

# EIA000913 10+ Year Leases for Temporary Accommodation

## About your EIA

Reference Number:	EIA000913
Subject of EIA:	10+ Year Leases for Temporary Accommodation
Description:	<p>Housing Solutions and Support is responsible for statutory service delivery to vulnerable citizens. This includes – people who sleep rough, single homeless and families, including temporary accommodation (TA) and move-on. As part of our temporary accommodation provision the service currently leases properties from the private sector for temporary accommodation use. These are known as PSL temporary accommodation properties. (PSL). Currently the service is restricted and can only charge 90% of the 2011 of the Local Housing Allowance rate for this accommodation. The remaining cost is subsidised by the General Fund. By converting Housing Solutions and Support leased properties to over 10 years they can be managed as long-term leases from the Housing Revenue Account, as a result of this change the service can then attract full benefit subsidy to recoup costs and reduce the financial burden on the General Fund temporary accommodation budget. We have considered the financial impact of these proposals on residents and the impact on their financial stability and health and wellbeing. Residents who are entitled to housing benefit will not be impacted by these proposals. As their licence fee liability increases, their housing benefit will increase proportionally. This means that those receiving full housing benefit will continue to do so, and those receiving partial housing benefit will still receive the same proportion, and their payments should not increase. However, residents not receiving or entitled to housing benefit will see their liability increase and may be adversely affected by this proposal. Service data indicates that the majority of residents in temporary accommodation receive housing benefit. Currently, 64% of residents in PSL properties receive full housing benefit, 16% receive partial housing benefit, and 19% receive no housing benefit. However, a portion of those not receiving benefits are due to residents not having submitted a claim for housing benefits, or suspended claims caused by changes in circumstances. Consequently, this figure may decrease once the claims are reinstated and/or put into payment. Whilst this proposal will see an increase in licence fees, the proposed increase is in line with market rents and the current cost of living that residents will incur when they transition to secure accommodation. Being able to effectively manage rent and bills will equip service users with crucial skills to support future tenancy sustainment and break the cycle of repeat homelessness. To mitigate the impact of these proposals the service will aim to focus on early prevention to identify any additional support residents may require. The service has recruited a dedicated team of staff to support residents in temporary accommodation. We will ensure:</p> <ul style="list-style-type: none"> <li>• We effectively communicate these changes, giving residents advance notification of changes.</li> <li>• We will continue our partnership working with Council's Benefit service and DWP and will proactively work with residents to apply for Housing Benefit/Universal Credit Housing Costs and supplying evidence to verify their claims in a timely manner ensuring they receive their full housing benefit entitlement.</li> <li>• We will continue our partnership working with NAIS to support residents to maximise their income.</li> <li>• We will continue our partnership working with debt advice agencies and other support agencies to support tenant with financial and budgeting skills where required.</li> </ul>

In support of:	["Amended policy"]
Reviewing Frequency:	Not required
First review date:	12/12/2024

## Directorate, Division & Service Area

Directorates:	["City Housing"]
Division:	City Housing
Service Area:	Housing Solutions and Support Service

## Budget Savings

Related to budget savings?:	269
Budget proposal reference number:	269

## Officers

Responsible Officer Email:	stephen.philpott@birmingham.gov.uk
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## Data Sources

Data sources:	Service data
Data sources Details:	Service Data

## Initial Assessment

Impact Age:	No
Impact Disability:	No
Impact Sex:	No
Impact Gender Reassignment:	No
Impact Marriage and Civil Partnerships:	No
Impact Pregnancy and Maternity:	No

Impact Race:	No
Impact Religion or Beliefs:	No
Impact Sexual Orientation:	No
Impact Care Experience:	

## Initial Assessment Summary

Initial Assessment Summary:	Our initial assessment has identified some negative impact that would need to be addressed and full assessment is required.
Is a full EIA Required?:	Yes

