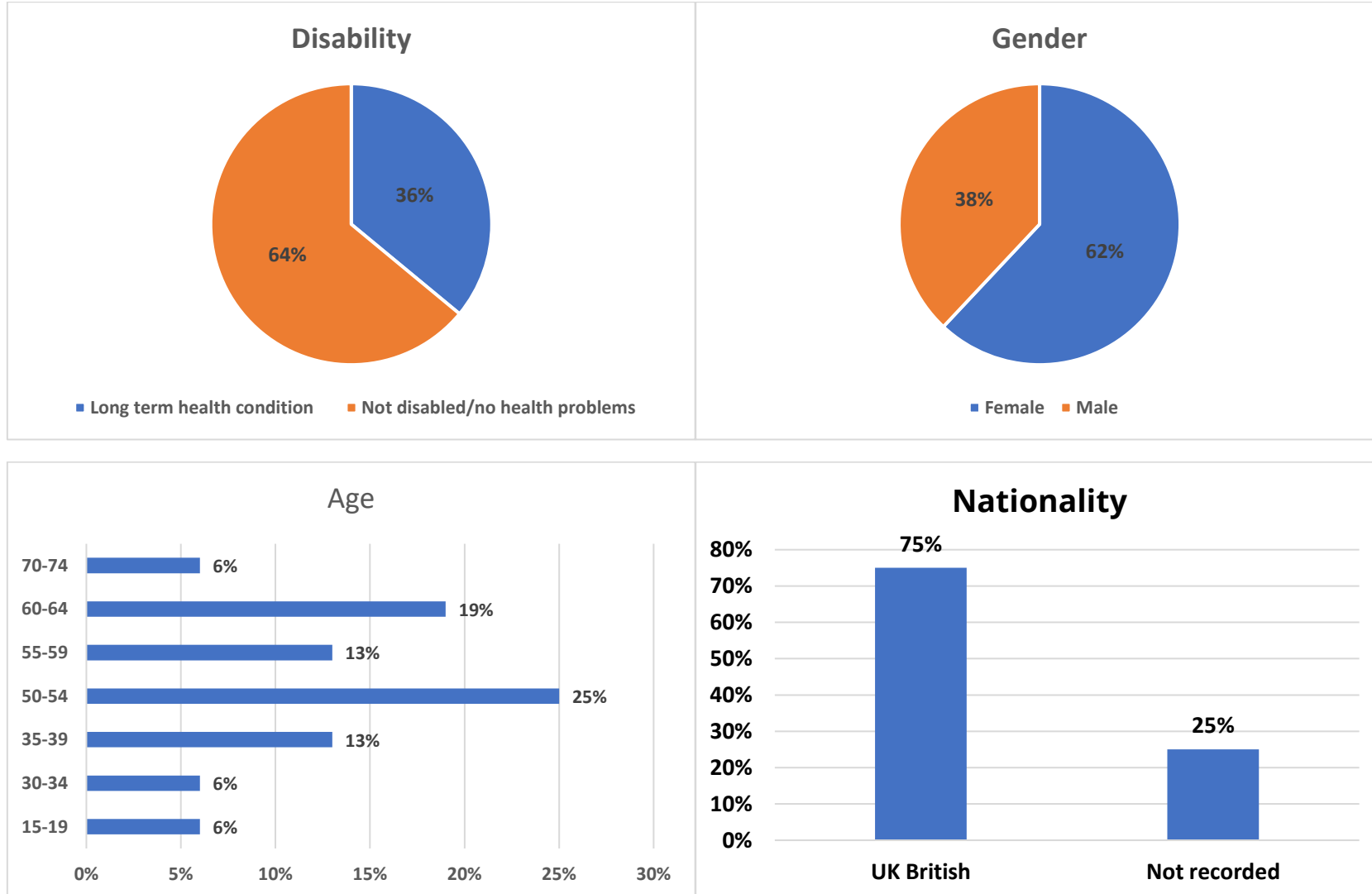
