



Tenant Services Management Board

You are requested to attend a meeting of the Tenant Services Management Board to be held in The John Meikle Room, The Deane House, Belvedere Road, Taunton on 14 November 2016 at 18:00.

Agenda

- 1 Apologies.
- 2 Minutes of the meeting of the Tenant Services Management Board held on 24 October 2016 (attached).
- 3 Public Question Time.
- 4 Declaration of Interests
To receive declarations of personal or prejudicial interests, in accordance with the Code of Conduct.
- 5 Introductory Tenancies (verbal update)
- 6 Fees and Charges 2017/18 (attached)

Reporting Officer: Paul Hadley

Reporting Officer: Stephen Boland

Bruce Lang
Assistant Chief Executive

22 February 2018

Members of the public are welcome to attend the meeting and listen to the discussions.

There is time set aside at the beginning of most meetings to allow the public to ask questions.

Speaking under "Public Question Time" is limited to 4 minutes per person in an overall period of 15 minutes. The Committee Administrator will keep a close watch on the time and the Chairman will be responsible for ensuring the time permitted does not overrun. The speaker will be allowed to address the Committee once only and will not be allowed to participate further in any debate.

Except at meetings of Full Council, where public participation will be restricted to Public Question Time only, if a member of the public wishes to address the Committee on any matter appearing on the agenda, the Chairman will normally permit this to occur when that item is reached and before the Councillors or Tenant Services Management Board Members begin to debate the item.

This is more usual at meetings of the Council's Planning Committee and details of the "rules" which apply at these meetings can be found in the leaflet "Having Your Say on Planning Applications". A copy can be obtained free of charge from the Planning Reception Desk at The Deane House or by contacting the telephone number or e-mail address below.

If an item on the agenda is contentious, with a large number of people attending the meeting, a representative should be nominated to present the views of a group.

These arrangements do not apply to exempt (confidential) items on the agenda where any members of the press or public present will be asked to leave the Committee Room.

Full Council, Executive, Committees and Task and Finish Review agendas, reports and minutes are available on our website: www.tauntondeane.gov.uk



Lift access to the John Meikle Room and the other Committee Rooms on the first floor of The Deane House, is available from the main ground floor entrance. Toilet facilities, with wheelchair access, are also available off the landing directly outside the Committee Rooms.



An induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter.

For further information about the meeting, please contact the Corporate Support Unit on 01823 356414 or email r.bryant@tauntondeane.gov.uk

If you would like an agenda, a report or the minutes of a meeting translated into another language or into Braille, large print, audio tape or CD, please telephone us on 01823 356356 or e-mail us at: enquiries@tauntondeane.gov.uk

Tenant Services Management Board Members:-

Mr A Akhigbemen

Councillor C Booth

Councillor R Bowrah, BEM

Mrs J Bunn

Mr D Galpin

Mrs J Hegarty

Mr K Hellier

Mr I Hussey

Minutes of the Meeting of the Tenant Services Management Board held on 24 October 2016 at 6pm in The John Meikle Room, The Deane House, Belvedere Road, Taunton.

Present: Mr R Balman (Chairman)
Mrs J Bunn, Mr D Galpin, Mrs J Hegarty, Mr A Akhigbemen, Mr K Hellier, Mr I Hussey, and Councillor Booth and Bowrah.

Officers: Terry May (Interim Assistant Director – Property and Development), Richard Brown (DLO Project Manager), Steven Boland (Housing Services Lead), Lucy Clothier (Senior Accountant), Martin Price (Tenant Empowerment Manager), and Andrew Randell (Democratic Services Officer).

(The meeting commenced at 6.00pm)

1. Apologies

No apologies registered.

2. Minutes

The Minutes of the meeting of the Tenant Services Management Board held on 20 September 2016 were taken as read and were signed.

3. Public Question Time

No questions received for Public Question Time.

4. Declarations of Interests

Mr R Balman, Mrs J Bunn, Mr D Galpin, Mrs J Hegarty, Mr I Hussey, Mr A Akhigbemen, Mr K Hellier declared personal interests as Taunton Deane Borough Council Housing Tenants.

