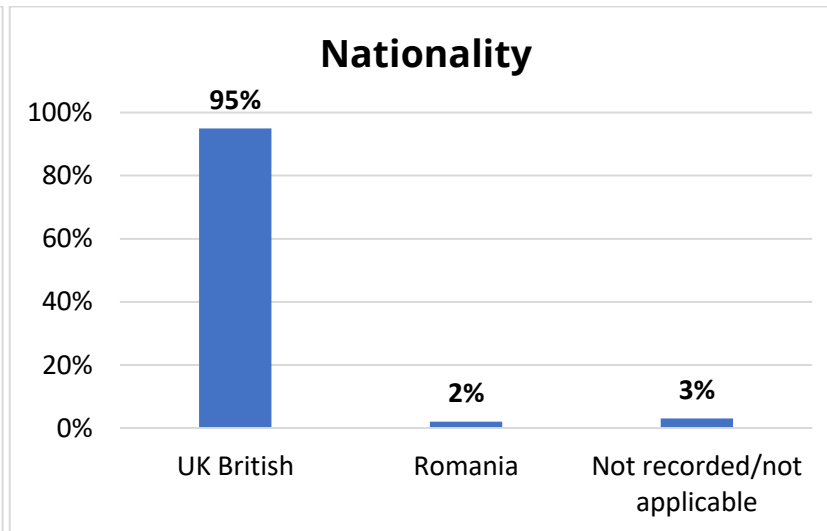
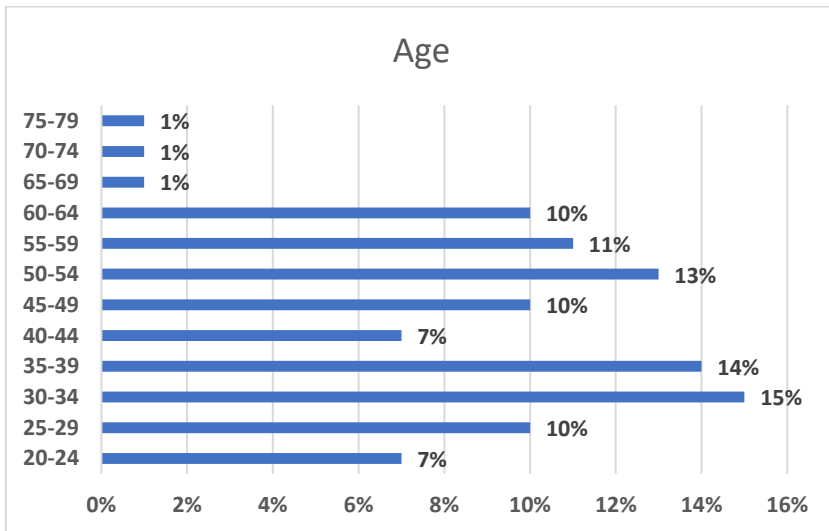
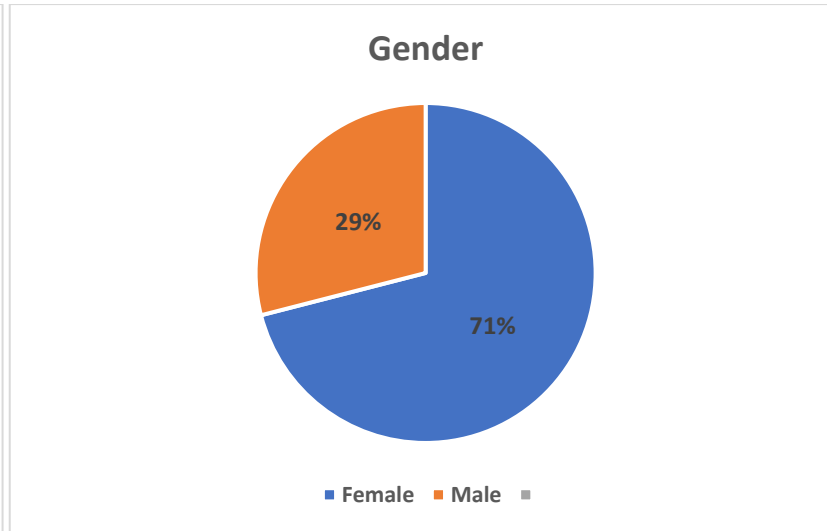
