

EIA000931 Housing Solution and Support Hostels Rents Increase

About your EIA

Reference Number:	EIA000931
Subject of EIA:	Housing Solution and Support Hostels Rents Increase
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. This proposal seeks to increase rents for temporary accommodation tenants staying in Homeless Centres to ensure the full cost of delivering these units is recovered through rents and service charges. To date the rent has only included the direct costs of running and staffing these units, and this will be increased to include a 15% management and overhead charge incurred by the service as a part of Birmingham City Council. Homeless centre rents will increase by £49.35 per week for one room from the 1st April 2025. The cost will then be staggered based on the number of rooms occupied per household. This increase will be charged to the tenants on a weekly basis and predominantly will be funded through tenants' Housing Benefit. We have considered the financial impact of these proposals on residents and the impact on their financial stability and health and wellbeing. 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, and their payments should not increase and they will not be impacted by these proposals. However, residents not receiving or entitled to housing benefit will see their liability increase and may be adversely affected by this proposal. As housing benefits is a means tested benefit it is likely that service users who are impacted by this proposal will not be low income households. Service data indicates that the majority of residents in temporary accommodation receive housing benefit. Currently, 82% of residents in our Homeless Centres receive full housing benefit, 8.5% receive partial housing benefit, and 10% 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 and only a small proportion of service users will be impacted. Whilst this proposal will see an increase in licence fees, the proposed increase is in line with 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. We also conduct an affordability check to ensure temporary accommodation (TA) is affordable. For Birmingham City Council (BCC) to have a housing duty, the household must have rights to public funds, meaning they have income designed to cover living costs. Although the costs in a homeless centre are lower than living independently, residents still receive the same benefits. If we evict someone from a homeless centre, for example, due to non-payment, our statutory duty in the interim ends. They can appeal this decision, and part of the appeal would consider whether they could or chose not to pay. If TA provision ended, we would need to assess and refer the case to Birmingham Children's Trust (BCT) for the protection of the children, likely resulting in BCT housing the family under their duties. We monitor arrears and individual cases, linking to NAIS for support. All families are protected by the local</p>

	authority's duties related to children, so they won't end up on street homeless. When a resident is in financial hardship and/or falling into arrears, we seek to identify this early and have open and transparent conversations. We complete income and expenditure forms, ensure their income is maximised, and continue our partnership with NAIS, debt advice, and other agencies to provide tailored support based on need. We work with residents to prevent further arrears and implement reasonable payment plans. As long as the resident is engaging and communicating with their support worker, we will support them. 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: <ul style="list-style-type: none"> • We effectively communicate these changes, giving residents advance notification of changes. • 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 continue our partnership working with NAIS to support residents to maximise their income. • We will continue our partnership working with debt advice agencies and other support agencies to support tenants with financial and budgeting skills where required.
In support of:	["New policy"]
Reviewing Frequency:	Annually
First review date:	31/12/2025

Directorate, Division & Service Area

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

Budget Savings

Related to budget savings?:	376
Budget proposal reference number:	376

Officers

Responsible Officer Email:	stephen.philpott@birmingham.gov.uk
Accountable Officer Email:	paul.langford@birmingham.gov.uk

Data Sources

Data sources:	["Quantitative data (please specify in the box below)", "Relevant research"]
Data sources Details:	Service Data

Initial Assessment

Impact Age:	Yes
Impact Disability:	Yes
Impact Sex:	Yes
Impact Gender Reassignment:	Yes
Impact Marriage and Civil Partnerships:	Yes
Impact Pregnancy and Maternity:	Yes
Impact Race:	Yes
Impact Religion or Beliefs:	Yes
Impact Sexual Orientation:	Yes
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:	Yes
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 Homeless Centres fall into the 30-39 years (43.89%) and 18-29 years (31.33%) and 40-49 years (19.82%). 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 10% 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. Adults with children may find that the</p>