5. Financial Monitoring 2016/17 as at 31 August 2016

Members considered the Financial Monitoring 2016/17 as at 31 August 2016 previously circulated, concerning the Housing and Communities Quarter Three performance Scorecard and a verbal update on the performance of the Repairs Service.

Looking at the detail set out in the report, the information was set out as follows:

- Reported that the current revenue forecast outturn for the financial year 2016/17 is an underspend of £129k.
- The HRA capital account is forecasting spend of £17.873m against a budget of £20.129m with £2.256m forecast to be spent in future years.
- The Housing Revenue Account (HRA) Reserve forecasted balance as at 31 March 2017 is £2.471m, which is above the recommended minimum level (£1.8m) set

within the Council's Budget Strategy and HRA Business Plan.

- The HRA is a 'Self-Financing' account for the Housing Landlord function, which is budgeted to break-even (net of approved transfers to/from HRA Reserves). The current forecast HRA Revenue Outturn for 2016/17 is a net surplus of £129k (0.5% of gross income).
- The current forecast outturn for 2016/17 was set out in Appendix A.
- The major under and overspends forecast for year were summarised as follows:
- **Dwelling Rents and Service Charges:** Void rate is lower than budgeted leading to additional income of £299k.
- **Leasehold Income:** Income from leaseholders is higher than budgeted by £48k to reflect the increased cost of maintenance on shared blocks.
- **PV Income:** This is a one year pressure in expected feed in tariff income of £60k due to limited unit size. This has been taken into account in the Business Plan on an ongoing basis.
- **Housing Management:** Underspends in IT costs (-£20k) are expected pending implementation of new IT systems, along with RTB income of £39k, which from 2017/18 is included in the Business Plan.
- **Asbestos Surveys:** Asbestos surveys and testing continues to be a priority and the forecast variance is £58k overspent due to the increased activity.
- **Voids:** The forecasted overspend of £100k on void repairs will be monitored through the year but this fluctuates with the number of voids at any one time.
- **Grounds Maintenance:** A review of Grounds Maintenance works on HRA land is currently underway and will shape the ongoing service. The current forecast variance is £20k over budget.
- **Supported Housing:** Additional works and equipment in Supported Housing have created a forecast overspend variance of £20k.
- **Other Maintenance:** A forecast overspend in General Maintenance (+£100k) and Responsive electrical (£20k), driven by demand is partially offset by an expected underspend in Responsive Heating works (-£65k). This will continue to be monitored throughout the year.
- **Interest Receivable:** Higher reserve balances mean that the interest received on investments is higher than budgeted by £40k.

HRA - Risk and Uncertainty

- Budgets and forecasts are based on known information and the best estimates of the Council's future spending and income. Income and expenditure over the financial year 2016/17 is estimated by budget holders and then reported through the budget monitoring process. During this process risks and uncertainties are identified which could impact financial projections, but for which the likelihood

and/or amount are uncertain.

Housing Revenue Unearmarked Account Reserves

The HRA reserves at the start of the year were £2.675m. The use of the 2015/16 underspend and the surplus of £129k in 2016/17 reduced the balance to £2.471m. This is above the minimum recommended reserve level of £1.800m by £671k, although it should be noted that the Business Plan already accounts for the use of reserves above the minimum balance.

Table 2: General Reserve Balance

	£k
Balance Brought Forward 1 April 2016	2,675
Use of 2015/16 underspend (Full Council July)	-333
Budgeted Balance March 2017	2,342
Forecast Outturn 2016/17 (as at 31 August 2016)	129
Forecast Balance Carried Forward 31 March 2017	2,471
Recommended Minimum Balance	1,800
Forecast Balance above recommended minimum	671

HRA Capital Programme

- The HRA approved Capital Programme is £20.129m. This relates to schemes which will be completed over the next five years. The Council is supporting this investment through the use of Capital Receipts, Revenue Funding and Borrowing.
- Appendix B set out in the report provided a breakdown of the HRA Capital Programme Outturn by scheme.

