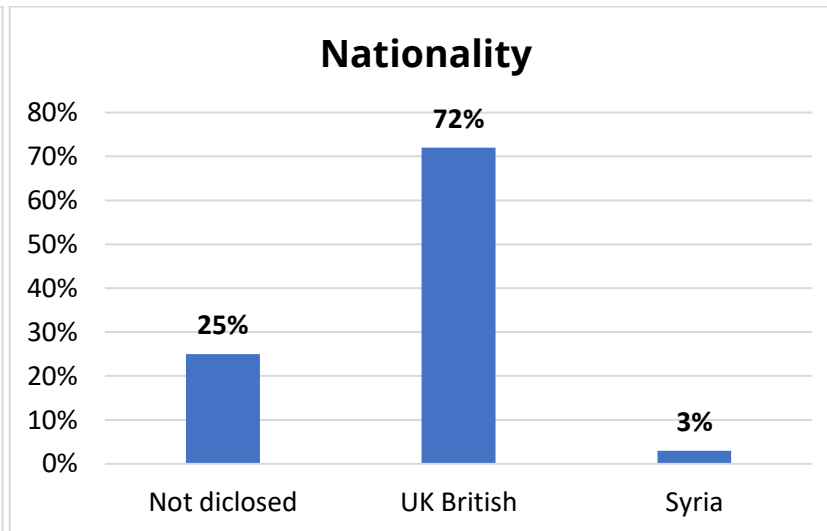
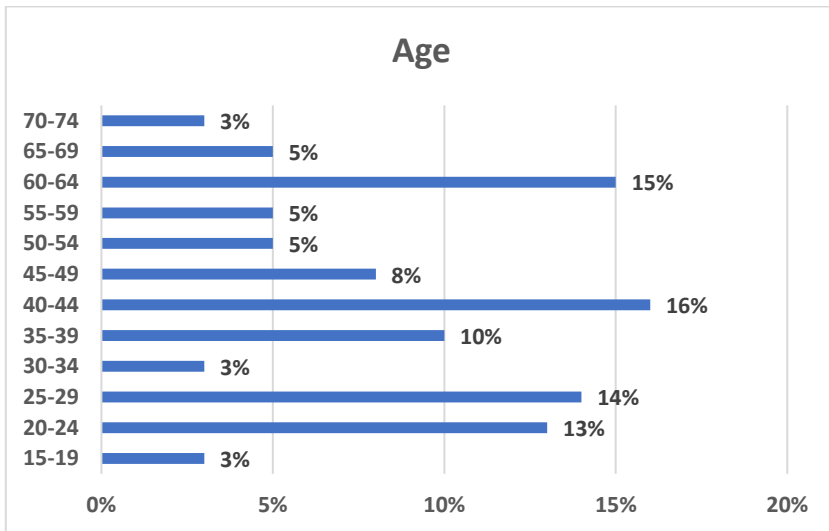
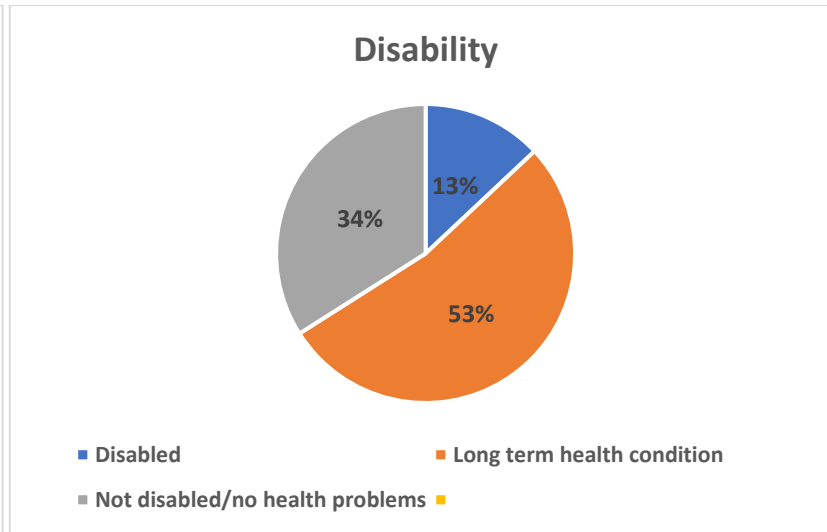
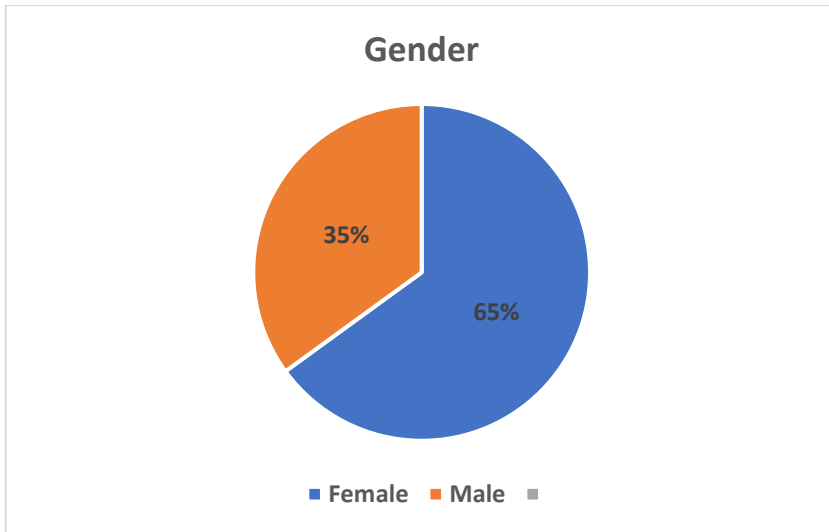


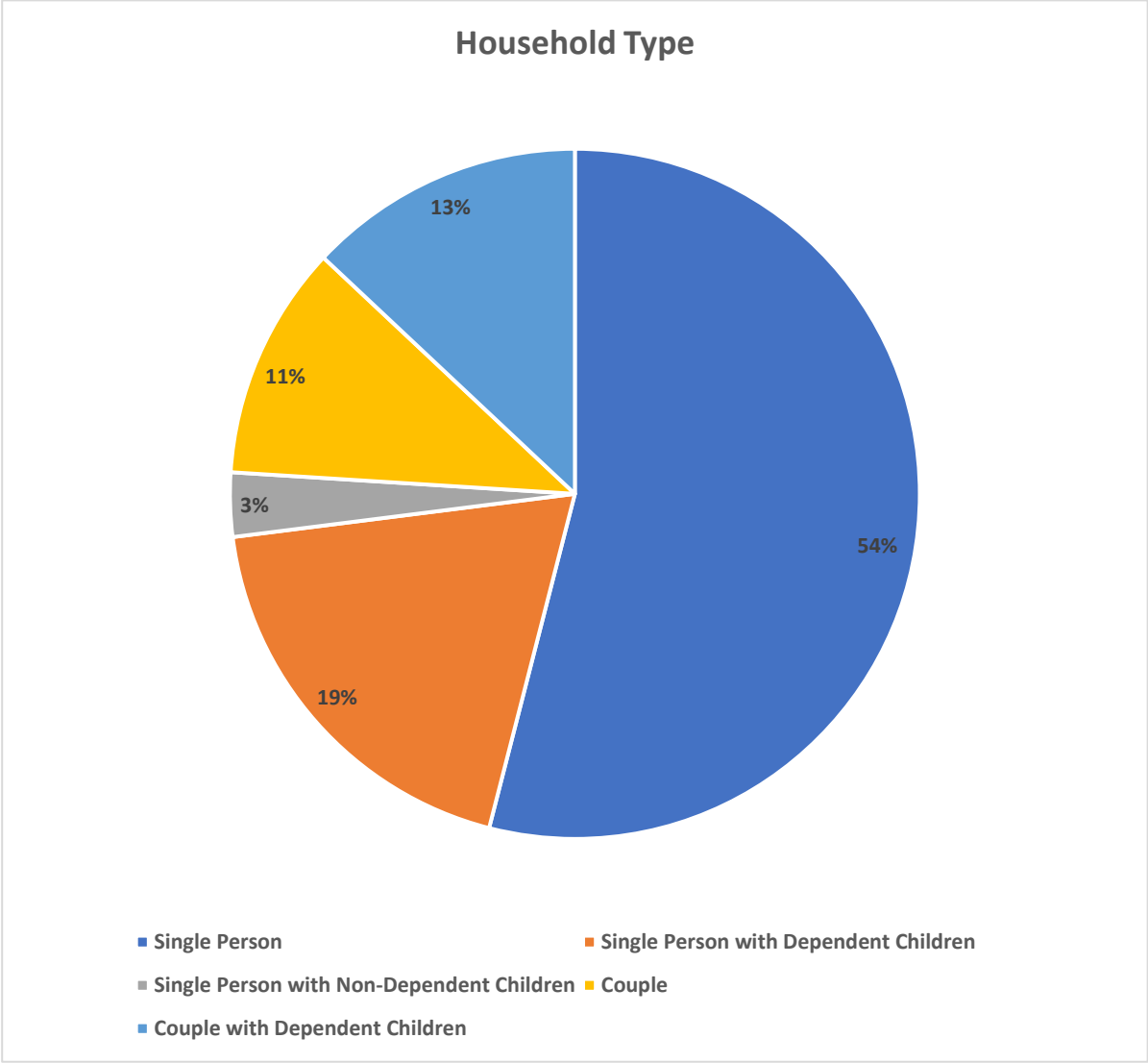


Tamworth Tenancy Sustainment Project Report – Q1 2023

Total number of clients in the quarter = 40

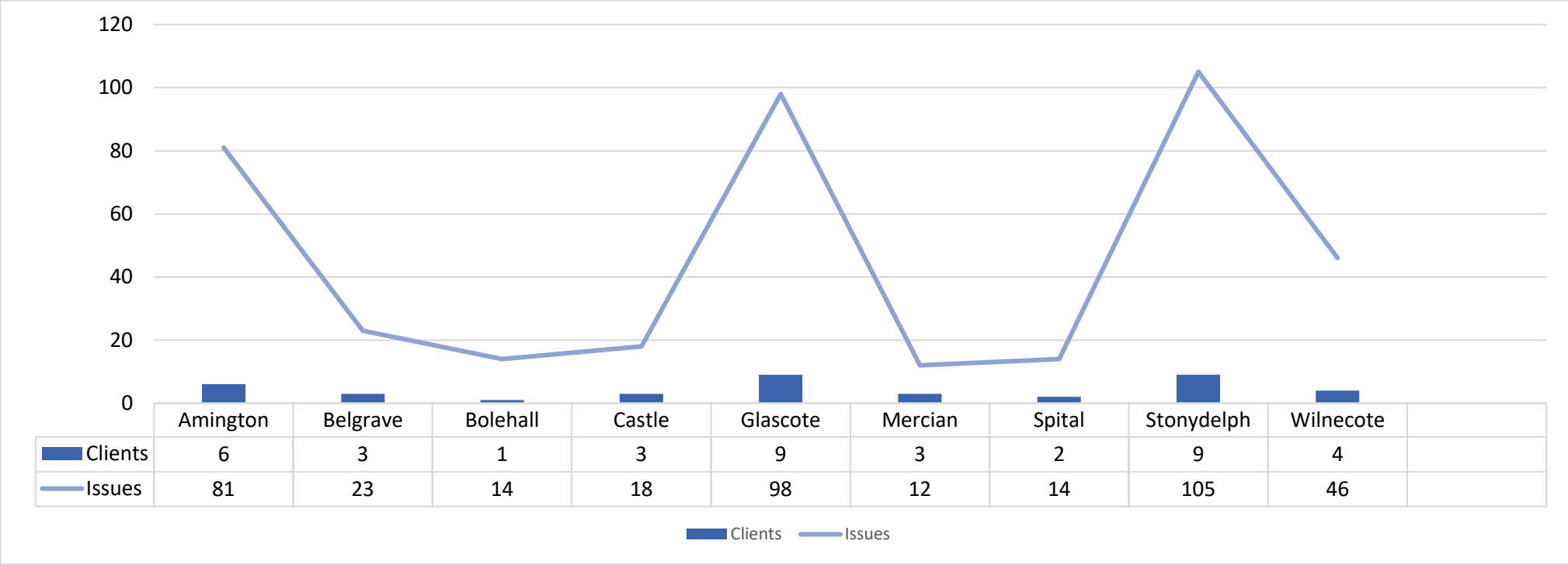
Tamworth Tenancy Sustainment Project - Breakdown of client demographics (Q1 2023)



