



## Public Document Pack

# Uttlesford District Council

Chief Executive: Peter Holt

## Housing Board

**Date:** Thursday, 19th January, 2023

**Time:** 11.00 am

**Venue:** Committee Room - Council Offices, London Road, Saffron Walden,  
Essex CB11 4ER

**Chairman:** Councillor A Coote

**Members:** Councillors A Armstrong, A Dean, G Driscoll, M Foley, A Khan,  
P Lees, M Lemon, S Merifield and N Reeve

**Tenant and Leaseholder Panel Representatives:** Carole Mandy (Chair) and  
Simon Trimnell

**AGENDA  
PART 1**

**Open to Public and Press**

**1 Apologies for Absence and Declarations of Interest**

To receive any apologies for absence and declarations of interest.

**2 Minutes of the Previous Meeting**

4 - 7

To consider the minutes of the previous meeting.

**3 Housing Revenue Account - Proposed Rent, Service and Support Charges 2023/24**

8 - 29

To consider the proposed changes to Housing Revenue Account (HRA) dwelling rents, garage rents, support charges and service charges for 2023/24.

**For information about this meeting please contact Democratic Services**

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# Agenda Item 2

**HOUSING BOARD held at JUBILEE GARDEN ROOM - HILL STREET, SAFFRON WALDEN, on TUESDAY, 27 SEPTEMBER 2022 at 11.00 am**

Present: Councillor A Coote (Chair)  
Councillors A Dean, G Driscoll, P Lees, M Lemon, S Merifield and N Reeve

Officers in attendance: C Gibson (Democratic Services Officer), P Kingston (Interim Deputy Director of Housing, Health and Communities), P Lock (Housing Enabling and Development Officer) and J Snares (Housing Strategy and Operations Manager).

Also Present: D Cornell (Member of Tenant and Leaseholder Panel) and S Trimnell (Member of Tenant and Leaseholder Panel).

## HB16 **APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST**

Apologies for absence were received from Councillor Foley, Councillor Khan and C Mandy.

*Councillors Merifield and Reeve arrived at 11.06 am.*

## HB17 **MINUTES OF THE PREVIOUS MEETING**

There was some discussion around the possibility of the Housing Board meeting with representatives of Uttlesford Norse (UNSL). The Chair said that it would be considered if appropriate.

The minutes of the meeting held on 8 September 2022 were approved as an accurate record.

## HB18 **SELF REFERRAL TO THE REGULATOR FOR SOCIAL HOUSING - POTENTIAL BREACH OF THE HOME STANDARD**

The Interim Deputy Director of Housing, Health and Communities presented the report. He apologised and said that the Appendix 2 was not the correct document (*This has since been corrected and the agenda republished*). He updated Members and said that the Regulator had asked to be kept informed about the data validation as it progresses; the validation should be completed by the end of the third week in October and will enable the council to be assured about the accuracy of the data held and being reported by Uttlesford Norse

Views were expressed that the tenants would be very pleased that the exercise was being undertaken and officers confirmed that they would continue to liaise with the Tenant and Leaseholder Panel.

The report was noted.

## HB19 **DEVELOPMENT PROGRAMME UPDATE**

The Housing Strategy and Operations Manager provided an update on the current and proposed development by the HRA across the District. She outlined the progress made on all sites and, in addition to details within the report, highlighted:

- Bartholomew Close, Great Chesterford- a site visit invitation would go out to all Housing Board Members.
- Parkside, Saffron Walden- This was in the planning application consultation phase. The development would include air source heat pumps and electric charging points.
- Walden Place- the aim was to start on site in the New Year. Local residents were happy; the main issue was access, but a Construction Management Plan would be in place.
- Garden Reduction Sites- a 5<sup>th</sup> possible site had been identified at High Easter.
- Section 106 Opportunities- the first nine properties were under construction.

The Housing Strategy and Operations Manager confirmed that 141 properties will have been delivered towards the target through listed schemes.

Housing Officers were congratulated for their efforts.

The report was noted.

## HB20 **ALLOCATIONS OF RURAL EXCEPTION SITES**

The Housing Strategy and Operations Manager summarised the five options relating to the Allocations Policy (Rural Exceptions Sites) for wider public consultation.

The Housing Enabling and Development Officer said that he chaired a group across various Councils and had canvassed opinion on the principle of under occupation and the consensus was that they would not consider this within their schemes. The Tenants' representatives indicated that keeping the current policy in place was their preference .

Members discussed the various possible options, including options for families with two single sex children and the possibility of Parish Councils making use of Community Land Trust arrangements.