During the discussion of this item the following points were made:-

- Discussion took place around “cyclical works” being undertaken alongside the timescales around the works.

Resolved that the officer’s report be noted.

6. Performance Indicators Quarter 2 2016/17

The Housing Services Lead gave a verbal update concerning the Performance Indicators for Quarter 2 Summary presented to the Board Members following every quarter.

The summary of indicators was the selection of areas which the Board felt were most important or of interest to tenants.

The indicators were published in the newsletters and on the Council’s website to report the services performance at the end of each quarter.

Looking at each section of the performance scorecard for Quarter two, the figures and percentages as follows:

- Managing Finances (housing) - There were 1 measure of which 100% were Green, 0% were Amber, 0% were Red and 0% were N/A.
- Service Delivery (Satisfaction) – There were 4 measures of which 75% were Green, 0% were Amber, 0% were Red and 25% were N/A.
- Service Delivery (Decent Homes) – There were 1 measure of which 0% Green, 100% Amber, 0% Red and 0% were N/A.
- Service Delivery (Operational Delivery) – There were 6 measures of which 33.3% were Green, 33.3% were Amber, 33.3% were Red and 0% were N/A.

During the discussion of this item the following points were made:-

- HC2.8 was considered, due to a systems failure the figures were unable to be produced. This would be looked into to resolve the issue.
- HC4.2 – further figures were awaited on this area. PDA's had now gone live.
- Members were made aware of section HC1.1. Due to Universal Credit going digital it was anticipated that this would have an impact on rent arrears which were likely to have an impact and increase on the non payment of rent.
- HC 2.5 and 2.6 were discussed, there had been increased instances of antisocial behaviour. The estates officers had been proactive in tackling antisocial issues as they had arisen.
- HC 2.7 and the satisfaction of the lettable standard was considered. It was determined that it was about being consistent with tenants in delivering it to a lettable standard.
- HC 4.4 was determined on client circumstances in undertaking adaptations along with disabled facilities grants.
- In relation to HC 4.8 sheltered housing were still getting used to the reporting process and submitting information.
- Reported that there were still plans in place to mitigate any adverse impacts of Universal Credit. A welfare reform strategy action plan detailed the approach in responding to welfare reform. Provision had been set aside in the business plan for additional debt.
- Addressing the under occupancy rate was being undertaken in partnership with others including the citizens advice bureau, to enable tenants to seek advice and information.
- Somerset savings and loans have enabled tenants to have bank accounts set up. DWP had been worked closely with alongside Revenues and benefits.
- MIND have been working with tenants that have mental health issues to provide information and advice.
- More debt and benefit advisors along with estate officers had been employed to assist around bedroom tax and incentives to move with the transfer removal grant. Support would be given alongside one to one support for those who need it.
- The situation would be monitored closely over the coming months to assess the impact from Universal credit.
- The Tenant Services Management Board congratulated the team on the background work undertaken relating to Universal Credit. In addition the anti-social behaviour team were commended on the work to tackle cases in the borough.

Resolved that the officer's report be noted.

(The meeting ended at 6.45pm)

Declaration of Interests

Tenant Services Management Board

- Declared a personal interests as a Taunton Deane Borough Council Housing Tenants;
 - Mr R Balman
 - Mrs J Bunn
 - Mr D Galpin
 - Mrs J Hegarty
 - Mr K Hellier
 - Mr I Hussey
 - Mr R Middleton
 - Mr A Akhigbemen

Taunton Deane Borough Council

Tenant Services Management Board – 14th November 2016

Housing and Community Services Fees and Charges 2017/18

Report of the Interim Business Support Lead – Jan Errington

This matter is the responsibility of Executive Councillor Terry Beale)

1. Executive Summary

This report sets out the proposed fees and charges for Housing and Community Services in 2017/18.

The Tenant Services Management Board is invited to comment on the proposed fees and charges before Corporate Scrutiny considers them on the 17th November 2016.