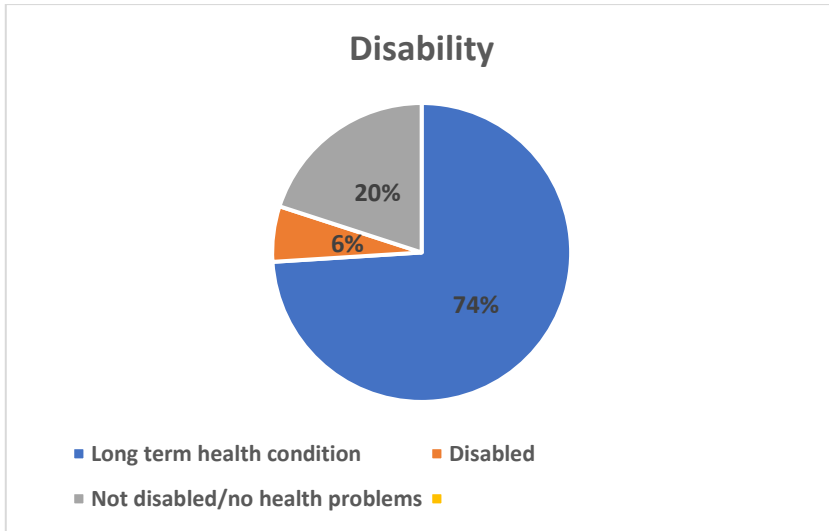
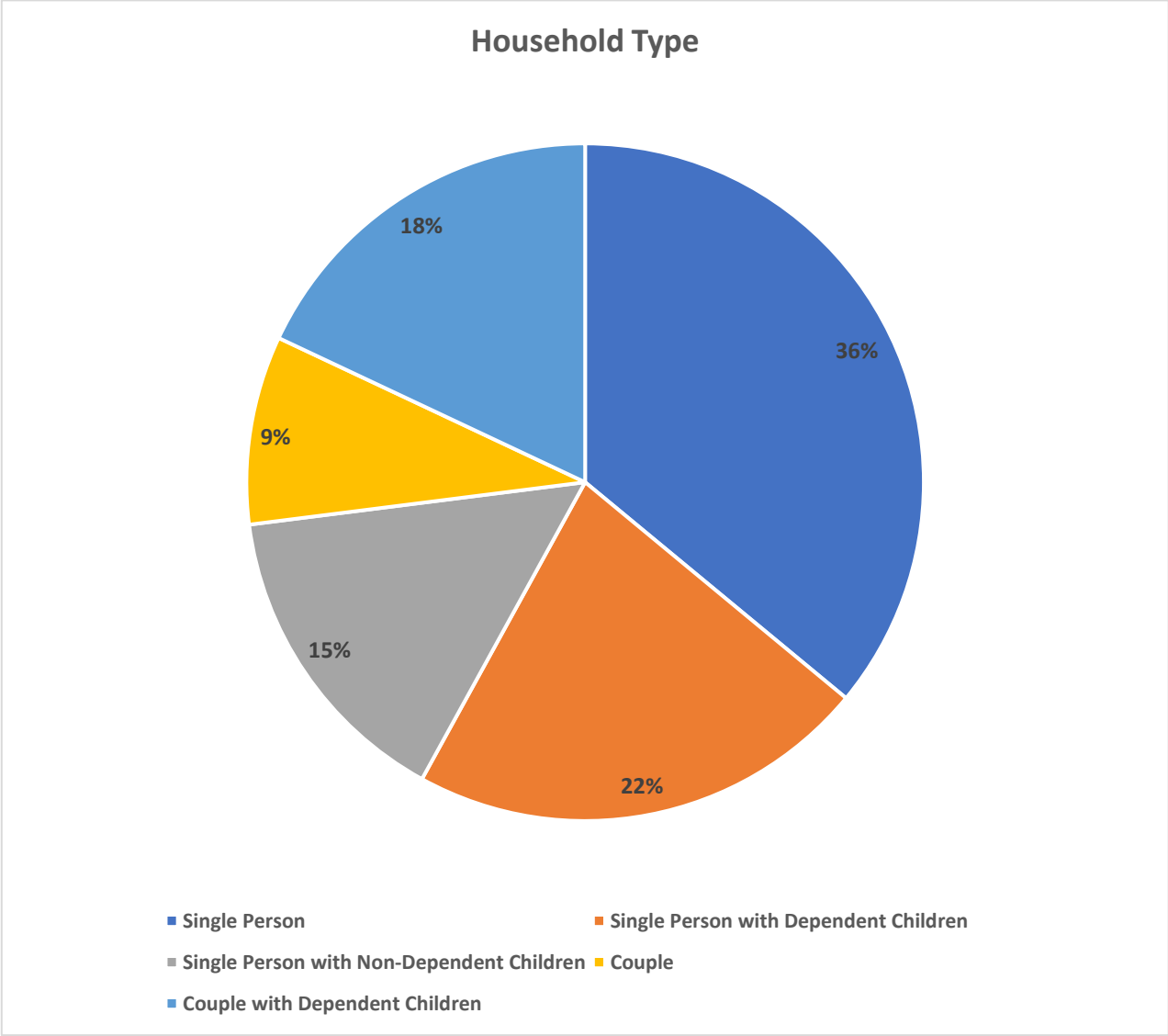