Councillor Lemon proposed the continuation of the current policy. This was seconded by Councillor Dean.

RESOLVED to endorse the current Allocations Policy (Rural Exceptions Sites).

**HB21 TENANT AND LEASEHOLDER REPORT**

The report was favourably received.

**HB22 INDEPENDENT HOUSING OMBUDSMAN`S SCHEME COMPLAINTS HANDLING CODE SELF ASSESSMENT**

The Interim Deputy Director of Housing, Health and Communities presented the report. He said that the Independent Housing Ombudsman (IHOS) wanted to see complaints embedded positively in organisations cultures. He said that the Council's Corporate Complaints Policy will need to be reviewed in the light of the IHOS Complaints Handling Code in order to achieve compliance. There was also a need to evidence learning from complaints and that the Council needed both a lead Member and a lead officer for complaints, both persons with senior levels of responsibility. He said that the self-assessment showed that the Council was currently not quite compliant and that this should go to Cabinet. The aim would be to be fully compliant by the end of the calendar year

In response to various questions, the Housing Strategy and Operations Manager said that partial compliance meant that we could not fully evidence that we complied with requirements. There were two stages to the council's complaints process not three. She said that the shaded items indicated "best practice should do" and the unshaded represented "compulsory must do".

RESOLVED to recommend to Cabinet the approval of the Self-Assessment of the Independent Housing Ombudsman's Scheme Complaints Handling Code and to appoint Councillor Coote as the lead Member.

**HB23 TIMELINE FOR COMPLETION OF THE HOUSING REVENUE ACCOUNT BUSINESS PLAN**

The Interim Deputy Director of Housing, Health and Communities provided an update a report on the timeline for completion of the HRA Business Plan. He said that Savills had been engaged and that works would be completed ahead of budget preparation.

In response to various questions, he said that the work would inform how much money could be afforded to invest in both existing and new housing and that various assumptions and scenarios would be factored in for the council to consider taking the HRA Business Plan forward to 2053.

Further discussion took place around the merits of Council owned housing and of Housing Associations. There was an appetite to continue to develop new council housing.

The recommendations were agreed. The report was noted, and an additional meeting of the Housing Board will be held mid-November 2022, for the purpose

of receiving a report and presentation on the various business planning scenarios.

*The meeting finished at 12.22 pm .*

# Agenda Item 3

<b>Committee:</b>	Housing Board	<b>Date:</b>	19 January 2023
<b>Title:</b>	Housing Revenue Account - Proposed Rent, Service and Support Charges 2023/24		
<b>Portfolio Holder:</b>	Cllr Arthur Coote, Portfolio Holder for Housing		
<b>Report Author:</b>	Simone Russell, Interim Director – Housing, Health and Communities Jody Etherington, Assistant Director – Finance		

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## Summary

1. This Officer report sets out the proposed changes to Housing Revenue Account (HRA) dwelling rents, garage rents, support charges and service charges for 2023/24.
2. The Officer recommendations will be discussed by the Tenant and Leaseholder's Panel on 17 January, and a verbal update will be given to the Housing Board meeting at which this report is presented.
3. The Housing Board and Tenant and Leaseholder Panel recommendations will be reviewed by Scrutiny Committee on 31 January 2023, prior to referral to Cabinet on 9 February 2023 and Full Council on 21 February 2023. Changes in rent and charges will take effect from Monday 3 April 2023.

## Recommendations

4. The Housing Board is requested to recommend to Cabinet for approval increases in HRA dwelling rents as follows:
  - General needs accommodation – a 7% increase in accordance with the cap set by central government
  - Supported accommodation – a 7% increase in accordance with the cap set by central government
  - Formula rents to increase by the maximum permitted amount (11.1%, equivalent to CPI+1%), to be applied only when properties are relet.
  - Temporary accommodation – rents to be increased in line with formula rents as in previous years (i.e. 11.1%).
5. The Housing Board is requested to recommend to Cabinet for approval the increases in garage rent, support charges and service charges as detailed below:
  - Garage rents are increased by the September 2022 CPI of 10.1%
  - Housing related support charges are increased in line with estimated costs for 2023/24



- Intensive housing management and housing related support charges are increased in line with estimated costs for 2023/24 as detailed in paragraph 29
- Heating, service and sewerage charges are increased in line with estimated costs for 2023/24 as detailed in paragraphs 30-31
- Garden welfare charges, though continuing to be subsidised, are increased by 10%.

### Financial Implications

6. The relevant financial implications are included in the body of the report.

### Background Papers

7. None

### Impact

8.

