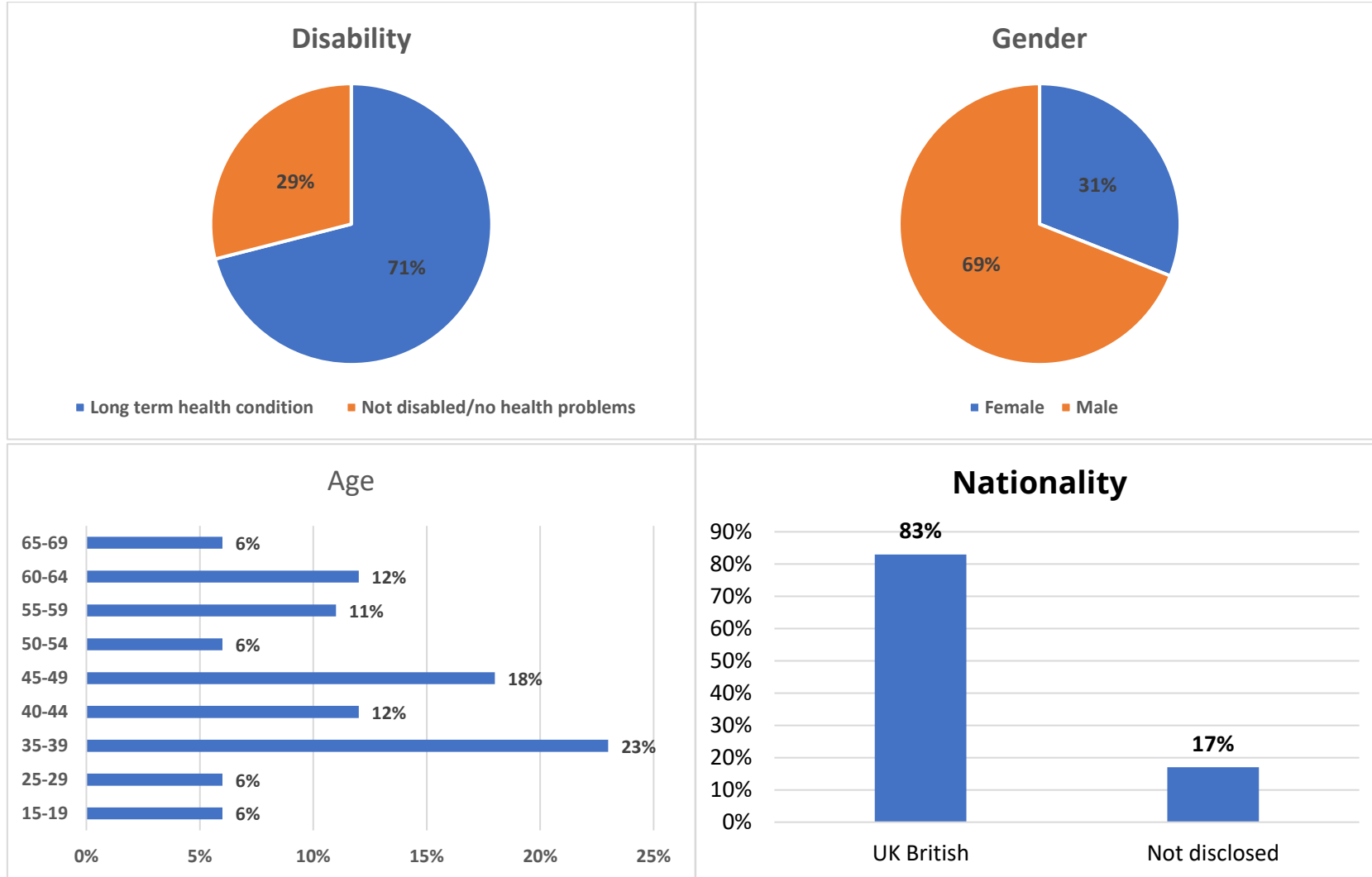
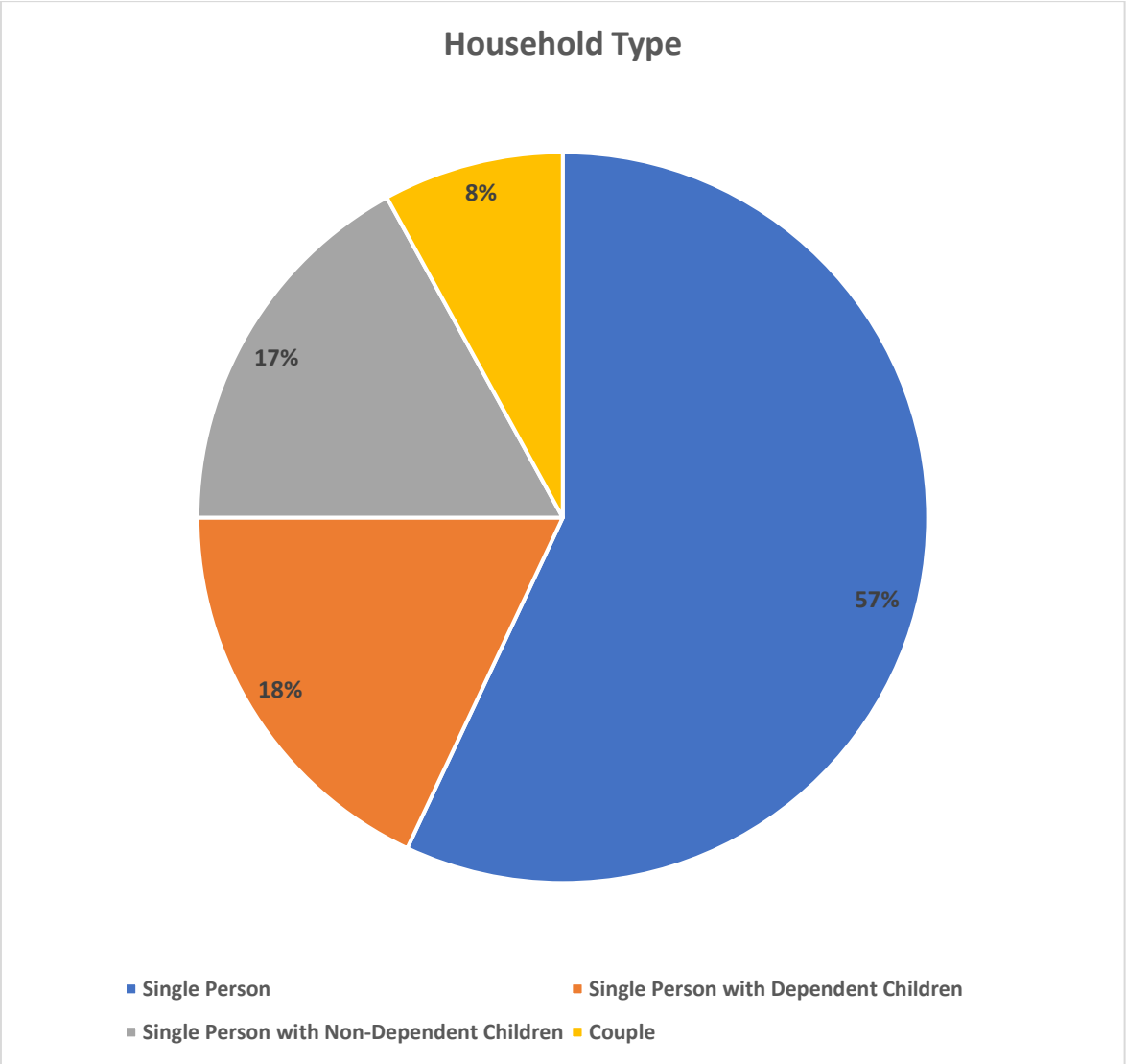