## Protected Characteristic – Age

Impact Age:	
Age Group Impacted:	["0-9 years", "10-19 years", "20-29 years", "30-39 years", "40-49 years", "50-59 years", "60-69 years", "70-79 years", "80-89 years", "90 years or over"]
Age Impact Details:	<p>All citizens regardless of their age can access the service and assistance will be given to all in accordance with legislative requirements. Service data tells us that most of the households in our PSL properties fall into the 40-49 years (36.52%) 30-39 years (32.24%) and 50-59 years (15.89%) age brackets. Residents who are entitled to housing benefit will not be impacted by these proposals. As their licence fee liability increases, their housing benefit will increase proportionally. This means that those receiving full housing benefit will continue to do so, and those receiving partial housing benefit will still receive the same proportion of benefit entitlement, and their payments should not increase. However, residents not receiving or entitled to housing benefit will see their liability increase and may be adversely affected by this proposal. Service data tells us that this is 16% of residents, however we also know that a portion of those not receiving benefits are due to residents not having submitted a claim for housing benefits, or suspended claims caused by changes in circumstances. Consequently, this figure may decrease once the claims are reinstated and/or put into payment. Residents that are not in receipt of housing benefit will see an increase in their licence fee liability, which may place an additional financial burden on them. This increased financial pressure may cause anxiety and stress, potentially impacting their health and well-being. Residents may need to minimise non-essential spending to cover the cost of living, which could further affect their quality of life and health and wellbeing for all ages.</p>
Age Impact Mitigation:	<p>The service will ensure that:</p> <ul style="list-style-type: none"> <li>• We effectively communicate these changes, giving residents advance notification of changes and available support in writing using clear and straightforward language. We will also explain the changes using age-appropriate communication methods to ensure all age groups understand the changes where required. This may include face to face interactions to explain the changes with the elderly, or via email with the young or adults.</li> <li>• We will focus on early intervention to identify and address any specific needs, ensuring impacted residents receive timely support. For example, identifying young adults who may need to enhance their budgeting skills and offering advice and support, or signposting them to relevant support agencies.</li> <li>• We will continue our partnership working with Council's Benefit service and DWP and will proactively work with residents to apply for Housing Benefit/Universal Credit Housing Costs and supplying evidence to verify their claims in a timely manner and ensuring they receive their full housing benefit entitlement. We will tailor our support based on the needs of different age groups, for example, by offering additional assistance in the form of home visits to elderly service users who may have mobility issues and/or may struggle to provide proofs using technology.</li> <li>• We will continue our partnership working with NAIS to support residents to maximise their income based on their needs. For</li> </ul>

	<p>the elderly this may involve accessing pensions, or mobility related disability benefits, for the young people or adults with children it may be employment benefits, or child benefits or tax credits. • We will continue our partnership working with debt advice agencies and other support agencies to support tenant with financial and budgeting skills where required for all age groups. Whilst this proposal will see an increase in licence fees, the proposed increase is in line with market rents and the current cost of living that residents will incur when they transition to secure accommodation. Being able to effectively manage rent and bills will equip service users with crucial skills to support future tenancy sustainment and break the cycle of repeat homelessness.</p>
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## Protected Characteristic – Disability

Impact Disability:	yes
Disability Impact Details:	<p>All citizens, regardless of disability, can access the service, and assistance will be provided in accordance with legislative requirements. Service data indicates that 9.17% of households in our PSL properties have declared a disability. 39.04% have not disclosed or declared a disability, suggesting the actual figure could be higher. National research on the impact of homelessness on this demographic indicates that households with disabilities are disproportionately affected by homelessness. There is also a recognised issue concerning undisclosed disabilities. Residents entitled to housing benefit will not be impacted by these proposals. As their licence fee liability increases, their housing benefit will increase proportionally. This means that those receiving full housing benefit will continue to do so, and those receiving partial housing benefit will still receive the same proportion of benefit entitlement, ensuring their payments do not increase. However, residents not receiving or entitled to housing benefit will see their liability increase and may be adversely affected by this proposal. Service data shows that this affects 16% of residents. However, some of these residents may not have submitted a claim for housing benefits, or their claims may be suspended due to changes in circumstances. Consequently, this figure may decrease once claims are reinstated and/or put into payment. Residents not in receipt of housing benefit will see an increase in their licence fee liability, which may place an additional financial burden on them. Individuals with disabilities often face higher living costs due to additional needs such as medical care, assistive devices, and accessible housing modifications. The increased licence fee liability could exacerbate financial strain, leading to greater anxiety and stress. The financial burden may impact the ability of individuals with disabilities to afford necessary healthcare and support services, potentially worsening their health outcomes. Increased financial pressure might limit the ability of individuals with disabilities to access essential services, including transportation, healthcare, and social support, which are crucial for their independence and quality of life.</p>
Disability Impact Mitigation:	<p>The service will ensure that: • We will focus on early intervention to identify and address any specific needs, ensuring impacted residents receive timely support to mitigate any financial hardship that may impact their independence and quality of life, • We effectively communicate these changes in writing, giving residents advance notification of changes and advise on available support. We will ensure the communication is clear, free of jargon, accessible, and available in various formats, such as large print, to accommodate different disabilities and ensure they have sufficient time to contact us and seek support if needed before the change is implemented. We will also seek to offer face to face interactions or telephone conversations to communicate the changes and ensure it has been understood where required. • Provide targeted financial advice and support to help individuals with disabilities manage their budgets and access available benefits such as PIP, DLA and Attendance Allowance. • We will continue our partnership working with Council's Benefit service and DWP and will proactively work with residents to apply for Housing Benefit/Universal Credit Housing Costs and supplying evidence to verify their claims in a timely manner ensuring they receive their full housing benefit entitlement. We will tailor this support where required, for example, visiting residents in their homes where they have mobility issues, or are struggling to provide proofs using technology due to a disability. Liaising with and working with any support agencies and/or advocates to ensure a claim is made in a timely manner to minimise the impact of these changes where applicable. • We will continue our partnership working with NAIS to support residents to maximise their income and ensure they are in receipt of all disability related, and non-disability related benefits they</p>