Communication/Consultation	Tenant Forum/Housing Board
Community Safety	None
Equalities	See attached EqHIA
Health and Safety	Failure to recover the full costs of the HRA through rent and service charges may threaten the Council's ability to undertake safety critical work in the future
Human Rights/Legal Implications	None
Sustainability	None
Ward-specific impacts	None
Workforce/Workplace	None

### Background

#### National Social Rent Policy

9. Since 2002, rents for properties let at 'social rent' have been set based on a formula set by government. This creates a 'formula rent' for each property, which is calculated based on the relative value of the property, relative local income levels, and the size of the property. An aim of this formula-based approach is to ensure that similar rents are charged for similar social rent properties, bringing local authority and housing association rents into alignment. Formula rents were increased by the Retail Price Index (RPI) + 0.5%.
10. In 2011, the government introduced 'affordable rent' alongside social/formula rent, which permits rents to be set at up to 80% of market rent. The policy allows the council to let new build properties at affordable rent where certain

conditions apply. The government requires that any new homes built through its Affordable Homes Grant system are let at 'affordable rent'.

11. Most of the Council's new build properties are let at affordable rent and the additional income this generates makes it possible to build more homes.
12. In 2016, as part of the Welfare Reform and Work Act, the government introduced a new policy whereby social rents would reduce by 1% every year for four years. The main aim of this was to reduce the national housing benefit bill.
13. In October 2017, the government announced a long-term rent deal for social housing landlords in England. The new policy was to permit annual rent increases for both social rent and affordable rent properties of up to the consumer price index (CPI) plus one percentage point from 2020 onwards, for a period of at least five years. Increases are based upon the CPI figure for September in the preceding financial year.
14. In September 2022, CPI stood at 10.1%, indicating a maximum rent increase of 11.1%. However, in recognition of the ongoing high inflation and cost of living pressures, the government has capped 2023/24 rent increases for existing tenants at 7%.
15. It should be emphasised that the 7% cap applies only to existing tenancies. Where current rent for a property sits below the formula rent (e.g. due to the operation of rent caps in the past), the Council has a longstanding policy whereby the formula rent is applied in full when the property is relet. This is allowable under the government's rent setting policy. It is proposed that this policy continues, and that 2023/24 formula rents increase by the maximum 11.1% permitted. This model serves to limit the impact of rent increases on existing tenants, whilst also ensuring that rents can be restored to the correct (formula) level for the type of property upon reletting.
16. Rents for temporary accommodation are not limited by Government policy. It has been the Council's policy in previous years to increase temporary accommodation rents by the same increase as formula rents and it is proposed to maintain this policy for 2023/24.

#### Impact of Previous Year Errors

17. As reported to Cabinet on 22 December 2022, the Council has identified that the rent increases applied to many properties in 2021/22 and 2022/23 were in excess of the government limits due to an administrative error. Rents for 2023/24 will be set by applying the relevant increase to the baseline rent which should have been charged in 2022/23, after any errors have been corrected. Separate arrangements are being made to refund tenants who have overpaid rent in respect of 2021/22 and 2022/23. The 7% proposed increase for general needs accommodation will therefore be felt as substantially closer to 6% by the majority of council tenants when netted off against the c. 1% wrongly applied increase from previous years which is going to be lowered ahead of applying this latest annual increase. As rent in 2022/23 for sheltered housing tenants was wrongly raised by 2.2% less than it should have been due to human error, which is not recoverable into the future for these tenancies, the proposed 7% increase is from a permanently lower starting position (which will

only be correctable on changes of tenancies for those homes).

### Financial Impact of Dwelling Rent Increases

18. The average rent in 2022/23 was budgeted as £106.91 and the actual average rent currently being paid as at September 2022 was £106.94. These averages exclude temporary accommodation and the refunds due for overcharges.
19. In common with all organisations, the HRA is currently experiencing significant financial pressure as a result of high inflation and increased utility costs. The 7% rent cap imposed by government will limit the ability of the Council to pass these additional costs on to tenants. Since the rent cap is applied annually there is likely to be no option to recoup these costs through higher rent increases in future years, so this represents a permanent loss of income to the HRA.
20. The HRA business model relies upon the surplus generated to fund the development of new council homes, including both general needs and sheltered accommodation.
21. The Council is currently working with its external consultants (Savills) to develop an updated 30 year business plan for the HRA. Whilst this work is ongoing, it is clear that the financial pressure faced by the HRA will have a significant impact on the delivery of new homes, particularly in the short to medium-term. In particular, it is anticipated that:-
  - The proposed redevelopment of sheltered accommodation units at Alexia House and Parkside will need to be delayed until 2024/25 at the earliest (although the Walden Place redevelopment can continue as planned).
  - The repayment of historic self-financing debt, previously budgeted at £2 million per year, will need to be paused until at least 2026/27.
22. In addition to the affordable housing redevelopment schemes highlighted above, current modelling assumes the provision of c. 957 new build general needs homes over the 30 year life of the HRA Business Plan (an average of 32 homes per year). This includes 54 properties currently at various stages of development – however after these the financial situation is likely to preclude any further new development in the short-term.
23. The above scenario assumes that the Council applies the maximum permitted rent increase of 7%. In the event that a lower increase is approved, this may necessitate further delays to the sheltered accommodation redevelopments and repayment of historic debt, and/or a reduction to the number of new homes which can be delivered. For example, it is estimated that each 1% reduction in rent income could mean the loss of c. 129 new homes over the life of the Business Plan.
24. This highlights the importance of the Council applying the maximum permitted rent increase of 7%, recognising the fact that this has already been capped at a level 3.1% below CPI, to support our tenants who are facing rising costs of living. The full 7% proposed increase is within the scope of Housing Benefit, for the approx.33% of council tenants who are in receipt thereof.

### Garage Rents

25. The Council manages a total of 450 garages, of these 293 are rented by private residents. Garage rents are excluded from the government's new rent setting policy. It is proposed to increase the garage rents by CPI of 10.1% (as at September 2022). The current weekly rent is £11.53 and this will increase to £12.69 (excluding VAT) per week for 2023/24.

Garage rent: **£12.69 (exc. VAT) per week**

### Service Charges

26. Service charges for HRA tenants are set with the objective of covering costs. As a result, the current high levels of inflation will result in significant increases to delivering additional services in 2023/24. Heating charges will be particularly affected by the rising cost of energy. Although the government has not yet announced the level of support it will provide for business energy costs in 2023/24, this is currently anticipated to be around half the level of support provided in the current year.
27. Whilst large increases are never welcome, it is important that these costs are passed on to the tenants who use the relevant services. To do otherwise would mean that one group of council tenants would end up subsidising another. There is no mechanism to recover any shortfall of income from council tenants in future years.
28. Service charges for lessees are legally required to be set to meet the cost of services provided. If the estimated charges do not meet the cost of services in a year then there is a retrospective ("actuals") charge in the following year to meet the difference.

### Housing Related Support (HRS) charges and Intensive Housing Management (IHM) charges

29. It is proposed to continue to calculate the charges for the council's sheltered housing scheme management service, made up of Intensive Housing Management (IHM) and Housing Related Support (HRS), in line with estimated costs. Increases of 9.9% and 15.2% respectively are proposed and 2023/24 charges will be:

Intensive Housing Management (IHM): **£18.53 per week**

Housing Related Support (HRS): **£7.21 per week**

**TOTAL CHARGE: £25.74 per week**

It should be noted that IHM charges are covered by Housing Benefit whereas the HRS are not.

### Heating, General Service, Water and Sewerage Charges

30. The Council manages leasehold and freehold properties where service and sewerage charges are payable and these will be calculated and charged in line with estimated costs. General needs and sheltered housing service, water

and sewerage charges are calculated on the same basis as leasehold/freehold properties. Heating charges will be calculated based on estimated costs.

31. There are a large number of individual charges. Averages are estimated as follows:

	No	Average 2022/23 £ per week	Average 2023/24 £ per week	Change %
General Service charge	244	2.76	3.29	19%
General Service – Sheltered	272	16.40	17.97	10%
General Service – Temporary Accommodation (GF & HRA)	16	22.46	24.73	10%
Water charges	215	2.29	3.47	52%
Sewerage charges	136	8.23	11.63	41%
Heating Charges	281	8.17	28.83	253%

#### Garden Welfare

32. The Council provides a gardening scheme for tenants who are unable to maintain their gardens because they have a physical or mental health disability or a long term illness.
33. For some tenants this may be a one-off clearance that then enables them to keep their garden tidy in the future, whilst others may need regular maintenance visits as well. Proposed fees for this service will continue to be subsidised and for 2023/24 an increase of 10% is proposed:

- I. One-off clearance: **£55.00 (exc VAT)**
- II. One-off large clearance : **£88.00 (exc VAT)**  
(Substantial clearance where the majority of the garden is higher than 1 metre, this includes bramble, grass and weeds)
- III. Grass cutting: **£4.13 (exc VAT) per week**  
(Throughout the growing season and up to two hedge cuts a year. This charge will not be covered by housing benefit and is payable throughout the year)

## Risk Analysis

<b>Risk</b>	<b>Likelihood</b>	<b>Impact</b>	<b>Mitigating actions</b>
Not implementing the government's policy in respect of rent increases	1 – the calculation of rents is always in line with government guidance	2 – would result in the council being penalised financially later	To include the proposed rental increase in the 2023/24 budget
Service and support charges are not passed on to the tenant	2 – all service and support charges are correctly accounted for and re-charged	3 - Financial risk to the HRA	Will need to look at further adjustments to the service

1 = Little or no risk or impact

2 = Some risk or impact – action may be necessary.

