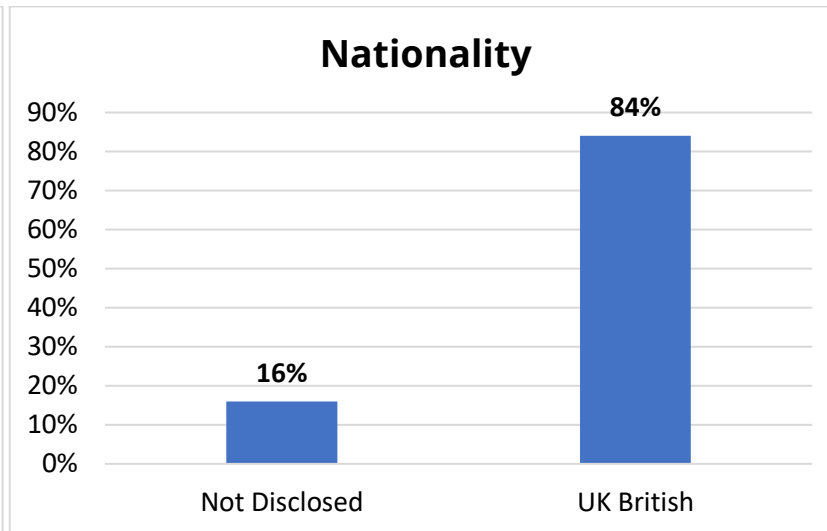
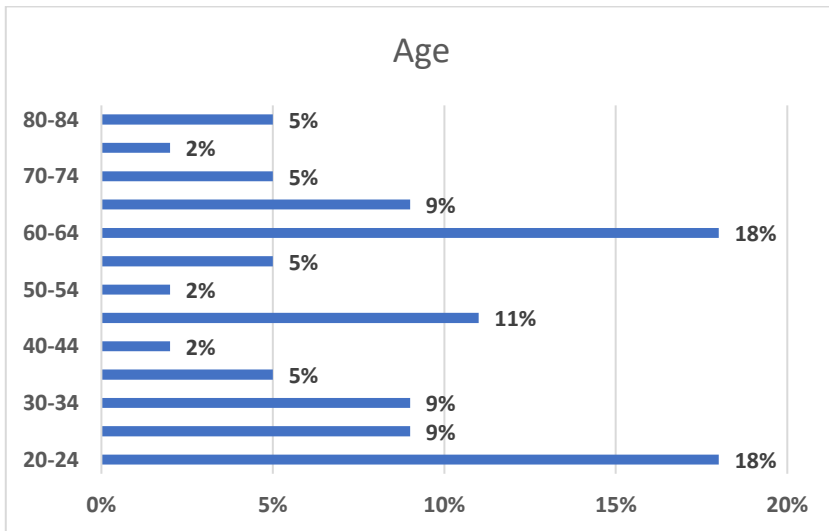
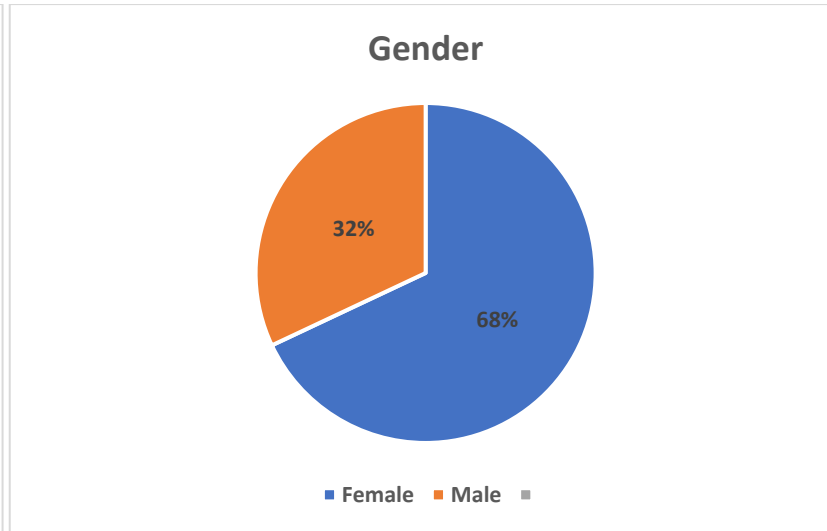
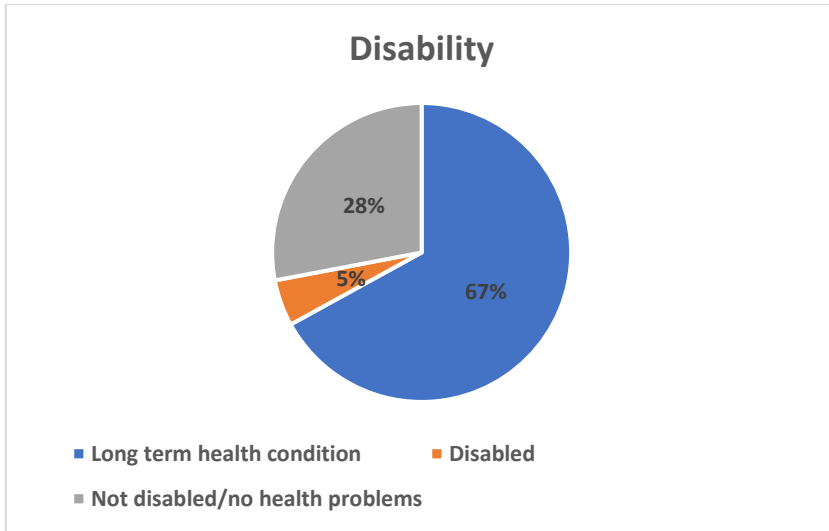