2. Recommendations

The Tenant Services Management Board is invited to comment on the proposed fees and charges for 2017/18 as set out in this report.

3. Background

The housing service charges its service users for services that they use. These charges are set locally each year.

4. Proposed fees and charges increases for 2017/18

It is proposed to increase fees and charges by applying Retail Price Index (RPI) inflation as at September 2016 (September 2016 RPI inflation was 2%) as set out in Appendix A.

Council housing rents will be set early in the New Year.

5. Finance comments

This is a finance report and there are no further comments.

6. Legal comments

There are no legal implications of this report.

7. Links to corporate aims

There are no specific links to corporate aims within this report. Fees and Charges are directly relevant to the HRA Business Plan

8. Environmental implications

There are no environmental implications of this report.

9. Community safety implications

There are no community safety implications of this report.

10. Equalities impact

An equality impact assessment is set out in Appendix B.

11. Risk management

There are no risk management issues associated with this report..

12. Partnership implications

There are no partnership implications of this report.

Appendices

Appendix A – Fees and Charges

Appendix B - Equality Impact Assessment

Contact: Jan Errington – Interim Business Support Lead and Project Manager
Extension 2843
e-mail: j.errington@tauntondeane.gov.uk

Housing Service Charges 2017/18

Background

The service charges are charges made to housing tenants for services that they use. These charges are set locally each year and are in addition to rent charges which are set by government policy.

Legal Authority

- It is proposed to increase housing (non-rent) fees and charges by applying Retail Price Index (RPI) inflation as at September 2016 (2%). This is in accordance with the 30 year Housing Business Plan.
- The following are exceptions:
 - Charges for properties not on mains sewer will be increased in line with Wessex Water increases, once known (Wessex Water rates for sewer standing charge per annum and poundage charges are used in the system calculation).
 - Extra Care Housing was reviewed in 2016-17 in advance of recommissioning of the care and support service. A new service delivery model was agreed. Consequently the Extra Care Housing service charge was reviewed in line with the new model and actual costs. Tenants were consulted in 2015 on the delivery model and 2016 on the service charge. The recommended charges were supported by the Tenant Services Management Board, Community Scrutiny and the Executive Portfolio Holder in April 2016.
- It is proposed that charges for Temporary Accommodation properties are frozen at Howard Way (Magna).
- It is proposed that all Temporary Accommodation fees are increased to the Local Housing Allowance (LHA) ordinary rate. This is not the maximum we can charge as the LHA which has a more generous formula for temporary accommodation; however it will cover our 17/18 budgeted costs. It is proposed that a discretionary subsidy is provided by the HRA for future working residents who would be disadvantaged by the increase to avoid hardship. Application will be made for Discretionary Housing Payment (DHP) for single under 35's in relation to the single room rate.
- Guest rooms are running at a loss therefore it is proposed that the charges are adjusted to cover costs with a simplified price structure. Costs include cleaning and room prep, washing of bed linen, heat and light, water. The proposed price does not include the replacement or depreciation costs for furniture and mattresses or maintenance costs. The price is favourable compared to budget hotel rates, however the guest room facilities are very basic.

- Meeting halls charges are low and it is proposed that these are simplified with a view to further review before 2018. A standard charge of £10 per hour is proposed for non-sheltered tenants and community organisations. It is proposed to increase the charge to the nearest 10p for sheltered tenants and community organisations. The proposed charges continue to represent good value to our tenants and the local community and compare favourably with other local community hall facilities.
- Current garage charges are low. It is proposed to increase garage charges for private customers by 5%.
- Council housing rents will be set early in the New Year in line with government guidance.
- Local Authorities have certain limited freedoms to charge for discretionary services under the Local Government Act 2003.
- Contractually and through section 10 of the Housing Act 1985 (as amended by Local Govt & Housing Act 1989) Taunton Deane Borough Council are permitted to make the charges detailed below.

Charges

- Displayed below is the table of fees and charges, comparing 2016 /17 to 2017/18 prices with RPI at 2%.

