

Customer Access Review – Full Assessment

Assessment details	
Assessment area	Management Transfer Policy
Date of assessment	July 2023
Directorate and Service	Housing & Public Protection, Housing Services
Manager	Housing Policy & Development Manager
Officer conducting assessment	Senior Housing Policy & Performance Officer
Step 1: Scoping the assessment	
1. What are the aims and objectives of the activity or proposal?	<p>The aim of the Management Transfer Policy is to set out the Council’s approach to housing management transfers, where an urgent managed move is agreed on the basis that a Council tenant is not safe to remain in their current home. This may be due to reasons of domestic abuse, violence, harassment, intimidation, hate crime, or threats of violence likely to be carried out or other urgent management reason. The objective of a management transfer is to remove the tenant from the situation of immediate risk and to promote their safety.</p> <p>The policy has been reviewed to ensure it remains up to date and this Customer Access Review has been carried out in conjunction with the review. The main updates to the policy clarify the following:</p> <ul style="list-style-type: none"> • Section 1.2 – For housing association tenants, their landlord may have their own scheme for initiating management transfers within their housing stock, or may use the Council’s housing allocations scheme to request a transfer. For households living in the private sector, the homelessness application process and/or housing allocations scheme is available to assist in re-housing. • Section 1.3 – The Policy does not cover moves outside of the borough. There are reciprocal arrangements with other authorities and social landlords in place for out of borough moves. • Section 1.4 – The Policy does not cover managed moves due to major works required to a property that cannot be reasonably carried out with the tenant in occupation, or the property needs to be demolished, redeveloped or re-designated. Such managed moves are covered under the Council’s Decant Policy. • Section 3.3 – Management transfers can be initiated through the Complex Case Panel. • Section 3.4 – Once a request for a management transfer has been made, the Council will write to the applicant within 5 working days setting out the evidence or additional information required to process the application. If an applicant fails to provide the information within 10 working days, the application will be cancelled.

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Step 1: Scoping the assessment	
	<ul style="list-style-type: none"> • Section 4.2 – While supporting evidence from agencies will be considered as part of the management transfer application process, the final decision on whether to approve the management transfer rests with the Council. • Section 6.2 – As well as using management transfers as one form of housing option, tenants will have their wider needs assessed and be provided with all the necessary support and/or referred to specialist support services as required. • Section 6.3 – Where a child or an adult with care and support needs is at risk of harm due to violence, harassment, intimidation, or threats of violence likely to be carried out, a child and/or adult, a safeguarding referral will be made in accordance with the Council’s Safeguarding Policy. • Section 7.1 – If an applicant does not already have an active and verified housing register application, they will be asked to complete and submit one. • Section 7.3 – If the applicant refuses an offer of alternative accommodation or refuses to view it, their management transfer will end and no further offer will be made. • Section 7.4 – Applicants will only be able to bid for properties that are the same size and type as currently occupied unless there are exceptional circumstances or there is a need for smaller accommodation. • Section 7.5 – In accordance with section 79 of the Domestic Abuse Act 2021, where the Council grants a new tenancy to a victim of domestic abuse who has or had a secure lifetime tenancy, the tenancy will also be a secure lifetime tenancy if the Council is satisfied that the person is or was a victim of domestic abuse, and the new tenancy is granted for reasons connected with that abuse. • Section 7.6 – Where an applicant has accrued rent arrears, the presence of rent arrears will not be a reason to refuse a management transfer request. However, the Council will carefully consider the circumstances in which the arrears accrued and the options for arrears recovery in line with the Rent Arrears Policy. • Section 7.8 – If an applicant has another housing need, such as overcrowding and was previously on the housing register for this reason, a new housing register application must be submitted within 28 days of the management transfer move taking place in order to be backdated to the original application date and banding. <p>Sections 2.1 to 2.7 – The Strategic Context section has been updated to include reference to the Council’s Anti-Social Behaviour Policy, Vulnerable Adults’ Housing Policy, and Safeguarding Policy.</p> <p>Sections 8.1 to 12.1 – There are new sections on Requesting a Review of the Suitability of an Offer of Accommodation, Complaints, Data Protection, Equality & Diversity, and Review.</p>