	may be entitled to. • We will continue our partnership working with debt advice agencies and other support agencies to support tenant with financial and budgeting skills where required for all residents regardless of disability. Whilst this proposal will see an increase in licence fees, the proposed increase is in line with market rents and the current cost of living that residents will incur when they transition to secure accommodation. Being able to effectively manage rent and bills will equip service users with crucial skills to support future tenancy sustainment and break the cycle of repeat homelessness.
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## Protected Characteristic – Sex

Impact Sex:	Yes
Sex Groups Impacted:	Male, Female
Sex Impact Details:	<p>All citizens, regardless of sex, can access the service, and assistance will be provided in accordance with legislative requirements. Service data indicates that 63.64% of households in our PSL properties are female compared to 36.36% male, therefore females are likely to be significantly impacted. Residents entitled to housing benefit will not be impacted by these proposals. As their licence fee liability increases, their housing benefit will increase proportionally. This means that those receiving full housing benefit will continue to do so, and those receiving partial housing benefit will still receive the same proportion of benefit entitlement, ensuring their payments do not increase. However, residents not receiving or entitled to housing benefit will see their liability increase and may be adversely affected by this proposal. Service data shows that this affects 16% of residents. However, some of these residents may not have submitted a claim for housing benefits, or their claims may be suspended due to changes in circumstances. Consequently, this figure may decrease once claims are reinstated and/or put into payment. Residents not in receipt of housing benefit will see an increase in their licence fee liability, which may place an additional financial burden on them. This increased financial pressure may cause anxiety and stress, potentially impacting their health and wellbeing. Residents may need to minimise non-essential spending to cover the cost of living, which could further affect their quality of life, health, and wellbeing. Females are more likely to be single parents or primary caregivers, which can limit their earning potential and increase financial vulnerability. The increased licence fee liability could exacerbate financial strain for women, leading to greater anxiety and stress. Financial pressure can have a significant impact on mental health. Women are statistically more likely to experience anxiety and depression, and the added financial burden could worsen these conditions. Increased financial pressure might limit the ability of women to access essential services such as healthcare and childcare, which are crucial for maintaining their wellbeing and supporting their families. Men might face different challenges related to employment stability and income levels. Financial strain could impact their ability to maintain stable employment or seek better job opportunities.</p>
Sex Impact Mitigation:	<p>The service will ensure that: • We will focus on early intervention to identify and address any specific needs, ensuring impacted residents regardless of sex receive timely support. • We effectively communicate these changes and available support in writing using clear, jargon free and inclusive language, giving residents of any sex, advance notification of changes and how they can seek support. We will tailor our communication to support the needs of residents, for example, by providing face to face interactions or telephone call for residents where required. For example, women who may have experienced trauma or domestic violence may feel more comfortable discussing the changes and available support in person. • Provide targeted financial advice and support to help residents manage their budgets and access available benefits. For women this may be accessing child tax credits, or tax free child care cost support where appropriate. • We will continue our partnership working with Council's Benefit service and DWP and will proactively work with residents to apply for Housing Benefit/Universal Credit Housing Costs and supplying evidence to verify their claims in a timely manner ensuring they receive their full housing benefit entitlement. • We will continue our partnership working with NAIS to support residents to maximise their income, such as supporting single parents to access child tax credits and child benefits, or help with child care costs, or maternity leave to alleviate any financial hardship. For primary care givers, who are predominantly women, carers allowance and for men it may involve ensuring access to employment benefits. • We will continue our partnership working with debt advice agencies</p>

	and other support agencies to support tenant with financial and budgeting skills where required. Whilst this proposal will see an increase in licence fees, the proposed increase is in line with market rents and the current cost of living that residents will incur when they transition to secure accommodation. Being able to effectively manage rent and bills will equip service users with crucial skills to support future tenancy sustainment and break the cycle of repeat homelessness.
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## Protected Characteristic – Gender Reassignment

