

Community Impact Assessment

Part 1 – Details	
What Policy/ Procedure/ Strategy/Project/Service is being assessed?	Tenancy Management Policy
Date Conducted	21 st November 2024
Name of Lead Officer and Service Area	Lee Birch, Head of Housing Management & Neighbourhood Resilience
Commissioning Team (if applicable)	n/a
Director Responsible for project/service area	Tina Mustafa, Assistant Director Neighbourhoods
Who are the main stakeholders	Tamworth Borough Council tenants and household family members
Describe what consultation has been undertaken. Who was involved and what was the outcome	Consultation has been undertaken with the Tenants Consultative group, who said they wanted a policy that was easier to read, particularly the section relating to succession. As a result, this policy version has been set out in way, so it is easier to read and clearer to understand. The section relating to succession has been broken down into easy-to-read sections.
Outline the wider research that has taken place (E.G. commissioners, partners, other providers etc)	As set out in the Regulator of Social Housing's 'Tenancy Standard', all social housing landlords are required to publish a clear and accessible Tenancy Management Policy which outlines their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions and tackling tenancy fraud. Most landlords have published their tenancy policy on their website.
What are you assessing? Indicate with an 'x' which applies	A decision to review or change a service <input type="checkbox"/>
	A Strategy/Policy/Procedure <input checked="" type="checkbox"/>
	A function, service or project <input type="checkbox"/>
What kind of assessment is it? Indicate with an 'x'	New <input type="checkbox"/>

which applies	Existing	<input checked="" type="checkbox"/> Updating the existing tenancy management policy of 2013
	Being reviewed	<input type="checkbox"/>
	Being reviewed as a result of budget constraints / End of Contract	<input type="checkbox"/>

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.

The aim of this Tenancy Management Policy is to set out how the Council will manage tenancies from the point at which a tenancy is granted (tenancy commencement date), through to the point it ends (tenancy termination date) and the stages during its lifespan.

Who will be affected and how?

This policy will apply to all council housing tenants who hold a tenancy with Tamworth Borough Council and will cover the key areas listed below:

- The types of tenancies we grant and in what circumstances.
- Decisions about reissuing a tenancy for the same or for a different property.
- Offering advice and assistance to those whose tenancy will not be reissued to find another suitable home.
- How prospective and current tenants can appeal against any decisions we make and how we will deal with those appeals, regarding:
 - The tenancy term offered, or
 - Not reissuing a tenancy on their current home
- Tenancy changes including succession, assignment, transfers, mutual exchange and ending how to end a tenancy.
- Helping our tenants to sustain their tenancy.
- Ensuring that our homes are occupied by their legal tenant.

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

Yes x No

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

- Allocations Policy
- Decant Policy
- Anti-social behaviour 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>As people get older, they need more support so they can retain their independence and health and enjoy their lives. Our sheltered housing for older people offers this stability and security, and we hope that tenants can stay in these homes for the rest of their lives with a secure lifetime tenancy award.</p> <p>A minor, that is, a person under the age of 18, can succeed to a tenancy but since they cannot legally hold a tenancy, a Trustee, who must be an adult, must hold the legal tenancy for the minor on Trust until the they attain the age of 18.</p>
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Some of our homes have adaptations to enable disabled people to live independently and with a good quality of life. Adaptations are expensive so we want to ensure that every adapted home is occupied by someone who needs the special features.</p> <p>We will consider requests for discretionary succession award by someone left in occupation that is not otherwise entitled to statutory succession. The considerations that may indicate that we may allow discretionary tenancy award include The property has been adapted or has special facilities or service provision to meet the remaining occupant's needs.</p>

Gender Reassignment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	To understand and meet the diverse needs of our tenants the council is undertaking a survey `getting to know you better` so we can deliver and improve on housing services to better suit tenants needs.
Marriage and Civil Partnership	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Joint tenancies will be granted between husband/wife/civil partner/unmarried couple or between siblings.
Pregnancy & Maternity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	To understand and meet the diverse needs of our tenants the council is undertaking a survey `getting to know you better` so we can deliver and improve on housing services to better suit tenants needs.
Race	<input checked="" type="checkbox"/>	<input type="checkbox"/>	To understand and meet the diverse needs of our tenants the council is undertaking a survey `getting to know you better` so we can deliver and improve on housing services to better suit tenants needs.
Religion or belief	<input checked="" type="checkbox"/>	<input type="checkbox"/>	See above
Sexual orientation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	See above
Sex	<input checked="" type="checkbox"/>	<input type="checkbox"/>	See above
Gypsy/Travelling Community	<input checked="" type="checkbox"/>	<input type="checkbox"/>	See above
Those with caring/dependent responsibilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	We will consider requests for discretionary succession award by someone left in occupation that is not otherwise entitled to statutory succession. The considerations that may indicate that we may allow discretionary tenancy award include: they moved into the property care for the tenant and in doing so gave up their home and this was a permanent move.
Those having an offending past	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Eligibility for all new tenants will be assessed during the housing application process in-line with the Allocations Policy.
Children	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A minor, that is, a person under the age of 18, can succeed to a tenancy but since they cannot legally hold a tenancy, a Trustee, who must be an adult, must hold the legal tenancy for the minor on Trust until the they attain the age of 18.
Vulnerable Adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Before we grant a tenancy, we will carry out an assessment to check that the prospective tenants can afford to live in the property and to identify whether any support is needed to ensure their tenancy is sustainable. Where the tenant has identified that they already have a support worker, we will suggest that they accompany them