Housing Service Charges				Estimated
		2016/17		2017/18
Service Charges (VAT not applicable)				
Communal areas		£0.60		£0.61
Grounds maintenance		£0.79		£0.81
Heating charge (Broomfield House only)		£4.77		£4.87
Laundry charge (Broomfield House only)		£1.45		£1.48
Combined Service Charges (VAT not applicable)				
Specialised (Extra Care) Sheltered Housing		£50.06		*£26.34
Sheltered Housing		£15.36		£15.86
<p>Notes: Piper Lifeline charges included in the Sheltered Housing combined charge are proposed to increase are proposed to be set at £4.71 in 2017 including 22p for set up and replacement costs plus the cost charged by the Deane Helpline. Piper Lifeline remains subsidised by the HRA for tenants eligible for Housing Benefit</p> <p>*The Extra Care Housing (ECH) charge has been reviewed in line with the new service delivery model following consultation with tenants from and actual costs. The combined ECH charge includes a hard wired Piperline charge with inflationary increase at 5.44. The hardwired piper line alarm system in ECH is enhanced upgraded system. ECH will no longer include the support charge element which will be set by Somerset County Council and collected by a new care and support provider from April 2017.</p>				
Garage Rents				
Council tenants (VAT not applicable)		£5.82		£5.94
Private tenants and Owner Occupiers (exc. VAT)		£7.07		£7.42
Private tenants and Owner Occupiers (inc. VAT)		£8.48		£8.91
Hire Charges for Sheltered Scheme Meeting Halls (ex VAT)				
First hour		£10.28		£10.00
Each half hour thereafter		£4.13		£5.00
6 hours plus		£52.11		£60.00
Total charge for residents in a scheme and community organisations		£13.51		£13.80
Provision of Meals at Kilkenny Court (Extra Care)		N/A		N/A
Cost per meal. This is no longer applicable to TDBC as the new meal provider charges tenants directly for meals.				
Hire Charges for Sheltered Scheme Guest Rooms (ex VAT)				
No. of nights per person -1 st night		£11.39		£20.00
No. of nights per person -2		£18.24		£30.00
No. of nights per person -3		£25.10		£40.00
No. of nights per person -4		£31.95		£50.00
No. of nights per person -5		£38.81		£60.00
No. of nights per person -6		£45.66		£70.00
No. of nights per person -7		£52.52		£80.00

	Gross Charge Per Day 2016/17	Daily Fee 2017/18	Daily Service Charge 2017/18	Gross Charge Per Day 2017/18
Hostels (rent per day, VAT not applicable)				
40 Humphreys Road (2 bedroom)	£9.89	£17.26	£0.93	£18.19
1 Gay Street (2 bedroom)	£9.89	£17.26	£0.93	£18.19
Outer Circle				
113 and 113a (studios - metered)	£8.33	£13.15	£0.70	£13.85
115 (3 bedroom)	£14.34	£20.81	£4.48	£25.29
115a (3 bedroom - metered)	£11.10	£20.81	£1.17	£21.98
119 (2 bedroom)	£11.23	£17.26	£3.66	£20.92
119a (2 bedroom - metered)	£8.33	£17.26	£0.70	£17.96
Snedden Grove				
Unit 1 (2 bedroom)	£9.89	£17.26	£0.93	£18.19
Unit 2 (2 bedroom)	£9.14	£17.26	£0.93	£18.19
Unit 3 (2 bedroom)	£9.14	£17.26	£0.93	£18.19
Unit 4 (3 bedroom)	£11.92	£20.81	£1.17	£21.98
Unit 5 (3 bedroom)	£11.92	£20.81	£1.17	£21.98
Unit 6 (2 bedroom)	£9.89	£17.26	£0.93	£18.19
Unit 7 (3 bedroom)	£11.92	£20.81	£1.17	£21.98
Unit 8 (2 bedroom)	£9.89	£17.26	£0.93	£18.19
Wheatley Crescent (4 studios)				
30 (1 bedroom)	£8.33	£13.15	£0.70	£13.85
32 (1 bedroom)	£8.33	£13.15	£0.70	£13.85
34 (1 bedroom)	£8.33	£13.15	£0.70	£13.85
36 (1 bedroom)	£8.33	£13.15	£0.70	£13.85
Howard Road (Magna)				
43a (1 bedroom)	21.79			21.79
43b (1 bedroom)	21.79			21.79
43c (1 bedroom)	21.79			21.79
43d (1 bedroom)	21.79			21.79

Discounts

Discounts do not apply to service charges.