	<p>increase in licence fees may strain budgets, they may be faced with challenges with affording food, clothes, or unable to afford the cost of social activities for themselves or their children. Young adults may find it harder to access employment due to a lack of experience and not be able to skills effectively manage budgets and may also face stress and anxiety impacting their health and wellbeing. We have also considered the impact on older residents. Older residents are less likely to have a housing need and where they do they are more likely to be housed via our Sheltered Housing Schemes; currently 0.69% of residents are aged 60 or over and therefore we consider the impact to be minimal for older people.</p>
Age Impact Mitigation:	<p>It is important to note that this proposal will impact a relatively small percentage (10% or less) of residents in our hostel accommodation. The service will however ensure that all residents are supported. • Our homeless centres are manned by officers between the hours of 8am-9pm. These officers will be on hand to communicate the increase in licence fees to residents and offer benefit maximisation guidance, support and assistance for all age groups where required. • We effectively communicate these changes, giving residents advance notification of changes in writing to all residents. We will ensure our communication is clear, uses simple language and is accessible. Staff will also communicate the change in person where required, for example a young person who does not understand the changes. • We will focus on early intervention to identify residents who are impacted by these proposals and address any specific needs, ensuring impacted residents receive timely support and guidance. • 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. • Continue our partnership working with NAIS and other support agencies to ensure effective income maximisation to alleviate financial hardship. • We will also ensure appropriate referrals are made to debt advice and financial services where required for all age groups. This would include agencies that offer advice, guidance and training on financial literacy, budgeting, and debt management to empower residents within homeless centres with the knowledge and skills to better manage their finances and cope with the increased service charge. 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. • Letters will include information on how/where residents can seek financial advice and assistance if required and staff will be onsite to support and signpost residents to access support and support residents in completing forms where appropriate. • Strengthen partnerships with local charities and non-profit organisations that can provide additional support and resources to residents. This may include food banks, clothing donations, and other essential services. When a resident is in financial hardship and/or falling into arrears, we seek to identify this early and have open and transparent conversations. We complete income and expenditure forms, ensure their income is maximised, and continue our partnership with NAIS, debt advice, and other agencies to provide tailored support based on need. We work with residents to prevent further arrears and implement reasonable payment plans. As long as the resident is engaging and communicating with their support worker, we will support them. 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>

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 8.37% of households in our Homeless Centres have declared a disability. 32.07% 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</p>

	<p>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 10% 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. We have considered the negative impact of this proposal for residents with disabilities. Households within our homeless centres are more likely to be low-income households on benefits and therefore an increase in licence fees may have a financial impact on residents. Some residents with disabilities may struggle to understand the changes. It may increase stress and anxiety for individuals with disabilities, who may already be managing complex health conditions and exacerbate existing health issues and negatively impact overall well-being. Individuals with disabilities may often face higher unemployment rates and may be on a limited income. They may be forced to make difficult choices between paying the service charge and affording food, clothes which may impact health and wellbeing. Additionally, they may face social isolation, as they may not be able to afford the cost of social activities, limiting their ability to maintain connections with their support networks.</p>
Disability Impact Mitigation:	<p>It is important to note that this proposal will impact a relatively small percentage of residents in our hostel accommodation. The service will however ensure that all residents are supported.</p> <ul style="list-style-type: none"> • Our homeless centres are manned by officers between the hours of 8am-9pm. These officers will be on hand to communicate the increase in service charge to residents and offer benefit maximisation guidance, support and assistance for all disabilities. • We will seek to identify any issues early and offer timely assistance, through regular check-ins with residents to monitor their financial well-being and provide ongoing support, including supporting residents with disabilities to navigate the benefit system where required. • We effectively communicate these changes, giving residents advance notification of changes in writing to all residents. 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. Staff will also communicate the change in person for residents who may have difficulties in understanding the changes because of a disability. • Letters will include information on how/where residents can seek financial advice and assistance if required and staff will be onsite to support and signpost residents to access support and support resident in completing forms where appropriate. • We will continue our partnership working with NAIS and other support agencies to ensure effective income maximisation to alleviate financial hardship and ensure they are in receipt of all disability related, and non-disability related benefits they may be entitled to. • 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 this support where required, for example, supporting residents to disabilities who may struggle to understand what evidence is required to supply evidence. We will also continue to liaise and work with any support agencies and/or advocates where required to support residents. • We will also ensure appropriate referrals are made to debt advice and financial services where required for all. This would include agencies that offer advice, guidance and training on financial literacy, budgeting, and debt management to empower residents within homeless centres with the knowledge and skills to better manage their finances and cope with the increased charge. • Strengthen partnerships with local charities and non-profit organisations that can provide additional support and resources to residents. This may include food banks, clothing donations, and other essential services. When a resident is in financial hardship and/or falling into arrears, we seek to identify this early and have open and transparent conversations. We complete income and expenditure forms, ensure their income is maximised, and continue our partnership with NAIS, debt advice, and other agencies to provide tailored support based on need. We work with residents to prevent further arrears and implement reasonable payment plans. As long as the resident is engaging and communicating with their support worker, we will support them. 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.