3 = Significant risk or impact – action required

4 = Near certainty of risk occurring, catastrophic effect or failure of project.



# Uttlesford District Council

## Equality & Health Impact Assessment (EqHIA)

### Document control

<b>Title of activity:</b>	<i>Rent and Service Charge Setting 2023-24</i>
<b>Lead officer:</b>	<i>Adrian Webb, Director of Finance and Corporate Services</i>
<b>Approved by:</b>	<i>Judith Snares, Housing Strategy &amp; Operations Manager</i>
<b>Date completed:</b>	<i>13 January 2023</i>
<b>Scheduled date for review:</b>	<i>11 October 2023</i>

<b>Does the EqHIA contain any confidential or exempt information that would prevent you publishing it on the Council's website?</b>	No
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Please note that EqHIAs are **public** documents and must be made available on the Council's [EqHIA webpage](#).

When completed, a copy of this form should be saved with the activity a policy, strategy, procedure, project, new or change in service, initiative or other's file for audit purposes and in case it is requested under the Freedom of Information Act.

**When the EqHIA is completed send a copy to the following email address - [EqHIA@Uttlesford.gov.uk](mailto:EqHIA@Uttlesford.gov.uk)**

# 1. Equality & Health Impact Assessment Checklist

Please complete the following checklist to determine whether or not you will need to complete an EqHIA and ensure you keep this section for your audit trail. If you have any questions, please contact your Divisional Equality Lead. Please refer to the Guidance in Appendix 1 on how to complete this form. **When EqHIA is completed send a copy to the following email address [EqHIA@Uttlesford.gov.uk](mailto:EqHIA@Uttlesford.gov.uk)**

## About your activity

1	Title of activity	Rent and Service Charge Setting 2022-2023		
2	Type of activity	To establish the rent and service charge levels for 2022-2023		
3	Scope of activity	To identify the changes in dwelling rents, garage rents, housing related support (HRS) charges and service charges required for the new financial year		
4a	Are you changing, introducing a new, or removing a service, policy, strategy or function?	No	If the answer to <u>any</u> of these questions is 'YES', please continue to question 5.	If the answer to <u>all</u> of the questions (4a, 4b & 4c) is 'NO', please go to question 6.
4b	Does this activity have the potential to impact (either positively or negatively) upon people (9 protected characteristics)?	Yes		
4c	Does the activity have the potential to impact (either positively or negatively) upon any factors which determine people's health and wellbeing?	Yes		
5	If you answered YES:	<b>Please complete the EqHIA in Section 2 of this document.</b> Please see Appendix 1 for Guidance.		
6	If you answered NO:	Please provide a clear and robust explanation on why your activity does not require an EqHIA. This is essential in case the activity is challenged under the Equality Act 2010.  <i>Please keep this checklist for your audit trail.</i>		

Completed by:	Adrian Webb, Director of Finance and Corporate Services
Date:	13/01/2023



## 2. The EqHIA – How will the strategy, policy, plan, procedure and/or service impact on people?

### Background/context:

Rent and service charge setting is carried out annually. Rents are set in line with Government policy and to that end the council's social and affordable rents have been modelled at the 7% cap for 2023/24

All other Housing related support charges and service charges are increased in line with estimated costs.

*\*Expand box as required*

### Who will be affected by the activity?

An increase in rents and service charges will affect all tenants in council owned properties. Rents are kept within the housing allowances for the areas and will therefore be covered for those on benefits.

A significant increase in service charges, in particular the heating element, which is not eligible for housing benefit support will impact on people's finances, although this is mitigated in part by various Government grants.

An increase in services charges will also affect owners of ex Council owned properties, purchased through the RTB, which benefit from any continuing services provided by the Council, as stipulated in the lease or transfer deed

### Protected Characteristic - Age: Consider the full range of age groups

Please tick (✓)  
the relevant box:

Positive

#### Overall impact:

Increasing rents and service charges will enable the Council to continue to provide safe affordable housing for rent

Neutral

Negative impact on those living in sheltered accommodation.

Negative

*\*Expand box as required*

#### Evidence:

The increase in the heating element of the service charge for 2023-24 will have an adverse impact on those people living in sheltered accommodation.



<b>Protected Characteristic - Disability:</b> Consider the full range of disabilities; including physical mental, sensory and progressive conditions	
<i>Please tick (✓) the relevant box:</i>	
<b>Positive</b>	<b>Overall impact:</b> Increasing rents and service charges will enable the Council to continue to provide safe affordable housing for rent  The predicted impact of the rent and service charge setting for 2023-24 on people with disabilities is neutral as there is no identified direct, positive or indirect discrimination  <i>*Expand box as required</i>
<b>Neutral</b>	
<b>Negative</b>	
<b>Evidence:</b>  The tenant satisfaction survey sent to all tenants gives the opportunity to express if tenants feel that they get value for money. People are free to make their comments and concerns known by returning the survey	
<b>Sources used:</b>  Tenant and Leaseholder Panel Tenant Satisfaction Survey Census 2021 data Office for National Statistics (ONS) data CORE data  <i>*Expand box as required</i>	

<b>Protected Characteristic - Sex/gender:</b> Consider both men and women	
<i>Please tick (✓) the relevant box:</i>	
<b>Positive</b>	<b>Overall impact:</b> Increasing rents and service charges will enable the Council to continue to provide safe affordable housing for rent  The predicted impact of the rent and service charge setting for 2023-24 on all genders is neutral as there is no identified direct, positive or indirect discrimination.  <i>*Expand box as required</i>
<b>Neutral</b>	
<b>Negative</b>	
<b>Evidence:</b>  The tenant satisfaction survey sent to all tenants gives the opportunity to express if tenants feel that they get value for money. People are free to make their comments and concerns known by returning the survey  <i>*Expand box as required</i>	
<b>Sources used:</b>  Tenant and Leaseholder Panel Tenant Satisfaction Survey Census 2021 data Office for National Statistics (ONS) data CORE data	

<b>Protected Characteristic - Ethnicity/race:</b> Consider the impact on different ethnic groups and nationalities	
<i>Please tick (✓) the relevant box:</i>	
<b>Positive</b>	<b>Overall impact:</b> Increasing rents and service charges will enable the Council to continue to provide safe affordable housing for rent  The predicted impact of the rent and service charge setting for 2023-24 on ethnicity/race is neutral as there is no identified direct, positive or indirect discrimination  <i>*Expand box as required</i>
<b>Neutral</b>	
<b>Negative</b>	
	<b>Evidence:</b>  The tenant satisfaction survey sent to all tenants gives the opportunity to express if tenants feel that they get value for money. People are free to make their comments and concerns known by returning the survey  <i>*Expand box as required</i>
	<b>Sources used:</b>  Tenant and Leaseholder Panel Tenant Satisfaction Survey Census 2021 data Office for National Statistics (ONS) data CORE data  <i>*Expand box as required</i>

<b>Protected Characteristic - Religion/faith:</b> Consider people from different religions or beliefs including those with no religion or belief	
<i>Please tick (✓) the relevant box:</i>	
<b>Positive</b>	<b>Overall impact:</b> Increasing rents and service charges will enable the Council to continue to provide safe affordable housing for rent
<b>Neutral</b>	

<b>Negative</b>		The predicted impact of the rent and service charge setting for 2023-24 on religion/faith is neutral as there is no identified direct, positive or indirect discrimination	<i>*Expand box as required</i>
<b>Evidence:</b>			
The tenant satisfaction survey sent to all tenants gives the opportunity to express if tenants feel that they get value for money. People are free to make their comments and concerns known by returning the survey			
<i>Expand box as required</i>			
<b>Sources used:</b>			
Tenant and Leaseholder Panel Tenant Satisfaction Survey Census 2021 data Office for National Statistics (ONS) data CORE data			
<i>*Expand box as required</i>			

<b>Protected Characteristic - Sexual orientation:</b> Consider people who are heterosexual, lesbian, gay or bisexual			
<i>Please tick (✓) the relevant box:</i>		<b>Overall impact:</b>	
<b>Positive</b>		Increasing rents and service charges will enable the Council to continue to provide safe affordable housing for rent	
<b>Neutral</b>	✓		
<b>Negative</b>			
		The predicted impact of the rent and service charge setting for 2023-24 on sexual orientation is neutral as there is no identified direct, positive or indirect discrimination	
<i>*Expand box as required</i>			
<b>Evidence:</b>			
The tenant satisfaction survey sent to all tenants gives the opportunity to express if tenants feel that they get value for money. People are free to make their comments and concerns known by returning the survey			
<i>*Expand box as required</i>			
<b>Sources used:</b>			
Tenant and Leaseholder Panel Tenant Satisfaction Survey Census 2021 data Office for National Statistics (ONS) data CORE data			
<i>*Expand box as required</i>			