Budget Impacts

In accordance with the 30 year Housing Business Plan, it is proposed to increase housing (non rent) fees and charges by applying Retail Price Index (RPI) inflation as at September 2016 (2%) with the following exceptions:

- Guest rooms
- Meeting halls
- Extra Care Housing Service charges
- Temporary Accommodation fee and service charge
- Water rates and non mains sewerage rates

The increase in charges will increase income by an estimated £63k.

Equality Impact Assessment

An Equality Impact Assessment form has been completed to cover the remodelled service charge in Extra Care Housing and Temporary Accommodation and the service charge increase by 2% RPI (September 2016) in Sheltered Housing.

Recommendation

Tenant Services Management Board are invited to comment on the proposed fees during their meeting 14th November 2016.

Equality Impact Assessment Form and Action Plan

Expand boxes as required. Guidance notes are stored - TDBC link:

<http://portal/sites/policyPerf/strategyandpartnerships/equality/Equality%20Impact%20Assessment%20GuidanceTemplate/Forms/AllItems.aspx> WSC 'W' drive: W:\Equalities\EIA TEMPLATE

<p><i>"I shall try to explain what "due regard" means and how the courts interpret it. The courts have made it clear that having due regard is more than having a cursory glance at a document before arriving at a preconceived conclusion. Due regard requires public authorities, in formulating a policy, to give equality considerations the weight which is proportionate in the circumstances, given the potential impact of the policy on equality. It is not a question of box-ticking; it requires the equality impact to be considered rigorously and with an open mind."¹</i></p>			
Officer completing EIA form:	Job Title:	Team/Service:	
Jan Errington	Interim Business Support Lead And Project Manager	Housing and Communities Business Support Team	
Why are you completing the impact assessment? <i>Please ✓ as appropriate</i>			
Proposed new policy or service	Change to policy or service	New or Change to Budget	Service review
		✓ Fees and Charges annual increase (non rent service charges)	
1 Description of policy, service or decision being impact assessed:			
<ul style="list-style-type: none"> • Proposal to increase fees and charges from April 2017 for Housing and Community Services as detailed in the attached report. • The proposed increase to fees and charges will ensure sufficient financial resources are in place to deliver the services. The increases cover the following: <ul style="list-style-type: none"> - Garages - Sheltered and Extra Care Housing meeting halls - Sheltered and Extra Care Housing guest rooms - General Needs Housing service charges - Extra Care Housing - Sheltered Housing - Temporary Accommodation 			

¹ Baroness Thornton, March 2010

Equality Impact Assessment Form and Action Plan

Expand boxes as required. Guidance notes are stored - TDBC link:

<http://portal/sites/policyPerf/strategyandpartnerships/equality/Equality%20Impact%20Assessment%20GuidanceTemplate/Forms/AllItems.aspx> WSC 'W' drive: W:\Equalities\EIA TEMPLATE

Proposed Extra Care Housing Service Charge Increase

Extra Care Housing (ECH) is specialist housing for those who may be frail or disabled with long-term care and support needs. In line with the changes to the service delivery model approved in April 2016 we are proposing a revision of the Extra Care service charge to be implemented in April 2017 in line with the new service delivery model and actual costs.

Temporary Accommodation Fee Increase

Temporary Accommodation is specialist accommodation for statutorily homeless individuals and families. The government recognises the higher cost of providing temporary accommodation to councils reflecting this in the local housing allowances. It is proposed that all Temporary Accommodation fees are increased to the Local Housing Allowance (LHA) ordinary rate. This is not the maximum we can charge as the LHA which has a more generous formula for temporary accommodation; however it will cover our 17/18 budgeted costs.

