

Community Impact Assessment

Name and description of project, policy or service	
Sustainable Tenancies Strategy 2018 – 2022 – The Strategy sets out the housing service approach to providing services to tenants within council accommodation until 2022	
Identifying the impact of this project, policy or service on the community and environment	
	Questions to explore: What positive impact will your project, policy or service have? What negative impact will your project policy or service have? How will you ensure any negative impact is limited? What is the impact of doing nothing?
On the community in general e.g. social or economic benefits, negative impacts	The introduction of this strategy will have a positive impact on DBC tenants, their families and the wider community. It highlights how the housing service will identify households that are struggling to sustain their tenancies and how with early intervention and action planning tenants are able to take back control and responsibility for their own situations and solutions. Working with the most vulnerable households to put measures in place to enable them to succeed. Working to maximise income, ensuring that tenants are accessing benefits they could be entitled to and looking at ways to minimise outgoings.
On the council as an organisation e.g. on staff, services or assets	This strategy will give the officers the framework. It is a reference to use when working with a family/household and it enables to officer to manage expectation of the service they will receive. It will reduce Eviction rates and reduce homelessness across the borough and will enable tenants to report required repairs at an earlier stage therefore keeping the housing stock in better condition reducing costs. A key theme within the strategy is partnership working with a range of organisations, this enhances the service provided from an operational perspective as it will allow officers to managers to utilise these links.

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<p>On the protected characteristics Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation (Specify where impacts are different for different characteristics)</p>	<p>The strategy is inclusive and puts the tenant and their family/household at the centre of the service provided. Each case is completely bespoke with an emphasis on the needs of the tenant.</p>
<p>On the environment e.g. effects on the climate, trees, amenity space, biodiversity, water, energy, waste, material use, air quality</p>	<p>In respect of hoarding for example, the impact on the immediate neighbours/area can be significant. The strategy highlights how these households will be supported to improve not only their own environment but also that of the immediate area. Encouraging better care of outside areas and communal spaces.</p>
<p>On the specific target community / location e.g. if the project is based in a specific area or targeted community group</p>	<p>The strategy targets those struggling to manage their tenancies, action plans can be put in place to enable more complex households to succeed in not only sustaining their tenancy but also enhancing employment opportunities and contributing to the wider communities.</p>
<p>Outline the approach you took to identify the need for this project, policy or service. Please include use of research, data and consultation with residents and/or staff.</p>	
<p>A range of sources were considered when identifying the need for this strategy. It has been recognised with the changes in the allocations policy that needs and vulnerabilities have increased within the housing applicants being offered accommodation. This signalled a change was needed in terms of how DBC managed tenancies. A consultation was carried out with a group of applicants that had attended the Tenancy Sustainment Information Sessions and another consultation was carried out with a group of tenants that had received support through the Tenancy Sustainment Team. Their feedback has resulted in a number of changes to the service provided and is demonstrated in the Strategy. A draft of the Strategy was taken to the Tenant & Leaseholder Committee to gain the views of people who are not actively involved, or in receipt of the services offered.</p>	

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Which commitment(s) does this policy, project or service support from the Equality and Diversity CIH Charter Housing Framework? [Link to PDF CIH Commitments on intranet](#)

Equality and Diversity is driven from the top
 Equality and Diversity is supported through staff training, development and engagement.
 We know who our customers are
 We involve our customers in shaping and scrutinising services
 We represent the communities we serve.

How will you review the impact, positive or negative once the project, policy or service is implemented?

Action	By when	By who
Regular reviews of action planning	ongoing	Tenancy Sustainment Team
Annual consultation with applicants that have attended the pre tenancy training	April 19	Mandy Peters – Team Leader Tenancy Sustainment Team
Monthly KPI's	Ongoing	Tenant & Leaseholder Team
Year end review of Eviction and Sustainment case outcomes	April 19	Mandy Peters – Team Leader Tenancy Sustainment Team

Completed by:

Name:

Role:

Reviewed and signed off by relevant Group Manager:

Name:

Role:

Reviewed June 2016

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Date:

Date: