



## Service Impact Assessment

As a public authority we need to ensure that all our strategies, policies, services and functions, both current and proposed have given proper consideration to a range of impacts. These include; equality, diversity, cohesion, health, community safety, sustainability and resources.

This form:

- Can be used to prompt discussion when carrying out your impact assessment
- Should be completed during the assessment process
- Should include a brief explanation where a section is not applicable

|   |                                     |
|---|-------------------------------------|
| <b>Service Area:</b> Housing, Health & Economic Development |                                     |
| <b>Lead Person:</b> Wayne Forrest                           | <b>Contact number:</b> 01282 661044 |
| <b>Date of Assessment:</b> September 2017                   |                                     |

|   |   |
|---|---|
| <b>1. Title:</b> Pendle's Homelessness Strategy 2017-2022 |   |
| Is this a:  |   |
| <input checked="" type="checkbox"/> <b>Strategy</b>       | <input type="checkbox"/> <b>Policy</b> <input type="checkbox"/> <b>Service</b> <input type="checkbox"/> <b>Function</b> <input type="checkbox"/> <b>Other</b> |
| Is this:  |   |
| <input checked="" type="checkbox"/> <b>New/ proposed</b>  | <input type="checkbox"/> <b>Already exists and is being reviewed</b> <input type="checkbox"/> <b>Is changing</b>  |
| (Please tick one of the above)                            |   |

| <b>2. Members of the assessment team:</b>                    |                        |  |
|--|------------------------|--|
| <b>Name</b>  | <b>Organisation</b>    | <b>Role on assessment team e.g. service user, manager of service, specialist</b> |
| Wayne Forrest  | Pendle Borough Council | Housing Needs Manager  |
| Members of the Council's Corporate Equalities Steering Group | Pendle Borough Council | Various roles including Directors and Service Managers                           |

### 3. Summary of strategy, policy, service or function that was assessed:

The Homelessness Strategy 2012-2017 is an update of the previous 2012-2017 strategy.

### 4. Scope of the Service Impact Assessment

(complete - 4a. if you are assessing a strategy, policy or plan and 4b. if you are assessing a service, function or event)

#### 4a. Strategy, policy or plan

(please tick the appropriate box below)

|   |                                     |
|---|-------------------------------------|
| The vision and themes, objectives or outcomes                             | <input checked="" type="checkbox"/> |
| The vision and themes, objectives or outcomes and the supporting guidance | <input type="checkbox"/>            |
| A specific section within the strategy, policy or plan                    | <input type="checkbox"/>            |

#### Please provide detail:

The key aims of the Pendle Homelessness Strategy are:

- To prevent homelessness by
  - Reviewing PBC Housing Needs advice and support work to ensure continued effectiveness in preventing homelessness
  - Ensuring continued awareness of homelessness preventative services
  - Supporting initiatives to prevent homelessness, whether directly from the Council or via external partners
- To continue to ensure that there is a safety net of accommodation for people who are or who may become homeless by
  - Updating the Pendle Homelessness Temporary Accommodation Policy
  - Working with partners to maximise options for provision of temporary accommodation in and around the borough
  - Working with partners to maximise options for supported housing in and around the borough
- To provide support to people who are or may become homeless or who have been homeless and need support to prevent them from becoming homeless again by
  - Implementing the Homelessness Reduction Act 2017 in Pendle
  - Implementing the Homelessness Trailblazer program in Pendle
  - Seeking funding where possible to ensure that current projects are able to continue

**4b. Service, function, event**

please tick the appropriate box below

|  |                                     |
|--|-------------------------------------|
| The whole service<br>(including service provision and employment)  | <input type="checkbox"/>            |
| A specific part of the service<br>(including service provision or employment or a specific section of the service) | <input checked="" type="checkbox"/> |
| Procuring of a service<br>(by contract or grant)   | <input type="checkbox"/>            |

**Please provide detail:**

The Strategy is intended to help prevent homelessness and as such, the actions contained within it will help aid the delivery of the Council's strategic homelessness function.

## 5. Fact finding – what do we already know

Make a note here of all information you will be using to carry out this assessment. This could include: previous consultation, involvement, research, results from perception surveys, equality monitoring and customer/ staff feedback.

This should also include any mitigating circumstances that need to be documented as part of the assessment process

(priority should be given to equality, diversity, cohesion, community safety and health related information)

A Pendle Homelessness Review 2017 report has been carried out along which is being considered along with the following statistical data.