Tamworth Sacred Heart Project Report – Q1 2024/25

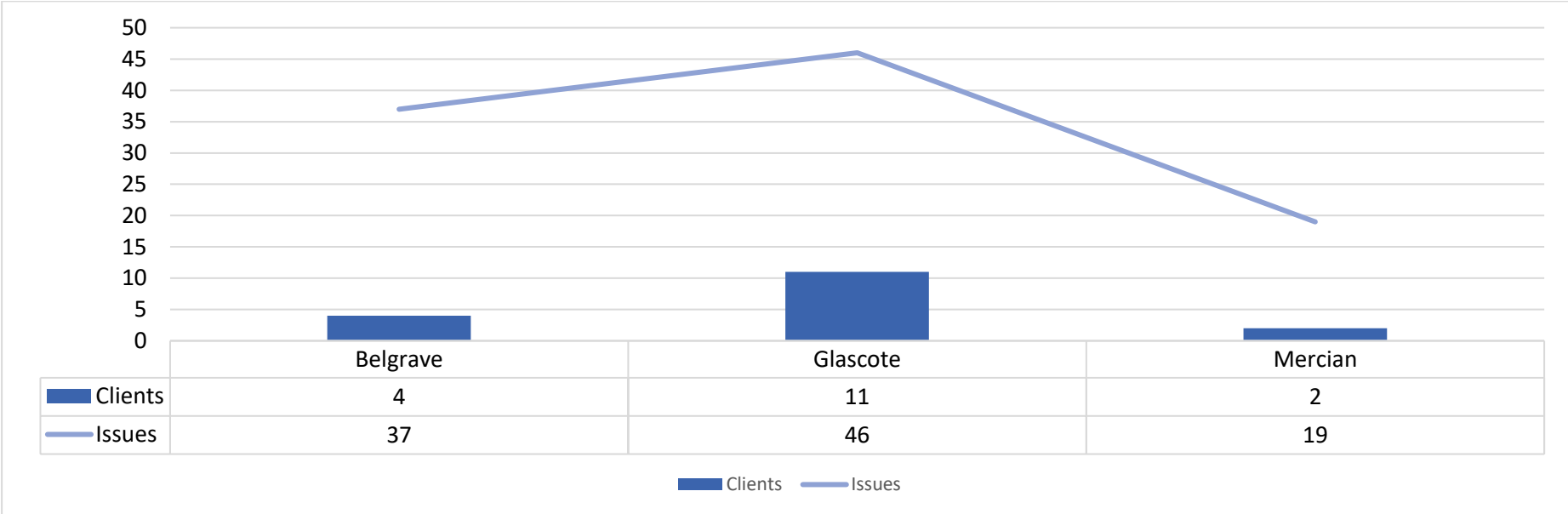
Total number of clients in the quarter = 17