Protected Characteristic – Sex

Impact Sex:	Yes
Sex Groups Impacted:	["Male","Female","Non-binary"]
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 73.10% of households in our homeless centres are female compared to 26.37% 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 10% 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. Single females with children may be particularly vulnerable as they often face higher living costs and lower incomes, making it harder to manage the increase. They may be forced to make difficult choices between paying licence fees and affording food or clothes or being able to pay for social activities for their families, which can impact their health and wellbeing. 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>It is important to note that this proposal will impact a relatively small percentage of residents in our hostel accommodation. The service will however ensure that all residents are supported. • Our homeless centres are manned by officers between the hours of 8am-9pm. These officers will be on hand to communicate the increase in service charge to residents and offer benefit maximisation guidance, support and assistance for all sexes and will tailor their support based on need. • We will seek to identify any issues early and offer timely assistance, through regular check-ins with residents to monitor their financial well-being and provide ongoing support. • We effectively communicate these changes, giving residents advance notification of changes in writing to all residents; to allow residents of all sexes sufficient time to contact us and seek support. Staff will also communicate the change in person for residents, for example, women who may have experienced trauma or domestic violence may feel more comfortable discussing their circumstances and available support in person. • Letters will include information on how/where residents can seek financial advice and assistance if required and staff will be onsite to support and signpost residents to access support and support resident in completing forms where appropriate • We will ensure our communication is clear, uses simple language and is accessible. Staff will also communicate the change in person for residents who may have difficulties in understanding the changes. • We will continue our partnership working with NAIS and other support agencies to ensure effective income maximisation to alleviate financial hardship and ensure they are in receipt of all they may be entitled to. For women this may be accessing child tax credits, or tax-free childcare cost support, or maternity leave benefits 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 also ensure appropriate referrals are made to debt advice and financial services where required for all who will offer advice and guidance on financial literacy, budgeting, and debt management to empower residents within homeless centres with the knowledge and skills to better manage their finances and cope with the increased service charge • Strengthen partnerships with local charities and non-profit organisations that can</p>

	<p>provide additional support and resources to residents. This may include food banks, clothing donations, and other essential services. When a resident is in financial hardship and/or falling into arrears, we seek to identify this early and have open and transparent conversations. We complete income and expenditure forms, ensure their income is maximised, and continue our partnership with NAIS, debt advice, and other agencies to provide tailored support based on need. We work with residents to prevent further arrears and implement reasonable payment plans. As long as the resident is engaging and communicating with their support worker, we will support them. 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 – Gender Reassignment

Impact Gender Reassignment:	Yes
Gender Reassignment Impact Details:	<p>All service users can access the service regardless of gender reassignment. We have considered the impact of these proposals for this characteristic, and like all other characteristics, individuals undergoing gender reassignment may experience the general impact of this proposal. Income recovery efforts may add pressure and increase stress and anxiety for individuals undergoing gender reassignment, during an already challenging time. This may impact their health and wellbeing while they are transitioning. Additionally, they may face social isolation due to the inability to maintain social activities due to lack of funds. 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 10% 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.</p>
Gender Reassignment Impact Mitigation:	<p>It is important to note that this proposal will impact a relatively small percentage of residents in our hostel accommodation. The service will ensure that all residents are supported. The service will ensure that we:</p> <ul style="list-style-type: none"> • We effectively communicate these changes, giving residents advance notification of changes, and ensure the communication is clear and accessible. We will also ensure we use gender-sensitive language, ensuring that communication respects residents' preferred names and pronouns. • We will focus on early intervention to identify and address any specific needs, ensuring impacted residents receive timely support. • Provide targeted financial advice and support to help individuals with disabilities manage their budgets and access available benefits. • 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. • 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 transgender individuals, this might include providing information on local LGBTQ+ support services and information on how to access gender-affirming healthcare. • Our homeless centres are manned by officers between the hours of 8am-9pm. These officers will be on hand to communicate the increase in service charge to

	<p>residents and offer benefit maximisation guidance, support and assistance. When a resident is in financial hardship and/or falling into arrears, we seek to identify this early and have open and transparent conversations. We complete income and expenditure forms, ensure their income is maximised, and continue our partnership with NAIS, debt advice, and other agencies to provide tailored support based on need. We work with residents to prevent further arrears and implement reasonable payment plans. As long as the resident is engaging and communicating with their support worker, we will support them. 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 – 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. Single individuals, particularly single parents, or couples of any marital status will only one income may face greater financial challenges compared to those who are married or in a partnership as often face higher living costs and lower incomes, making it harder to manage increased licence fee payments. They may be forced to make difficult choices and minimise spending on food, clothes or social activities, leading to greater anxiety and stress. 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 10% 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.</p>
Marriage and Civil Partnership Impact Mitigation:	<p>It is important to note that this proposal will impact a relatively small percentage of residents in our hostel accommodation. The service will however ensure that all residents are supported. • Our homeless centres are manned by officers between the hours of 8am-9pm. These officers will be on hand to communicate the increase in service charge to residents and offer benefit maximisation guidance, support and assistance for all and will tailor their support based on need. • We will seek to identify any issues early and offer timely assistance, through regular check-ins with residents to monitor their financial well-being and provide ongoing support. • We effectively communicate these changes, giving residents advance notification of changes in writing to all residents; to allow residents of all sexes sufficient time to contact us and seek support. Staff will also communicate the change in person for residents where required. • Letters will include information on how/where residents can seek financial advice and assistance if required</p>

	<p>and staff will be onsite to support and signpost residents to access support and support resident in completing forms where appropriate • We will ensure our communication is clear, uses simple language and is accessible. Staff will also communicate the change in person for residents who may have difficulties in understanding the changes. • We will continue our partnership working with NAIS and other support agencies to ensure effective income maximisation to alleviate financial hardship and ensure they are in receipt of all they may be entitled to. For single parents or one-income households, this may include accessing child tax credits, tax-free childcare support, or maternity leave benefits. For primary caregivers, who are predominantly women, this may involve receiving carer's allowance. For men, it may include ensuring access to employment benefits. Additionally, we will provide signposting or referrals to support services that help residents find and maintain employment. This includes offering childcare support for single parents and flexible job training programs that accommodate different schedules for both married couples and single individuals. • We will also ensure appropriate referrals are made to debt advice and financial services where required. These services offer advice and guidance on financial literacy, budgeting, and debt management to empower residents within homeless centres with the knowledge and skills to better manage their finances and cope with the increased service charge • Strengthen partnerships with local charities and non-profit organisations that can provide additional support and resources to residents. This may include food banks, clothing donations, and other essential services. When a resident is in financial hardship and/or falling into arrears, we seek to identify this early and have open and transparent conversations. We complete income and expenditure forms, ensure their income is maximised, and continue our partnership with NAIS, debt advice, and other agencies to provide tailored support based on need. We work with residents to prevent further arrears and implement reasonable payment plans. As long as the resident is engaging and communicating with their support worker, we will support them. 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 – 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 10% 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. Pregnant individuals often face additional financial burdens due to additional expenses incurred in preparation for the new baby. They may also have a limited or reduced income post partum and have a reduced ability to work. 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>It is important to note that this proposal will impact a relatively small percentage of residents in our hostel accommodation. The service will however ensure that all residents are supported. • We will identify and contact service users as soon as arrears are identified to discuss their situation and offer support. We will focus on early intervention to identify and address any specific needs, ensuring impacted residents receive timely support to mitigate any financial hardship. 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. It may also include providing information on healthy start schemes, and access to free prescriptions and dental health whilst pregnant. • Our homeless centres are manned by officers between the hours of 8am-9pm. These officers will be on hand to communicate the increase in charges to residents and offer benefit maximisation guidance, support and assistance. • We effectively communicate these changes, giving residents advance notification of changes in writing to all residents; to allow residents sufficient time to contact us and seek support. Staff will also communicate the change in person for residents who require additional support to understand the changes. • 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 offer additional assistance to any pregnant individual who may face difficulties in providing and supplying evidence for their benefit claim due to their pregnancy. • 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. This also includes ensuring they maximise their income post-partum and are in receipt of all entitled benefits such as child benefit, child tax credit. • We will also ensure appropriate referrals are made to debt advice and financial services where required for all who will offer advice and guidance on financial literacy, budgeting, and debt management to empower residents within homeless centres with the knowledge and skills to better manage their finances and cope with the increased licence fee • Strengthen partnerships with local charities and non-profit organisations that can provide additional support and resources to residents. This may include food banks, clothing donations, and other essential services. When a resident is in financial hardship and/or falling into arrears, we seek to identify this early and have open and transparent conversations. We complete income and expenditure forms, ensure their income is maximised, and continue our partnership with NAIS, debt advice, and other agencies to provide tailored support based on need. We work with residents to prevent further arrears and implement reasonable payment plans. As long as the resident is engaging and communicating with their support worker, we will support them. 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 – Ethnicity and Race