<b>Protected Characteristic - Gender reassignment:</b> Consider people who are seeking, undergoing or have received gender reassignment surgery, as well as people whose gender identity is different from their gender at birth		
<i>Please tick (✓) the relevant box:</i>	<b>Overall impact:</b>	
<b>Positive</b>	<p>Increasing rents and service charges will enable the Council to continue to provide safe affordable housing for rent</p> <p>The predicted impact of the rent and service charge setting for 2023-24 on people who are seeking, undergoing or have received gender reassignment surgery is neutral as there is no identified direct, positive or indirect discrimination</p> <p style="text-align: right;"><i>*Expand box as required</i></p>	
<b>Neutral</b>		✓
<b>Negative</b>		
<b>Evidence:</b>		
<p>The tenant satisfaction survey sent to all tenants gives the opportunity to express if tenants feel that they get value for money. People are free to make their comments and concerns known by returning the survey</p> <p style="text-align: right;"><i>*Expand box as required</i></p>		
<b>Sources used:</b>		
<p>Tenant and Leaseholder Panel          Tenant Satisfaction Survey          Census 2021 data          Office for National Statistics (ONS) data          CORE data</p> <p style="text-align: right;"><i>*Expand box as required</i></p>		

**Protected Characteristic - Marriage/civil partnership:** Consider people in a marriage or civil partnership

<i>Please tick (✓) the relevant box:</i>		<b>Overall impact:</b>
<b>Positive</b>		Increasing rents and service charges will enable the Council to continue to provide safe affordable housing for rent
<b>Neutral</b>	✓	The predicted impact of the rent and service charge setting for 2023-24 for marriage/civil partnership is neutral as there is no identified direct, positive or indirect discrimination
<b>Negative</b>		<i>*Expand box as required</i>

**Evidence:**

The tenant satisfaction survey sent to all tenants gives the opportunity to express if tenants feel that they get value for money. People are free to make their comments and concerns known by returning the survey

*\*Expand box as required*

**Sources used:**

Tenant and Leaseholder Panel  
 Tenant Satisfaction Survey Census 2021 data  
 Office for National Statistics (ONS) data  
 CORE data

<b>Protected Characteristic - Pregnancy, maternity and paternity:</b> Consider those who are pregnant and those who are undertaking maternity or paternity leave	
<i>Please tick (✓) the relevant box:</i>	
<b>Positive</b>	<b>Overall impact:</b> Increasing rents and service charges will enable the Council to continue to provide safe affordable housing for rent  The predicted impact of the rent and service charge setting for 2023-24 for pregnancy, maternity and paternity is neutral as there is no identified direct, positive or indirect discrimination  <i>*Expand box as required</i>
<b>Neutral</b> ✓	
<b>Negative</b>	
<b>Evidence:</b>  The tenant satisfaction survey sent to all tenants gives the opportunity to express if tenants feel that they get value for money. People are free to make their comments and concerns known by returning the survey  <i>*Expand box as required</i>	
<b>Sources used:</b>  Tenant and Leaseholder Panel Tenant Satisfaction Survey Census 2021 data Office for National Statistics (ONS) data CORE data  <i>*Expand box as required</i>	

<b>Socio-economic status:</b> Consider those who are from low income or financially excluded backgrounds	
<i>Please tick (✓) the relevant box:</i>	
<b>Positive</b>	<b>Overall impact:</b> For most people, who are from low income or financially excluded backgrounds, social housing is the only available option. Increasing rents and service charges will enable the Council to continue to provide safe affordable housing for rent.  The predicted impact of the rent setting for 2023-24 for those who are from low income or financially excluded backgrounds, living in general needs accommodation, is neutral as there is no identified direct, positive or indirect discrimination.
<b>Neutral</b>	
<b>Negative</b> ✓	