Sheltered Housing Service Charge

Sheltered Housing provides a base line service with additional support as and when needed for vulnerable tenants over 60 years of age.

2 People who could be affected, with particular regard to the legally defined protected characteristics²:

All proposed fees and Charges increases could affect the following groups:

Proposed Extra Care Service Charge increase affects specifically:- Age; Disability;

Tenants of ECH are mainly frail elderly (over 60 years of age with currently over 57% of tenants are aged 75 and above). All ECH tenants will varying degrees of disability and/or care/support requirements. Most have significant health challenges with increasingly complex physical health needs and/or significant mental health needs. ECH also supports younger tenants with significant physical and/or mental health needs or disabilities. Currently 20% of tenants are under 60 years of age.

² For protected characteristics, please visit:

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/guidance-all/protected-characteristics>

Equality Impact Assessment Form and Action Plan

Expand boxes as required. Guidance notes are stored - TDBC link:

<http://portal/sites/policyPerf/strategyandpartnerships/equality/Equality%20Impact%20Assessment%20GuidanceTemplate/Forms/AllItems.aspx> WSC 'W' drive: W:\Equalities\EIA TEMPLATE

Proposed Temporary Accommodation Service Fee Increase affects specifically: Age

The council's temporary accommodation predominantly houses couples and families the majority of whom are eligible for full or part Housing Benefit. In the last 12 months 1 household was working representing 2% of Temporary Accommodation residents and there were 5 single under 35 year olds representing 9% of residents. To avoid any disadvantage to low paid working tenants not entitled to Housing Benefit and to single under 35's who would be caught by the single bedroom rate for under 35s the following measures are proposed that:

- The HRA funds a discretionary subsidy for future working residents who would be disadvantaged by the increase to avoid hardship.
- Application will be made for Discretionary Housing Payment (DHP) for single under 35's in relation to the single room rate.

Proposed Sheltered Housing Increase affects specifically: age, disability

3 People and Service Area who are delivering the policy/service/decision:

Housing and Communities

- Housing Services
- Area teams
- Supported Housing team
- Temporary Accommodation and Lettings team
- Business Support Income team

4 Evidence used to assess impact: *Please attached documents where appropriate.*

General Needs, Temporary Accommodation and Sheltered Housing Service Engagement

Formal discussion on the proposed fees and charges to be held with the Tenant Services Management Board at its meeting on the 14th November 2016.

Equality Impact Assessment Form and Action Plan

Expand boxes as required. Guidance notes are stored - TDBC link:

<http://portal/sites/policyPerf/strategyandpartnerships/equality/Equality%20Impact%20Assessment%20GuidanceTemplate/Forms/AllItems.aspx> WSC 'W' drive: W:\Equalities\EIA TEMPLATE

Extra Care Housing (ECH) Service Change and Service Charge Review Engagement:

- Tenants were consulted in August 2015, February 2016 and June 2016 with additional on-site engagement opportunities throughout this period
- Feedback received from TDBC's Tenant Forum on 20 August 2015 and 08 September 2015.
- Feedback received from TDBC's Tenant Services Management Board members at their meetings held on the 14 September 2015, 13 October 2015, 18 April 2016
- Feedback received from the Supported Housing Development Group have been informed and consulted monthly. The group considered the appraisal recommendation on 06 October 2015 and have been consulted monthly subsequently including the meeting on 05.04.16.

ECH has additional housing management costs not associated with General Needs properties in terms of the extra time and resource needed to ensure tenancy sustainment, community development and tenant empowerment. Tenants are vulnerable and there may be issues of communication or memory loss. Social isolation is a big issue for ECH tenants and therefore tenant empowerment and ECH activities are an essential part of the service and need to be facilitated more intensively than in general needs. The proposed change to the ECH service charge seeks to capture the true cost of the additional housing management.

Reduction in additional housing management in ECH would make the service less accessible and be disadvantageous to the target client group given that the purpose of the ECH service is to help tenants live as independently as possible.

