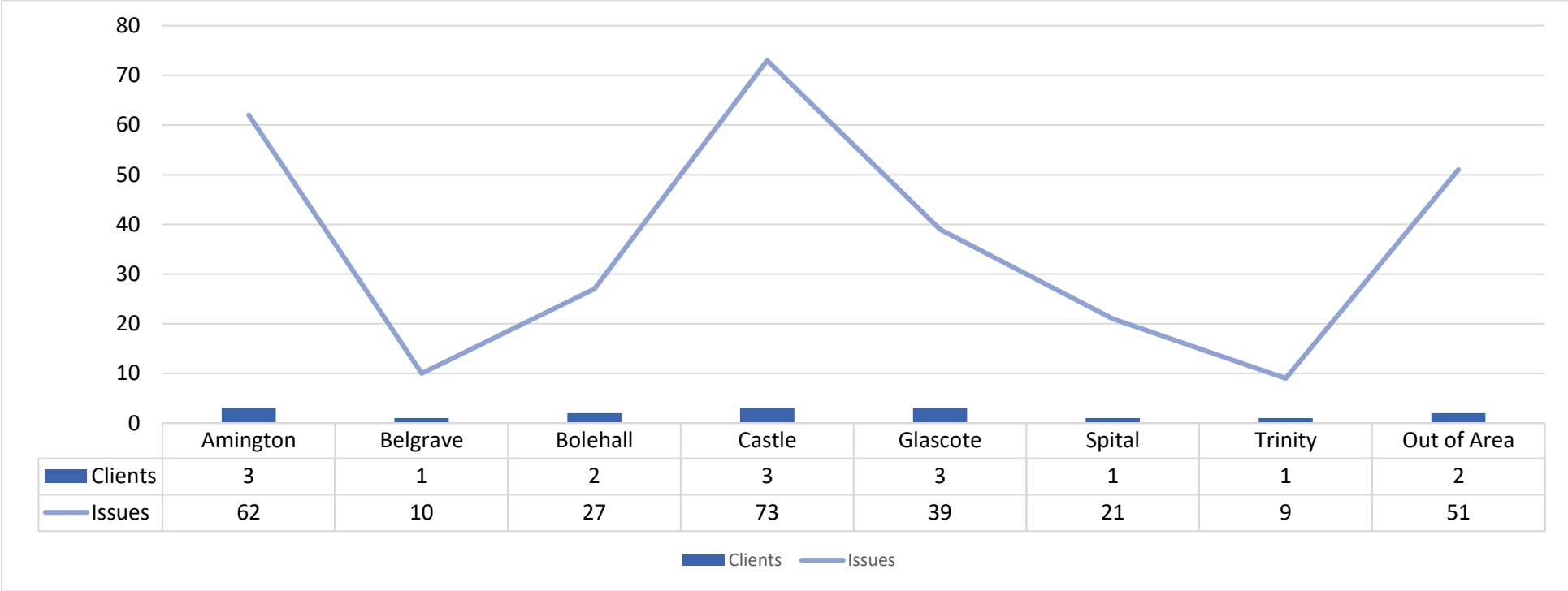


Household Type

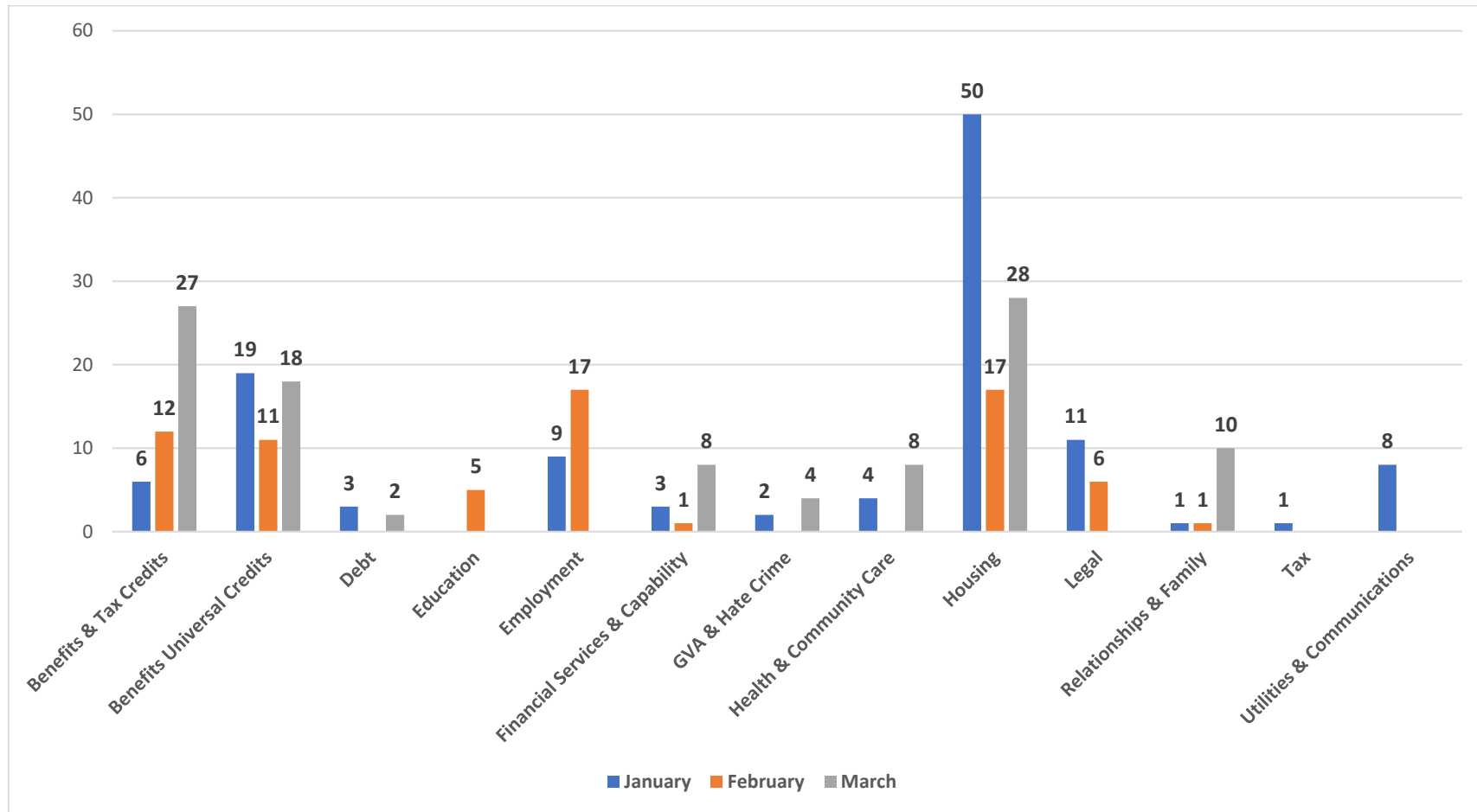


- Single Person
- Single Person with Dependent Children
- Couple
- Couple with Dependent Children

### Tamworth Sacred Heart Church Project - Breakdown of clients and issues by Ward (Q4 2023)



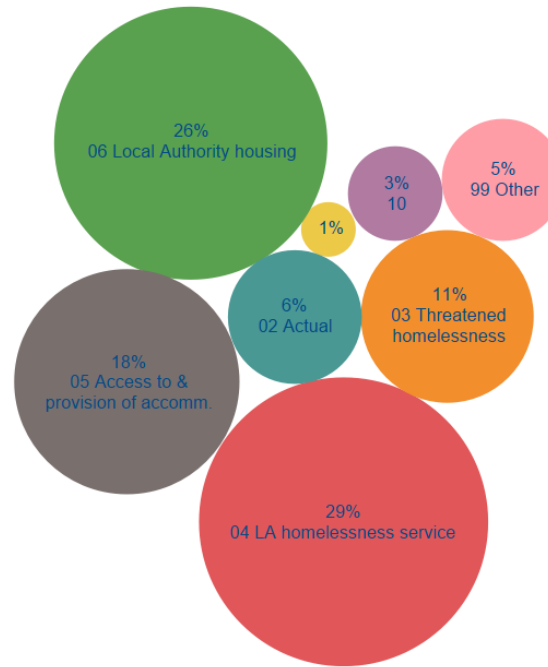
## Tamworth Sacred Heart Church Project - Breakdown of reported issues (Q4 2023)