Impact Ethnicity and Race:	Yes
Ethnicity and Race Groups Impacted:	
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 Homeless Centres tells that current residents are Black African 34.34%, Asian or Asian British Pakistani 13.81%. 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</p>

	<p>entitled to housing benefit will see their liability increase and may be adversely affected by this proposal. Service data shows that this affects 10% 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. 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"> • Our homeless centres are manned by officers between the hours of 8am-9pm. These officers will be on hand to communicate the increase in service charge to residents and offer benefit maximisation guidance, support and assistance. • We effectively communicate these changes in writing giving residents advance notification of changes, and ensure the communication is clear and accessible giving resident sufficient time to seek support. The service will use interpreter where there is a language barrier. • Letters will include information on how/where residents can seek financial advice and assistance if required and staff will be onsite to support and signpost residents to access support and support resident in completing forms where appropriate. • 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. • 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. • We will continue our partnership working with debt advice agencies and other support agencies to support tenants with financial and budgeting skills where required. • Strengthen partnerships with local charities and non-profit organisations that can provide additional support and resources to residents. This may include food banks, clothing donations, and other essential services. 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.

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 10% of residents. However, some of these</p>

	<p>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 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"> • We effectively communicate these changes, giving residents advance notification of changes, and ensure the communication is clear and accessible. The service will use interpreter where there is a language barrier. • Our homeless centres have communal areas where residents are able to observe their faith and the majority of our centres are situated in areas with mosques, temples, gurdwaras, churches in close proximity. • 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. • Letters will include information on how/where residents can seek financial advice and assistance if required and staff will be onsite to support and signpost residents to access support and support resident in completing forms 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 and ensuring they receive their full housing benefit entitlement. • We will continue our partnership working with NAIS to support residents to maximise their income. • We will continue our partnership working with debt advice agencies and other support agencies to support tenant with financial and budgeting skills where required. • Our homeless centres are manned by officers between the hours of 8am-9pm. These officers will be on hand to communicate the increase in service charge to residents and offer benefit maximisation guidance, support and assistance. When a resident is in financial hardship and/or falling into arrears, we seek to identify this early and have open and transparent conversations. We complete income and expenditure forms, ensure their income is maximised, and continue our partnership with NAIS, debt advice, and other agencies to provide tailored support based on need. We work with residents to prevent further arrears and implement reasonable payment plans. As long as the resident is engaging and communicating with their support worker, we will support them. 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.