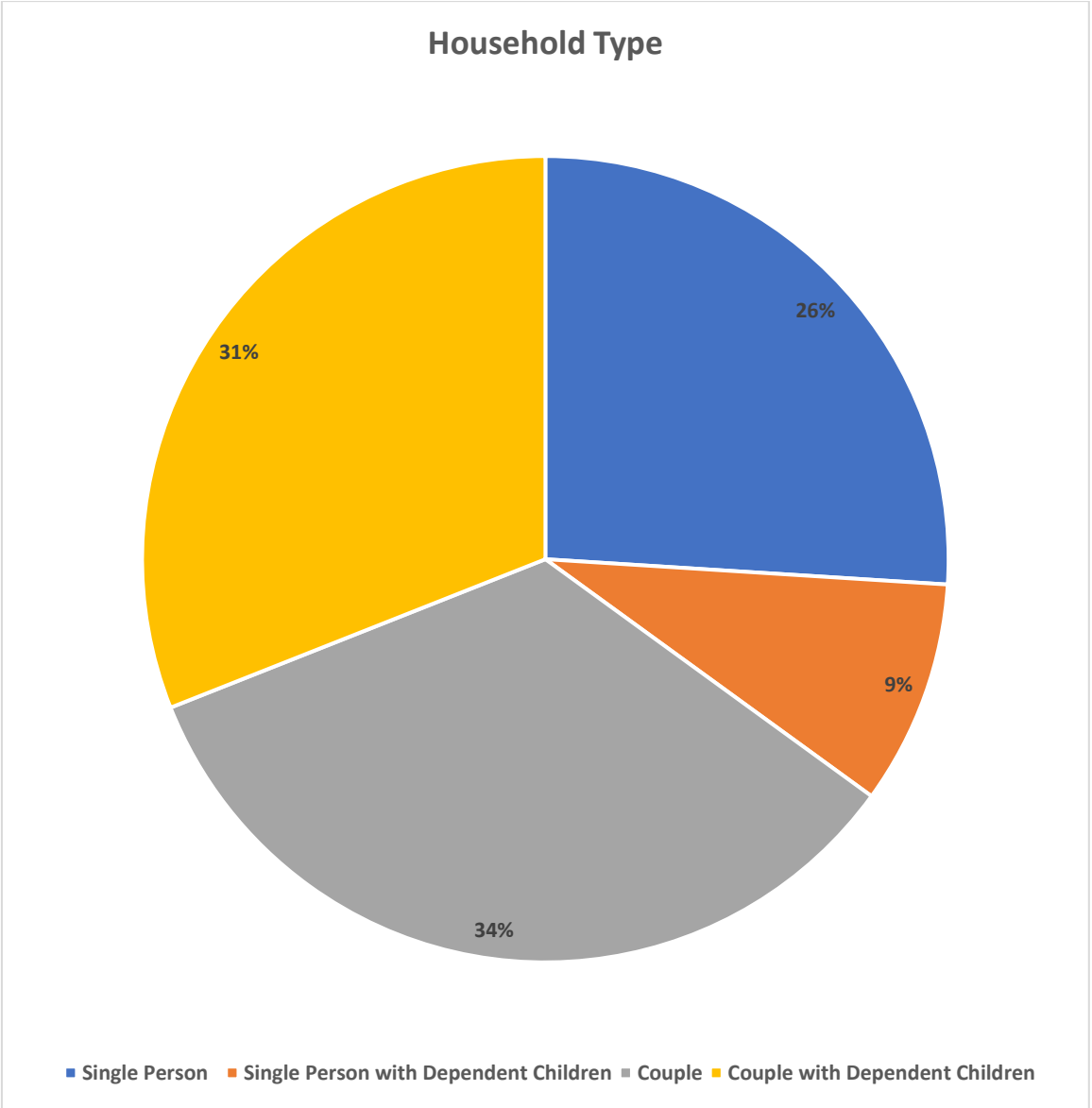


