

Dacorum BC Community Impact Assessment (CIA) Template

Policy / service / decision

Tenancy Management Policy

Description of what is being impact assessed

What are the aims of the service, proposal, project? What outcomes do you want to achieve? What are the reasons for the proposal or change? Do you need to reference/consider any related projects?

Stakeholders; Who will be affected? Which protected characteristics is it most relevant to? Consider the public, service users, partners, staff, Members, etc

It is advisable to involve at least one colleague in the preparation of the assessment, dependent on likely level of impact

The aim of this policy is to:

- Outline our approach to providing an efficient and effective tenancy management service
- Ensure that we provide a service which reflects our responsibilities and good practice
- Draw focus towards managing a tenancy, both in terms of tenant rights and in making sure that tenants are aware of their responsibilities and adhere to them
- Inform staff and tenants and to clarify expectations around delivering a fair and consistent service.

The policy presents no operational changes, it simply aims to outline our key tenancy management obligations in one place.

This policy will affect all tenants living in a DBC owned property and residents that surround them.

When considering characteristics is it most relevant to:

- Many of our properties are occupied by older people; and
- Those with multiple disadvantage including disability.

Evidence

What data/information have you used to assess how this policy/service/decision might impact on protected groups?

(include relevant national/local data, research, monitoring information, service user feedback, complaints, audits, consultations, CIAs from other projects or other local authorities, etc.). You should include such information in a proportionate manner to reflect the level of impact of the policy/service/decision.

Drawn upon the expertise of colleagues, data held on our housing management systems, complaints analysis, and benchmarking data.

Who have you consulted with to assess possible impact on protected groups? *If you have not consulted other people, please explain why? You should include such information in a proportionate manner to reflect the level of impact of the policy/service/decision.*

Consultation was held with the Tenants and Leaseholders Committee and internal teams within Dacorum Borough Council – including the Tenancy Management and Enforcement team, Tenancy Sustainment and, Improvement and Engagement Projects.

Analysis of impact on protected groups (and others)

The Public Sector Equality Duty requires Dacorum BC to eliminate discrimination, advance equality of opportunity and foster good relations with protected groups. Consider how this policy/service/decision will achieve these aims. Using the table below, detail what considerations and potential impacts against each of these using the evidence that you have collated and your own understanding. Based on this information, make an assessment of the likely outcome, **before** you have implemented any mitigation.

- The PCs of *Marriage and Civil Partnership* and *Pregnancy and Maternity* should be added if their inclusion is relevant for impact assessment.
- Use “insert below” menu layout option to insert extra rows where relevant (e.g. extra rows for different impairments within Disability).

Protected group	Summary of impact <i>What do you know? What do people tell you? Summary of data and feedback about service users and the wider community/public. Who uses / will use the service? Who doesn't / can't and why? Feedback/complaints?</i>	Negative impact / outcome	Neutral impact / outcome	Positive impact / outcome
Age	<p>A high proportion of our tenants are aged 60 and over. We aim to be sensitive towards the difference in opinions and attitudes of different age groups when managing their tenancy i.e. clash of lifestyle.</p> <p>When managing tenancies we follow the requirements of the Equalities Act, 2010. Our actions are informed by the Council's Equalities Information report to make sure all our tenants are treated with respect and dignity.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disability (physical, intellectual, mental) <i>Refer to CIA Guidance Notes and Mental Illness & Learning Disability Guide</i>	<p>Those with a mental illness and/or learning disability may not be able to fully understand certain aspects of their tenancy agreement.</p> <p>When managing tenancies we follow the requirements of the Equalities Act, 2010. Our actions are informed by the Council's Equalities Information report to make sure all our tenants are treated with respect and dignity.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Gender reassignment	When managing tenancies we follow the requirements of the Equalities Act, 2010. Our actions are informed by the Council's Equalities Information report to make sure all our tenants are treated with respect and dignity.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marriage and Civil Partnership	Joint considering a request for a joint tenancy their marital status or partnership will be recognised in line with relevant housing legislation. When managing tenancies we follow the requirements of the Equalities Act, 2010. Our actions are informed by the Council's Equalities Information report to make sure all our tenants are treated with respect and dignity.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race and ethnicity	When managing tenancies we follow the requirements of the Equalities Act, 2010. Our actions are informed by the Council's Equalities Information report to make sure all our tenants are treated with respect and dignity.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or belief	When managing tenancies we follow the requirements of the Equalities Act, 2010. Our actions are informed by the Council's Equalities Information report to make sure all our tenants are treated with respect and dignity.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sex	When managing tenancies we follow the requirements of the Equalities Act, 2010. Our actions are informed by the Council's Equalities Information report to make sure all our tenants are treated with respect and dignity.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	When managing tenancies we follow the requirements of the Equalities Act, 2010. Our actions are informed by the Council's Equalities Information report to make sure all our tenants are treated with respect and dignity.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

<p>Not protected characteristics but consider other factors, e.g. carers, veterans, homeless, low income, loneliness, rurality etc.</p>	<p>New tenants may require additional support to ensure they fully understand certain aspects of their tenancy agreement and the behaviour we expect of them and they should expect of us. Periodic tenancy visits to tenanted homes will also aim to address factors such as loneliness and rurality. We aim to proactively tackle any negative issues these groups may encounter.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Negative impacts / outcomes action plan</p> <p>Where you have ascertained that there will potentially be negative impacts / outcomes, you are required to mitigate the impact of these. Please detail below the actions that you intend to take.</p>				
<p>Action taken/to be taken <i>(copy & paste the negative impact / outcome then detail action)</i></p>	<p>Date</p>	<p>Person responsible</p>	<p>Action complete</p>	
<p>n/a</p>	<p>n/a</p>	<p>n/a</p>	<p style="text-align: center;"><input type="checkbox"/></p>	
<p>If negative impacts / outcomes remain, please provide an explanation below.</p>				
<p>n/a</p>				

Completed by (all involved in CIA)	Ryan Glanville, Tenancy Management & Enforcement Manager; Mandy Peters, Tenancy Sustainment Manager; and Sue Prowse, Improvement and Engagement Projects Lead Officer.
Date	23/06/2023
Signed off by <i>(AD from different Directorate if being presented to CMT / Cabinet)</i>	
Date	
Entered onto CIA database - date	
To be reviewed by (officer name)	
Review date	