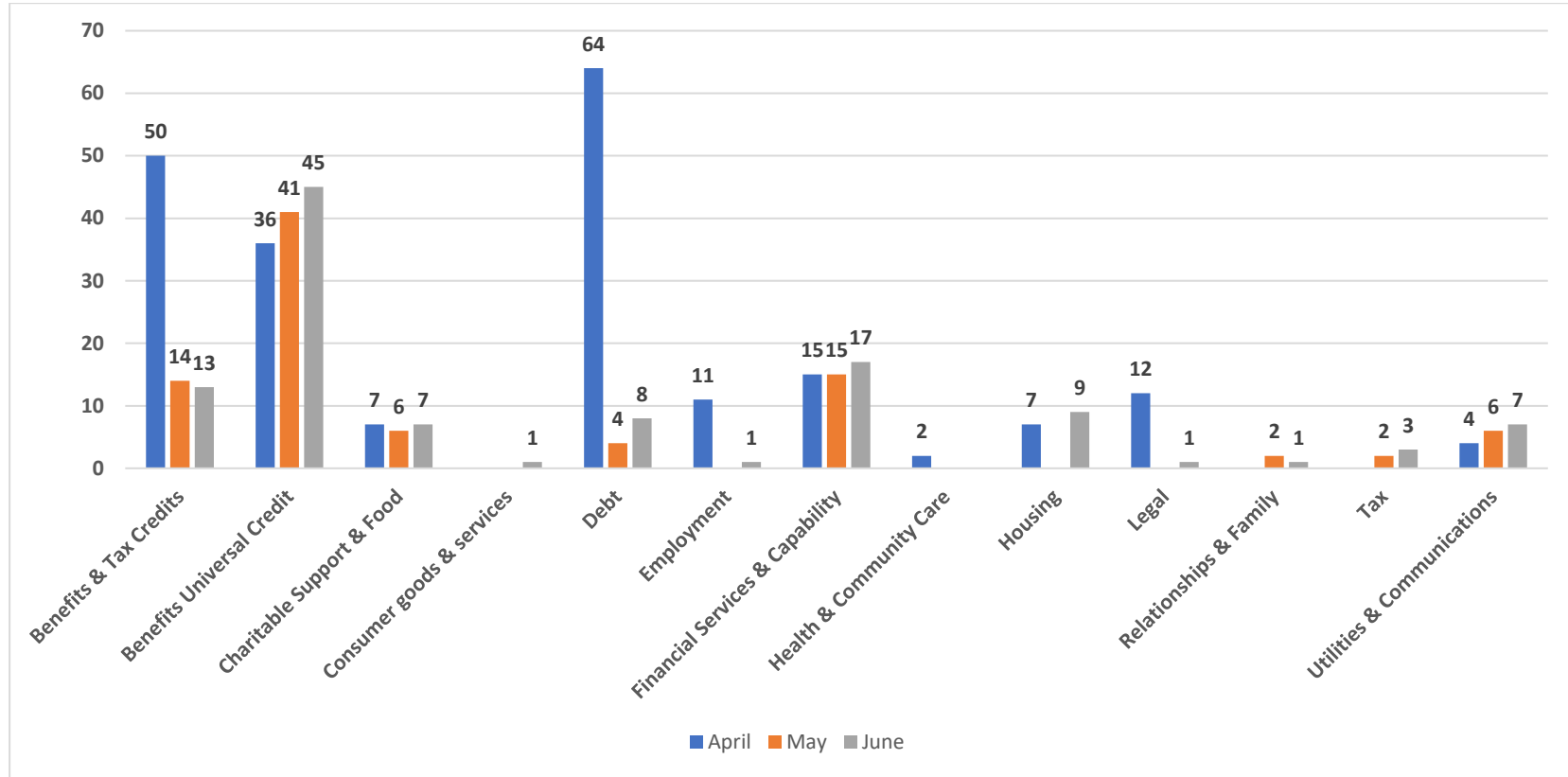


Tamworth Tenancy Sustainment Project - Breakdown of clients and issues by Ward (Q1 2023)