Tamworth Sacred Heart Project - Breakdown of client demographics (Q1 2024/25)

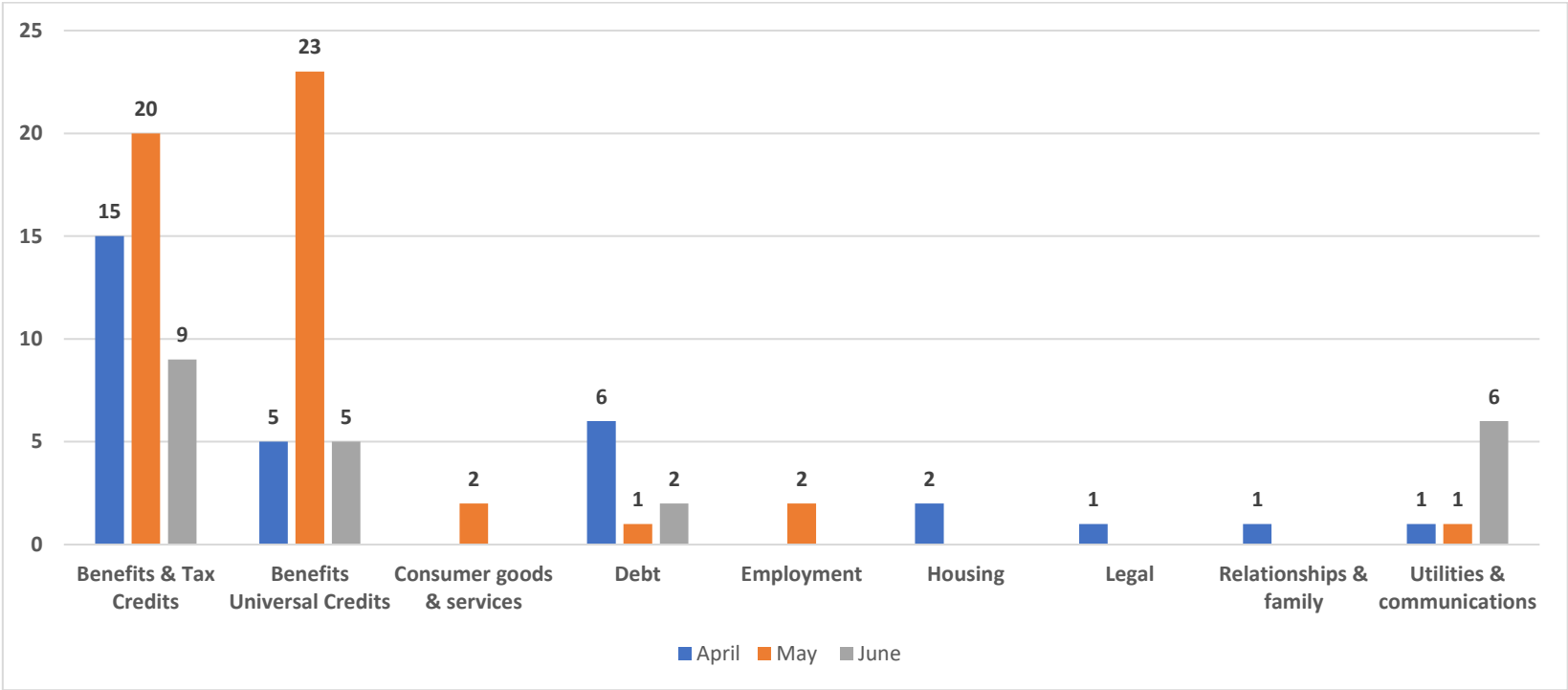




Tamworth Sacred Heart Project - Breakdown of clients and issues by Ward (Q1 2024/25)