	<p>Rents are kept within the housing allowances for the areas and will therefore be covered for those on benefits</p> <p>Guidance and support will be given to those tenants who have problems managing their finances</p> <p>Negative impact for those living in sheltered accommodation facing the higher heating element of the service charge. This is however offset by various Government grants.</p> <p style="text-align: right;"><i>*Expand box as required</i></p>
<p><b>Evidence:</b></p> <p>The increase in the heating element of the service charge for 2023-24 will have an adverse impact on those people living in sheltered accommodation.</p> <p>The tenant satisfaction survey sent to all tenants gives the opportunity to express if tenants feel that they get value for money. People are free to make their comments and concerns known by returning the survey</p> <p style="text-align: right;"><i>*Expand box as required</i></p>	
<p><b>Sources used:</b></p> <p>Tenant and Leaseholder Panel          Tenant Satisfaction Survey Census 2021 data          Office for National Statistics (ONS) data          CORE data</p> <p style="text-align: right;"><i>*Expand box as required</i></p>	

<p><b>Health &amp; Wellbeing Impact:</b> Consider both short and long-term impacts of the activity on a person's physical and mental health, particularly for disadvantaged, vulnerable or at-risk groups. Can health and wellbeing be positively promoted through this activity? Please use the Health and Wellbeing Impact Tool in Appendix 2 to help you answer this question.</p>	
<p><i>Please tick (✓) all the relevant boxes that apply:</i></p>	<p><b>Overall impact:</b></p> <p>Increasing rents and service charges will enable the Council to continue to provide safe affordable housing for rent.</p> <p>Negative impact for those living in sheltered accommodation facing the higher heating element of the service charge. This is however offset by various Government grants.</p> <p style="text-align: right;"><i>*Expand box as required</i></p> <p><b>Do you consider that a more in-depth HIA is required as a result of this brief assessment?</b></p> <p style="text-align: right;"><b>No</b></p>
<p><b>Positive</b></p>	
<p><b>Neutral</b></p>	<p style="text-align: center;">✓</p>
<p><b>Negative</b></p>	

**Evidence:**

There should be a positive health & wellbeing impact on people's personal circumstances, access to services and social factors relating to housing.

*\*Expand box as required*

**Sources used:**




Health & wellbeing impact tool

*\*Expand box as required*

### 3. Outcome of the Assessment

The EqHIA assessment is intended to be used as an improvement tool to make sure the activity maximises the positive impacts and eliminates or minimises the negative impacts. The possible outcomes of the assessment are listed below and what the next steps to take are:

Please tick (✓) what the overall outcome of your assessment was:

	<p>1. The EqHIA identified <u>no significant concerns</u> OR the identified <u>negative concerns</u> have already been <u>addressed</u></p>		<p><b>Proceed with implementation of your activity</b></p>
	<p>2. The EqHIA identified some <u>negative impact</u> which still needs <u>to be addressed</u></p>		<p><b>COMPLETE SECTION 4:</b> <b>Complete action plan</b> and finalise the EqHIA</p>
	<p>3. The EqHIA identified some <u>major concerns</u> and showed that it is <u>impossible to diminish negative impacts</u> from the activity to an acceptable or even lawful level</p>		<p><b>Stop and remove</b> the activity or <b>revise</b> the activity <b>thoroughly</b>. <b>Complete an EqHIA on the revised proposal.</b></p>

## 4. Action Plan

The real value of completing an EqHIA comes from the identifying the actions that can be taken to eliminate/minimise negative impacts and enhance/optimize positive impacts. In this section you should list the specific actions that set out how you will address any negative equality and health & wellbeing impacts you have identified in this assessment. Please ensure that your action plan is: more than just a list of proposals and good intentions; sets ambitious yet achievable outcomes and timescales; and is clear about resource implications.

Protected characteristic / health & wellbeing impact	Identified Negative or Positive impact	Recommended actions to mitigate Negative impact* or further promote Positive impact	Outcomes and monitoring**	Timescale	Lead officer
Age	Heating element of the service charge for those living in sheltered accommodation	Proactive engagement with the Housing Team to identify and support those most affected	Those at risk identified through rent arrears monitoring, tenant meetings and general interaction with sheltered unit residents	12 months	Judith Snares

**Add further rows as necessary**

\* You should include details of any future consultations and any actions to be undertaken to mitigate negative impacts

\*\* Monitoring: You should state how the impact (positive or negative) will be monitored; what outcome measures will be used; the known (or likely) data source for outcome measurements; how regularly it will be monitored; and who will be monitoring it (if this is different from the lead officer).

## 5. Review

**Review:**

Annual review

**Scheduled date of review:** 11/10/23

**Lead Officer conducting the review:** Assistant Director Housing Health and Communities

*\*Expand box as required*

In this section you should identify how frequently the EqHIA will be reviewed; the date for next review; and who will be reviewing it.