



## Agenda

**Notice of a public meeting of Community Development  
Directorate - Executive Members  
and Corporate Director Meetings**

**To: Councillors Mark Crane and Simon Myers.**

**Date: Wednesday, 9 April 2025**

**Time: 9.00 am**

**Venue:**

Under his delegated decision making powers in the Officers' Delegation Scheme in the Council's Constitution, the Chief Executive Officer has power, in cases of emergency, to take any decision which could be taken by the Council, the Executive or a committee. Following on from the expiry of the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020, which allowed for committee meetings to be held remotely, the County Council resolved at its meeting on 21 July 2021 that, for the present time, in light of the continuing Covid-19 pandemic circumstances, remote live-broadcast committee meetings should continue (as informal meetings of the Committee Members), with any formal decisions required being taken by the Chief Executive Officer under his emergency decision making powers and after consultation with other Officers and Members as appropriate and after taking into account any views of the relevant Committee Members.

The meeting will be available to view once the meeting commences, via the following link - [www.northyorks.gov.uk/livemeetings](http://www.northyorks.gov.uk/livemeetings) Recordings of previous live broadcast meetings are also available there.

### Business

**1. Declarations of Interest**

**Items for decision by the Executive Member for Culture, Arts & Housing**

2. North Yorkshire Council Tenancy Policy (*Pages 3 - 40*)
3. North Yorkshire Council Tenant Involvement Strategy (*Pages 41 - 74*)
4. North Yorkshire Council Anti Social Behaviour Policy (Landlord Services) and accompanying Good Neighbourhood Management Policy (*Pages 75 - 114*)
5. Any Other Items of Business

Enquiries relating to this agenda please contact Tel:  
or e-mail

Website: [www.northyorks.gov.uk](http://www.northyorks.gov.uk)

6. Date of Next Meeting : 14 May 2025 at 10am

Barry Khan  
Assistant Chief Executive  
(Legal and Democratic Services)

County Hall  
Northallerton

Date Not Specified

## North Yorkshire Council

9 April 2025

### North Yorkshire Council Tenancy Policy

#### Report of the Corporate Director Community Development

#### **1.0 PURPOSE OF REPORT**

- 1.1 To seek approval from the Executive Member for Culture, Arts and Housing to adopt the revised Tenancy Policy (Landlord Services) following consultation.

#### **2.0 SUMMARY**

- 2.1 This report highlights the need for the Council to adopt a revised Tenancy policy (Landlord Services). This policy harmonises the three existing policies which remain in operation in the former Harrogate, Richmondshire and Selby council areas. Registered Providers (and which includes North Yorkshire Council) are required by law to meet the expectations set out in the Regulator of Social Housing's consumer standards (Tenancy Standard).
- 2.2 The policy (at Appendix A) has been updated following a meeting with the Executive Member for Culture, Arts and Housing in January and upon receipt of further, detailed legal opinion. This approach ensures that we can fulfil the expectations set out in this particular consumer standard.

#### **3.0 BACKGROUND**

- 3.1 The Housing Service includes Landlord Services responsible for the management of the current housing stock and which is primarily located across the Harrogate, Richmond, and Selby, localities. It is necessary to adopt a Tenancy policy to outline our approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud.

#### **4.0 TENANCY POLICY CONSULTATION**

- 4.1 This proposed policy is a revised policy which was initially developed as part of the preparations for Local Government Re-Organisation. It has been refined further still to ensure that it is up to date, reflects current best practice and to provide assurance that we remain compliant with the Regulator of Social Housing's consumer standards.
- 4.2 It has also been subjected to detailed examination by external Counsel who specialise in this area of housing law, and which has helped to provide additional clarity to the revised document.
- 4.3 In accordance with North Yorkshire Councils consultation principles, a public consultation was carried out before this policy was put forward for approval. The consultation ran from 28<sup>th</sup> October to 20<sup>th</sup> December 2024 for a period of 8 weeks. The draft policy was published on the consultation area of the NYC website and respondents were invited to consider both the policy as a whole as well as a number of specific points (Appendix B).

- 4.4 In total we received 7 responses and met with the involved tenant group to discuss the proposals in greater depth. In addition, a report was presented to the Housing & Leisure Overview & Scrutiny Committee at their meeting held on 23 November 2024. Members particularly welcomed the proposal to move away from the use of flexible fixed term tenancies and were equally supportive of the proposals to amend the rights of succession.
- 4.5 The results of the consultation exercise have been analysed and taken into consideration in the review of the policy and in developing staff training which is scheduled to take place in early 2025.
- 4.6 Staff training will focus on the communication aspects of the policy to ensure that tenants who contact us to discuss their tenancy will clearly understand what actions will be taken by the Council in response.

## **5.0 CONTRIBUTION TO COUNCIL PRIORITIES**

- 5.1 The policy contributes principally to the following Council priorities:
- Place and Environment: Communities are supported and work together to improve their local area.
  - People: People are free from harm and feel safe and protected.

## **6.0 ALTERNATIVE OPTIONS CONSIDERED**

- 6.1 As a registered provider of social housing, it is a legal requirement to comply with the Regulator of Social Housing's consumer standards (Tenancy Standard). Specifically, this particular standard states that, 'Registered providers must publish clear and accessible policies that outline their approach to tenancy management.'
- 6.2 North Yorkshire Council has already self-referred to the Regulator indicating that it is non-compliant with a number of requirements across the consumer standards. Failing to harmonise this policy could create a risk of additional non-compliance and further undermine the organisations' credibility.