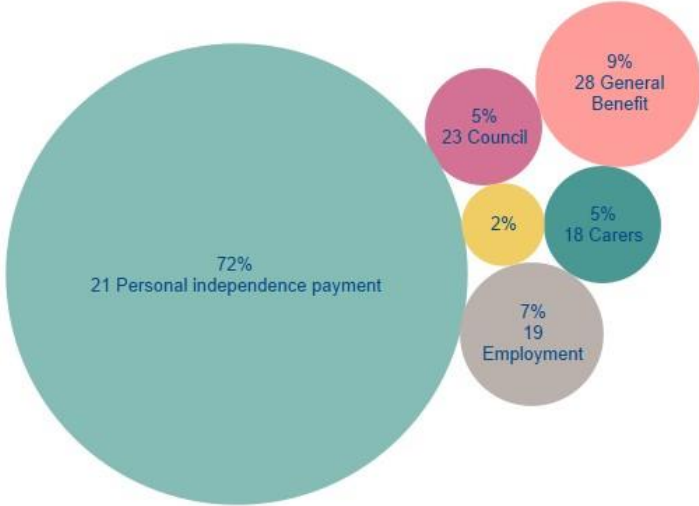


Tamworth Sacred Heart Project - Breakdown of reported issues (Q1 2024/25)



Tamworth Sacred Heart Project - breakdown of Benefits & Tax Credits top issues (Q1 2024/25)

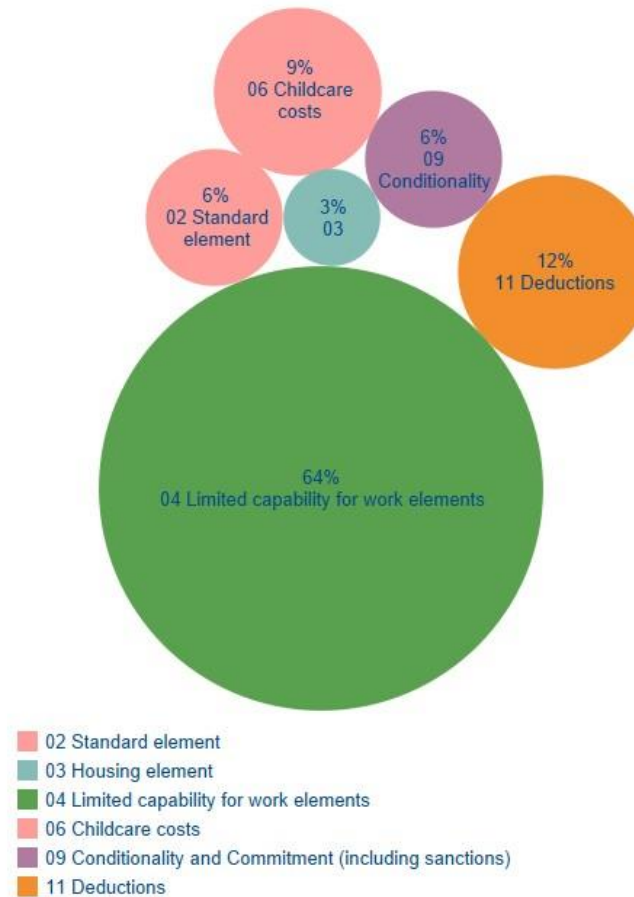
Benefits & Tax Credits issues accounted for the majority of reported issues across the quarter (43%/44 issues). The percentage split of the issues surrounding Benefits & Tax Credits are reported as follows:



- 15 Disability Living Allowance
- 18 Carers Allowance
- 19 Employment Support Allowance
- 21 Personal independence payment
- 23 Council tax reduction
- 28 General Benefit Entitlement

Tamworth Sacred Heart Project - breakdown of Benefits Universal Credit top issues (Q1 2024/25)

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



Tamworth Sacred Heart Project – Number of Contacts by Channel (Q1 2024/25)

	In person	Telephone	Grand Total
April 2024	8	2	10
May 2024	8	2	10
June 2024	3		3
Grand Total	19	4	23

Tamworth Sacred Heart Project – Client Outcomes (Q1 2024/25)

Income gain					
	Number of outcomes	Client count	Amount	Average per outcome	Average per client
Benefit / tax credit gain - a new award or increase	2	1	£5,676	£2,838	£5,676
Benefit / tax credit gain - award or increase following revision or appeal	1	1	£4,721	£4,721	£4,721
Improved health / capacity to manage	4	1	£0	£0	£0
Grand Total	7	3	£10,397		

Quarterly Comparison	Q2	Q3	Q4	Q1	Grand Total
No. of outcomes	14	10	6	7	37
Client count	9	9	3	3	24
Amount	£6,235	£7,818	£7,870	£10,397	£32,320