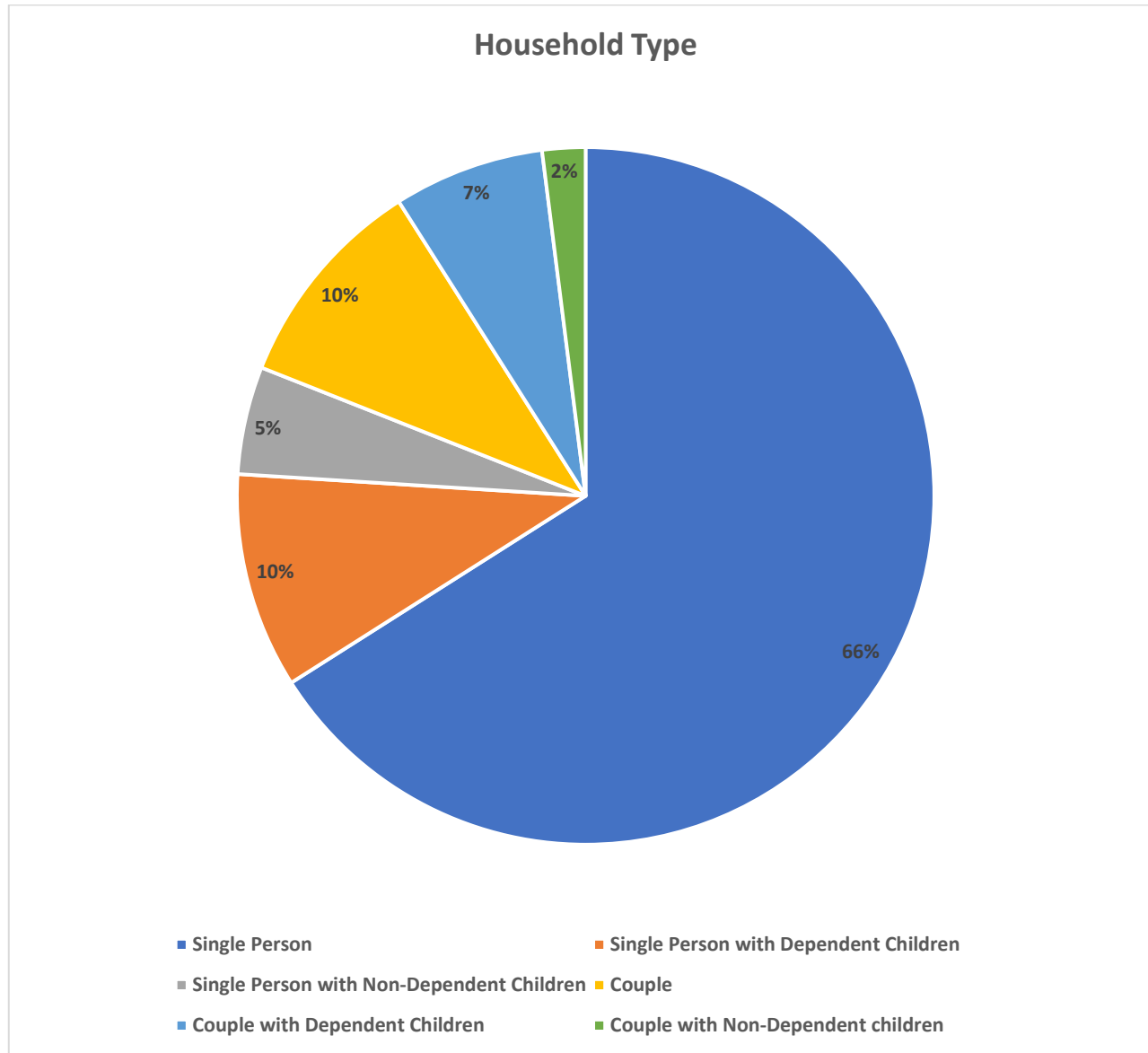


Tamworth Tenancy Sustainment Project Report – Q2 2023

Total number of clients in the quarter = 44

