Appendix F

SERVICE CHANGE IMPACT ASSESSMENT

SCIA 01 (22/23)

Chief Officer:	Sarah Robson	**Service:**	People and Places
Activity	Homeless	**No. of Staff:**	7 FTE

Activity Budget Change	Year: 2022/23 Growth / (Saving) £000	Later Years Comments (ongoing, one-off, etc.)
Homelessness	300	2 years

Reasons for and explanation of proposed change in service	Since the introduction of the Homelessness Reduction Act, all councils have seen an increase in the number of households presenting as homeless or threatened with homelessness. As a result, this Council has seen an increase in the use and cost of temporary accommodation. The length of time customers stay in temporary accommodation is often longer due to lack of suitable move-on accommodation in the district. COVID-19 has placed further pressures on the homelessness service, as we are seeing the impact of the eviction ban and furlough being lifted and increased domestic abuse placements as a result of new Government legislation.
Key Stakeholders Affected	Homelessness households
Likely impacts and implications of the change in service (include Risk Analysis)	The cost of expensive temporary accommodation, including nightly paid accommodation places a budget growth pressure on the Council. The Council currently receives Government funding to support homelessness via the Homelessness Prevention Grant. 2022/23 funding allocation has still to be confirmed. The funding is used to support homelessness prevention staffing costs, but is also used to support nightly paid temporary accommodation costs for homeless households.

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This growth item is only currently included for two years but it is recognised that there is a risk that this may continue for a longer period if alternative solutions are not found and/or additional funding is not provided.

Risk to Service Objectives (High / Medium / Low)	Medium

2021/22 Budget	**£'000**		**Performance Indicators**		
Operational Cost	564		**Code & Description**	**Actual**	**Target**
Income	(135)		LPI_HS A 03 – No. of households in All type of Emergency and Temporary Accommodation	124	80
Net Cost	429				

Equality Impacts

Members are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to (i) eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010, (ii) advance equality of opportunity between people from different groups, and (iii) foster good relations between people from different groups. The decisions recommended through this paper directly impact on end users. The impact has been analysed and does not vary between groups of people. Regardless of different groups of people, all customers have to be consistently supported in line with Housing legislation.

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SERVICE CHANGE IMPACT ASSESSMENT

SCIA 02 (22/23)

Chief Officer:	Sarah Robson	**Service:**	People and Places
Activity	Housing Accommodation	**No. of Staff:**	4.6 FTE

Activity Budget Change	Year: 2022/23 Growth / (Saving) £000	Later Years Comments (ongoing, one-off, etc.)
Temporary accommodation placement charge	(36)	Ongoing

Reasons for and explanation of proposed change in service	This is a new income stream. Homeless households placed in temporary accommodation will be charged a nominal rate to cover occupation/utilities based on the property type they are offered. Under the Housing Act 1996, the District Council has a right to make a reasonable charge for temporary accommodation. In 2020, Cabinet approved a Temporary Accommodation Charging Policy to support the recovery of expenditure towards temporary accommodation. Currently, depending on the type of temporary accommodation available, households are not contributing towards their accommodation/utility costs (gas, water, electric and TV licences).
Key Stakeholders Affected	Customers placed in emergency accommodation (nightly paid).

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Likely impacts and implications of the change in service (include Risk Analysis)	Potential impact on customers placed in emergency accommodation. However, careful consideration has been given to affordability. At present occupants of emergency accommodation pay a zero contribution. However, this does not support the transition into move on accommodation when customers will be expected to pay/contribute towards the rent and running costs of accommodation. Income will fluctuate depending on the demand for emergency accommodation and the numbers of nightly paid accommodation in use. The projected income is based on 50 nightly paid placements and assumes a bad debt provision of 10%.

Risk to Service Objectives (High / Medium / Low)	Low

2021/22 Budget	**£'000**		**Performance Indicators**		
Operational Cost	564		**Code & Description**	**Actual**	**Target**
Income	(135)		N/A		
Net Income	429				

Equality Impacts

The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

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SERVICE CHANGE IMPACT ASSESSMENT

SCIA 03 (22/23)

Chief Officer:	Sarah Robson	**Service:**	People and Places
Activity	Private Sector Housing	**No. of Staff:**	6

Activity Budget Change	Year: 2022/23 Growth / (Saving) £000	Later Years Comments (ongoing, one-off, etc.)
Rent income	(7)	Ongoing

Reasons for and explanation of proposed change in service	As a result of addressing tenant issues and reducing voids on the Hever Road traveller site owned and managed by the Council, it is proposed to increase the annual rent income target by £7,000 from 2022/23.
Key Stakeholders Affected	Hever Road licence holders/tenants.
Likely impacts and implications of the change in service (include Risk Analysis)	There is no impact on the Hever Road licence holders/tenants, as it does not impact their rent. Having addressed the historic tenant's arrear issues and minimised voids on the Hever Road traveller site owned and managed by the Council, we are now in a position to increase the annual rent income target by £7,000 from 2022/23, as risks have been lowered through tenancy support, education and enforcement.

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Risk to Service Objectives (High / Medium / Low)	Low

2021/22 Budget	£'000		Performance Indicators		
Operational Cost	46		Code & Description	Actual	Target
Income	(56)		N/A		
Net Income	(10)				

Equality Impacts

The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

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SERVICE CHANGE IMPACT ASSESSMENT

SCIA 04 (22/23)

Chief Officer:	Sarah Robson	**Service:**	People and Places
Activity	Private Sector Housing	**No. of Staff:**	6

Activity Budget Change	Year: 2022/23 Growth / (Saving) £000	Later Years Comments (ongoing, one-off, etc.)
Site licence monitoring income	(2)	Ongoing

Reasons for and explanation of proposed change in service	In October 2020, Council approved for a new fee schedule to be introduced to monitor site licence health and safety compliance in line with the Mobile Homes Act 2013 the Council is now able to charge a fee to license residential caravan sites, including residential parks or mobile home park.
Key Stakeholders Affected	Residential parks or mobile home park owners and residents.
Likely impacts and implications of the change in service (include Risk Analysis)	There are not considered to be any risks associated with charging fees for residential caravan sites. The introduction of the fee has enabled the Council to better monitor residential caravan sites in the District and provide a better service to residents, ensuring that the standard of our residential caravan sites is as high as possible.

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SERVICE CHANGE IMPACT ASSESSMENT

Risk to Service Objectives (High / Medium / Low)	Low

2021/22 Budget	£'000		Performance Indicators		
Operational Cost	287		Code & Description	Actual	Target
Income	(3)		N/A		
Net Cost	284				

Equality Impacts

The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.