Page 73



Tamworth Tenancy Sustainment Project - Breakdown of reported issues (Q1 2023)

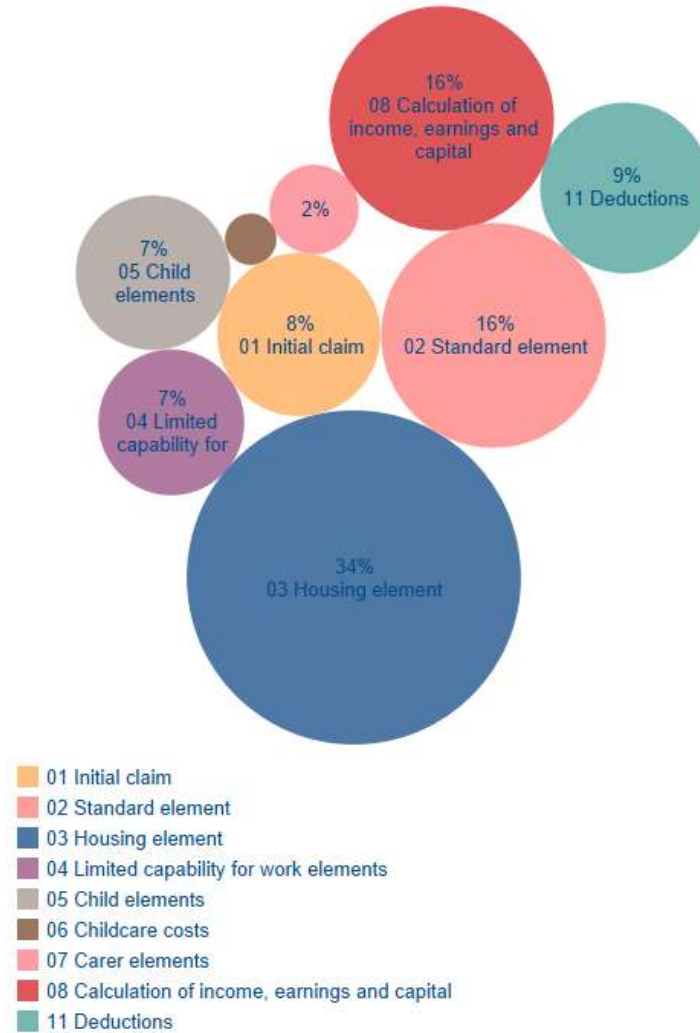


Tamworth Tenancy Sustainment Project Report – Referrals Q1 2023

Referrals				
	Q2 2022	Q3 2022	Q4 2023	Q1 2023
Referrals	23	39	45	24
Appointments Made	17	19	32	20
DNA Appointment	3	6	6	6
No Contact made yet	4	6	4	0
Failed to Engage	2	5	7	3

Tamworth Tenancy Sustainment Project - breakdown of Benefits Universal Credit top issues (Q1 2023)