Tamworth Sacred Heart Project Report – Q4 2024

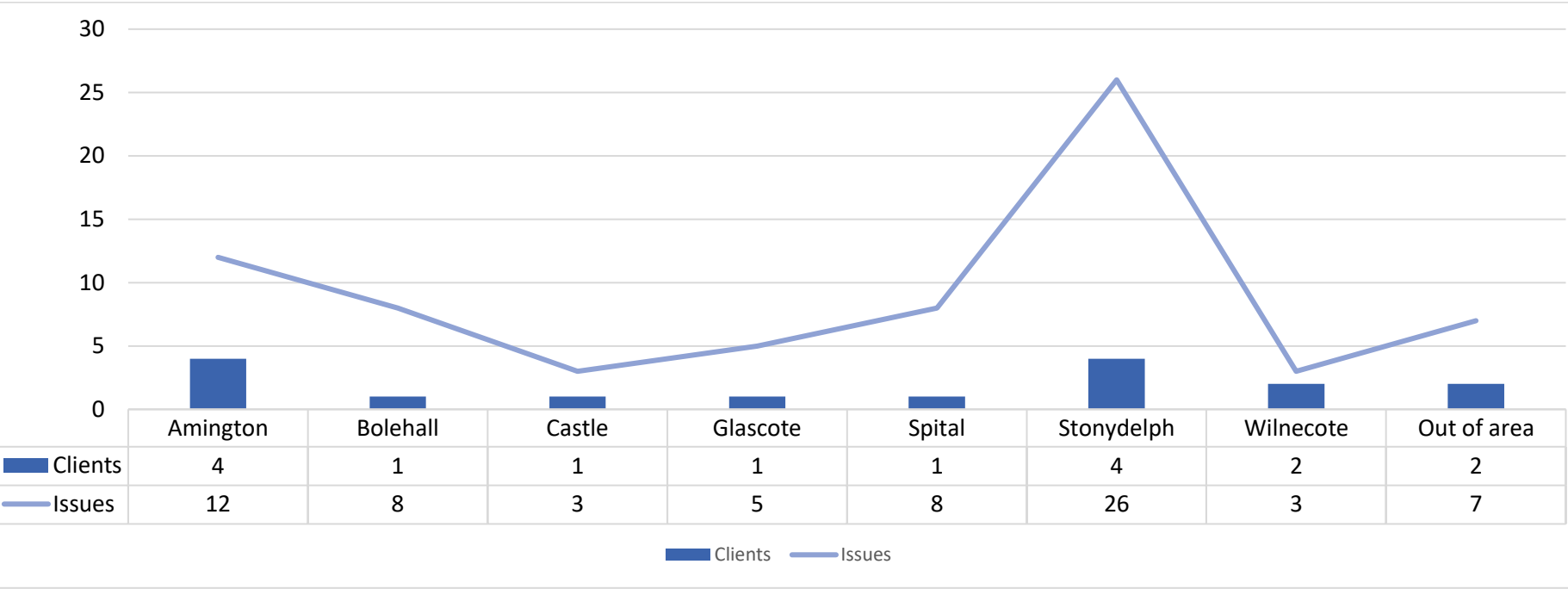
Total number of clients in the quarter = 16

Tamworth Sacred Heart Church Project - Breakdown of client demographics (Q4 2024)