## **7.0 FINANCIAL IMPLICATIONS**

- 7.1 The main financial implications arising from this report relate to changes in working practices as the proposal to adopt fewer tenancies and make the policy clearer to understand and to implement will reduce the associated bureaucracy. It is however difficult at this stage to pinpoint the exact cost savings that would be achieved as a result.

## **8.0 LEGAL IMPLICATIONS**

- 8.1 As stated above, it is a legal requirement for the Council to have an up-to-date Tenancy policy. Due to the significant complexity of bringing together three quite distinct and highly prescriptive policies, specialist Counsel opinion had to be sought. Their expert opinion has helped us to understand how we can achieve our aims and minimise the risk of any subsequent legal challenge.
- 8.2 It is also a requirement of the Regulator of Social Housing Transparency, Influence and Accountability standard for a Registered provider, 'to take tenant's views into account in their decision making about how landlord services are delivered and communicate how tenant's views have been considered.'
- 8.3 Whilst the amount of actual feedback received was disappointingly low, there will be further opportunities to seek collective tenant input when consulting on a revised tenancy agreement.

8.4 It is also good practice and in line with North Yorkshire Councils own consultation principles to consult on a policy which concerns a significant number of its residents (tenants).

## **9.0 EQUALITIES IMPLICATIONS**

9.1 An Equalities Impact Assessment form has been completed and reviewed internally. This was a combined assessment which was undertaken previously alongside the revised Tenancy Strategy. (Appendix C)

## **10.0 CLIMATE CHANGE IMPLICATIONS**

10.1 A climate change impact assessment screening form had been completed previously acknowledging that there are no significant impacts. (Appendix D)

## **11.0 POLICY IMPLICATIONS**

11.1 The revised Tenancy policy will eventually replace the three existing ones and will sit alongside a revised NYC Tenancy Agreement (this will be consulted upon in due course).

11.2 The key policy change at this moment in time will be the cessation of issuing any new flexible tenancies in both the Harrogate and Selby localities. Existing tenants will still continue to benefit from the rights as set out in their current tenancy agreement and new tenants will be issued with a revised version of the introductory tenancy agreement which is used in their particular locality.

## **12.0 RISK MANAGEMENT IMPLICATIONS**

12.1 The Council (in its role as Social Housing Landlord) risks not being compliant with the Regulator of Social Housings' consumer standards if it does not have up to date tenant facing policies.

## **13.0 REASONS FOR RECOMMENDATIONS**

13.1 It is a requirement of the Regulator of Social Housing Transparency, Influence and Accountability standard for a Registered provider, 'to take tenant's views into account in their decision making about how landlord services are delivered and communicate how tenant's views have been considered.'

13.2 It is in accordance with North Yorkshire Councils consultation principles that a public consultation be carried out before this policy is adopted.

## **14.0 RECOMMENDATION(S)**

14.1 It is recommended that approval is given to adopt the revised Tenancy policy (Landlord Services).

14.2 That the Executive Member delegates to the Assistant Director Housing, authority to make minor amendments to the Tenancy Policy as needed by changes to regulation or legislation.

**APPENDICES:**

Appendix A – NYC Tenancy Policy (Landlord Services)

Appendix B – Points for consultation

Appendix C – Equalities Impact Assessment

Appendix D – Climate Change Screening Form

**BACKGROUND DOCUMENTS:** none

Nic Harne  
Corporate Director – Community Development  
County Hall  
Northallerton  
23 January 2025

Report Author – Carl Doolan Head of Housing Management & Landlord Services  
Presenter of Report – Andrew Rowe, Assistant Director for Housing

Note: Members are invited to contact the author in advance of the meeting with any detailed queries or questions.

# North Yorkshire Tenancy Policy

## Contents

1. Introduction .....	1
2. Scope of the Policy .....	1
3. Granting of Council Tenancies .....	2
4. Review of Introductory Tenancies .....	3
5. Variations to Tenancies and Termination .....	4
6. Mutual exchange.....	5
7. Legal Assignment and Succession .....	6
8. Tenancy Sustainment.....	7
9. Rents .....	7
10. Anti-Social Behaviour .....	8
11. Tenancy Fraud.....	8
12. Miscellaneous .....	8
13. Complaints .....	8
14. Equality and Diversity .....	9
15. Policy Review .....	9
Glossary.....	10
Appendix A – Tenancy Types .....	11
Appendix B – Introductory Tenancy Review Criteria .....	12
Appendix C – Grounds for Refusal of a Mutual Exchange Application .....	14

## 1. Introduction

- 1.1 The Regulatory Framework for Social Housing in England from April 2012, published by the Homes and Communities Agency (now Homes England) in March 2012, requires the Council to publish clear and accessible policies, which outline their approach to tenancy management in social housing, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud. The Regulatory Framework specifies what should be included in a tenancy policy.
- 1.2 The Tenancy Policy is written in line with the council's Tenancy Strategy, the objectives of which are:
  - Affordability
  - Sustainability and;
  - Accessibility
- 1.3 The policy sets out our approach to tenancy management, tenancy support and tenancy types offered for council housing tenants and future tenants.
- 1.4 In implementing the policy we comply with the relevant legislation, including, but not exclusively: the Housing Act 1996, the Homelessness Act 2002, the Data Protection Act 2018, the Human Rights Act 1998, the Equality Act 2010 and the Localism Act 2011. We also take due account of Case Law, best practice and government Regulations and Guidelines such as The Charter for Social Housing Residents.

## 2. Scope of the Policy

- 2.1 This Tenancy Policy applies to North Yorkshire Council's own housing stock under Part VI Housing Act 1996 in accordance with the Council's published Allocation Policy. Those people to whom the Council may owe a duty to secure accommodation under the homelessness provisions of Part VII Housing Act 1996 or Homelessness Reduction Act 2017 will be granted non-secure tenancies or licences where they are accommodated in a Council Hostel and are not covered by this policy.

Any reference to the 'Council' means North Yorkshire Council.

- 2.2 The Policy covers the following matters:
  - [The Granting Of Council Tenancies;](#)
  - [The Monitoring And Review Of Introductory Tenancies;](#)
  - [Variations To Tenancies And Termination](#)
  - [Mutual Exchanges](#)
  - [Legal Assignment And Succession Rights](#)
  - [Tenancy Sustainment](#)
  - [Rents](#)
  - [Anti-Social Behaviour](#)
  - [Tenancy Fraud](#)
  - [Complaints](#)
  - [Equality And Diversity](#)



### 3. Granting of Council Tenancies

- 3.1 This policy relates to the allocation of social (Council) housing under Part VI Housing Act 1996 in accordance with the Council's published Allocation Policy.
- 3.2 Those people to whom the Council may owe a duty to secure accommodation under the homelessness provisions of Part VII Housing Act 1996 or Homelessness Reduction Act 2017 will be granted non-secure tenancies or licences where they are accommodated in Council owned dwellings including hostels and any which may be designated specifically for rough sleepers. Offers of non-secure accommodation are not allocations under Part VI Housing Act 1996.

#### Joint Tenancies

- 3.3 An applicant can make an application for a joint tenancy with their spouse or civil partner (this includes cohabiting partners in a long-term committed relationship who have resided together for at least 12 months) provided that they are eligible and meet the qualification criteria set out in the Council's Allocation Policy.
- 3.4 *The Council recognises that situations may arise when joint applications for tenancy will be made by persons who are not partners (as described above). Any request for such a tenancy will be considered depending on the individual circumstances of the case. It will also further be subject to the eligibility and qualification criteria set out in the Council's Allocation Policy.*

#### Tenancy Types Offered

- 3.5 A summary of the types of tenancy offered by the council is included at [Appendix A](#)

#### 3.6 **Introductory tenancies will be offered to all New Council Tenants**

North Yorkshire Council operates an Introductory Tenancy Scheme, under the Housing Act 1996. Under s.124 Housing Act 1996, in general, all new tenancies granted by the Council will automatically be introductory tenancies.

- 3.7 All new council tenants will be offered an introductory tenancy for the trial period of 1 year, with the potential to extend the trial period by a further six months. The tenancy will continue to be an introductory tenancy during the trial period.
- 3.8 New council tenants are those people who will have received an offer of an allocation of housing under Part VI Housing 1996 under the council's Allocation Policy but are not already secure tenants of a Council or assured tenants of a Registered Provider.
- 3.9 At the end of the Introductory Tenancy, subject to review, a secure lifetime tenancy will be offered.
- 3.10 *Flexible (fixed-term) tenancies*

*Whereas existing flexible tenancies will continue until their natural expiry or earlier determination by either party, going forward the Council intends to grant periodic rather than fixed-term tenancies to all new tenants as well as to those former flexible tenants whose tenancy falls for renewal. This approach to tenure is considered to be right at the present time but will be reconsidered upon the Policy Review mentioned below.*

#### 4. Review of Introductory Tenancies

- 4.1 All new Council tenancies are automatically introductory tenancies for the first 12 months of the tenancy (the introductory trial period). During this period, the tenancy does not have the same protection as a secure tenancy. The tenancy can be terminated, by order of the court, on the mandatory ground under s.127 Housing Act 1996, subject to service of notice, and the tenant's right to review.
- 4.2 The Council will use the introductory tenancy trial period to carefully assess the suitability of introductory tenants. If successful, the tenant will be offered a lifetime secure tenancy.
- 4.3 If this introductory trial period is not satisfactorily completed, the Council:
- can extend the introductory trial period by up to 6 months (in extending the introductory period, the Council is not providing any security of tenure);
  - or seek possession upon the mandatory basis at any time before the end of the introductory trial period or extended introductory trial period.
- 4.4 If no action is taken to terminate the tenancy within the introductory trial period or extended introductory trial period, then the tenancy will automatically become a secure tenancy in accordance with the agreement.

##### Monitoring Introductory Tenancies

- 4.5 The Council requires introductory tenants to positively demonstrate, by their conduct during the introductory trial period, that they are suitable recipients of a secure tenancy. This means the Council expects Introductory Tenants to wholly comply with all the tenancy terms during the introductory trial period.
- 4.6 Any problems or potential problems with compliance with the tenancy terms and conditions will be investigated by the council and brought to the Tenant(s) attention at the earliest opportunity, recorded on the housing management file and the Tenant will be reminded of their obligation to comply with their tenancy agreement and the potential consequences of not doing so.
- 4.7 At least 3 months prior to the end of the introductory trial period, a formal introductory tenancy review should be completed.
- 4.8 If, because of monitoring at any point during the introductory trial period, the Tenant(s) has failed to wholly or substantially comply with all the tenancy terms, then the Council should either:
- Extend the trial period by 6 months; or
  - Serve a Notice of Proceedings of Possession
- 4.9 Whatever the decision, the tenant will be informed of their right to a review and of the appeals process.

##### Monitoring and Review of Extended Introductory Period

- 4.10 Where the introductory trial period has been extended, the council will continue to monitor the Introductory Tenant(s) compliance with their tenancy agreement for the remainder of the extended introductory trial period.
- 4.11 At least 3 months prior to the end of the extended introductory trial period, a further review will be undertaken as to whether to allow the tenant to progress to a secure tenancy or whether a Notice of

Proceedings of Possession should be considered to terminate the tenancy. The decision to take action to terminate the tenancy must be proportionate to the circumstances of the case.

#### Notification of Review Decision and Right to Review

- 4.12 The Tenant(s) will be notified in writing of the outcome of the decision on the review, and whether:
- (a) the tenancy will be terminated; or
  - (b) the tenancy will be extended for 6 months and reviewed again (a tenancy may only be extended once); or
  - (c) No further action will be taken at that time.

#### Successful Completion of Introductory Tenancy Period

- 4.13 On the successful completion of the initial or extended trial period, the tenant will automatically become a secure tenant (see Appendix A) according to the original offer of tenancy.

### 5. Variations to Tenancies and Termination

#### Termination by the tenant

- 5.1 A tenant may end their tenancy at any time by giving the Council at least four weeks written notice. There is no particular form of notice required and notice may be given by letter, but it must be clear that the tenant's intention is to end the tenancy.

Whatever form of notice is used it must state the date the tenancy will end and give 4 weeks notice from the date of receipt by the Council.

- 5.2 Failure to give proper notice will leave the tenant responsible for rent and other charges.
- 5.3 In the case of a joint periodic tenancy, either tenant can end the whole tenancy, without the consent of the other. The Council may, in its absolute discretion grant a replacement tenancy to the remaining sole tenant, taking into account all the circumstances of the case.
- 5.4 In respect of any residual flexible tenancies, then 4 weeks' notice must be given in writing by both tenants and in accordance with any tenancy terms.
- 5.5 The Council may, at its discretion, accept a shorter period of notice than 4 weeks. In this case, to ensure certainty, the Council should write to the tenant accepting the short notice. This would be treated as a surrender of the tenancy.
- 5.6 Tenants will be required to make good any damage and must allow the Council to inspect the property before they leave. In default, the Council will carry out any repairs and may re-charge these to the former tenant. In these circumstances a surrender of the tenancy would not be accepted.
- 5.7 At the end of the four weeks' notice period, tenants must vacate their home and hand all keys back in accordance with the tenancy agreement and handbook. All rent due must be paid. All family members, occupants and pets must also leave the property at this time. Where unauthorised occupants are left in occupation legal proceedings will commence for vacant possession of the property.

#### Termination by the Council

- 5.8 The Council may commence termination of secure tenancies at any time by seeking possession upon any of the statutory grounds set out in the Housing Act 1985 from time to time. This includes the mandatory ground for possession on the grounds of ASB in s.84A Housing Act 1985.
- 5.9 The Council may also terminate a tenancy by Notice to Quit upon the death of the tenant where there is no statutory or contractual successor. In some situations, this may require the Council to apply to the Office of The Public Trustee.
- 5.10 The Council may also terminate a tenancy which ceases to be secure, for example by reason of the tenant condition not being satisfied (e.g. where the tenant has ceased to occupy the property as his only or principal home or has sub-let or parted with occupation of the property).
- 5.11 The Council may also commence the termination of tenancies for the purpose of demolition, redevelopment, repair or improvement or in accordance with the Council's policies and procedures.

## 6. Mutual exchange

- 6.1 This section sets out the policy relating to mutual exchanges under Section 92 of the Housing Act 1985 (dealing with assignments), and requests for transfer under s.158 Localism Act 1996. Introductory tenants are not able to request mutual exchange.
- 6.2 Homeswapper and similar sites enable existing social housing tenants (this means tenants of councils and housing associations) the opportunity to swap their home with another, often called 'mutual exchanges', once they have the permission of all landlords involved.

### Responding to Requests for Mutual Exchange

- 6.3 The Council will respond to mutual exchange applications within 42 days of the application, or the Council cannot rely on the grounds for refusal set out in Schedule 3 of the Act.
- 6.4 The Council will only refuse a request for a mutual exchange for a limited number of reasons, which are defined by law (The Housing Act 1985 and the Housing Act 2004) (included at Appendix C).

Additionally, further conditions could be appended to exchange agreements where the following are true:

- the exchange will result in under-occupation
- where there are rent arrears or other breaches of tenancy (e.g. ASB) until the arrears are cleared or the ASB issues resolved
- where the property to be vacated has not been kept in a good condition

- 6.5 If the Council refuses consent for a mutual exchange, the Council will give the full reasons for this. There is a right of review against this decision.

### Grant of Tenancy by Mutual Exchange

- 6.6 A mutual exchange operates by assignment of the tenancy under s.92 Housing Act 1985. It is the tenancy to which secure status under Pt. 4 Housing Act 1985 attaches, although that status as a successor travels with the individual under s.88(3) Housing Act 1985.
- 6.7 Accordingly, in most cases, new tenants by way of mutual exchange do not need to sign a new tenancy agreement as they will automatically become tenants under the original tenancy (see Assignment below). The new tenant's full details should however be obtained for the Council's records.

## 7. Legal Assignment and Succession

### Assignment

- 7.1 An assignment is where a tenancy is transferred to another person. The incoming tenant (assignee) 'steps into the shoes' of the outgoing tenant (assignor) and occupies under the same terms, taking on the rights and responsibilities of the tenancy.
- 7.2 Section 91 of the Housing Act 1985 allows assignment under the following three grounds:
- Assignment by way of exchange (mutual exchange)
  - Assignment to someone who would be qualified to succeed the tenant on the tenant's death
  - Where a court makes a Property Transfer Order in connection with matrimonial proceedings or civil partnership proceedings, or proceedings under the Children Act 1989.
- 7.3 Introductory and secure tenants have the right to assign the tenancy to a person who has a statutory right of succession to the tenancy (see below).
- 7.4 The Council must be satisfied that the assignee would be entitled to succeed to the tenancy upon the tenant's death. An assignment of a tenancy will count as succession to the tenancy and so no further succession rights will arise after the assignment of a tenancy.

Joint tenants cannot assign to one another.

### Succession

- 7.5 A succession is where a tenancy is transferred to There can only be one statutory succession to a council tenancy.
- 7.6 In all joint tenancy cases, the surviving tenant of that joint tenancy will automatically take over that tenancy, but no-one else will be able to succeed when that person dies.
- 7.7 The Localism Act 2011 allowed local authorities to limit the rights of succession to spouse/civil partner (and those living as partners or spouses) only, for tenancies commencing on or after 1 April 2012. For those tenancies which commenced prior to 1 April 2012, if there is no surviving spouse or civil partner, statutory succession rights are extended to a family member who may be able to demonstrate that they had been living at the home continuously for at least the 12 months prior to the tenant's death.
- 7.8 The type of succession rights that a tenant of the council will have will depend on when their tenancy agreement was signed, either before 1 April 2012 or after that date.
- 7.9 In addition to the date when the tenancy agreement was signed, for those council tenants who commenced their tenancies with Selby District Council, Harrogate Borough Council or Richmond District Council, their succession rights will vary according to the provisions within those tenancy agreements.
- 7.10 Any other tenants of the council will have statutory succession rights only as was envisaged by the Localism Act 2011 and in accordance with the rights which have been operating since 1 April 2012 (as mentioned in paragraph 7.7 above).
- 7.11 Where the right of succession does not arise, the council retains a discretion in certain circumstances to grant a new tenancy to a close family member (as defined in the North Yorkshire

Council's Allocations Policy) provided that that person resided with the deceased tenant at the deceased tenant's home for at 12 months prior to the deceased tenant's death, and subject to a move to alternative accommodation should the succession result in an under occupation of the premises.) That discretion will be exercised in accordance with the eligibility and qualification criteria set out in the North Yorkshire Council's Allocations Policy.

## 8. Tenancy Sustainment

- 8.1 The Council has over 8300 social rented properties and is committed to ensuring that tenants are well informed about their rights, responsibilities and how to access services. A wide range of information will be available to them.
- 8.2 The Council will, through its Tenant Involvement Strategy, keep tenants informed of the issues which affect them and their homes and communities, and the Council will work to ensure residents have a proper say in decision making.
- 8.3 The Council will support tenants to sustain their tenancies; this includes working closely with support workers where appropriate and assisting tenants to manage their finances.
- 8.4 The Council recognises that tenants can become vulnerable at any point in their tenancy for a number of reasons such as illness, age or financial difficulties and where we are made aware of difficulties we will, as a responsible landlord, provide appropriate support.
- 8.5 Ending a social housing tenancy and seeking possession for a breach of tenancy conditions is always a last resort and is only considered after support has been offered but has been declined or failed. Even once possession is being pursued, support will continue to be offered and throughout any possession proceedings, tenants will be clearly advised of the seriousness of the situation and of their legal rights

## 9. Rents

### Social Rents

- 9.1 Most of our properties will be rented at ordinary social rent levels. This is calculated using the value of the property and the average earnings in the area. The Council agrees rent increases each year that usually follow the Government's rental policy statement. Some homes also attract service charges in relation to various services that occupiers would usually have to provide or pay for themselves, e.g. heating, caretaking, communal area cleaning and window cleaning. These service charges will be set annually, based on actual costs.

### Affordable Rents

- 9.2 The Council intends to develop new homes either to replace homes that are no longer sustainable, or to increase opportunities to help more people in housing need. In line with the national "Affordable Rent" model, these homes may be charged at rents (including any service charges) that are up to 80% of the open market rent in the area but will not be above the maximum level applicable for housing benefit. In practice, affordable rents will be set at a level affordable to local people, where 'affordable' means that no more than 40% of income should be spent on housing costs.

## 10. Anti-Social Behaviour

10.1 'Anti-social behaviour' is a broad term for describing different types of behaviour but for the purposes of this policy we use the definitions provided by the Anti-Social Behaviour Crime and Policing Act 2014, namely:

- conduct that has caused, or is likely to cause, harassment, alarm or distress to any person;
- conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises;
- conduct capable of causing housing-related nuisance or annoyance to any person; or
- conduct which is having a detrimental effect, of a persistent or continuing nature, on the quality of life of those in the locality; and which is unreasonable.

10.2 We expect our tenants to behave responsibly and with consideration and not to commit or allow their family, household members, visitors or pets to commit acts of ASB. This includes harassment, nuisance, annoyance or disturbance, whether to other residents, their visitors or other people in the area including council employees and contractors working on our behalf. These expectations are clearly set out in the tenancy agreement and are fully explained to all new tenants at sign-up.

North Yorkshire Council will take action against tenants in cases of anti-social behaviour.

## 11. Tenancy Fraud

11.1 We will not tolerate fraud which allows applicants for social housing to prioritise themselves unfairly over other applicants and we will stipulate this within our revised tenancy agreement.

11.2 Tenancy fraud includes, but is not restricted to, incorrect or false information being provided on an application for housing, or where a succession has been requested. Action may include loss of the home, in which case an application as homeless may be turned down following assessment as the loss may be deemed to be intentional.

## 12. Miscellaneous

12.1 **Management Transfer of properties** The Council may need to undertake major works to a property, in which case may require the tenant to move to an alternative property. If this does happen this may affect the tenants' right of succession and assignment.

12.2 **Property Condition** The Council will ensure that its properties are maintained to good state of repair and are fit for human habitation.

## 13. Complaints

13.1 The Council will deal with all tenancy related complaints in accordance with the Housing Ombudsman's Code for Complaint Handling.