Impact Gender Reassignment:	Yes
Gender Reassignment Impact Details:	<p>All citizens, regardless of gender reassignment status, can access the service, and assistance will be provided in accordance with legislative requirements. Whilst we have limited data on this characteristic national research from Stonewall shows that almost one in five LGBTQA+ people have experienced homelessness at some point in their lives. Rates are even higher amongst trans people, with 25% having experienced homelessness at some point. Individuals that fall into this characteristic are known to face a higher risk of discrimination or harassment. Residents entitled to housing benefit will not be impacted by these proposals. As their licence fee liability increases, their housing benefit will increase proportionally. This means that those receiving full housing benefit will continue to do so, and those receiving partial housing benefit will still receive the same proportion of benefit entitlement, ensuring their payments do not increase. However, residents not receiving or entitled to housing benefit will see their liability increase and may be adversely affected by this proposal. Service data shows that this affects 16% of residents. However, some of these residents may not have submitted a claim for housing benefits, or their claims may be suspended due to changes in circumstances. Consequently, this figure may decrease once claims are reinstated and/or put into payment. Residents not in receipt of housing benefit will see an increase in their licence fee liability, which may place an additional financial burden on them. This increased financial pressure may cause anxiety and stress, potentially impacting their health and wellbeing. Residents may need to minimise non-essential spending to cover the cost of living, which could further affect their quality of life, health, and wellbeing.</p>
Gender Reassignment Impact Mitigation:	<p>The service will ensure that:</p> <ul style="list-style-type: none"> <li>• We will effectively communicate these changes and available support in writing, giving residents advance notification in writing using clear and straightforward language. We will also explain the changes using gender-sensitive communication methods to ensure all genders understand the changes where required. This may include face-to-face interactions or written communication tailored to address any specific needs related to gender reassignment. For example, ensuring that communication respects residents' preferred names and pronouns.</li> <li>• We will focus on early intervention to identify and address any specific needs, ensuring impacted residents receive timely support. For transgender individuals, this might include providing information on local LGBTQ+ support services and information on how to access to gender-affirming healthcare.</li> <li>• Provide targeted financial advice and support to help individuals manage their budgets and access available benefits.</li> <li>• We will continue our partnership working with Council's Benefit service and DWP and will proactively work with residents to apply for Housing Benefit/Universal Credit Housing Costs and supplying evidence to verify their claims in a timely manner ensuring the receive their full housing benefit entitlement. We will tailor our support based on the needs of transgender residents, for example, by offering additional assistance to those who may face discrimination or difficulties in accessing benefits.</li> <li>• We will continue our partnership working with NAIS to support residents to maximise their income. For transgender individuals, this may involve accessing specific benefits related to healthcare.</li> <li>• We will continue our partnership working with debt advice agencies and other support agencies to support tenant with financial and budgeting skills where required for all genders. For example, employment support tailored to assist and support them with any discrimination they may face in the job market.</li> <li>• We will continue to ensure our staff receive equality and inclusivity training. Whilst this proposal will see an increase in licence fees, the proposed increase is in line with market rents and the current cost of living that residents will incur when they transition</li> </ul>

	to secure accommodation. Being able to effectively manage rent and bills will equip service users with crucial skills to support future tenancy sustainment and break the cycle of repeat homelessness.
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## Protected Characteristic – Marriage and Civil Partnership