Tamworth Tenancy Sustainment Project Report – Q1 2024/25

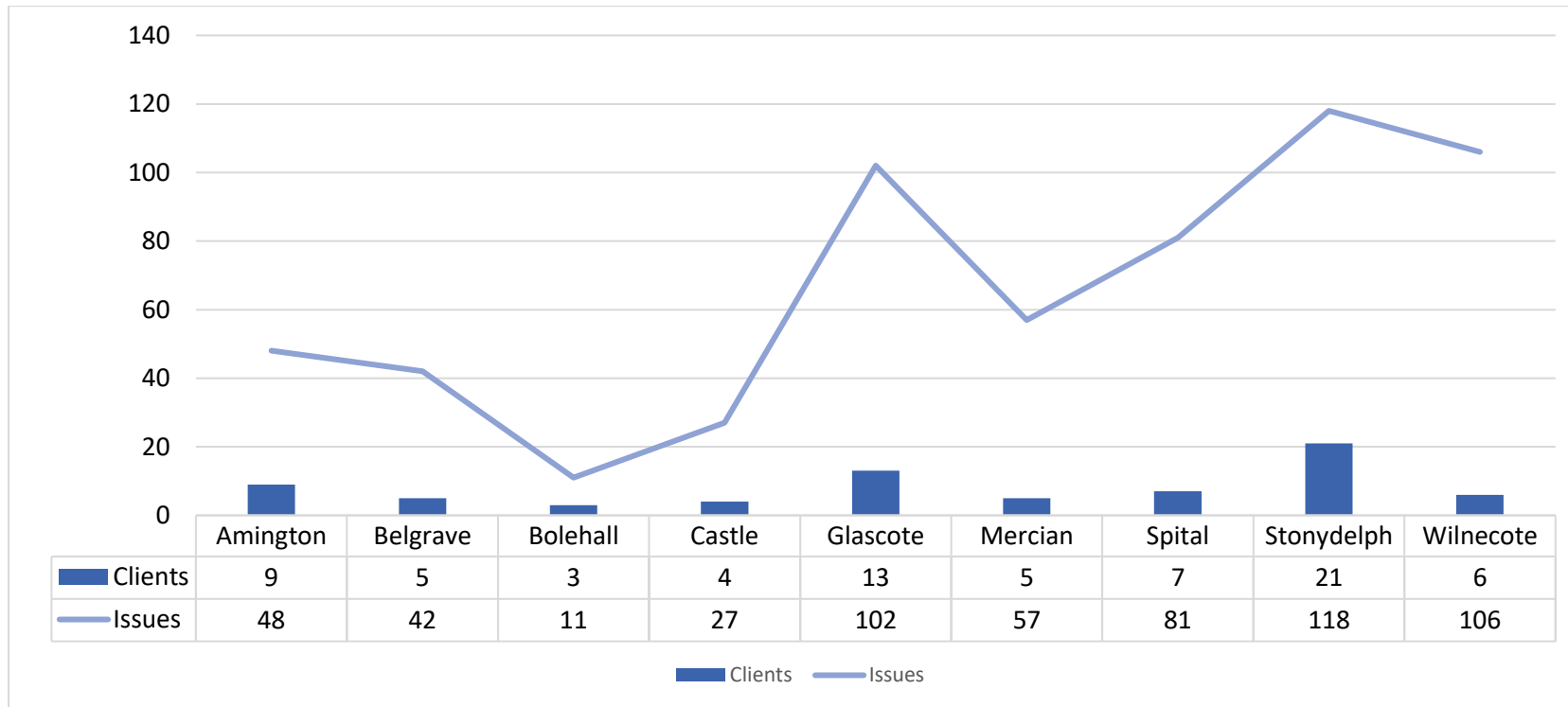
Total number of clients in the quarter = 73