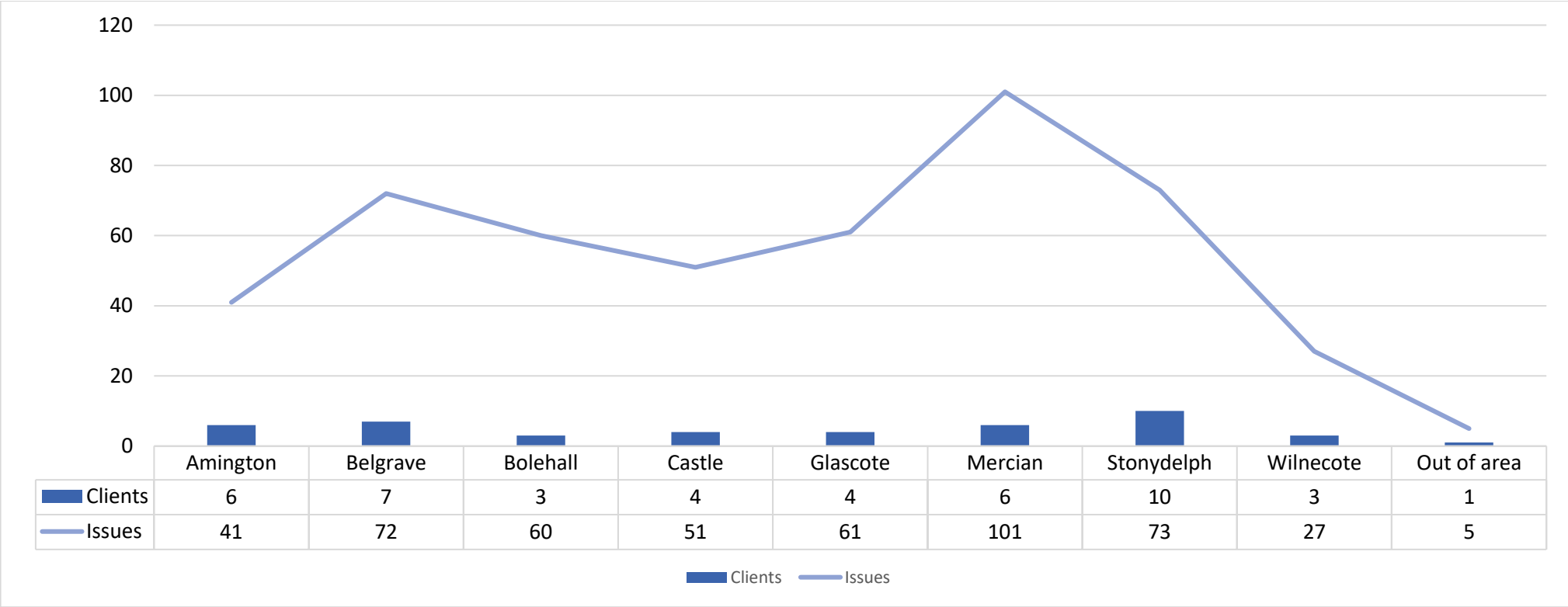
Tamworth Tenancy Sustainment Project - Breakdown of client demographics (Q2 2023)



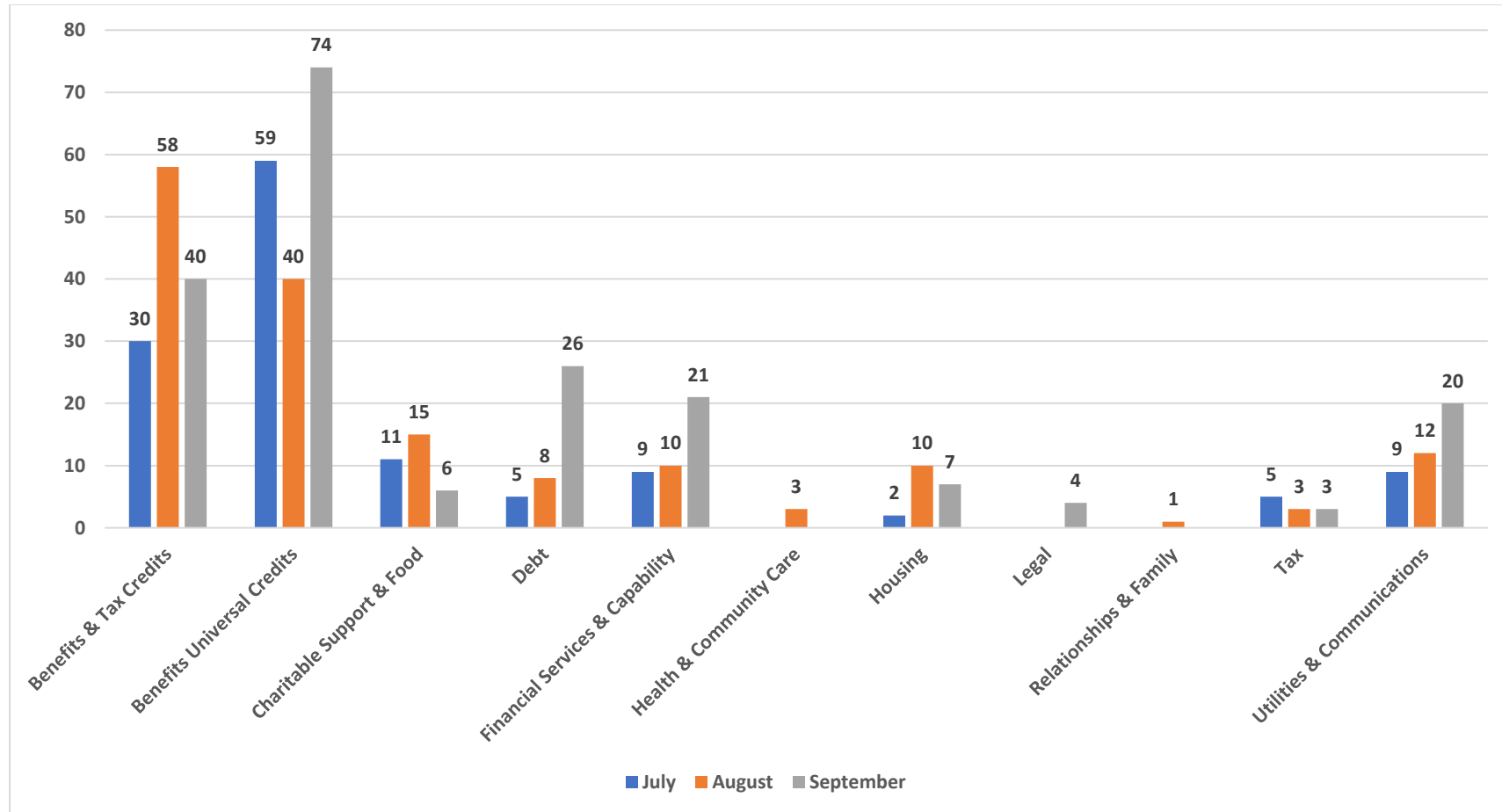


Tamworth Tenancy Sustainment Project - Breakdown of clients and issues by Ward (Q2 2023)

