



Hyndburn Borough Council

Customer First Analysis

Hyndburn Homelessness Strategy 2020 - 2025

What is it for?

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

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

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

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

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

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

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

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

Kirsten Burnett
Head of HR

**Customer First Analysis
Hyndburn Homelessness Strategy 2020 - 2025**

1. Purpose

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

The Prevention of Homelessness and Rough Sleeping Strategy sets out the priorities and actions for the council and its partners to prevent homelessness in the borough over the next five years.

- Who defines and manages it?

The Council has a statutory requirement under the Homelessness Act 2002 to carry out a review and publish a homelessness strategy every 5 years. Hyndburn Borough Council through Regeneration and Housing Services (homelessness and housing advice) manage it.

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

All households in the borough who are facing a threat of homelessness. Case work within the housing advice team will aim to prevent homelessness and fulfil the Council's statutory duty in relation to homelessness. Partnership working with stakeholders and partners.

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

Inadequate promotion of the service and strategy to all communities in Hyndburn. Households not engaging with the Housing Advice team and external partners in addressing their housing need.

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

Views and concerns of service users/ stakeholders were obtained as part of the strategy review and fed into the action plan. This was done through a housing advice service user survey and discussions at the Homeless in Hyndburn Forum and other multi-agency meetings. On-going customer feedback will be sought throughout the lifetime of the strategy.

2. Evidence

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

The actions and targets in the strategy action plan will be regularly monitored, discussed and reported to the Homeless in Hyndburn Forum and associated sub groups on a regular basis.

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

Customers were consulted as part of the review process in the development of the strategy and their views/concerns have been fed into the action plan. On-going customer feedback will be sought throughout the lifetime of the strategy.

APPENDIX 3

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

Quarterly statistics are collated on service users who approach the Housing Advice Team and partner organisations. The statistics and data, over the last 5 years, on homelessness and housing need in the borough has been used to inform the review document and has been fed into the action plan.

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

Since the introduction of the Homelessness Reduction Act in 2018 the quality of the data on homeless households in Hyndburn has improved. This will be built on over the lifetime of this strategy to provide more quality information. We will continue to obtain data and information from our partners.

- Are you breaking down data by equality groups where relevant (such as by gender, age, disability, ethnicity, sexual orientation, marital status, religion and belief, pregnancy and maternity)?
- *Yes all the housing advice and homelessness data gathered includes analysis by equality groups. This has been included and analysed in the review document.*
- Are you using partners, stakeholders, and councillors to get information and feedback?
- *Yes. Partners, stakeholders and Councillors actively participate in the Homeless in Hyndburn Forum and sub groups where information is shared and feedback given.*

3. Impact

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

Some households in Hyndburn may not be eligible for assistance from the services provided. For example restrictions on eligibility for homeless assistance placed on them due to their immigration status. Applicants under the age of 18 are not legally allowed to hold a tenancy agreement in the social housing sector. The introduction of the Homelessness Reduction Act 2017 has improved the level of assistance the Council is legally required to provide to homeless households particularly single people.

4. Actions

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

The homelessness legislation and accompanying Code of Guidance sets out in who is ineligible or restricted for services from the borough in relation to homelessness/housing need. However the strategy aims to be all encompassing for all client groups from an equalities point of view.

- Is it discriminatory in any way?

No, homelessness legislation defines eligibility.

APPENDIX 3

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

Certain groups within the community might perceive that ineligibility for services is discriminatory although there is no evidence to this effect.

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

Highlight to stakeholder and partner organisations the restrictions that certain groups may face in accessing services. Encouraging partners and stakeholders to cascade this information to clients that access their particular services.

- Do you need to consult further?

Not at this stage

- Have you identified any potential improvements to customer service?

The strategy action plan identifies that up to date information in relation to homelessness and housing advice services should be placed on Hyndburn BC web site and that this should be reviewed regularly.

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

Homeless in Hyndburn Forum group member and sub-groups. Hyndburn BC Management Team and Departmental Managers.

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

Yes

- When will this assessment need to be repeated?

The homelessness strategy is a five year strategy. Monitoring and progress of targets and outcomes will continue throughout the life of the strategy on an annual basis.

Name: Fiona Goodfellow

Signed:



Service Area: Regeneration and Housing

Dated:

19th November 2019

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

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