Impact Marriage and Civil Partnership:	yes
Marriage and Civil Partnership Groups Impacted:	["Single", "Never married and never registered a civil partnership", "Married: Same sex", "Married: Opposite sex", "In a registered civil partnership: Opposite sex", "In a registered civil partnership: Same sex", "Separated, but still married", "Separated, but still in a registered civil partnership", "Divorced", "Formerly in a civil partnership now legally dissolved", "Widowed", "Surviving partner from civil partnership"]
Marriage and Civil Partnership Impact Details:	<p>All citizens, regardless of marital status, can access the service, and assistance will be provided in accordance with legislative requirements. Residents entitled to housing benefit will not be impacted by these proposals. As their licence fee liability increases, their housing benefit will increase proportionally. This means that those receiving full housing benefit will continue to do so, and those receiving partial housing benefit will still receive the same proportion of benefit entitlement, ensuring their payments do not increase. However, residents not receiving or entitled to housing benefit will see their liability increase and may be adversely affected by this proposal. Service data shows that this affects 16% of residents. However, some of these residents may not have submitted a claim for housing benefits, or their claims may be suspended due to changes in circumstances. Consequently, this figure may decrease once claims are reinstated and/or put into payment. Residents not in receipt of housing benefit will see an increase in their licence fee liability, which may place an additional financial burden on them. This increased financial pressure may cause anxiety and stress, potentially impacting their health and wellbeing. Residents may need to minimise non-essential spending to cover the cost of living, which could further affect their quality of life, health, and wellbeing. Single individuals, particularly single parents, may face greater financial challenges compared to those who are married or in a partnership. The increased licence fee liability could exacerbate financial strain for single residents, leading to greater anxiety and stress and have an impact on mental health.</p>
Marriage and Civil Partnership Impact Mitigation:	<p>The service will ensure that:</p> <ul style="list-style-type: none"> <li>• We will effectively communicate these changes and available support in writing, giving residents advance notification in writing using clear and straightforward language. We will also explain the changes using methods that respect and address the needs of individuals based on their marital status. This may include face-to-face interactions for couples or single individuals who may need more personalised support.</li> <li>• We will focus on early intervention to identify and address any specific needs, ensuring impacted residents receive timely support. For example, identifying single parents who may need additional support due to childcare responsibilities and offering advice and support, or signposting them to relevant support agencies.</li> <li>• We will continue our partnership working with Council's Benefit service and DWP and will proactively work with residents to apply for Housing Benefit/Universal Credit Housing Costs and supplying evidence to verify their claims in a timely manner ensuring they receive their full housing benefit entitlement. We also continue to provide targeted financial advice and support to help individuals manage their budgets and access available benefits regardless of marital status.</li> <li>• We will continue our partnership working with NAIS to support residents to maximise their income. For single parents, this may involve accessing benefits related to childcare or single-parent support. For married couples, it may involve employment benefits or support for dual-income households.</li> <li>• We will continue our partnership working with debt advice agencies and other support agencies to support tenants with financial and budgeting skills where required. This may also include signposting or referring to support services to help residents find and maintain employment. This includes providing childcare support for single parents and offering flexible job training programs that accommodate different schedules for married</li> </ul>

	couples and single individuals. Whilst this proposal will see an increase in licence fees, the proposed increase is in line with market rents and the current cost of living that residents will incur when they transition to secure accommodation. Being able to effectively manage rent and bills will equip service users with crucial skills to support future tenancy sustainment and break the cycle of repeat homelessness.
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## Protected Characteristic – Pregnancy and Maternity

Impact Pregnancy and Maternity:	yes
Pregnancy and Maternity Impact Details:	<p>All citizens, regardless of pregnancy status, can access the service, and assistance will be provided in accordance with legislative requirements. Residents entitled to housing benefit will not be impacted by these proposals. As their licence fee liability increases, their housing benefit will increase proportionally. This means that those receiving full housing benefit will continue to do so, and those receiving partial housing benefit will still receive the same proportion of benefit entitlement, ensuring their payments do not increase. However, residents not receiving or entitled to housing benefit will see their liability increase and may be adversely affected by this proposal. Service data shows that this affects 16% of residents. However, some of these residents may not have submitted a claim for housing benefits, or their claims may be suspended due to changes in circumstances. Consequently, this figure may decrease once claims are reinstated and/or put into payment. Residents not in receipt of housing benefit will see an increase in their licence fee liability, which may place an additional financial burden on them. This increased financial pressure may cause anxiety and stress, potentially impacting their health and wellbeing. Residents may need to minimize non-essential spending to cover the cost of living, which could further affect their quality of life, health, and wellbeing. Pregnant individuals often face additional financial burdens due to additional expenses incurred in preparation for the new baby. The increased licence fee liability could exacerbate these financial strains, leading to greater anxiety and stress. This stress and anxiety may impact the individuals health and well being, potentially worsening their health outcomes and those of their unborn child.</p>
Pregnancy and Maternity Impact Mitigation:	<p>The service will ensure that:</p> <ul style="list-style-type: none"> <li>• We will effectively communicate these changes and available support in writing, giving residents advance notification in writing using clear and straightforward language. Where required we will also tailor our communication to include face- to face interactions or by phone to ensure the changes and available support have been understood.</li> <li>• We will focus on early intervention to identify and address any specific needs, ensuring impacted residents receive timely support. This will include continuing our partnership working with the NHS midwifery team in supporting pregnant women that are placed in temporary accommodation to ensure they continue to receive their antenatal care.</li> <li>• Provide targeted financial advice and support to help individuals manage their budgets and access available benefits. This may include providing information on healthy start schemes, and access to free prescriptions and dental health whilst pregnant.</li> <li>• We will continue our partnership with the Council's Benefit service and DWP, proactively working with residents to apply for Housing Benefit/Universal Credit Housing Costs. We will supply evidence to verify their claims in a timely manner, ensuring they receive their full housing benefit entitlement. We will offer additional assistance to any pregnant individual who may face difficulties in providing and supplying evidence for their benefit claim due to their pregnancy. This may include visiting them to collect evidence if they are struggling with mobility as a result of being in the late stages of pregnancy. This will help alleviate any financial hardship and impact on the health and wellbeing of the pregnant individual or unborn child.</li> <li>• We will continue our partnership working with NAIS to support residents to maximise their income. For pregnant individuals, this may involve accessing maternity benefits or other financial support related to pregnancy and childcare.</li> <li>• We will continue our partnership working with debt advice agencies and other support agencies to support tenant with financial and budgeting skills where required for all characteristics.</li> </ul> <p>Whilst this proposal will see an increase in licence fees, the proposed increase is in line with market rents and the current cost of living that residents will incur when they transition to secure accommodation. Being able to effectively manage rent and bills will</p>



