



Hyndburn Borough Council

Customer First Analysis

Hyndburn Tenancy Strategy

What is it for?

Our corporate values include putting the customer first, providing opportunities for bright futures and narrowing inequality across the Borough.

From 1 April 2011, a new legal duty applies to all public authorities. It covers these protected characteristics:

- age;
- disability;
- gender reassignment;
- pregnancy and maternity;
- race;
- religion or belief;
- gender;
- sexual orientation; and, for some aspects,
- marriage and civil partnerships.

The duty means that – as previously - we should analyse the effect of existing and new policies and practices on equality. It does not specify how we should do this. However, legal cases on the meaning of the previous general equality duties make it clear that we must carry out the analysis **before making the relevant policy decision**, and include consideration as to whether we can reduce any detrimental impact.

The framework overleaf – our Customer First Analysis - is suggested when making a written record of the analysis. This replaces Equality Impact Assessments.

The Analysis should be **proportionate** to the policy decision being taken. In some cases the written record will be a quick set of bullet points or notes under each heading, to deal with any questions which are relevant (or briefly explain why if they aren't). Others will need to be much more detailed. A meaningful Analysis will help the Council make the best decision or formulate a policy which best meets our customers' needs.

Please return completed Customer First Analyses to Human Resources. I can guide you through the process if this would be helpful.

If you have any suggestions for improving this process, please let me know.

Kirsten Burnett
Head of HR

Customer First Analysis Hyndburn Tenancy Strategy

1. Purpose

- What are you trying to achieve with the policy / service / function?

The Tenancy Strategy is intended to provide guidance to Registered Providers operating in the Borough to inform their tenancy policies and practice and the type of tenancies they offer.

- Who defines and manages it?

The Localism Act 2011 requires all local authorities to produce a tenancy strategy by 15 January 2013. The Act requires the strategy to cover the kind of tenancies to be offered and if fixed term tenancies are to be offered the length of these and the circumstances for renewal.

- Who do you intend to benefit from it and how?

Communities and households in Hyndburn in housing need and who are on the local housing register for social rented housing. The strategy will provide guidance to registered providers to develop tenancy policies detailing the types of tenancies they will grant.

- What could prevent people from getting the most out of the policy / service / function?

If Registered Providers do not take account of the principles in the Tenancy Strategy whilst developing and updating their tenancy policies

- How will you get your customers involved in the analysis and how will you tell people about it?

The strategy will be published on the Council's website and will be distributed to all Registered Providers with housing stock in the Hyndburn area.

2. Evidence

- How will you know if the policy delivers its intended outcome / benefits?

Regular monitoring of the effectiveness of the tenancy strategy will take place via the B with us Steering group and at a Pennine Lancashire level through the Pennine Lancashire Housing Board. Regular monitoring will also take place with individual registered providers.

- How satisfied are your customers and how do you know?

Feedback from customers accessing social rented accommodation will be gathered via the registered providers and reported through the monitoring mechanisms mentioned above.

- What existing data do you have on the people that use the service and the wider population?

Data is available from customers registered on the B with us housing register and of the wider population through housing needs survey data and information.

- What other information would it be useful to have? How could you get this?

Feedback from customers via registered providers.

- Are you breaking down data by equality groups where relevant (such as by gender, age, disability, ethnicity, sexual orientation, marital status, religion and belief, pregnancy and maternity)?

This information is gathered via the B with us housing register application form will provide information to ensure equality of service delivery.

- Are you using partners, stakeholders, and councillors to get information and feedback?

On-going monitoring of the effectiveness of Hyndburn's Tenancy Strategy will be gathered from partners and stakeholders.

3. Impact

- Are some people benefiting more – or less - than others? If so, why might this be?

Better use and targeting of adapted homes for households in need of this type of accommodation.

Security for vulnerable households in need of specialist and supported housing as there is an expectation that continuous tenancies will continue to be issued to ensure their long term health and wellbeing.

Housing benefit reforms regarding under occupation of social rented housing may impact negatively on older households who need to move from family sized accommodation. However this would have a positive impact in freeing up more family sized accommodation for families with younger children.

The affordable rent product may present an increased risk of homelessness to households who do not have the ability to be self-sufficient financially. Measures will need to be put in place by the local authority and registered providers to help those at risk.

4. Actions

- If the evidence suggests that the policy / service / function benefits a particular group – or disadvantages another - is there a justifiable reason for this and if so, what is it?

The Tenancy strategy will benefit households in housing need who are seeking access to social rented housing in Hyndburn and aims to ensure the most efficient use of the Borough's housing stock and target resources effectively to households in greatest need.

Also see above at 3.

- Is it discriminatory in any way?

Measures and monitoring will be put in place by the B with us partners to ensure that the tenancy policies developed as a result of this tenancy strategy are not discriminatory in respect of all the protected characteristics.

- Is there a possible impact in relationships or perceptions between different parts of the community?

Access to social rented housing will still be available to households from all parts of the community dependant on housing need

- What measures can you put in place to reduce disadvantages?

Ongoing and timely monitoring of lettings made by registered providers will be undertaken by the local authority to reduce disadvantages and ensure compliance with the strategy

- Do you need to consult further?

Ongoing feedback and consultation with customers and registered providers will take place via monitoring mechanisms

- Have you identified any potential improvements to customer service?

The strategy aims to ensure more efficient use of the Borough's social rented housing stock

- Who should you tell about the outcomes of this analysis?

Report to Cabinet and registered providers with housing stock in the Borough

- Have you built the actions into your Business Plan with a clear timescale?

The requirement to develop a Tenancy Strategy for Hyndburn is a priority in the Council's Regeneration and Housing Business plan.

- When will this assessment need to be repeated?

Ongoing monitoring, guidance and potential changes to legislation will help inform the need to update the Tenancy Strategy.

Name: Fiona Goodfellow

Signed:



Service Area: Regeneration and Housing

Dated: 20 November 2012

If applicable, please attach copy of – or website link to - the cabinet report for reference.

Don't forget to return your written record to HR.