13.2 The Council will regularly report on its complaints performance and publish any outcomes and lessons learnt in correspondence with tenants and its annual report.

13.3 Tenants will regularly be reminded of the complaints procedure and signposted to the various means of complaining, as well as being provided with details of the Housing Ombudsman's Code for Complaint Handling and the Ombudsman's contact details.

## 14. Equality and Diversity

- 14.1 Accessibility – we are committed to ensuring that our services, policies and properties are accessible to all. Our reasonable adjustments policy means that we will take any reasonable steps to ensure that those who require additional support to contact us can do so easily. We will regularly collect and monitor equalities information, to ensure that no one will be treated any less favourably than anyone else because of age, disability, gender reassignment, marital status and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.
- 14.2 Adaptations – we are committed to ensuring that tenants are allocated homes which meet their needs but that, thereafter, should their needs change, the Council will provide assistance in terms of housing adaptations and/or transfers to suitable properties.

## 15. Policy Review

- 15.1 This Tenancy Policy will be subject to regular review and any changes will be agreed with the relevant Executive Member. Any significant changes will be consulted on, and an impact assessment completed.

DRAFT



## Glossary

<b>Assignment</b>	This is passing on a tenancy to someone else. This can only be done with our written permission and usually only to someone with a right of succession. The only exceptions are if a court orders an assignment because of a relationship breakdown or if tenants, or if tenants are exchanging their homes (mutual exchange).
<b>North Yorkshire Allocation Policy</b>	A single allocation policy, which determines who is eligible for housing and the priority they are given, operates across North Yorkshire.
<b>Succession</b>	If the tenant dies then in certain circumstances a person living with the tenant as a wife, husband or civil partner can take over the tenancy.
<b>Rents</b>	
<i>Affordable rent</i>	An affordable rent is a rent up to 80% of the market rent. This term is only used for those properties built with grant funding from Homes England which we have agreed to let at this level of rent.
<i>Intermediate/sub-market rent</i>	Intermediate and sub-market rents are below a market rent
<i>Market rent</i>	A market rent is the rent of a similar properties let on the open market
<i>Social rent</i>	A rent that is calculated by a formula set by the Government that takes into account value, size and local earnings
<b>Tenancies</b>	
<i>Introductory Tenancy</i>	This is a probationary tenancy granted to new tenants for a period of 12 months. If the tenant conducts the tenancy satisfactory then they will be granted a Secure Tenancy. If they do not comply with the tenancy conditions the probationary tenancy can be extended up to a total of 18 months or the tenancy can be terminated through a possession order from the courts.
<i>Secure Tenancy</i>	This is a tenancy which gives the tenant long-term security. We can only evict the tenant if we get a possession order from the courts.
<b>Tenancy Strategy</b>	Under the localism Act 2011, all local authorities must have a tenancy strategy setting the type of tenancies it will offer, the length of any fixed term and what happens at the end of the fixed term.

## Appendix A – Tenancy Types

Type of Tenancy	Relevant legislation	Brief description
<b>Non-secure tenancies</b>	Common law Protection from Eviction Act 1977 Schedule 1 Housing Act 1985 s.89 Housing Act 1980	Certain types of tenancy cannot be secure tenancies. These are specified in Schedule 1 of the Housing Act 1985 and include tenancies granted to homeless persons and asylum seekers, and properties let to the Council for use as temporary housing accommodation under Sch.1, paragraph 6 of the Housing Act 1985. These will also be used in accommodation owned by the Council to support rough sleepers or those at risk of rough sleeping.
<b>Service licences</b>	Common Law Protection from Eviction Act 1977 Schedule 1 Housing Act 1985 Ground 7 Sch 2 Housing Act 1985	Service licences or non-secure tenancies may be granted to persons in consideration of their employment (such as residential caretakers). Such persons will usually be service licensees or service tenants and will not have security of tenure.  Service licences may also occasionally be used for very short-term arrangements. Legal Advice should be sought when considering such a licence.
<b>Introductory tenancies</b>	Housing Act 1996 Housing Act 1985	Introductory tenancies are subject to a 12 month 'probationary' or trial period during which the tenancy may be terminated on a mandatory ground in accordance with this policy. The trial period may also be extended by 6 months.  All new Council tenancies are introductory tenancies.
<b>Weekly periodic (lifetime) secure tenancies</b>	Housing Act 1985	These are traditional Council tenancies, often known as lifetime tenancies, which last from week to week until terminated in accordance with specified Grounds for Possession (Schedule 2 Housing Act 1985) or where terminated following receipt of the required Notice to Quit from the tenant.

## Appendix B – Introductory Tenancy Review Criteria

Event	Action
<b>Rent Arrears</b>	<p>In most, but not all cases where a tenant has accrued more than 2 months' rent arrears, this will usually justify the service of a NOPP.</p> <p>In other cases, the Officer should consider:</p> <ul style="list-style-type: none"> <li>(a) Whether the default has been remedied and any arrears cleared;</li> <li>(b) If not, whether the default will be remedied and the arrears cleared before the end of the trial period;</li> <li>(c) Whether the failure to pay rent has occurred once, or on several occasions;</li> <li>(d) The reasons for non-payment;</li> <li>(e) Whether the tenant(s) have kept to past promises of payment;</li> <li>(f) Whether the Tenant(s) are realistically likely or to be able to pay the rent promptly in advance in the future.</li> </ul> <p>Where the tenant(s) has agreed to a repayment plan and has kept to that plan for at least 3 months, then they should be allowed to proceed to a secure tenancy.</p>
<b>Anti-social Behaviour</b>	<p>If the breaches of tenancy relate to ASB, then the Officer should take into account the <b>ASB Policy</b> generally.</p> <p>Serious breaches of tenancy will normally justify the service of a NOPP. (see below).</p>
<b>Other serious breach of tenancy</b>	<p>If the breach(es) of tenancy are <b>serious or on-going</b>, then the Council will usually seek to serve a NOPP and terminate the introductory tenancy following an order of the court prior to the formal review process.</p> <p>The Council will also usually seek to terminate the introductory tenancy where it considers that the tenant is objectively unlikely to be able or willing to <b>comply substantially or fully with all of the terms of the tenancy agreement</b> in future.</p> <p>In cases where the Council takes action to terminate an Introductory Tenancy then the tenant may be considered intentionally homeless in respect of any subsequent application for housing.</p>