### **HN 1 – Cases where positive action is taken to prevent or relieve homelessness**

#### ***Homelessness prevention cases***

| Year         | Homelessness prevention cases |
|--------------|-------------------------------|
| 2006/07      | 126                           |
| 2007/08      | 114                           |
| 2008/09      | 178                           |
| 2009/10      | 188                           |
| 2010/11      | 206                           |
| 2011/12      | 209                           |
| 2012/13      | 245                           |
| 2013/14      | 196                           |
| 2014/15      | 225                           |
| 2015/16      | 177                           |
| 2016/17      | 192                           |
| <b>TOTAL</b> | <b>2056</b>                   |

### **HN 3 – Number of nights provided in bed and breakfast (B&B) to homeless applicants**

#### ***B&B placements (all applicants) April 2009 – March 2017***

| Year    | Number of nights | Number of placements | Average length of stay (days) |
|---------|------------------|----------------------|-------------------------------|
| 2009/10 | 1063             | 137                  | 12.8                          |
| 2010/11 | 472              | 108                  | 4.37                          |
| 2011/12 | 619              | 126                  | 4.91                          |
| 2012/13 | 622              | 126                  | 4.94                          |
| 2013/14 | 281              | 72                   | 3.9                           |
| 2014/15 | 223              | 36                   | 6.19                          |
| 2015/16 | 405              | 70                   | 5.79                          |
| 2016/17 | 248              | 41                   | 6.05                          |

## **Homelessness Enquiries and Decisions**

### ***Homelessness enquiries and decisions April 2009 – March 2017***

| Year    | Homeless applications | Ineligible households | Not homeless | Homeless Non priority | intentionally homeless | Full duty |
|---------|-----------------------|-----------------------|--------------|-----------------------|------------------------|-----------|
| 2009/10 | 103                   | 0                     | 63           | 12                    | 7                      | 21        |
| 2010/11 | 85                    | 0                     | 40           | 9                     | 2                      | 34        |
| 2011/12 | 201                   | 2                     | 139          | 23                    | 4                      | 33        |
| 2012/13 | 205                   | 4                     | 156          | 16                    | 7                      | 22        |
| 2013/14 | 191                   | 9                     | 123          | 33                    | 8                      | 18        |
| 2014/15 | 157                   | 3                     | 131          | 12                    | 2                      | 9         |
| 2015/16 | 124                   | 4                     | 107          | 6                     | 1                      | 6         |
| 2016/17 | 101                   | 8                     | 70           | 7                     | 1                      | 15        |

\* source: Pendle Borough Council Housing Needs Database

## **Housing Enquiries dealt with by Housing Needs**

### ***Housing enquiries dealt with by PBC Housing Needs April 2009 – March 2017***

| Year      | Housing Enquiries dealt with by Housing Needs |
|-----------|---|
| 2009 / 10 | 926   |
| 2010 / 11 | 1147  |
| 2011 / 12 | 1246  |
| 2012 / 13 | 1262  |
| 2013 / 14 | 1239  |
| 2014 / 15 | 1090  |
| 2015 / 16 | 1000  |
| 2016 / 17 | 968   |

**Are there any gaps in equality, diversity, cohesion, community safety and health information**

**Please provide detail:**

**Action required:**

Undertake an awareness exercise outlining the services of Housing Needs to ethnic minority populations within the borough

**6. Wider involvement – have you involved groups of people who are most likely to be affected or interested**

Yes

No

**Please provide detail:**

Consultation has occurred with various agencies concerned with homelessness across Burnley, Pendle and Rossendale. These agencies included registered providers, supported housing providers, local advice & support agencies, Probation / Community Rehabilitation Company (CRC), Job Centre+, health workers, drugs & alcohol mis-use services, Children's Social Care, Councillors and Pendle Borough Council departments.

All members of the Burnley, Pendle and Rossendale Homelessness Forum and service users of Safespace supported housing scheme were invited to provide comment/ feedback on the following three questions:

- What do you think are likely to be the biggest challenges over the next 5 years for homelessness services?
- What improvements / changes would agencies like to see in homelessness service provision?
- Any further ideas which you would like to put forward

A wide variety of responses were made which have been documented in the Pendle Homelessness Review 2017 and responded to. Some of the responses will result in actions within the Homelessness Strategy.