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## Protected Characteristic – Ethnicity and Race

Impact Ethnicity and Race:	yes
Ethnicity and Race Groups Impacted:	["White British", "Other White", "Bangladeshi", "Chinese", "Indian", "Pakistani", "Other Asian", "African", "Caribbean", "Black British", "Other Black", "Arab", "Latin American", "Irish", "Gypsy or Irish Traveller", "Roma", "Central and Eastern Europe", "Western and Southern Europe", "Black African"]
Ethnicity and Race Impact Details:	<p>All citizens, regardless of race, can access the service, and assistance will be provided in accordance with legislative requirements. Service data for residents in PSL properties tells that are current residents are Black African 23.61%, Asian or Asian British Pakistani 13.06%, White British 10.39%. Residents entitled to housing benefit will not be impacted by these proposals. As their licence fee liability increases, their housing benefit will increase proportionally. This means that those receiving full housing benefit will continue to do so, and those receiving partial housing benefit will still receive the same proportion of benefit entitlement, ensuring their payments do not increase. However, residents not receiving or entitled to housing benefit will see their liability increase and may be adversely affected by this proposal. Service data shows that this affects 16% of residents. However, some of these residents may not have submitted a claim for housing benefits, or their claims may be suspended due to changes in circumstances. Consequently, this figure may decrease once claims are reinstated and/or put into payment. Residents not in receipt of housing benefit will see an increase in their licence fee liability, which may place an additional financial burden on them. This increased financial pressure may cause anxiety and stress, potentially impacting their health and wellbeing. Residents may need to minimise non-essential spending to cover the cost of living, which could further affect their quality of life, health, and wellbeing. Research shows that ethnic minority households are more likely to experience financial hardship and lower income levels compared to their white counterparts. The increased licence fee liability could exacerbate financial strain for these households, leading to greater anxiety and stress. Financial pressure can have a significant impact on mental health. Ethnic minority individuals are more likely to experience mental health issues due to socio-economic disadvantages. The added financial burden could worsen these conditions.</p>
Ethnicity and Race Impact Mitigation:	<p>The service will ensure that:</p> <ul style="list-style-type: none"> <li>• We will effectively communicate these changes and available support in writing, giving residents advance notification in writing using clear and straightforward language. Where required we will also tailor our communication to include face- to face interactions or by phone to ensure the changes and available support have been understood. The service will use interpreter to communicate the changes where there is a language barrier.</li> <li>• We will focus on early intervention to identify and address any specific needs, ensuring impacted residents receive timely support. For example, identifying residents from racial minority groups who may need additional support due to language barriers and offering advice and support, or signposting them to relevant support agencies or community groups for support where required.</li> <li>• We will continue our partnership working with Council's Benefit service and DWP and will proactively work with residents to apply for Housing Benefit/Universal Credit Housing Costs and supplying evidence to verify their claims in a timely manner an ensuring the receive their full housing benefit entitlement.</li> <li>• We will continue our partnership working with NAIS to support residents to maximise their income. This may involve accessing specific benefits related to employment support, child tax credits, or child benefits. they will also provide targeted financial advice and support to help individuals from all races manage their budgets and access available benefits.</li> <li>• We will continue our partnership working with debt advice agencies and other support agencies to support tenant with financial and budgeting skills where required. For racial minority groups, this may involve working with support agencies that can assist them in addressing any discrimination they may face in the job market to secure employment and alleviate financial hardship.</li> <li>• We will continue to ensure our staff receive inclusivity training. Whilst this proposal will see an increase in licence fees, the proposed increase is in line with market rents and the current cost of living that residents will incur when they transition to secure accommodation. Being</li> </ul>

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## Protected Characteristic – Religion