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<p>Step 1: Scoping the assessment</p>	
<p>2. Who will be affected by the activity or proposal?</p>	<p>The Management Transfer Policy affects Council tenants who are seeking an urgent managed move due to domestic abuse, violence, harassment, intimidation, hate crime, or threats of violence likely to be carried out.</p>
<p>3. How does the activity or proposal contribute to: a) any key performance indicators? b) policies, values or objectives of Dartford Borough Council?</p>	<p>a) The Management Transfer Policy contributes to the following Corporate Plan performance indicators:</p> <ul style="list-style-type: none"> • Number of applicants on the Housing Register • Number of homeless applicants placed in temporary accommodation • Number of households where homelessness has been prevented • Average time taken to re-let Dartford Borough Council housing <p>b) The Management Transfer Policy contributes to the Corporate Plan strategic aim to facilitate quality, choice and diversity in the housing market, assist in meeting housing need in Dartford and deliver high quality services to service users. The Policy also contributes to the Corporate Plan strategic objective to improve the housing circumstances of those most in need.</p>
<p>4. Which aspects of the activity or proposal are dictated by legislation/regulation and where do we have discretion in how they are delivered?</p>	<p>Transfers Part 6 of the Housing Act 1996 (as amended) requires local housing authorities to have an allocation scheme for determining priorities, and for defining the procedures to be followed in allocating housing accommodation; and they must allocate in accordance with that scheme. Transfers that are initiated by the tenant are not within the scope of the allocations rules in Part 6 of the Housing Act 1996 and can be dealt with outside the allocation scheme, except where a tenant is entitled to reasonable preference.</p> <p>Where a tenant is in a reasonable preference category, they must be treated in accordance with the statutory criteria found in Part 6. This means that a social housing tenant who wants a transfer because they are in unsuitable housing must join the allocations scheme and have their needs and preference assessed in the same way as anyone else who is applying for an allocation of social housing.</p> <p>A social landlord may devise its own scheme for transfers of tenants who do not have reasonable preference under Part 6, or all applications for a transfer may be dealt with through the allocations scheme.</p> <p>Management transfers Where a tenant is offered a transfer by their landlord for housing management purposes, this is known as a management transfer. Although a tenant can request a management transfer, such a transfer falls outside the rules of Part 6 because it is treated as a transfer that is initiated by the landlord.</p>

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Step 1: Scoping the assessment	
	<p>Transfers, including management transfers, are included within the Council’s allocations scheme. Applicants who need to move under a management transfer will be placed into Band A (high priority). Once a management transfer has been agreed, then the applicant is able to bid for a property on Kent Homechoice. At the same time as the applicant is bidding for a property, the Council will also actively seek accommodation outside of the allocations scheme. Therefore management transfer applicants can be housed by either:</p> <p>a) Expressing a successful interest in a property, or b) The Council making a direct offer of accommodation.</p>
Step 2: Information collection	
<p>5. What do you know about the groups of people who will be affected? (i.e. demographic information in relation to the protected characteristic groups of age, disability, pregnancy and maternity, religion or belief, race, sex, sexual orientation, gender reassignment, marriage and civil partnership)</p>	<p>The Council owns and manages 4,228 homes providing accommodation for 5,101 tenants in general needs accommodation and housing scheme accommodation for older people in 11 schemes. Information in relation to the protected characteristics of tenants is captured by the service, as follows:</p> <ul style="list-style-type: none"> • Sex – 64.01% tenants are female and 35.89% tenants are male (0.10% unknown). • Age – 1.12% tenants are aged under 25; 37.33% are aged 25 to 54 years; 15.00% are aged 55-64 years; and 46.56% are aged 65 years and over. • Race – 55.42% tenants are from a ‘White’ ethnic group; 3.65% from a ‘Black, African, Caribbean, Black British’ ethnic group; 2.14% from an ‘Asian, Asian British’ ethnic group; and 11.84% from an ‘other’ ethnic group. The ethnic group of 25.25% tenants is unknown. • Disability – 18.58% tenants have a disability.
<p>6. What consultation has taken place with affected groups? Please describe who was consulted and the key findings</p>	<p>Internal consultation has been undertaken on the review of the Management Transfer Policy.</p>
<p>7. Are there any gaps in information? If so, what additional research and/or consultation is needed to ensure that affected groups</p>	<p>The Council is committed to ensuring the voice of its residents is heard on matters that affect them. The Regulator of Social Housing places a requirement on social housing landlords to comply with the Tenant Involvement and Empowerment Standard 2017, by ensuring that residents are given a wide range of opportunities to influence and be involved in the formulation of their landlord’s housing-related policies and strategies. Consultation with Council tenants will be undertaken, as follows:</p>

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Step 2: Information collection	
needs and views are taken into account?	<ol style="list-style-type: none"> All Council tenants will be invited to comment on the Management Transfer Policy. The Dartford Tenants' and Leaseholders' Forum (DTLF) will be invited to comment on the Management Transfer Policy. The DTLF aims to ensure that the services delivered by the Council are accessible to all. The Forum works as a group to ensure that the views and housing needs of residents are recognised and addressed by the Council, and that those needs and views are placed at the centre of housing services delivery. The Housing Advisory Board (HAB) will be invited to comment on the Management Transfer Policy. The HAB considers reports on proposed policy, strategy and performance in relation to housing issues and makes recommendations to Cabinet as appropriate. The HAB includes representation from Council officers, elected Members and DTLF members.

Step 3: Assessing the equality impact	
<p>8. Consider whether the activity or proposal has or will have any positive or negative equality impacts on the protected characteristic groups in relation to the following aims of the Public Sector Equality Duty:</p> <p>a) tackling unlawful discrimination b) promoting equality of opportunity c) promoting good relations</p> <p><u>NOTES:</u></p> <ul style="list-style-type: none"> The Initial Screening will have identified which aims of the Public Sector Equality Duty are relevant to the activity or proposal for consideration For existing activities, consider how they are working in practice for each relevant protected group For new proposals, consider whether there is anything that could give rise to positive and negative equality impacts for each relevant protected group If there is no identified equality impact, please tick the 'No Impact' box and explain why in question 9 If the equality impact is unclear, please tick the 'Unknown' box and explain why in question 9 	

Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
Age	<p>Safeguarding children and vulnerable adults Where children and/or vulnerable adults with care and support needs are at risk of harm, a safeguarding referral will be made to protect the child/adult in tandem with a housing management transfer application.</p>		<input type="checkbox"/>	<input type="checkbox"/>

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Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
Disability	<p>Hate crime A tenant may need to move urgently due to violence, harassment, intimidation, or threats of violence likely to be carried out which is motivated by hate, where the perpetrator’s hostility or prejudice is directed to a person because of their disability. Where remaining in the current accommodations puts a victim of hate crime at personal risk, a management transfer can be used to reduce the risk of harm if it is deemed the most appropriate housing solution.</p> <p>Communication needs The Management Transfer Policy recognises that it is important that people with specific communication needs can obtain support for this when accessing the Housing Service. In accordance with the Council’s Equality & Diversity Document Framework, the Management Transfer Policy and information about the services provided by the Council in response to arranging urgent moves, can be provided in alternative formats, including: Braille, audio tape and large print versions of documents. Sign Language interpreting services can be provided upon request. Calls can also be received via Relay UK.</p>		<input type="checkbox"/>	<input type="checkbox"/>

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Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
Sex	<p>Domestic abuse A tenant may need to move urgently due to domestic abuse. While domestic abuse can affect anyone regardless of their protected characteristics, domestic abuse is closely related to the protected characteristic of 'sex'. Proportionally more women are affected by domestic abuse than men. Where remaining in the current accommodations puts a victim or survivor of domestic abuse at personal risk, a management transfer can be used to reduce the risk of harm if it is deemed the most appropriate housing solution.</p>		<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<p>Hate crime A tenant may need to move urgently due to violence, harassment, intimidation, or threats of violence likely to be carried out which is motivated by hate, where the perpetrator's hostility or prejudice is directed to a person because of their gender reassignment. Where remaining in the current accommodations puts a victim of hate crime at personal risk, a management transfer can be used to reduce the risk of harm if it is deemed the most appropriate housing solution.</p>		<input type="checkbox"/>	<input type="checkbox"/>
Race	<p>Hate crime A tenant may need to move urgently due to violence, harassment, intimidation, or threats of violence likely to be carried out which is motivated by hate, where the perpetrator's hostility or prejudice is directed to a person because of their race.</p>		<input type="checkbox"/>	<input type="checkbox"/>