On balance we consider that the positive impact of maintaining the level of additional housing management is beneficial to the wellbeing and safety of the tenants and ECH environment.

We work closely with our tenants to understand and support their financial circumstances. We will work in partnership with the care and support Service Provider to ensure that any tenants who experience financial difficulties will be supported by the ECH officer working closely with the care and support team and referring to our Debt and Benefits Advisor, or the Money Matters team at CAB etc as needed.

Equality Impact Assessment Form and Action Plan

Expand boxes as required. Guidance notes are stored - TDBC link:

<http://portal/sites/policyPerf/strategyandpartnerships/equality/Equality%20Impact%20Assessment%20GuidanceTemplate/Forms/AllItems.aspx> WSC 'W' drive: W:\Equalities\EIA TEMPLATE

5 Conclusions on impact of proposed decision or new policy/service change:

Proposed Fees and Charges Increase

The proposed fees and charges increases will apply to all services users and as such no potential discrimination amongst the protected groups has been identified. Specific measures are proposed for single under 35's in Temporary Accommodation who would otherwise have been adversely affected. No negative equality impacts have been identified as a consequence of the proposed changes to the service charges.

To help support service users on low incomes Housing and Community Services will continue to provide a number of initiatives to enable service users to manage their finances and maximise their income:

- Publish clear information on all the fees and charges which helps service users to manage their own finances;
- Signpost service users to a relevant benefit agency to help ensure they are maximising their income to meet their living costs;
- Take action to raise the awareness of accessing a range of welfare benefits; and
- Provide the opportunity to access direct support for service users in checking they are in receipt of the welfare benefits they are entitled to claim

6 Recommendation based on findings. These need to be outlined in the attached action plan.

Proposed Increase to Housing Services' Fees and Charges:

No adverse equality impact on the protected groups.

Proposed Extra Care Housing Service Charge Increase:

There will be no adverse equality impact on the protected groups identified as a consequence of the proposed changes to extra care housing services.

Recommended that proposed changes can continue subject to approval.

Equality Impact Assessment Form and Action Plan

Expand boxes as required. Guidance notes are stored - TDBC link:

<http://portal/sites/policyPerf/strategyandpartnerships/equality/Equality%20Impact%20Assessment%20GuidanceTemplate/Forms/AllItems.aspx>
 WSC 'W' drive: W:\Equalities\EIA TEMPLATE

Equality Impact Assessment Action Plan					
Group Affected	Action required	Expected outcome of action	Person to undertake action	Service Plan - for monitoring	Expected Completion date
Age	N/A	N/A	N/A	N/A	N/A
Disability	N/A	N/A	N/A	N/A	N/A
Gender Re-assignment	N/A	N/A	N/A	N/A	N/A
Marriage and Civil Partnership	N/A	N/A	N/A	N/A	N/A

Equality Impact Assessment Form and Action Plan

Expand boxes as required. Guidance notes are stored - TDBC link:

<http://portal/sites/policyPerf/strategyandpartnerships/equality/Equality%20Impact%20Assessment%20GuidanceTemplate/Forms/AllItems.aspx>
 WSC 'W' drive: W:\Equalities\EIA TEMPLATE

Equality Impact Assessment Action Plan					
Group Affected	Action required	Expected outcome of action	Person to undertake action	Service Plan - for monitoring	Expected Completion date
Pregnancy and Maternity	N/A	N/A	N/A	N/A	N/A
Race ³	N/A	N/A	N/A	N/A	N/A
Religion and Belief	N/A	N/A	N/A	N/A	N/A
Sex	N/A	N/A	N/A	N/A	N/A
Sexual Orientation	N/A	N/A	N/A	N/A	N/A
Rurality	N/A	N/A	N/A	N/A	N/A
Author's Signature:	Jan Errington	Ref/Report Title:	Fees and Charges Report	Date:	24.10.16
Contact Details:	Tel: 01823 356440	Extn: 2609	Email:	j.errington@tauntondeane.gov.uk	
				EIA Version:	

³ Including ethnicity, national origin, colour, nationality, gypsies and travellers.