			<p>to the viewing, and to the sign-up. We will encourage the tenant to tell us if they feel they need support, and if they do, we will refer them to one of the agencies who provide the necessary support to meet their needs.</p> <p>The Council works in partnership with Tamworth Advice Centre & Tamworth Hub which provides support to council tenants threatened with homelessness to help them maintain their home. These service helps Council tenants to sustain and maintain their tenancies where people have more complex support needs. This service supports people in financial hardship, drug and alcohol dependency or those that are extremely vulnerable.</p>
Families	<input type="checkbox"/>	<input type="checkbox"/>	<p>For family homes we prefer that they are always occupied by families who need the space they provide. Stability and the right home are particularly important to children so that they can grow up healthily and achieve well. We want to help children to have an uninterrupted education and upbringing in a decent home.</p>
Those who are homeless	<input type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>	<p>The council fully supports tenants to sustain their tenancies from the point they move in (full details of all the support and services see the tenancy sustainment section within the tenancy sustainment policy).</p>
Those on low income	<input type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>	<p>As part of the sign-up procedure, we will refer new tenants to our Income Team if they have debt they are struggling to manage or may be entitled to benefits that they don't receive including a benefits entitlement check. We will also offer to help the tenant to claim for benefits.</p> <p>We will check that the tenant feels they are managing in their home and will, if this is indicated and the tenant agrees, refer them to the relevant internal department or to other external support agencies.</p> <p>The Council operates a Under Occupation Incentive Scheme which offers a financial incentive to tenants when they move to a smaller size property and the Housing Allocation Policy gives additional priority to tenants wishing to downsize.</p>

Those with drug or alcohol problems	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The Council works in partnership with Tamworth Advice Centre & Tamworth Hub which provides support to council tenants threatened with homelessness to help them maintain their home. These service helps Council tenants to sustain and maintain their tenancies where people have more complex support needs. This service supports people in financial hardship, drug and alcohol dependency or those that are extremely vulnerable.
Those with mental health issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	As above
Those with physical health issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	As above
Social inclusion Please include refugees and asylum seekers,	<input checked="" type="checkbox"/>	<input type="checkbox"/>	As above
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 checked="" type="checkbox"/>	<input type="checkbox"/>	Please see Allocation Policy
Health and Wellbeing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	If the successor (surviving tenant) is in a situation were moving would detrimentally affect their health and wellbeing, we may consider allowing them to remain in the property. As part of this process, the successor will be required to provide supporting medical evidence.
Climate Change	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

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	Action to reduce risk
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	Impact	
<i>Age</i>	<i>Positive impact</i>	<i>Sheltered housing provision for older tenants with lifetime tenancies. Minors can succeed to a tenancy, as set out in legislation.</i>
<i>Disability</i>	<i>Positive impact</i>	<i>The Council aims to make best use of disabled adapted stock</i>
<i>Marriage / civil partnership</i>	<i>Positive impact</i>	<i>Joint tenancies are granted between spouse and civil partners and have statutory succession rights</i>
<i>Caring responsibilities</i>	<i>Positive impact</i>	<i>We will consider requests for discretionary succession award by someone left in occupation</i>
<i>Vulnerable adults / drugs & alcohol</i>	<i>Positive impact</i>	<i>The Council works in partnership with Tamworth Advice Centre & Tamworth Hub. This service supports people in financial hardship, drug and alcohol dependency or those that are extremely vulnerable.</i>
<i>Low Income</i>	<i>Positive impact</i>	<i>Dedicated Income Team to provide early intervention, support, advice, income maximisation and more.</i>

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
Positive	<p><u>We will:</u></p> <ul style="list-style-type: none"> • Provide a comprehensive, consistent, fair and efficient tenancy management service to all our tenants. • Ensure that all tenants and prospective tenants know and understand their rights and responsibilities. • Ensure that terms and conditions of tenancy agreements are complied with – both by us and by our tenants. • Ensure that all staff fully understand and deliver their responsibilities. • Comply with all relevant legal and statutory requirements. <p><u>To help deliver our commitments we will:</u></p> <ul style="list-style-type: none"> • Provide clear and accessible information in formats our tenants can understand about the tenancies that we will offer on different properties, and the circumstances under which a flexible fixed tenancy would not be 	Head Of Housing Management & Neighbourhood Resilience	Ongoing	Council will ensure that the management of tenancies is consistent, transparent and fair to all tenants.

	<p>reissued.</p> <ul style="list-style-type: none"> • State the tenancy terms and rent level with each property advertised and ensure the new tenants understands this before they sign-up to the tenancy. • Work to prevent homelessness and increase the availability of homes, including by: <ul style="list-style-type: none"> ✓ Telling all our tenants about how we can help them to maintain their tenancy successfully ✓ Acting promptly where we identify problems that could threaten someone's tenancy ✓ Helping tenants to find another home if their tenancy isn't suitable for their household ✓ Providing or enabling advice and assistance to help our tenants find a suitable home if their tenancy isn't to be reissued ✓ Ensuring that all our homes are occupied by people who are entitled to do so ✓ Making sure homes are re-tenanted as quickly as possible 			
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Date of Review (If applicable)

Guidance and form updated July 2023 following CMT approval.