## Tamworth Sacred Heart Church Project - breakdown of Housing issues

(Q4 2023)

Housing issues accounted for the majority of reported issues across the quarter (33%95 issues). The percentage split of the issues surrounding Housing are reported as follows:

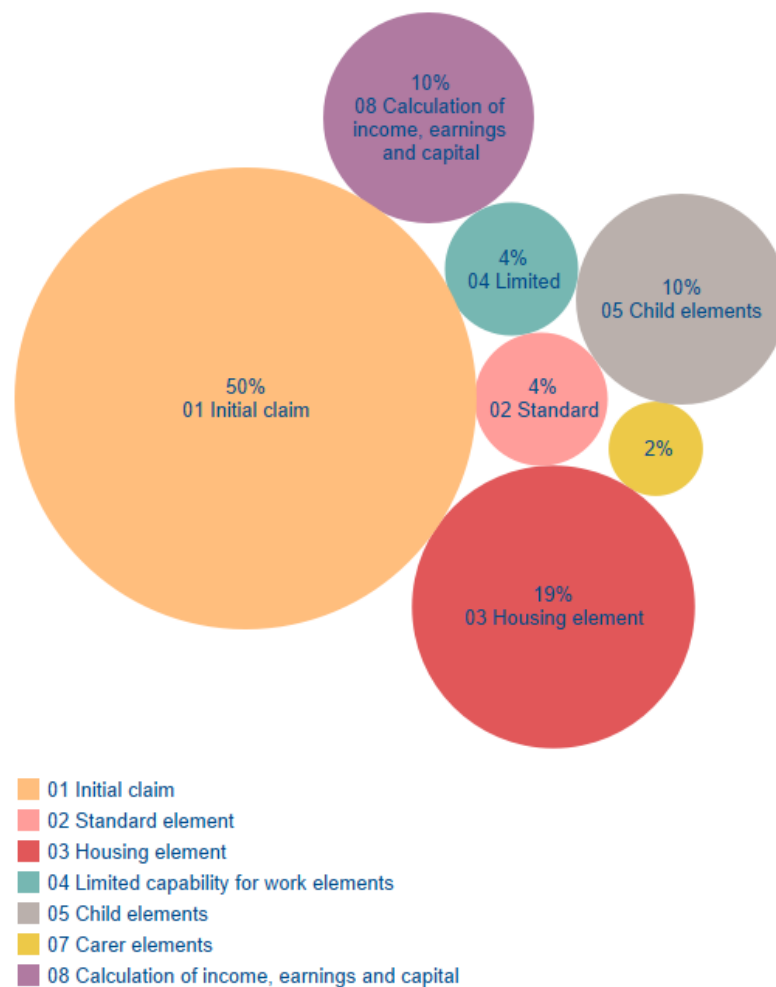


- 02 Actual homelessness
- 03 Threatened homelessness
- 04 LA homelessness service
- 05 Access to & provision of accomm.
- 06 Local Authority housing
- 08 Private sector rented property
- 10 Environmental & neighbour issues
- 99 Other housing issues

## Tamworth Sacred Heart Church – Benefits Universal Credit top issues (Q4 2023)

Benefits Universal Credit issues accounted for the second highest reported issues across the quarter (16%/48 issues).

