

Community Impact Assessment

Part 1 – Details		
What Policy/ Procedure/ Strategy/Project/Service is being assessed?	Strategic Review of Leasehold Service Charges	
Date Conducted	August 2024	
Name of Lead Officer and Service Area	Paul Weston Assets	
Commissioning Team (if applicable)		
Director Responsible for project/service area	Executive Director, Communities	
Who are the main stakeholders	Leaseholders	
Describe what consultation has been undertaken. Who was involved and what was the outcome	A working group under the Corporate Scrutiny Committee was established to oversee a strategic review of Leaseholder Service Charges.	
Outline the wider research that has taken place (E.G. commissioners, partners, other providers etc)	Under the Leaseholder Working Group an external consultant was appointed to review the data and information, to engage with Leaseholders and undertake a technical assessment.	
What are you assessing? Indicate with an 'x' which applies	A decision to review or change a service	<input checked="" type="checkbox"/>
	A Strategy/Policy/Procedure	<input checked="" type="checkbox"/>
	A function, service or project	<input checked="" type="checkbox"/>
What kind of assessment is it? Indicate with an 'x' which applies	New	<input type="checkbox"/>
	Existing	<input checked="" type="checkbox"/>
	Being reviewed	<input checked="" type="checkbox"/>
	Being reviewed as a result of budget	<input type="checkbox"/>

	constraints / End of Contract	
--	-------------------------------	--

Part 2 – Summary of Assessment

Give a summary of your proposal and set out the aims/ objectives/ purposes/ and outcomes of the area you are impact assessing.

A decision was made at Full Council that a strategic level review of Leaseholder Service Charges should be carried out following the issue of a number of consultation notices. The review was aimed at establishing the legality and legitimacy of service charges, the process taken in relation to consultation and the nature of communications with Leaseholders.

Who will be affected and how?

The policy will impact on all Leaseholders in Council blocks.

Are there any other functions, policies or services linked to this impact assessment?

Yes No

If you answered 'Yes', please indicate what they are?

Council Housing Repairs Policy
Tenancy Agreement
Complaints Policy

Part 3 – Impact on the Community

Thinking about each of the Areas below, does or could the Policy function, or service have a direct impact on them?

Impact Area	Yes	No	Reason (provide brief explanation)
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>This review only affects those people with a Leasehold property where Tamworth Borough Council is the Landlord.</p> <p>Elderly Leaseholders are more likely to be on a fixed income and may struggle to meet the financial obligations</p>

			<p>of Leasehold Service Charges.</p> <p>People in this group may need more support in understanding the service charge process.</p>
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>This review only affects those people with a Leasehold property where Tamworth Borough Council is the Landlord.</p> <p>Service charges would not adversely impact on people in this group beyond the general financial impact that would apply to all groups.</p> <p>People in this group may need more support in understanding the service charge process.</p>
Gender Reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>This review only affects those people with a Leasehold property where Tamworth Borough Council is the Landlord.</p> <p>Service charges would not adversely impact on people in this group beyond the general financial impact that would apply to all groups.</p>
Marriage and Civil Partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>This review only affects those people with a Leasehold property where Tamworth Borough Council is the Landlord.</p> <p>Service charges would not adversely impact on people in this group beyond the</p>

			general financial impact that would apply to all groups.
Pregnancy & Maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This review only affects those people with a Leasehold property where Tamworth Borough Council is the Landlord. Service charges would not adversely impact on people in this group beyond the general financial impact that would apply to all groups.
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This review only affects those people with a Leasehold property where Tamworth Borough Council is the Landlord. Service charges would not adversely impact on people in this group beyond the general financial impact that would apply to all groups. Consideration needs to be given to ensuring that notices comply with the Council's approach to written communication with people who don't have English as their first language.
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This review only affects those people with a Leasehold property where Tamworth Borough Council is the Landlord. Service charges would not adversely impact on people in this group beyond the general financial impact that would apply to all groups.
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This review only affects those people with a Leasehold

			<p>property where Tamworth Borough Council is the Landlord.</p> <p>Service charges would not adversely impact on people in this group beyond the general financial impact that would apply to all groups.</p>
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>This review only affects those people with a Leasehold property where Tamworth Borough Council is the Landlord.</p>
Gypsy/Travelling Community	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>This review only affects those people with a Leasehold property where Tamworth Borough Council is the Landlord.</p>
Those with caring/dependent responsibilities	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>This review only affects those people with a Leasehold property where Tamworth Borough Council is the Landlord.</p> <p>Service charges would not adversely impact on people in this group beyond the general financial impact that would apply to all groups.</p>
Those having an offending past	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>This review only affects those people with a Leasehold property where Tamworth Borough Council is the Landlord.</p> <p>Service charges would not adversely impact on people in this group beyond the general financial impact that would apply to all groups.</p>
Children	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>This review only affects those people with a Leasehold property where Tamworth</p>