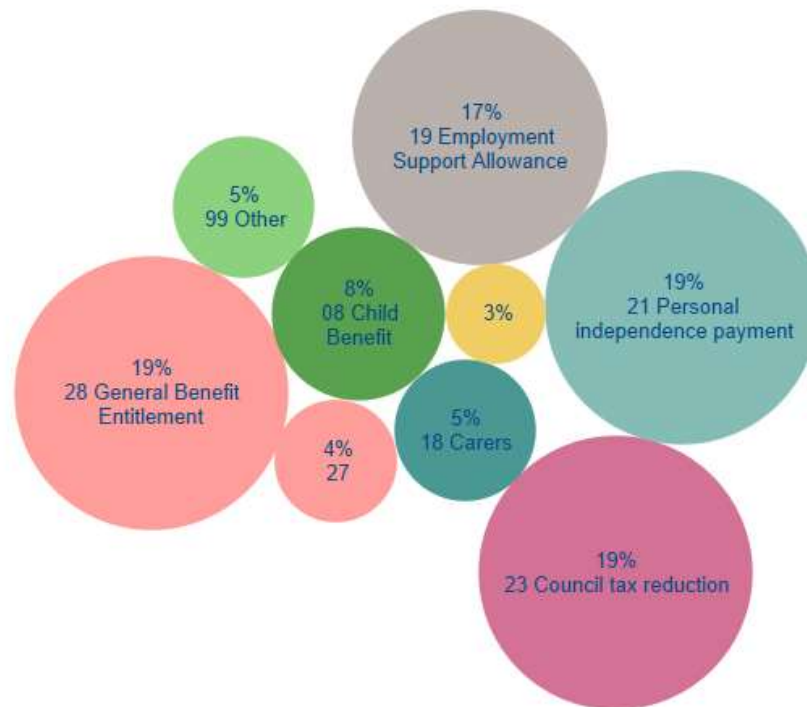
Benefits Universal Credit issues accounted for the majority of reported issues across the quarter (30% /122 issues). The percentage split of the issues surrounding Benefits Universal Credit are reported as follows:



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

(Q1 2023)

Benefits & Tax Credits issues accounted for the second highest reported issues across the quarter (19%/77 issues). The percentage split of the issues surrounding Benefits & Tax Credits are reported as follows:



- 08 Child Benefit
- 15 Disability Living Allowance
- 18 Carers Allowance
- 19 Employment Support Allowance
- 21 Personal independence payment
- 23 Council tax reduction
- 27 Passported benefits
- 28 General Benefit Entitlement
- 99 Other benefits issues

Tamworth Tenancy Sustainment Project – Number of Contacts by Channel (Q1 2023)

	Letter	In person	Email	Telephone	Grand Total
April 2023	11	4	40	72	127
May 2023	5	0	36	23	64
June 2023	3	0	31	20	54
Grand Total	19	4	107	115	245

Tamworth Tenancy Sustainment Project – Client Outcomes (Q1 2023)

	Income gain				
	Number of outcomes	Client count	Amount	Average per outcome	Average per client
£650 Cost of Living payment	1	1	£301	£301	£301
Access to, or provision of accommodation bid successful	1	1	£0	£0	£0
Affordable Warmth scheme referral	1	1	£450	£450	£450
Bailiff's action stopped/suspended/prevented	2	2	£0	£0	£0
Benefit / tax credit gain - a new award or increase	22	10	£47,268	£2,149	£4,727
Benefit / tax credit gain - Money put back into payment	2	2	£2,604	£1,302	£1,302
Benefit / tax credit maintained	24	7	£0	£0	£0
Benefit cap or under-occupation - action taken to mitigate	1	1	£663	£663	£663
Better deal with same supplier	1	1	£210	£210	£210
Budgeting change	2	2	£4,370	£2,185	£2,185
Charitable payment	3	3	£1,215	£405	£405
Client familiarised with how UC works and what it means for them	28	9	£0	£0	£0
client obtained appropriate help with court forms	3	1	£0	£0	£0
Court or committal proceedings avoided/suspended/varied	1	1	£0	£0	£0
Creditor action stopped/suspended/prevented	2	2	£0	£0	£0
Debt write off - other	2	2	£669	£335	£335
DRO - debt relief order	7	1	£12,095	£1,728	£12,095
Food provision / referral	10	8	£805	£81	£101
Fuel Voucher	8	8	£3,600	£450	£450
Goods or services provided	2	2	£30	£15	£15
Hygiene - Bank	3	3	£60	£20	£20
Improved health / capacity to manage	33	10	£0	£0	£0
Repayment negotiated	4	4	£5,679	£1,420	£1,420

Utility meter installed / moved / recalibrated	1	1	£600	£600	£600
Grand Total	164	83	£80,619		

Quarterly Comparison	Q1	Q2	Q3	Q4	Grand Total
No. of outcomes	143	160	311	164	788
Client count	78	101	201	83	463
Amount	£98,405	£49,330	£191,186	£80,619	£419,540