Tamworth Tenancy Sustainment Project - Breakdown of client demographics (Q1 2024/25)

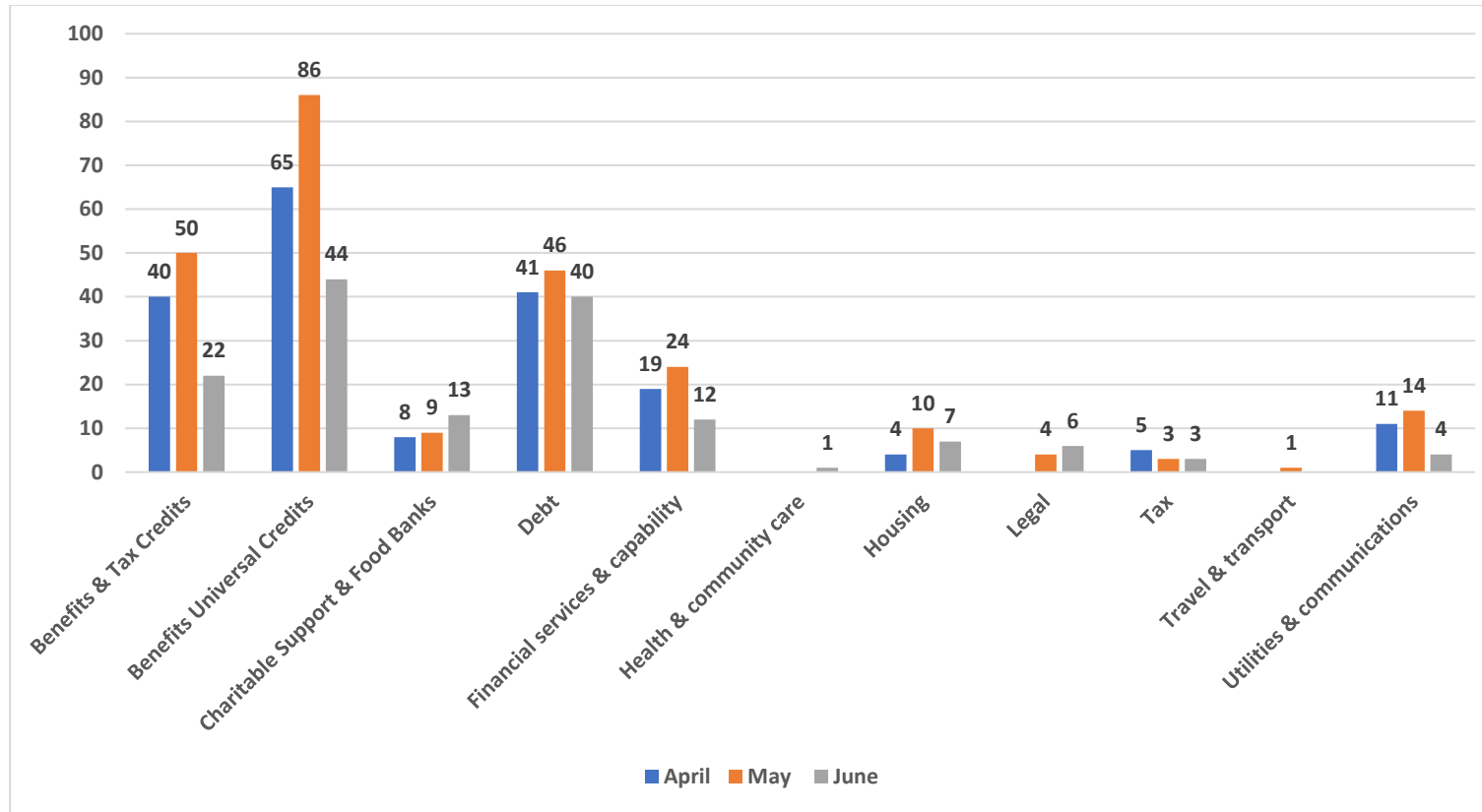




Tamworth Tenancy Sustainment Project - Breakdown of clients and issues by Ward (Q1 2024/25)



Tamworth Tenancy Sustainment Project - Breakdown of reported issues (Q1 2024/25)