Impact Religion:	yes
Religion Groups Impacted:	["No religion", "Christian", "Buddhist", "Hindu", "Jewish", "Muslim", "Sikh"]
Religion Impact Details:	<p>Whilst we do not gather data on this characteristic the service can be accessed by all regardless of religion or belief. Residents entitled to housing benefit will not be impacted by these proposals. As their licence fee liability increases, their housing benefit will increase proportionally. This means that those receiving full housing benefit will continue to do so, and those receiving partial housing benefit will still receive the same proportion of benefit entitlement, ensuring their payments do not increase. However, residents not receiving or entitled to housing benefit will see their liability increase and may be adversely affected by this proposal. Service data shows that this affects 16% of residents. However, some of these residents may not have submitted a claim for housing benefits, or their claims may be suspended due to changes in circumstances. Consequently, this figure may decrease once claims are reinstated and/or put into payment. Residents not in receipt of housing benefit will see an increase in their licence fee liability, which may place an additional financial burden on them. This increased financial pressure may cause anxiety and stress, potentially impacting their health and wellbeing. Residents may need to minimize non-essential spending to cover the cost of living, which could further affect their quality of life, health, and wellbeing. Individuals from certain religious backgrounds may face additional financial burdens due to religious obligations, such as charitable giving (e.g., Zakat in Islam) or dietary requirements (e.g., kosher or halal food), which can be more expensive. The increased licence fee liability could exacerbate these financial strains, leading to greater anxiety and stress. Financial pressure can have a significant impact on mental health. Individuals from religious minorities may already experience higher levels of stress due to discrimination or social exclusion. Financial instability might affect individuals' ability to participate in religious practices and community activities, which are important for their spiritual and social wellbeing.</p>
Religion Impact Mitigation:	<p>The service will ensure that:</p> <ul style="list-style-type: none"> <li>• We effectively communicate these changes and available support in writing, giving residents advance notification in writing using clear and straightforward language. Where required we will also tailor our communication to include face-to-face interactions or by phone to ensure the changes and available support have been understood. The service will use interpreter to communicate the changes where there is a language barrier.</li> <li>• We will focus on early intervention to identify and address any specific needs, ensuring impacted residents receive timely support to alleviate any financial hardship. For example, identifying residents from religious backgrounds who may need additional support due to language barriers and offering advice and support, or signposting them to relevant support agencies or community groups for support where required.</li> <li>• We will continue our partnership working with Council's Benefit service and DWP and will proactively work with residents to apply for Housing Benefit/Universal Credit Housing Costs and supplying evidence to verify their claims in a timely manner and ensuring they receive their full housing benefit entitlement. We will tailor our service to support residents by offering additional assistance and support to ensure residents from any religious background understand what evidence they need to provide to submit a claim, where necessary we will provide targeted financial advice and support to help individuals manage their budgets and access available benefits offering additional support to those who may face difficulties in accessing benefits or completing forms.</li> <li>• We will continue our partnership working with NAIS to support residents to maximise their income. This may involve accessing specific benefits related to employment support, child tax credits, or child benefits.</li> <li>• We will continue our partnership working with debt advice agencies and other support agencies to support tenants with financial and budgeting skills where required. This may involve signposting and referring residents from minority religious backgrounds to support agencies that can assist them in addressing any discrimination they may face in the job market to secure employment and alleviate financial hardship. Whilst this proposal will see an increase in licence fees, the proposed increase is in line with market rents</li> </ul>

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## Protected Characteristic – Sexual Orientation