The percentage split of the issues surrounding Benefits Universal Credit are reported as follows:



## Tamworth Sacred Heart Church Project - Number of Contacts by Channel (Q4 2023)

|                    | <b>In person</b> | <b>Telephone</b> | <b>Email</b> | <b>Letter</b> | <b>Grand Total</b> |
|--------------------|------------------|------------------|--------------|---------------|--------------------|
| January 2023       | 9                | 2                | 3            |               | <b>14</b>          |
| February 2023      | 4                | 9                |              |               | <b>13</b>          |
| March 2023         | 3                |                  | 7            | 1             | <b>11</b>          |
| <b>Grand Total</b> | <b>16</b>        | <b>11</b>        | <b>10</b>    | <b>1</b>      | <b>38</b>          |

## Tamworth Sacred Heart Church Project – Client Outcomes (Q4 2023)

|                                                                            | Income gain        |              |         |                     |                    |
|----------------------------------------------------------------------------|--------------------|--------------|---------|---------------------|--------------------|
|                                                                            | Number of outcomes | Client count | Amount  | Average per outcome | Average per client |
| £400 Energy Support payment                                                | 1                  | 1            | £400    | £400                | £400               |
| Benefit / tax credit gain - a new award or increase                        | 12                 | 6            | £54,942 | £4,578              | £9,157             |
| Tax - other (financial gain)                                               | 1                  | 1            | £427    | £427                | £427               |
| Access to, or provision of accommodation bid successful                    | 1                  | 1            | £0      | £0                  | £0                 |
| Application under incapacity legislation                                   | 1                  | 1            | £0      | £0                  | £0                 |
| Appropriate service/ support obtained for client - successful              | 2                  | 2            | £0      | £0                  | £0                 |
| Benefit cap or under-occupation - action taken to mitigate                 | 2                  | 1            | £2,275  | £1,138              | £2,275             |
| Client added to PSR                                                        | 1                  | 1            | £0      | £0                  | £0                 |
| Client familiarised with how UC works and what it means for them           | 1                  | 1            | £0      | £0                  | £0                 |
| client obtained appropriate help with court forms                          | 2                  | 2            | £0      | £0                  | £0                 |
| Complaint made to organisation                                             | 1                  | 1            | £0      | £0                  | £0                 |
| Complaint resolved                                                         | 1                  | 1            | £0      | £0                  | £0                 |
| Contact arrangements - disputed                                            | 1                  | 1            | £0      | £0                  | £0                 |
| Harassment or neighbour dispute resolved                                   | 1                  | 1            | £0      | £0                  | £0                 |
| Homelessness prevented - remained in home                                  | 1                  | 1            | £0      | £0                  | £0                 |
| Improved capacity to manage through information given and options explored | 2                  | 2            | £0      | £0                  | £0                 |
| Improved health / capacity to manage                                       | 8                  | 6            | £0      | £0                  | £0                 |



|                                                        |           |           |                |              |                |
|--------------------------------------------------------|-----------|-----------|----------------|--------------|----------------|
| Income Maximisation                                    | 2         | 2         | £1,260         | £630         | £630           |
| LA intervened & provided support - success             | 3         | 3         | £0             | £0           | £0             |
| Legal aid obtained - successful                        | 2         | 2         | £0             | £0           | £0             |
| Rehoused (not Part 7)                                  | 2         | 2         | £0             | £0           | £0             |
| Temporary accomm secured (not Part 7)                  | 1         | 1         | £0             | £0           | £0             |
| Utility meter installed / moved / recalibrated         | 1         | 1         | £0             | £0           | £0             |
| Money saved through challenging incorrect energy bills | 1         | 1         | £25            | £25          | £25            |
| Property or management improved                        | 1         | 1         | £900           | £900         | £900           |
| Repayment negotiated                                   | 1         | 1         | £1,000         | £1,000       | £1,000         |
| <b>Grand Total</b>                                     | <b>53</b> | <b>44</b> | <b>£61,229</b> | <b>£9098</b> | <b>£14,814</b> |

| <b>Quarterly Comparison</b> | <b>Q2</b> | <b>Q3</b> | <b>Q4</b> | <b>Q1</b> | <b>Grand Total</b> |
|-----------------------------|-----------|-----------|-----------|-----------|--------------------|
| No. of outcomes             | 4         | 30        | 53        |           | <b>87</b>          |
| Client count                | 2         | 21        | 44        |           | <b>67</b>          |
| Amount                      | £10,400   | £42,125   | £61,229   |           | <b>£113,754</b>    |

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