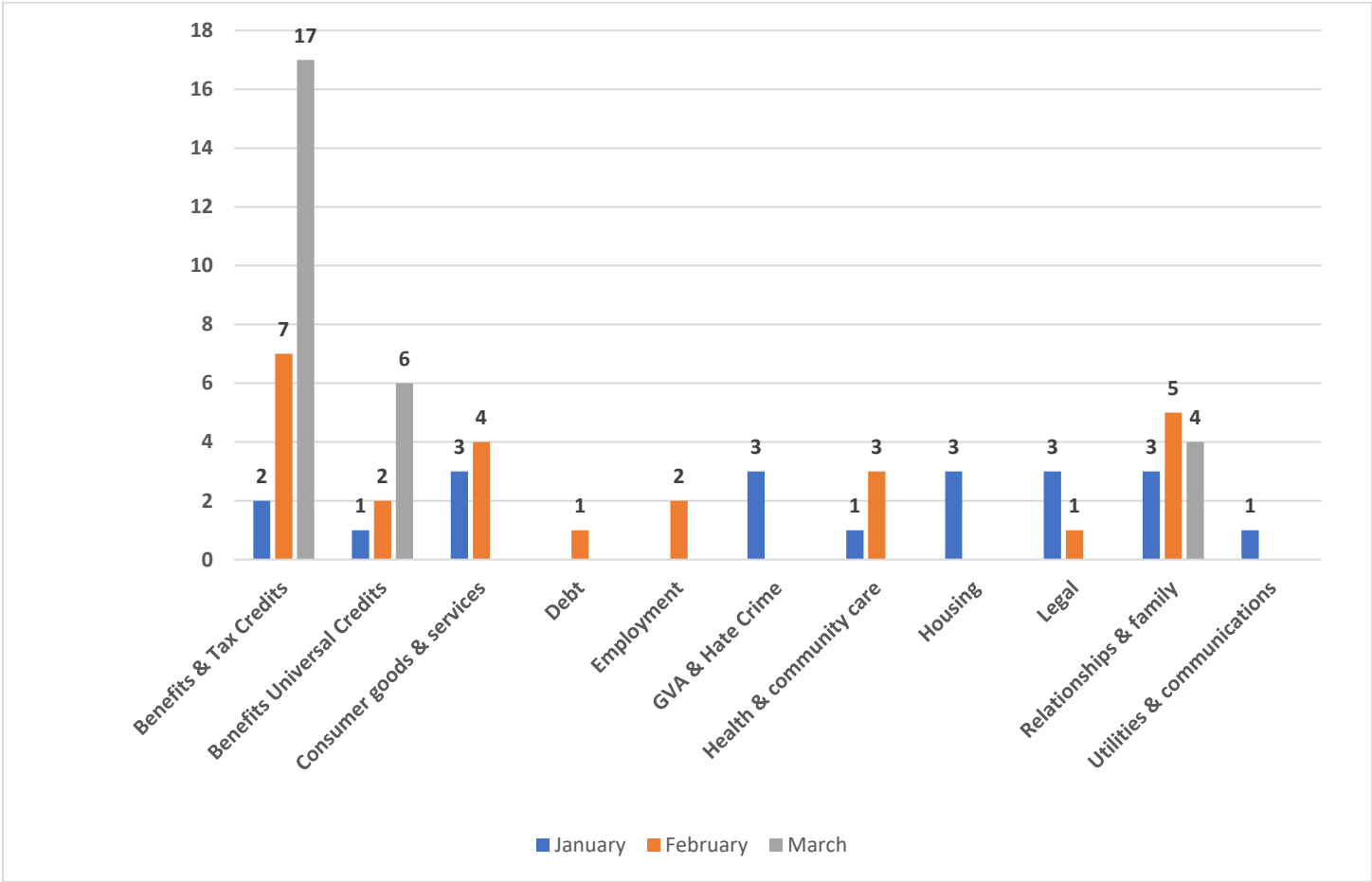




Tamworth Sacred Heart Church Project - Breakdown of clients and issues by Ward (Q4 2024)