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Tamworth Tenancy Sustainment Project - Breakdown of reported issues (Q2 2023)

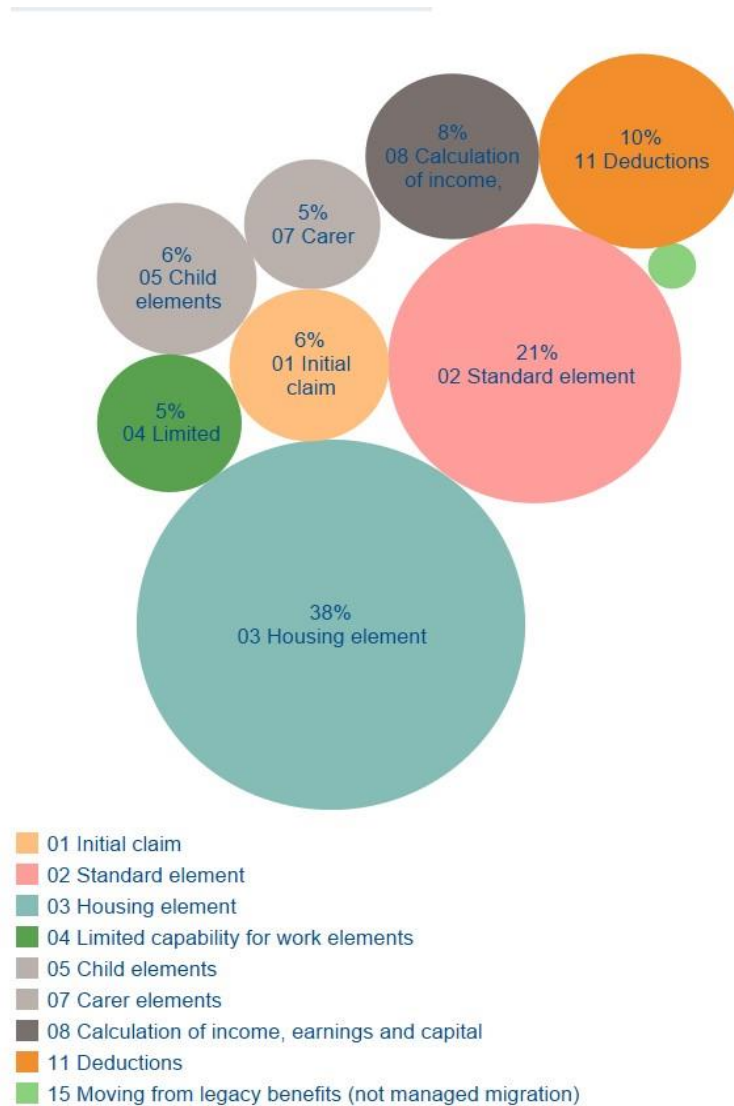


Tamworth Tenancy Sustainment Project Report – Referrals Q2 2023

| Referrals | | | | |
|---------------------|---------|---------|---------|---------|
| | Q3 2022 | Q4 2023 | Q1 2023 | Q2 2023 |
| Referrals | 39 | 45 | 24 | 48 |
| Appointments Made | 19 | 32 | 20 | 40 |
| DNA Appointment | 6 | 6 | 6 | 6 |
| No Contact made yet | 6 | 4 | 0 | 0 |
| Failed to Engage | 5 | 7 | 3 | 6 |

Tamworth Tenancy Sustainment Project - breakdown of Benefits Universal Credit top issues (Q2 2023)

