

Report of the Portfolio Holder for Housing

People Focused Housing Services Policy

1. Purpose of Report

To seek approval for a new People Focused Housing Service Policy. This includes housing applicants, lifeline customers, tenants and leaseholders. This is in accordance with the Council's Corporate Priority of Housing - Regulate housing effectively and respond to housing needs.

2. Recommendation

Cabinet is asked to RESOLVE that the People Focused Housing Services Policy be approved.

3. Detail

The Housing Service currently has a Customers with Additional Support Needs Policy which outlines the approach that will be taken for customers that require additional support. The current policy was discussed by the Tenants Panel in November 2024. The panel provided feedback on the policy and identified gaps, particularly in the lack of information in the policy about Neurodiversity. The panel also felt that the name of the policy was unclear. The name of the policy has been amended to 'People Focused Housing Services Policy'. The Policy Overview Working Group also considered the policy in March 2025. The policy does not provide every scenario but instead provides a framework to assist officers in the Housing department meet customer needs.

Given the extent of the changes to the policy, including the change of name and format, a new policy has been written rather than making changes to the existing policy. For reference, the current policy can be found here:

<https://intranet.broxtowe.gov.uk/media/d43bcgwx/customers-with-additional-support-needs-policy.pdf>

4. Key Decision

This report is a key decision as defined under Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 as it is a decision made or to be made in connection with the discharge of an Executive function which is likely to: be significant in terms of its effects on communities living or working in an area comprising two or more Wards or electoral divisions in the Council's area.

Notice of Key Decisions to be taken must be published in advance (except in cases of urgency) so that members of the public and Members are able to consider the implications of the decision and have an opportunity to make

representations before the decision is made. The Overview and Scrutiny Committee can also “call in” the decision through the Call-In Procedure.

5. Updates from Scrutiny

The Policy Overview Working Group considered the policy in March 2025.

6. Financial Implications

The comments from the Assistant Director of Finance Services were as follows:

There are no additional financial implications to consider at this stage with ongoing business as usual activities continuing to be met within existing resources. Any significant budget implications in the future, over and above virement limits, would require approval by Cabinet.

7. Legal Implications

The comments from the Monitoring Officer / Head of Legal Services were as follows:

The legal implications are set out in Section 4 of the Policy. The Regulatory Code Tenancy Standard states that Landlords should take into account the needs of those households who are “vulnerable by reason of age, disability, or illness and households with children, including through the provision of tenancies which provide a reasonable degree of stability”. The Housing Act 1996 (as amended by the Homelessness Act 2002) lists a number of categories under which “customer or residents” could be classed as vulnerable (this is not an exhaustive list).

8. Human Resources Implications

Not Applicable.

9. Union Comments

Not Applicable.

10. Climate Change Implications

The climate change implications are contained within the report.

11. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

12. Equality Impact Assessment

As this is a change to policy / a new policy an equality impact assessment is included in the appendix to this report.

13. Background Papers

Nil.