The Pendle Homelessness Review 2017 was also circulated to the Burnley, Pendle and Rossendale Homelessness Forum to seek feedback in terms of the content and the recommendations.

There were 24 responses to the aforementioned consultation. A number of challenges were identified for homelessness services over the coming years. These included:

- Introduction of the Homelessness Reduction Act 2017
- Potential changes to supported housing scheme eligibility for 22-24 year olds which may mean such schemes will no longer be available.
- Potential lack of funding
- Changes to welfare benefits / universal credit introduction
- Lack of emergency accommodation in Pendle

A number of improvements were also suggested. These included a need for:

- More supported housing for young people in Barnoldswick / Earby
- Better communication between agencies

**Action required:**

There are no known specific actions identified which are not being covered through the Pendle Homelessness Strategy 2017 action plan.

**7. Who may be affected by this activity?**

please tick all relevant and significant equality characteristics, stakeholders and barriers that apply to your strategy, policy, service or function

**Equality characteristics**

Age

Carers

Disability

Gender reassignment

Race

Religion  
or Belief

Sex (male or female)

Sexual orientation

Other

(for example – marriage and civil partnership, pregnancy and maternity, unemployment, residential location or family background, education or skills level)

Please specify:

### Stakeholders

Services users

Employees

Trade Unions

Partners

Members

Suppliers

Other please specify

### Potential barriers.

Built environment

Location of premises and services

Information  
and communication

Customer care

Timing

Stereotypes and assumptions

Cost

Consultation and involvement

specific barriers to the strategy, policy, services or function

Please specify;

**8. Positive and negative impact**

Think about what you are assessing (scope), the fact finding information, the potential positive and negative impact on equality characteristics, health, cohesion, community safety, sustainability, stakeholders and the effect of the barriers

The following matrix assesses each strategic objective and policy against the strands outlined in the 2010 Equality Act. For any potential impact, positive or negative, there are subsequent comments made to offer further detail.

Assessing impact of activities / policies on different groups of people

Impact rating: **H** – Has a High impact on group (substantial evidence that some groups are being, or could potentially be, affected)  
**M** – Has a Medium impact on group (some evidence that some groups are being, or could potentially be, affected)  
**L** – Has a Low impact on group (little evidence that some groups are being, or could potentially be, affected)

| <b>Pendle Homelessness Strategy 2017</b>  |  |                 |        |     |                    |                     |                     |                       |       |  |   |
|---|--|-----------------|--------|-----|--------------------|---------------------|---------------------|-----------------------|-------|--|---|
| <b>Actions</b>  | <b>What is the impact on each of these groups?<br/>State H/M/L</b> |                 |        |     |                    |                     |                     |                       |       | <b>How have you judged it?</b>   | <b>What needs to happen to tackle it?</b> |
|   | Race   | Disabled People | Gender | Age | Sexual orientation | Religion/<br>Belief | Gender reassignment | Pregnancy & maternity | Other |  |   |
| Review all literature / advice already being given out and update information where required.   | L  | L               | L      | L   | L                  | L                   | L                   | L                     |       |  |   |
| Review the service being provided to ensure it is designed with certain listed vulnerable groups in mind e.g. care leavers, victims of domestic abuse | L  | M               | L      | M   | L                  | L                   | L                   | L                     |       | It is possible that some people who are young eg 16-17 or elderly will be more vulnerable than others. It is also assumed that those considered disabled will also be more vulnerable than others. The review will be intended to improve services for these groups. |   |



|   |   |   |   |   |   |   |   |   |  |   |   |
|---|---|---|---|---|---|---|---|---|--|---|---|
| database to capture the required data by Government.  |   |   |   |   |   |   |   |   |  |   |   |
| To implement the Homelessness Trailblazer Program in Pendle   | L | L | L | M | L | L | L | L |  | <p>The scheme intends to provide</p> <ul style="list-style-type: none"> <li>• early intervention services for 14-25 year olds</li> <li>• an interactive website</li> <li>• 'respite' services</li> </ul> <p>All of which are aimed at improving services positively for young people aged 14-25</p> |   |
| Following review of P&EH funded schemes, the Council will need to understand the nature of what changes to service there may be, how this may affect service users and whether there are any options to mitigate the impact of any loss of service. | L | L | L | M | L | L | L | L |  | <p>Depending on the outcome of the review, it may be that young people aged 18 – 25 may find their access to such schemes restricted or ended.</p>  | <p>Following review, understand the changes and seek to provide alternative housing options where possible to those affected.</p> |
| That the Pendle Homelessness Temporary Accommodation Policy is refreshed to coincide with the newly developed 2017 Homelessness Strategy.   | L | L | L | L | L | L | L | L |  |   |   |
| An awareness-raising exercise is  | M | L | L | L | L | L | L | L |  | The exercise is aimed at ensuring that  |   |