<p><b>Deterioration in condition of property</b></p>	<p>Officers will carry out an inspection of the property prior to concluding the review to assess the condition of the property and the tenant’s compliance with the terms as to keeping the interior of the property in a <b>reasonable condition</b>.</p>
<p><b>Minor breaches of tenancy</b></p>	<p>Where there are several breaches of tenancy, all of which are minor, or have not been remedied, then the Council considers that this may justify a 6-month extension of an introductory tenancy to continue to monitor the tenant’s conduct. A single breach of tenancy which is more than minor may also justify extension of the introductory trial period or action to terminate the tenancy.</p> <p>In such cases, where an extension to the introductory trial period is made, the tenant(s) should be warned at the earliest opportunity that further breaches of tenancy, however minor, may result in action to terminate their tenancy during the extended trial period, before it becomes secure.</p>
<p><b>Breaches of tenancy remedied</b></p>	<p>Where the breach(es) of tenancy have been remedied, and the Council considers that the tenant is objectively able and willing to comply with the tenancy agreement in future, then it may be appropriate to allow the tenant to progress to a secure tenancy.</p>

DRAFT

## Appendix C – Grounds for Refusal of a Mutual Exchange Application

### Ground 1

The tenant or the proposed assignee is subject to an order of the court for the possession of the dwelling-house of which he is the secure tenant.

### Ground 2

Proceedings have been begun for possession of the dwelling-house of which the tenant or the proposed assignee is the secure tenant on one or more of grounds 1 to 6 in Part I of Schedule 2 (grounds on which possession may be ordered despite absence of suitable alternative accommodation), or there has been served on the tenant or the proposed assignee a notice under section 83 or 83ZA (notice of proceedings for possession) which specifies one or more of those grounds and is still in force.

### Ground 2A

Either—

(a) a relevant order, a suspended anti-social behavior possession order or a suspended riot-related possession order is in force, or

(b) an application is pending before any court for a relevant order, a demotion order, an anti-social behaviour possession order or a riot-related possession order to be made, in respect of the tenant or the proposed assignee or a person who is residing with either of them.

A “relevant order” means—

an injunction under section 152 of the Housing Act 1996 (injunctions against anti-social behaviour);

- an injunction to which a power of arrest is attached by virtue of section 153 of that Act (other injunctions against anti-social behaviour);
- an injunction under section 153A, 153B or 153D of that Act (injunctions against anti-social behaviour on application of certain social landlords);
- an anti-social behaviour order under section 1 of the Crime and Disorder Act 1998;
- an injunction to which a power of arrest is attached by virtue of section 91 of the Anti-social Behaviour Act 2003 or section 27 of the Police and Justice Act 2006.
- an injunction under section 1 of the Anti-social Behaviour, Crime and Policing Act 2014;
- an order under section 22 of that Act.
- an “anti-social behaviour possession order” means an order for possession under Ground 2 in Schedule 2 to this Act or Ground 14 in Schedule 2 to the Housing Act 1988.
- a “demotion order” means a demotion order under section 82A of this Act or section 6A of the Housing Act 1988.
- a “riot-related possession order” means an order for possession under Ground 2ZA in Schedule 2 to this Act or Ground 14ZA in Schedule 2 to the Housing Act 1988.

Where the tenancy of the tenant or the proposed assignee is a joint tenancy, any reference to that person includes (where the context permits) a reference to any of the joint tenants.

#### Ground 2B

The dwelling-house is subject to a closure notice or closure order under Chapter 3 of Part 4 of the Anti-social Behaviour, Crime and Policing Act 2014.

#### Ground 3

The accommodation afforded by the dwelling-house is substantially more extensive than is reasonably required by the proposed assignee.

#### Ground 4

The extent of the accommodation afforded by the dwelling-house is not reasonably suitable to the needs of the proposed assignee and his family.

#### Ground 5

The dwelling-house:

(a) forms part of or is within the curtilage of a building which, or so much of it as is held by the landlord, is held mainly for purposes other than housing purposes and consists mainly of accommodation other than housing accommodation, or is situated in a cemetery, and

(b) was let to the tenant or a predecessor in title of his in consequence of the tenant or predecessor being in the employment of:

- the landlord,
- a local authority,
- a development corporation,
- a housing action trust
- a Mayoral development corporation,
- an urban development corporation, or
- the governors of an aided school.

#### Ground 6

The landlord is a charity and the proposed assignee's occupation of the dwelling-house would conflict with the objects of the charity.

#### Ground 7

The dwelling-house has features which are substantially different from those of ordinary dwelling-houses and which are designed to make it suitable for occupation by a physically disabled person who requires accommodation of the kind provided by the dwelling-house and if the assignment were made there would no longer be such a person residing in the dwelling-house.

#### Ground 8

The landlord is a housing association or housing trust which lets dwelling-houses only for occupation (alone or with others) by persons whose circumstances (other than merely financial circumstances) make it especially difficult for them to satisfy their need for housing and if the assignment were made there would no longer be such a person residing in the dwelling-house.