Impact Sexual Orientation:	yes
Sexual Orientation Groups Impacted:	["Straight or heterosexual", "Gay or lesbian", "Bisexual", "Pansexual", "Asexual", "Queer", "All other sexual orientations"]
Sexual Orientation Impact Details:	<p>All citizens, regardless of sexual orientation, can access the service, and assistance will be provided in accordance with legislative requirements. Service data indicates that most households in our PSL properties identify as heterosexual. Residents entitled to housing benefit will not be impacted by these proposals. As their licence fee liability increases, their housing benefit will increase proportionally. This means that those receiving full housing benefit will continue to do so, and those receiving partial housing benefit will still receive the same proportion of benefit entitlement, ensuring their payments do not increase. However, residents not receiving or entitled to housing benefit will see their liability increase and may be adversely affected by this proposal. Service data shows that this affects 16% of residents. However, some of these residents may not have submitted a claim for housing benefits, or their claims may be suspended due to changes in circumstances. Consequently, this figure may decrease once claims are reinstated and/or put into payment. Residents not in receipt of housing benefit will see an increase in their licence fee liability, which may place an additional financial burden on them. This increased financial pressure may cause anxiety and stress, potentially impacting their health and wellbeing. Residents may need to minimize non-essential spending to cover the cost of living, which could further affect their quality of life, health, and wellbeing. LGBTQ+ individuals are more likely to experience mental health issues due to discrimination and social exclusion. The added financial burden could worsen these conditions. LGBTQ+ individuals may already face discrimination and stigma, which can be compounded by financial instability. This can lead to increased mental health challenges and social isolation.</p>
Sexual Orientation Impact Mitigation:	<p>The service will ensure that:</p> <ul style="list-style-type: none"> <li>• We will effectively communicate these changes and available support in writing, giving residents advance notification using clear and straightforward language. We will also explain the changes using LGBTQ+ sensitive communication methods to ensure all sexual orientations understand the changes where required. This may include face-to-face interactions or written communication tailored to address any specific needs related to sexual orientation. For example, ensuring that communication respects residents' preferred names and pronouns.</li> <li>• We will focus on early intervention to identify and address any specific needs, ensuring impacted residents receive timely support. For LGBTQ+ individuals, this might include providing information on local LGBTQ+ support services and support networks.</li> <li>• Provide targeted financial advice and support to help individuals manage their budgets and access available benefits.</li> <li>• We will continue our partnership working with Council's Benefit service and DWP and will proactively work with residents to apply for Housing Benefit/Universal Credit Housing Costs and supplying evidence to verify their claims in a timely manner and ensuring they receive their full housing benefit entitlement. We will tailor our support based on the needs of transgender residents, for example, by offering additional assistance to those who may face discrimination or difficulties in accessing benefits.</li> <li>• We will continue our partnership working with NAIS to support residents to maximise their income.</li> <li>• We will continue our partnership working with debt advice agencies and other support agencies to support tenants with financial and budgeting skills where required.</li> <li>• We will continue to ensure our staff receive equality and inclusivity training. Whilst this proposal will see an increase in licence fees, the proposed increase is in line with market rents and the current cost of living that residents will incur when they transition to secure accommodation. Being able to effectively manage rent and bills will equip service users with crucial skills to support future tenancy sustainment and break the cycle of repeat homelessness.</li> </ul>

## Protected Characteristic – Care Experience

Impact Care Experience:	Yes
Care Experience Impact Details:	
Care Experience Impact Mitigation:	<p>The service will ensure that:</p> <ul style="list-style-type: none"><li>• We will effectively communicate these changes, giving residents advance notification of changes and available support in writing using clear and straightforward language. We will also explain the changes using appropriate communication methods to ensure all care leaver who are impacted understand the changes. This may include face-to-face interactions to explain the changes with young adults leaving care, or via email for those who prefer digital communication.</li><li>• We will focus on early intervention to identify and address any specific needs, ensuring impacted residents receive timely support continuing to work with any support agencies that may be involved in supporting the care leaver to ensure the change and impact is communicated effectively.</li><li>• We will continue our partnership working with Council's Benefit service and DWP and will proactively work with residents to apply for Housing Benefit/Universal Credit Housing Costs and supplying evidence to verify their claims in a timely manner ensuring they receive their full housing benefit entitlement. This may include providing additional support, by arranging to see care leavers in person to complete claim forms and providing supporting evidence.</li><li>• We will continue our partnership working with NAIS to support residents to maximise their income. For young adults leaving care, this may involve accessing specific benefits such as the Leaving Care Grant, bursaries for education, or employment support tailored to their circumstances.</li><li>• We will continue our partnership working with debt advice agencies and other support agencies to support tenants with financial and budgeting skills where required. For young adults leaving care, this includes providing tailored financial literacy programs and one-on-one budgeting advice to help them manage their finances effectively and learn necessary life skills. Whilst this proposal will see an increase in licence fees, the proposed increase is in line with market rents and the current cost of living that residents will incur when they transition to secure accommodation. Being able to effectively manage rent and bills will equip service users with crucial skills to support future tenancy sustainment and break the cycle of repeat homelessness.</li></ul>

## Other

Any other risks or impacts:	
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## Full Assessment Summary

Full Assessment Summary:	<p>Whilst this proposal will see an increase in licence fees, the proposed increase is in line with market rents and the current cost of living that residents will incur when they transition to secure accommodation. Being able to effectively manage rent and bills will equip service users with crucial skills to support future tenancy sustainment and break the cycle of repeat homelessness. The service will also implement actions to mitigate adverse impacted and support impacted individuals.</p>
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## Monitoring

Monitoring Details:	<p>The service will monitor the impact of these proposals via substantial Power BI reporting. This will be reviewed on a weekly basis by the Housing Solutions and Support Service team</p>
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