|   |   |   |   |   |   |   |   |   |  |   |   |
|---|---|---|---|---|---|---|---|---|--|---|---|
| Review and update the Council's Housing Options Booklet   | L | L | L | L | L | L | L | L |  |   |   |
| Undertake an awareness-raising exercise to ensure that agencies have access to the latest information contained within the Council's Housing Options booklet  | L | L | L | L | L | L | L | L |  |   |   |
| Work with B-with-us partners in reviewing the allocations policy, ensuring that any changes made are implemented successfully.                                | L | L | L | L | L | L | L | L |  |   |   |
| If funding is not secured by the Homelessness Trailblazer Scheme for the HAPI scheme, the Council to consider other opportunities to try to fund this scheme. | L | L | L | M | L | L | L | L |  | The HAPI scheme helps support young people aged 16-25. If the Homelessness Trailblazer Scheme is unable to fund this scheme, there is risk the service could be lost which would impact on young people.    | Other opportunities will be considered to try to fund this scheme should there be risk of closure |
| To consider options for the future funding of preventative work in schools  | L | L | L | M | L | L | L | L |  | This scheme provided preventative work in secondary schools eg those aged 13 – 16. Loss of this scheme could have a negative impact and result in future homelessness when these young people leave school. | All options will be considered to try to fund this service.                                       |

|  |   |   |   |   |   |   |   |   |  |  |  |
|--|---|---|---|---|---|---|---|---|--|--|--|
| <p>Following review of Lancashire Reducing Re-offending Housing and Resettlement Protocol (HARP), implement this agreement in Pendle.</p>  | L | L | L | H | L | L | L | L |  |  |  |
| <p>To work with Job Centre Plus / DWP and other agencies to help ensure that roll out of Universal Credit is achieved successfully for people who are at risk of / or are homeless.</p>  | L | L | L | L | L | L | L | L |  |  |  |
| <p>To discuss with supported housing providers, the extent of supported housing within the Earby / Barnoldswick areas and where it is found that provision appears to be insufficient, to ascertain whether there is any feasibility for expanding into these areas.</p> | L | L | L | M | L | L | L | L |  | <p>Supported housing schemes are aimed at those aged 16 – 25. It appears at present there is insufficient supported housing in Earby / Barnoldswick, therefore young people have no option but to leave the town where they live if they want to access such supported housing. This action is intended a s appositive action for this group, particularly those who live within or close to Barnoldswick / Earby.</p> |  |
| <p>Review the forum mailing list to ascertain whether there are any agencies within Pendle which ought to be involved and which presently</p>  | L | L | L | L | L | L | L | L |  |  |  |

|   |   |   |   |   |   |   |   |   |  |  |  |
|---|---|---|---|---|---|---|---|---|--|--|--|
| are not. If there are any such agencies, encourage membership of the forum.   |   |   |   |   |   |   |   |   |  |  |  |
| Review the impact of Brexit on homelessness as this process is taken forward.   | L | L | L | L | L | L | L | L |  |  |  |
| That the 2017 Pendle Homelessness Strategy Action Plan is updated on an at least quarterly basis and circulated to Burnley, Pendle & Rossendale Homelessness Forum. | L | L | L | H | L | L | L | L |  |  |  |

**8a. Positive impact:**

After analysis of the assessment matrix it is clear that there are a number of actions which positively impact on various groups of people in Pendle. These actions are outlined below.

**Action required:**

Review the service being provided to ensure it is designed with certain listed vulnerable groups in mind e.g. care leavers, victims of domestic abuse

To implement the Homelessness Trailblazer Program in Pendle

Following review of P&EH funded schemes, the Council will need to understand the nature of what changes to service there may be, how this may affect service users and whether there are any options to mitigate the impact of any loss of service.

An awareness-raising exercise is conducted to outline the services of PBC Housing Needs to ethnic minority populations within the borough.

Work with Calico Homes Ltd regarding the future of ESP and the new facility to try to ensure the best possible service for potential service users from the Pendle area.