			<p>Borough Council is the Landlord.</p> <p>Children couldn't be Leaseholders in their own right.</p>
Vulnerable Adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>This review only affects those people with a Leasehold property where Tamworth Borough Council is the Landlord.</p> <p>People in this group may need more support in understanding the service charge process.</p>
Families	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>This review only affects those people with a Leasehold property where Tamworth Borough Council is the Landlord.</p> <p>Service charges would not adversely impact on people in this group beyond the general financial impact that would apply to all groups.</p>
Those who are homeless	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>This review only affects those people with a Leasehold property where Tamworth Borough Council is the Landlord.</p> <p>People who are homeless would not be Leaseholders.</p>
Those on low income	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>This review only affects those people with a Leasehold property where Tamworth Borough Council is the Landlord.</p> <p>Leaseholders in this group are more likely to be on a fixed income and may</p>

			struggle to meet the financial obligations
Those with drug or alcohol problems	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>This review only affects those people with a Leasehold property where Tamworth Borough Council is the Landlord.</p> <p>Service charges would not adversely impact on people in this group beyond the general financial impact that would apply to all groups.</p>
Those with mental health issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>This review only affects those people with a Leasehold property where Tamworth Borough Council is the Landlord.</p> <p>Service charges would not adversely impact on people in this group beyond the general financial impact that would apply to all groups.</p>
Those with physical health issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>This review only affects those people with a Leasehold property where Tamworth Borough Council is the Landlord.</p> <p>Service charges would not adversely impact on people in this group beyond the general financial impact that would apply to all groups.</p>
Social inclusion Please include refugees and asylum seekers,	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>This review only affects those people with a Leasehold property where Tamworth Borough Council is the Landlord.</p> <p>Service charges would not adversely impact on people in this group beyond the</p>

			general financial impact that would apply to all groups.
Social inclusion: Armed Forces The Armed Forces Covenant is a pledge that together we acknowledge and understand that those who have served in the armed forces, and their families, should be treated with fairness and respect and any impact should be considered	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This review only affects those people with a Leasehold property where Tamworth Borough Council is the Landlord. Service charges would not adversely impact on people in this group beyond the general financial impact that would apply to all groups.
Health and Wellbeing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This review only affects those people with a Leasehold property where Tamworth Borough Council is the Landlord. Service charges would not adversely impact on people in this group beyond the general financial impact that would apply to all groups.
Climate Change	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This review in and of itself would not have any impact on climate change although works completed that lead to service charges may.

Part 4 – Risk Assessment

From evidence given from previous question, please detail what measures or changes will be put in place to mitigate adverse implications. this includes climate change considerations

This is the section in which to please outline any actions to mitigate negative or enhance positive impacts in terms of economic, environmental or wider societal considerations, and actions to review and monitor the overall impact of the change accordingly.

Impact Area	Details of the Impact	Action to reduce risk
Financial	People in some groups are likely to have limited and/or fixed incomes and financial means.	Any future policy will need to consider payment mechanisms to support people in these groups so far as is practicable.

	People falling into these categories may struggle to meet the financial commitments of Leasehold ownership.	
Understanding	Notices can be complex and some people may need additional support in understanding what is being communicated to them and being asked of them.	<p>The new processes/policy will include updated notice letters that have been simplified and set out in a much clearer manner.</p> <p>Additional resourcing may be required to provide more 'hands on' support to Leaseholders.</p>

Part 5 - Action Plan and Review

Detail in the plan below, actions that you have identified in your Community Impact Assessment, which will eliminate discrimination, advance equality of opportunity and/or foster good relations.

If you are unable to eliminate or reduce negative impact on any of the impact areas, you should explain why

Impact (positive or negative) identified	Action	Person(s) responsible	Target date	Required outcome
Finances	Any policy will need to take account of individual financial circumstances and make provision to agree payment terms that compliant with financial regulations whilst meeting Leaseholder expectations so far as possible.	AD Assets/AD Finance	TBA	Clear financial policy that sets out payment options for Leaseholders.

Date of Review (If applicable)

Guidance and form updated July 2023 following CMT approval.