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Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
	<p>Where remaining in the current accommodations puts a victim of hate crime at personal risk, a management transfer can be used to reduce the risk of harm if it is deemed the most appropriate housing solution.</p> <p>Communication needs The Management Transfer Policy recognises that it is important that people with specific communication needs can obtain support for this when accessing the Housing Service. In accordance with the Council’s Equality & Diversity Document Framework, the Management Transfer Policy and information about the services provided by the Council in response to arranging urgent moves, can be provided in alternative formats, including documents translated into other languages. Telephone and face-to-face language interpreting can also be provided upon request.</p>			
Religion/Belief	<p>Hate crime A tenant may need to move urgently due to violence, harassment, intimidation, or threats of violence likely to be carried out which is motivated by hate, where the perpetrator’s hostility or prejudice is directed to a person because of their religion or belief. Where remaining in the current accommodations puts a victim of hate crime at personal risk, a management transfer can be used to reduce the risk of harm if it is deemed the most appropriate housing solution.</p>		<input type="checkbox"/>	<input type="checkbox"/>

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Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
Sexual Orientation	<p>Hate crime A tenant may need to move urgently due to violence, harassment, intimidation, or threats of violence likely to be carried out which is motivated by hate, where the perpetrator's hostility or prejudice is directed to a person because of their sexual orientation. Where remaining in the current accommodations puts a victim of hate crime at personal risk, a management transfer can be used to reduce the risk of harm if it is deemed the most appropriate housing solution.</p>		<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy/Maternity	<p>Domestic abuse A tenant may need to move urgently due to domestic abuse. Pregnancy is a specific risk factor that can make victims and survivors of domestic abuse more vulnerable. Pregnancy can be a trigger for domestic abuse and existing abuse may get worse during pregnancy/after giving birth. Where remaining in the current accommodations puts a victim or survivor of domestic abuse at personal risk, a management transfer can be used to reduce the risk of harm if it is deemed the most appropriate housing solution.</p>		<input type="checkbox"/>	<input type="checkbox"/>
Marriage and Civil Partnership*	<p>Domestic abuse A tenant may need to move urgently due to domestic abuse. It has long been accepted that domestic abuse most commonly takes place in intimate partner relationships, including same-sex relationship. This is regardless of whether the partners are married or in a civil partnership or not.</p>		<input type="checkbox"/>	<input type="checkbox"/>

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Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
	It is also recognised that abuse can happen between family members. Abuse often continues or intensifies when a relationship has ended, which can be a very dangerous time for a victim. Where remaining in the current accommodations puts a victim or survivor of domestic abuse at personal risk, a management transfer can be used to reduce the risk of harm if it is deemed the most appropriate housing solution.			

* Regarding the protected characteristic of Marriage and Civil Partnership – public bodies need to comply with the first aim of the Public Sector Equality Duty and only in the context of employment.

Step 3: Assessing the equality impact	
9. If 'no impact' or 'unknown' was selected, please explain	N/A
10. If Dartford Borough Council works with partners to deliver the activity or proposal, please describe any circumstances that could give rise to positive or negative equality impacts between different groups	<p>The Council works in partnership with a number of key partners to process management transfer applications and to ensure that tenants are safe from the risk of violence, harassment and intimidation. This includes for example, the Police, Social Services, Disability Team, Elderly Care, Domestic Abuse Unit, and Health.</p> <p>Management transfers are also part of a multi-agency response to tenants at risk of violence, harassment and intimidation. As well as using management transfers as one form of housing option, tenants will have their wider needs assessed and be provided with all necessary support and/or referred to specialist support providers as required.</p> <p>There are no known circumstances where these partnership working arrangements will have a disproportionate impact on the protected characteristic groups other than to positively improve the service provided to tenants in meeting their housing needs and to promote their safety. Effective communication with other agencies will ensure the correct support is provided through information sharing.</p>