If funding is not secured by the Homelessness Trailblazer Scheme for the HAPI scheme, the Council to consider other opportunities to try to fund this scheme.

To consider options for the future funding of preventative work in schools

To discuss with supported housing providers, the extent of supported housing within the Earby / Barnoldswick areas and where it is found that provision appears to be insufficient, to ascertain whether there is any feasibility for expanding into these areas.

**8b. Negative impact:**

Whilst no actions within the strategy will have a negative impact as such, there are some actions that need to consider protected characteristics to ensure that they are inclusive. For example, a number of actions relate to review of current services and raising awareness. It will be important that the Just Ask scheme is used and promoted with these actions so all residents are able to access the information.

**Action required:****9. Will this activity promote strong and positive relationships between the groups/ communities identified?**

Yes

No

**Please provide detail:**

**Action required:**

**10. Does this activity bring groups/communities into increased contact with each other (e.g. in schools, neighbourhood, workplace)?**

Yes

No

**Please provide detail:**

**Action required:**

**11. Could this activity be perceived as benefiting one group at the expense of another?**

Yes

No

**Please provide detail:**

The actions within the Strategy are intended to prevent or relieve homelessness. Statistics often show that young people are disproportionately affected by homelessness and therefore a number of actions are aimed at preventing homelessness within this age group. Further, it is also recognised that those who are vulnerable would likely suffer greater hardship than those less vulnerable when homeless and therefore some actions are also aimed at this group. Whilst vulnerability itself is not a protected characteristic, young people aged 16-17 and elderly people are perhaps more likely to be more vulnerable due to age than others. However, whilst some groups will benefit, it will not be at the expense of any other group.

**Action required:**

**12. Could this activity be perceived as benefiting the health of any one group?**

Yes

No

**Please provide detail:**

Helping people avoid homelessness is likely to improve people's health – both physically and mentally. Some actions are specifically aimed at young people and the elderly.

**Action required:**

**13. Could this activity be perceived as enhancing or creating community safety issues?**

Yes

No

**Please provide detail:**

**Action required:**

**14. Could this activity be perceived as benefiting one location at the expense of another? E.g. Location of service users/staff etc – rural urban**

Yes

No

**Please provide detail:**

This is a Pendle-wide strategy. Whilst there is an action to try to develop more supported housing in Barnoldswick and Earby, this would not be at the expense of other areas.

**Action required:**

**15. Are there mitigating circumstances that should be taken into account when making this decision?**

Yes

No

**Please provide detail:**

**Action required:**

**16. Service Impact Assessment action plan**

(insert all your actions from your assessment here, set timescales, measures and identify a lead person for each action)

| Action                                   | Timescale     | Measure                         | Lead person           |
|--|---------------|---------------------------------|-----------------------|
| Following review of P&EH funded schemes, | December 2018 | Understand the changes and seek | Housing Needs Manager |

| Action   | Timescale  | Measure   | Lead person           |
|--|------------|---|-----------------------|
| the Council will need to understand the nature of what changes to service there may be, how this may affect service users and whether there are any options to mitigate the impact of any loss of service. |            | to provide alternative housing options where possible to those affected.                          |                       |
| Work with Calico Homes Ltd regarding the future of ESP and the new facility to try to ensure the best possible service for potential service users from the Pendle area.                                   | Dec 2018   | Seek alternative forms of temporary accommodation for those who are pregnant / have children.     | Housing Needs Manager |
| If funding is not secured by the Homelessness Trailblazer Scheme for the HAPI scheme, the Council to consider other opportunities to try to fund this scheme.  | April 2018 | Other opportunities will be considered to try to fund this scheme should there be risk of closure | Housing Needs Manager |
| To consider options for the future funding of preventative work in schools   | July 2018  | All options will be considered to try to fund this service.                                       | Housing Needs Manager |

### 17. Governance, ownership and approval

State here who has approved the actions and outcomes from the Service Impact Assessment

| Name          | Job Title             | Date                            |
|---------------|-----------------------|---------------------------------|
| Wayne Forrest | Housing Needs Manager | 22 <sup>nd</sup> September 2017 |

### 18. Monitoring progress for Service Impact actions (please tick)

Update report will be agreed and provided to the appropriate group/team

Other (please specify)

**19. Publishing****Date sent to Equality Lead:**22<sup>nd</sup> September 2017**Date published:**