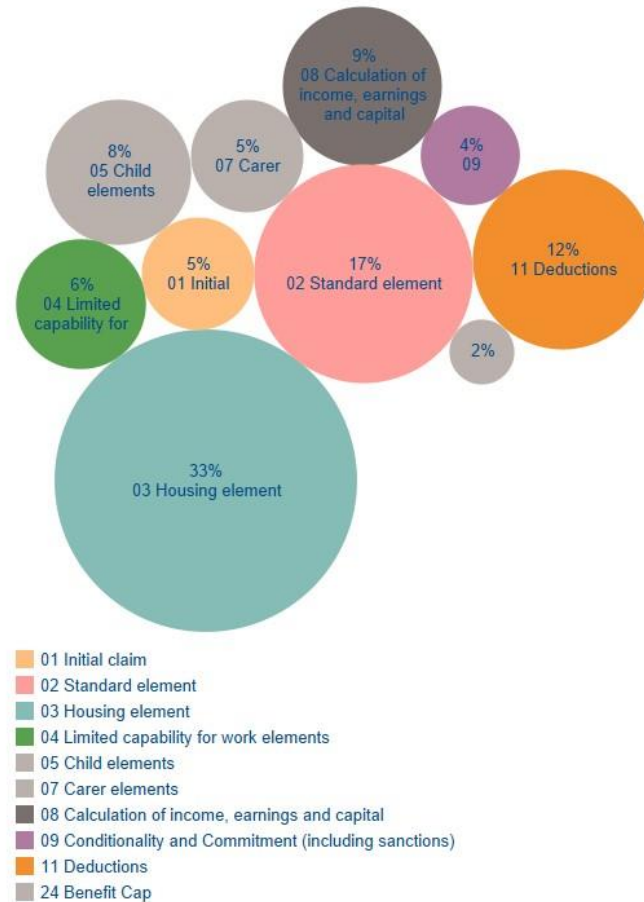
Tamworth Tenancy Sustainment Project Report – Referrals Q1 2024/25

Referrals				
	Q2 2023	Q3 2023	Q4 2024	Q1 2024/25
Referrals	48	41	39	40
Appointments Made	40	29	33	35
DNA Appointment	6	9	5	6
No Contact made yet	0	0	0	0
Failed to Engage	6	5	2	2

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

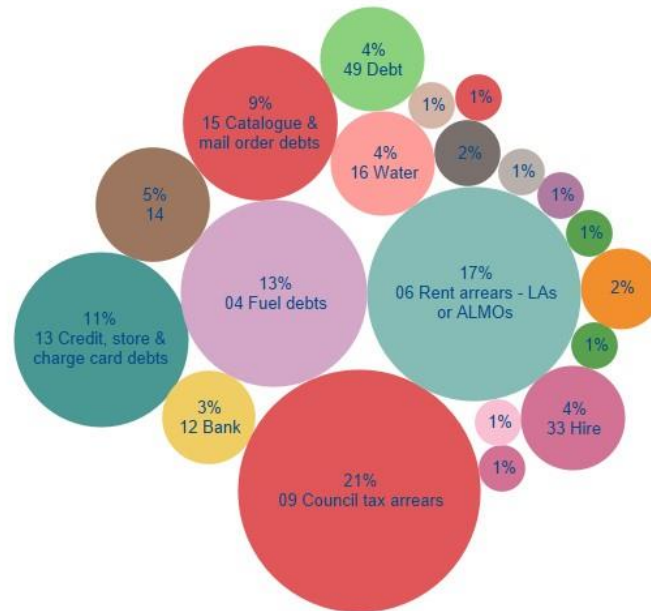
2024/25) Benefits Universal Credit issues accounted for the majority of reported issues across the quarter (33% /195 issues).

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



Tamworth Tenancy Sustainment Project - breakdown of Debt top issues (Q1 2024/25)

Debt issues accounted for the second highest reported issues across the quarter (22%/127 issues). The percentage split of the issues surrounding Debt are reported as follows:



Tamworth Tenancy Sustainment Project – Number of Contacts by Channel (Q1 2024/25)

	Email	Telephone	In person	Letter	Grand Total
April 2024	90	51	11	2	154
May 2024	92	46	13	5	156
June 2024	68	24	5	3	100
Grand Total	250	121	29	10	410

Tamworth Tenancy Sustainment Project – Client Outcomes (Q1 2024/25)

Income gain					
	Number of outcomes	Client count	Amount	Average per outcome	Average per client
Bailiff's action stopped/suspended/prevented	3	2	£0	£0	£0
Benefit / tax credit gain - a new award or increase	26	17	£40,720	£1,566	£2,395
Benefit / tax credit gain - award or increase following revision or appeal	2	2	£1,076	£538	£538
Benefit / tax credit gain - Money put back into payment	1	1	£715	£715	£715
Benefit / tax credit maintained	10	10	£0	£0	£0
Charitable payment	7	7	£1,995	£285	£285
Client familiarised with how UC works and what it means for them	13	13	£0	£0	£0
client obtained appropriate help with court forms	6	3	£0	£0	£0
Court fees waived or refunded	2	2	£30	£15	£15
Debt write off - other	2	2	£3,147	£1,573	£1,573
DRO - debt relief order	39	3	£36,816	£944	£12,272
Financial gain	5	5	£405	£81	£81
Financial gain (please specify)	1	1	£509	£509	£509
Food provision / referral	23	17	£1,455	£63	£86
Fuel Voucher	5	5	£1,432	£286	£286
Goods or services provided	2	2	£750	£375	£375
Homelessness prevented - remained in home	3	2	£0	£0	£0
Hygiene - Bank	4	4	£75	£19	£19
Improved health / capacity to manage	17	17	£702	£11	£41
Income Maximisation	1	1	£0	£0	£0
National Fuel Vouchers - Fuel Bank Foundation	1	1	£450	£450	£450
Other (financial)	4	4	£2,800	£700	£700
Other (non-financial)	4	4	£0	£0	£0
Suspended possession order	1	1	£600	£600	£600
Grand Total	182	126	£93,677		

Quarterly Comparison	Q2	Q3	Q4	Q1	Grand Total
No. of outcomes	187	156	181	182	706
Client count	119	127	135	126	507
Amount	£72,432	£77,870	£167,149	£93,677	£411,128