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Step 3: Assessing the equality impact	
11. Any other comments	<p>The Management Transfer Policy supports the Equality Act 2010 aim to eliminate unlawful discrimination, harassment and victimisation by prioritising housing management transfers where the tenant needs to move due to domestic abuse, violence, harassment, intimidation, hate crime, or threats of violence likely to be carried out.</p> <p>The Management Transfer Policy also supports the Equality Act 2010 aim to promote equality of opportunity to access this help as one of a range of housing solutions.</p> <p>It is recognised that domestic abuse, violence, harassment, intimidation, and hate crime can affect different groups of people in different ways; how it may affect some protected characteristic groups disproportionately; and how the intersection between different protected characteristic groups can create specific barriers to accessing help to live without fear of their safety.</p> <p>Review of an offer of accommodation The Management Transfer Policy includes the right to request a review of the suitability of an offer of accommodation. The review will be conducted by a team leader or manager within the Council's Housing Service, with no previous involvement in the case, who will notify the applicant of the outcome of the review, including the reasons for their decision. This aims to increase assurance of impartiality and fairness in the process, also supported by good record keeping of the reasons/justifications for the original decision and the decision following triggering of the review process.</p> <p>Complaints Any person who is not satisfied with the service they have received regarding the management transfer application or who believes they have been discriminated against can make a formal complaint to the Council using the corporate complaints process.</p>

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Step 4: Action plan

12. Based on the information in Steps 1 to 3, please list the actions that will be taken to address:

- a) any gaps in information and consultation
- b) how any negative impacts on equality will be mitigated or eradicated

a) If additional information and/or consultation is required or the impact is still unclear, what actions will you put in place to gather the information you need?

Information needs	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
Views from all Council tenants on the Draft Management Transfer Policy	Invite comment and input on the draft policy from all Council tenants	Feedback will, at a formative stage, inform any further changes that may be required to the draft policy in advance of seeking approval for the policy	August 2023	Details of the consultation and any amendments made to the draft policy as a result of the consultation will be included in the Cabinet report	Senior Housing Policy & Performance Officer
Views from the Dartford Tenants' and Leaseholders' Forum on the draft Management Transfer Policy	Invite views on the draft Management Transfer Policy from the Dartford Tenants' and Leaseholders' Forum	Feedback will, at a formative stage, inform any further changes that may be required to the draft Management Transfer Policy in advance of seeking approval for the Policy	August 2023	Details of the consultation and any amendments made to the draft policy as a result of the consultation will be included in the Cabinet report	Senior Housing Policy & Performance Officer
Views from the Housing Advisory Board on the draft Management Transfer Policy	Invite views on the draft Housing Assignment Policy	Feedback will, at a formative stage, inform any further changes that may be required to the draft policy in advance of seeking approval for the policy	October 2023	Details of the consultation and any amendments made to the draft policy as a result of the consultation will be included in the Cabinet report	Senior Housing Policy & Performance Officer

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b) If any negative impacts on equality were found, what actions will you put in place to mitigate or eradicate these impacts?

Identified impacts (and who is affected)	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
None					

Step 5: Decision making and future monitoring	
13. Which decision making process does this Customer Access Review need to go through? i.e. who does this need to be approved by?	Director of Housing & Public Protection
14. Is the subject of the Customer Access Review going to committee? If yes, include your findings in the committee report and attach this assessment to the report	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
15. How will you continue to monitor the activity or proposal on protected characteristic groups?	The Council will review its Management Transfer Policy every three years or earlier to address legislative, regulatory, best practice or operational issues.
16. When will you review this Customer Access Review?	New assessments will be undertaken every three years in conjunction with the review of the policy, or sooner, in the event of major legislative or operational changes.

Step 6: Final steps	
17. Once this Customer Access Review has been approved, send this assessment to the Policy & Projects Officer	
18. Implement the actions identified from this Customer Access Review and ensure progress is monitored and recorded	

Reviewed by Legal Services: Ravinder Singh Johal Head of Legal Services and Monitoring Officer



24.7.2023

Reviewed by Director of Housing & Public Protection: Peter Dosad



24.7.2023