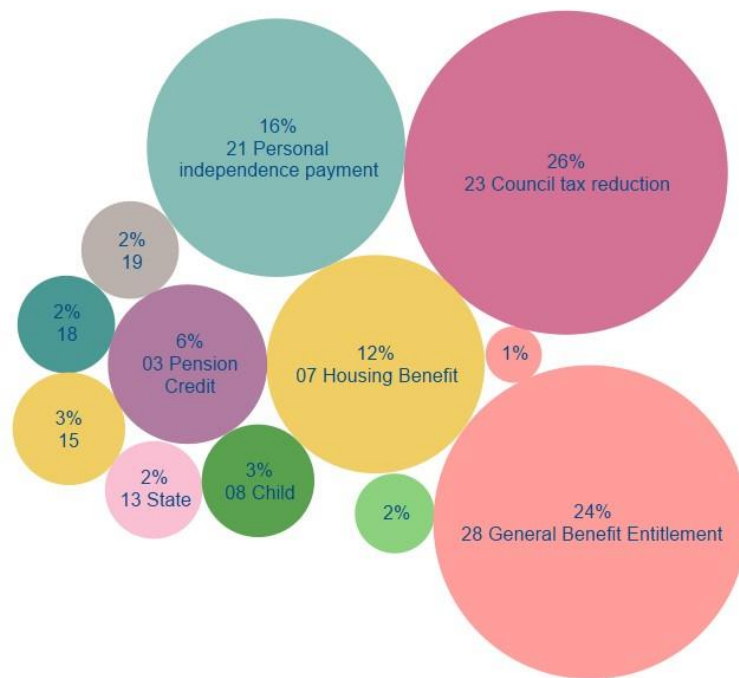
Benefits Universal Credit issues accounted for the majority of reported issues across the quarter (33% /173 issues). The percentage split of the issues surrounding Benefits Universal Credit are reported as follows:



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

(Q2 2023)

Benefits & Tax Credits issues accounted for the second highest reported issues across the quarter (26%/128 issues). The percentage split of the issues surrounding Benefits & Tax Credits are reported as follows:



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

Tamworth Tenancy Sustainment Project – Number of Contacts by Channel (Q2 2023)

| | Letter | In person | Email | Telephone | Grand Total |
|--------------------|---------------|------------------|--------------|------------------|--------------------|
| July 2023 | 2 | 2 | 33 | 41 | 78 |
| August 2023 | 5 | 2 | 60 | 48 | 115 |
| September 2023 | 5 | 9 | 54 | 43 | 111 |
| Grand Total | 12 | 13 | 147 | 132 | 304 |

Tamworth Tenancy Sustainment Project – Client Outcomes (Q2 2023)

| | Income gain | | | | |
|--|--------------------|--------------|----------------|---------------------|--------------------|
| | Number of outcomes | Client count | Amount | Average per outcome | Average per client |
| Appropriate service/ support obtained for client - unsuccessful | 1 | 1 | £0 | £0 | £0 |
| Bailiff's action stopped/suspended/prevented | 1 | 1 | £0 | £0 | £0 |
| Benefit / tax credit gain - a new award or increase | 30 | 17 | £64,363 | £2,145 | £3,786 |
| Benefit / tax credit maintained | 68 | 19 | £0 | £0 | £0 |
| Claim or complaint - not possible | 2 | 1 | £0 | £0 | £0 |
| Client familiarised with how UC works and what it means for them | 18 | 18 | £0 | £0 | £0 |
| client obtained appropriate help with court forms | 2 | 1 | £0 | £0 | £0 |
| Debt write off - other | 2 | 2 | £1,202 | £601 | £601 |
| Financial gain/improvement | 1 | 1 | £0 | £0 | £0 |
| Financial situation stabilised / debts under control | 1 | 1 | £0 | £0 | £0 |
| Food provision / referral | 13 | 10 | £765 | £59 | £77 |
| Fuel Voucher | 9 | 8 | £3,630 | £403 | £454 |
| Goods or services provided | 1 | 1 | £450 | £450 | £450 |
| Homelessness prevented - remained in home | 3 | 3 | £0 | £0 | £0 |
| Hygiene - Bank | 10 | 10 | £160 | £16 | £16 |
| Improved health / capacity to manage | 21 | 21 | £1,002 | £12 | £48 |
| Moratorium / Agreeing a period of time when you made no payments | 1 | 1 | £0 | £0 | £0 |
| Other savings achieved | 2 | 2 | £200 | £100 | £100 |
| Repayment negotiated | 1 | 1 | £660 | £660 | £660 |
| Grand Total | 187 | 119 | £72,432 | | |

| Quarterly Comparison | Q3 | Q4 | Q1 | Q2 | Grand Total |
|-----------------------------|-----------|-----------|-----------|-----------|--------------------|
| No. of outcomes | 160 | 304 | 164 | 187 | 815 |
| Client count | 101 | 195 | 83 | 119 | 498 |
| Amount | £49,330 | £179,020 | £80,619 | £72,432 | £381,401 |