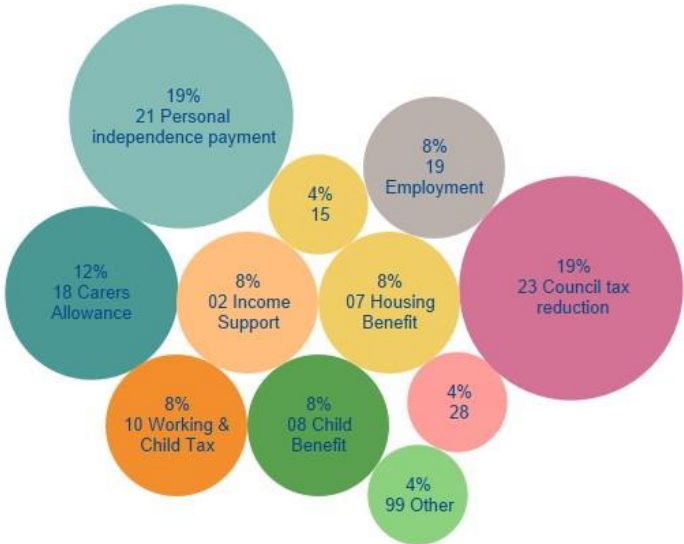


Tamworth Sacred Heart Church Project - Breakdown of reported issues (Q4 2024)



Tamworth Sacred Heart Church Project - breakdown of Benefits & tax credits issues (Q4 2024)

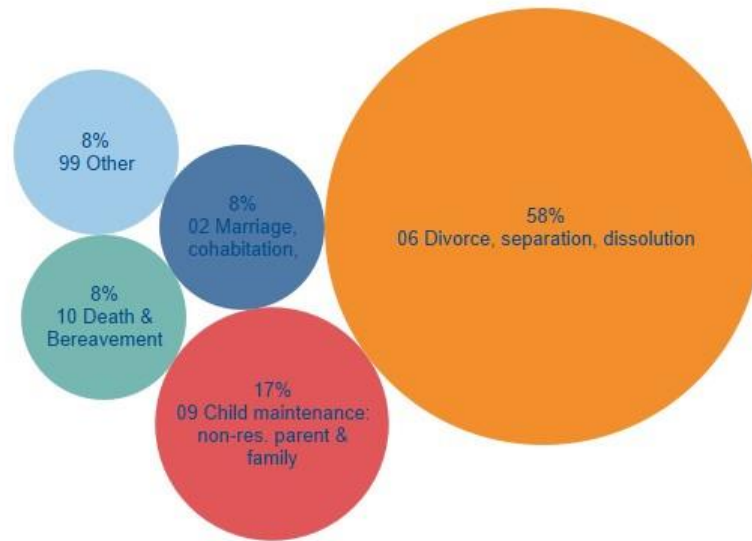
Benefits & tax credits issues accounted for the majority of reported issues across the quarter (36%/26 issues). The percentage split of the issues surrounding Benefits & tax credits are reported as follows:



- 02 Income Support
- 07 Housing Benefit
- 08 Child Benefit
- 10 Working & Child Tax Credits
- 15 Disability Living Allowance
- 18 Carers Allowance
- 19 Employment Support Allowance
- 21 Personal independence payment
- 23 Council tax reduction
- 28 General Benefit Entitlement
- 99 Other benefits issues

Tamworth Sacred Heart Church – breakdown of Relationships & Family top issues (Q4 2024)

Relationships & Family issues accounted for the second highest reported issues across the quarter (17%/12 issues). The percentage split of the issues surrounding Relationships & Family issues are reported as follows:



- 02 Marriage, cohabitation, civil partnership
- 06 Divorce, separation, dissolution
- 09 Child maintenance: non-res. parent & family
- 10 Death & Bereavement
- 99 Other

Tamworth Sacred Heart Church Project – Number of Contacts by Channel (Q4 2024)

	In person	Grand Total
January 2024	7	7
February 2024	6	6
March 2024	4	4
Grand Total	17	17

Tamworth Sacred Heart Church Project – Client Outcomes (Q3 2023)

Income gain					
	Number of outcomes	Client count	Amount	Average per outcome	Average per client
Benefit / tax credit gain - a new award or increase	3	1	£7,710	£2,570	£7,710
Complaint resolved	1	1	£160	£160	£160
Improved health / capacity to manage	2	1	£0	£0	£0
Grand Total	6	3	7,870		

Quarterly Comparison	Q1	Q2	Q3	Q4	Grand Total
No. of outcomes	17	14	10	6	47
Client count	13	9	9	3	34
Amount	£2,910	£6,235	£7,818	£7,870	£24,833