# IIA Report – Intensive Housing Management - Interim

Each of the numbered sections below must be completed

Interim

## Title of proposal

Intensive Housing Management (IHM)/efficiencies

## What will change as a result of this proposal?

Increase income generated from Intensive Housing Management service charge by ensuring all tenants eligible claiming housing benefit (potentially £200k)

## Briefly describe public involvement in this proposal to date and planned

None although internal engagement has happened between relevant departments and some service-users in preparation for change.

## 4. Is the proposal considered strategic under the Fairer Scotland Duty?

Yes

## 5. Date of IIA

Monday 24th April 2023

## 6. Who was present at the IIA? Identify facilitator, lead officer, report writer and any employee representative present and main stakeholder (e.g. Council, NHS)

| **Name** | **Job Title** | **Date of IIA training** |
| --- | --- | --- |
| Laura Kerr (Lead Officer) | General Manager, Planning and Performance | March 2023 |
| Shannon Leslie | Service Manager, Learning Disabilities Team |  |
| Keith McDonald | Manager, East Lothian Council Financial Inclusion SService |  |
| Jamie Forrester | Strategy Officer, Planning and Performance Team | March 2023 |
| Jane Ogden-Smith (facilitator) | Equalities and Engagement Officer | Sept 2009  December 2022 |

## 7. Evidence available at the time of the IIA

| **Evidence** | **Available – detail source** | **Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal** |
| --- | --- | --- |
| Data on populations in need | * Number of people currently in supported housing and indication of their protected characteristics and economic status (FSD) * Potential increase in income * Arrangements for implementing planned income maximisation | * 80-85 people * Predominantly people with learning disabilities * Some people with mental health problems * They are living in supported accommodation, eligible for IHM * It involves changes to tenancy agreements for individuals * It’s important to understand that the initial change could potentially impact on people because of what looks like a rent rise (because the amount in the rent letter now incorporates rent and charge for support) so partners involved have decided to do Easy-Read information for service users about what’s going to happen and provide individual support as needed * This perceived increase may have an emotional impact * There is an interim period between the award being made and rent going up and there is a small risk of the rent letter (with increased amount) being received before award * There has been engagement with service-users and carers to talk through the changes and issues |
| Data on service uptake/access |  | * 80 – 85 people * 11 people receiving IHM * 74 people pending |
| Data on socio-economic disadvantage e.g. low income, low wealth, material deprivation, area deprivation. | From service-users’ files (and thus only available as an oral overview for GDPR) | People will be in a number of settlements throughout the county, income may be an issue |
| Data on equality outcomes | From service-user files (and thus only available as an oral overview for GDPR) | * Predominantly people with learning disabilities * Some people with mental health problems |
| Research/literature evidence | * [Housing benefit guidance for supported housing claims](https://www.gov.uk/government/publications/housing-benefit-guidance-for-supported-housing-claims/housing-benefit-guidance-for-supported-housing-claims) * [Claim housing benefit](https://www.mygov.scot/claim-housing-benefit) | Guidance sets out eligibility criteria and how to claim |
| Public/patient/client experience information | Held in individual case files but summarised orally at meeting | Service-users and carers are generally supportive and, as the process has so far proceeded without problems, people are satisfied and not worried |
| Evidence of inclusive engagement of people who use the service and involvement findings | In individual case files  Easy-read documentation for service-users | As above – people feel they understand what is happening, they have been consulted and are content |
| Evidence of unmet need | n/a |  |
| Good practice guidelines | [SCLD good practice guidelines](https://www.scld.org.uk/what-we-do/good-practice-guidance/) as appropriate | Our workers have extensive experience of working with people with learning disabilities and poor mental health |
| Carbon emissions generated/reduced data | n/a |  |
| Environmental data | n/a |  |
| Risk from cumulative impacts | n/a |  |
| Other (please specify) | n/a |  |
| Additional evidence required | n/a | - |

## 8. In summary, what impacts were identified and which groups will they affect?

| **Equality, Health and Wellbeing and Human Rights** | **Affected populations** |
| --- | --- |
| **Positive**  The impact on service-users is minimal, as the change has no impact on their finances or living arrangements. However, the impact for ELHSCP is that when service-users can claim this support to maximise their income, it reduces the financial burden on ELHSCP, which can then redirect the savings to other supports for servie-users | * People with learning disabilities * People with mental health problems |
| **Negative**   * Impact of additional paperwork for staff processing claims * Potential impact if the government decide to withdraw this support, which means that ELHSCP would have to finance this element, meaning that that money would have to be found elsewhere in budgets. | * All * All |

| **Environment and Sustainability including climate change emissions and impacts** | **Affected populations** |
| --- | --- |
| **Positive**  n/a |  |
| **Negative**  n/a |  |

| **Economic** | **Affected populations** |
| --- | --- |
| **Positive**  Enables ELHSCP to invest savings in other support | * All |
| **Negative**  Negative impact on ELHSCP if government funding is withdrawn | * All |

## 9. Is any part of this policy/ service to be carried out wholly or partly by contractors and if so how will equality, human rights including children’s rights, environmental and sustainability issues be addressed?

No

## 10. Consider how you will communicate information about this policy/ service change to children and young people and those affected by sensory impairment, speech impairment, low level literacy or numeracy, learning difficulties or English as a second language? Please provide a summary of the communications plan.

The information for this work is generated on a case-by-case basis, using a mix of Easy Read letters and information.

## 11. Is the plan, programme, strategy or policy likely to result in significant environmental effects, either positive or negative? If yes, it is likely that a [Strategic Environmental Assessment](https://www.gov.scot/policies/environmental-assessment/strategic-environmental-assessment-sea/) (SEA) will be required and the impacts identified in the IIA should be included in this. See section 2.10 in the Guidance for further information.

No

## 12. Additional Information and Evidence Required

None

## 13. Specific to this IIA only, what recommended actions have been, or will be, undertaken and by when? (these should be drawn from 7 – 11 above) Please complete:

| **Specific actions (as a result of the IIA which may include financial implications, mitigating actions and risks of cumulative impacts)** | **Who will take them forward (name and job title** | **Deadline for progressing** | **Review date** |
| --- | --- | --- | --- |
| Continue to contact and support eligible service-users to maximise their income on a case-by-case basis | ELHSCP Learning Disabilities Team/ELC Financial Inclusion Team | By end 2024 | Mid 2024 |

## 14. Are there any negative impacts in section 8 for which there are no identified mitigating actions?

## 15. How will you monitor how this proposal affects different groups, including people with protected characteristics?

## 16. Sign off by Head of Service

**Name**

**Date 02/05/23**

## 17. Publication

Completed and signed IIAs should be sent to:

[jogden-smith@eastlothian.gov.uk](mailto:jogden-smith@eastlothian.gov.uk) for publication on the ELHSCP [IIA Database](https://www.eastlothian.gov.uk/info/210558/social_care_and_health/12776/east_lothian_health_and_social_care_partnership_integrated_impact_assessments) on [www.eastlothian.gov.uk](http://www.eastlothian.gov.uk)