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 service users can access the service regardless of sexual orientation, however 59.58% of households within our temporary accommodation hostel accommodation have declared they identify as heterosexual or straight. Therefore, individual who identify heterosexual or straight will be significantly impacted by these proposals. We have considered the impact of these proposals for this characteristic, and like all other characteristics, individuals of any sexual orientation may experience the general impact of this proposal. An increase in</p>

	<p>charges may add pressure and increase stress and anxiety for individuals. This may impact their health and wellbeing. Additionally, they may face social isolation due to the inability to maintain social activities due to lack of funds. 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 10% 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. Although, under 2% of individuals within our hostel accommodation have declared they identify as LGBTQ+ we have considered that LGBTQ+ individuals are more likely to experience mental health issues due to discrimination and social exclusion. The added financial burden could worsen these conditions.</p>
Sexual Orientation Impact Mitigation:	<p>It is important to note that this proposal will impact a relatively small percentage of residents in our hostel accommodation. The service will however ensure that all residents are supported.</p> <ul style="list-style-type: none"> • Our homeless centres are manned by officers between the hours of 8am-9pm. These officers will be on hand to communicate the increase in charges to residents and offer benefit maximisation guidance, support and assistance. • We will seek to identify any issues early and offer timely assistance, through regular check-ins with residents to monitor their financial well-being and provide ongoing support. • Written notification of the increase will be sent to all residents giving residents adequate notice of the increase, providing them with enough time to speak to staff on site if they have any concerns. • We will ensure our communication is clear, uses simple language and is accessible. We will also ensure we use gender-sensitive language, ensuring that communication respects residents' preferred names and pronouns. • Staff will also communicate the change in person for residents who may have difficulties in understanding the changes. • Letters will include information on how/where residents can seek financial advice and assistance if required and staff will be onsite to support and signpost residents to access support and support resident in completing forms where appropriate, this might include providing information on local LGBTQ+ support services where required. • We will continue our partnership working with NAIS and other support agencies to ensure effective income maximisation to alleviate financial hardship and ensure they are in receipt of all they may be entitled to. • We will also ensure appropriate referrals are made to debt advice and financial services where required for all. • Strengthen partnerships with local charities and non-profit organisations that can provide additional support and resources to residents. This may include food banks, clothing donations, and other essential services. <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.</p>

Protected Characteristic – Care Experience

Impact Care Experience:	Yes
Care Experience Impact Details:	
Care Experience Impact Mitigation:	<p>It is important to note that this proposal will impact a relatively small percentage of residents in our hostel accommodation. The service will however ensure that all residents are supported.</p> <ul style="list-style-type: none"> • Our homeless centres are manned by officers between the hours of 8am-9pm. These officers will be on hand to communicate the increase in charge to residents

	<p>and offer benefit maximisation guidance, support and assistance. • We will seek to identify any issues early and offer timely assistance, through regular check-ins with residents to monitor their financial well-being and provide ongoing support. We will continue to work with any support agencies that may be involved in supporting the care leaver to ensure they are supported in understanding their rental obligations and develop their budgeting and tenancy management skills necessary for when they secure permanent housing. • Written notification of the increase will be sent to all residents giving residents adequate notice of the increase, providing them with enough time to speak to staff on site if they have any concerns. • We will ensure our communication is clear, uses simple language and is accessible. Staff will also communicate the change in person for residents who may have difficulties in understanding the changes. • Letters will include information on how/where residents can seek financial advice and assistance if required and staff will be onsite to support and signpost residents to access support and support resident in completing forms where appropriate. • We will continue our partnership working with NAIS and other support agencies to ensure effective income maximisation to alleviate financial hardship and ensure they are in receipt of all they may be entitled to. 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. • We will also ensure appropriate referrals are made to debt advice and financial services where required for all. 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. • Strengthen partnerships with local charities and non-profit organisations that can provide additional support and resources to residents. This may include food banks, clothing donations, and other essential services. When a resident is in financial hardship and/or falling into arrears, we seek to identify this early and have open and transparent conversations. We complete income and expenditure forms, ensure their income is maximised, and continue our partnership with NAIS, debt advice, and other agencies to provide tailored support based on need. We work with residents to prevent further arrears and implement reasonable payment plans. As long as the resident is engaging and communicating with their support worker, we will support them. 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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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 majority of service users will not be impacted by these proposals as the rent increase will be covered by housing benefit. The service has implemented actions to mitigate adverse impact 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 and the bigger picture is reported and monitored strategically through Housing Solutions and Support Service Transformation Board and City Housing Transformation Board.</p>
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Monitoring
Officer
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