#### Ground 9

The dwelling-house is one of a group of dwelling-houses which it is the practice of the landlord to let for occupation by persons with special needs and a social service or special facility is provided in close proximity to the group of dwelling-houses in order to assist persons with those special needs and if the assignment were made there would no longer be a person with those special needs residing in the dwelling-house.

#### Ground 10

The dwelling-house is the subject of a management agreement under which the manager is a housing association of which at least half the members are tenants of dwelling-houses subject to the agreement, at least half the tenants of the dwelling-houses are members of the association and the proposed assignee is not, and is not willing to become, a member of the association.

Reference to a management agreement includes a section 247 or 249 arrangement, as defined by section 250A (6) of the Housing and Regeneration Act 2008.

Points for consultation

Aspect	Current position	Preferred option and reasons why	Alternatives to consider
Flexible Tenancies (5-year fixed term)	Flexible tenancies were operated by both Selby and Harrogate but were never adopted by Richmondshire.	<p>Cease to offer Flexible Tenancies and convert existing ones to fully secure tenancies over time.</p> <p>This will reduce the administration for the housing team and more importantly, provide additional security for all tenants. This is the approach now being adopted by most Local Authorities.</p>	<ul style="list-style-type: none"> <li>• Retain flexible tenancies and extend to all new tenants including Richmondshire.</li> <li>• Retain flexible tenancies for some tenants in certain situations such as those who have been offered larger homes or homes which have been significantly adapted for example.</li> </ul>
Succession rights	Both Selby and Harrogate opted to restrict succession rights to tenancies which started after the 1 <sup>st</sup> April 2012. Richmondshire opted to grant discretionary rights of succession.	<p>Adopt the approach taken by Selby and Harrogate and limit the rights of succession to those set out in statute for all new tenants.</p> <p>This is legally the more straightforward option and easier to understand to implement.</p> <p>Discretion can also still be given to grant a new tenancy where appropriate.</p>	<ul style="list-style-type: none"> <li>• To adopt the approach taken by Richmondshire and offer all tenants equal rights of succession.</li> </ul>
Joint tenants	Harrogate was fairly strict in limiting who could be offered a joint tenancy and only to persons in a relationship with anything else by exception only (there was no clarity as to what actually amounted to such an exception however). Richmondshire took a similar approach, but Selby was silent on the subject.	<p>To allow a wider group of persons to be offered a joint tenancy including siblings.</p> <p>This option recognises the cost-of-living challenge faced by many single person households combined with the lack of single person accommodation within our stock for those age under 60.</p>	<ul style="list-style-type: none"> <li>• Retain the current approach and limit the offer of a joint tenancy to those in a relationship.</li> <li>• Widen the group of persons who can be offered a joint tenancy but only to those who have an existing history of living together such as siblings.</li> </ul>



<p>Introductory tenancies</p>	<p>Both Harrogate and Richmonshire offered introductory tenancies to all new tenants. Selby opted to offer secure tenants to those moving into Sheltered Housing, those over pensionable state age or those deemed “vulnerable” without the requirement to complete a probationary period.</p>	<p>To offer introductory tenancies to all new tenants.  This option recognises that we do experience issues with both older tenants and those moving into Sheltered Housing, and which are impactful on other residents in those schemes.</p>	<ul style="list-style-type: none"> <li>• Adopt the Selby approach and offer secure tenancies to certain groups of tenants immediately with no requirement to offer an introductory tenancy first.</li> </ul>
-------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

# Equality impact assessment (EIA) form: evidencing paying due regard to protected characteristics

(form updated June 2023)

## *Draft Tenancy Strategy and Tenancy Policy*

Equality Impact Assessments (EIAs) are public documents. EIAs accompanying reports going to County Councillors for decisions are published with the committee papers on our website and are available in hard copy at the relevant meeting. To help people find completed EIAs, we also publish them in our website's Equality and Diversity section. This will help people to see for themselves how we have paid due regard in order to meet statutory requirements.

Name of Directorate and Service Area	Community Development - Housing
Lead Officer and contact details	Hannah Heinemann – Head of Housing Delivery and Partnerships
Names and roles of other people involved in carrying out the EIA	Carl Doolan – Head of Housing Management and Landlord Service Matthew Brown – Housing Policy and Strategy Officer
How will you pay due regard? for example, working group, individual officer	This overarching EIA has been carried out by the Housing Strategy and Policy Officer with support from Head of Housing Management and Landlord Service. Full public consultation was undertaken.  Individual EIAs will be carried out on each of specific projects and decisions required to achieve our strategy goals and the methods used will vary appropriately.
When did the due regard process start?	July 2024

**Section 1. Please describe briefly what this EIA is about.** (for example, are you starting a new service, changing how you do something, stopping doing something?)

Approval to consult on the Tenancy Strategy and Tenancy Policy for North Yorkshire.

To adopt a tenancy strategy is good practice, providing an agreed strategic approach to tenancy management within housing services and for our external partners such as Registered Providers.

The Tenancy Strategy is a high-level overview of the strategic vision for across North Yorkshire, which will underpin the Tenancy Policy for across North Yorkshire Council to deliver its housing management function.

**Section 2. Why is this being proposed? What are the aims? What does the authority hope to achieve by it?** (for example, to save money, meet increased demand, do things in a better way.)

The purpose of the strategy and policy is to inform stakeholders including registered providers, officers, residents, and council tenants about the Council’s vision for housing management relating to tenancies across North Yorkshire.

Our key objectives are to have a single approach across North Yorkshire for both council tenants and registered providers.

The strategy and policy have been drafted following LGR where we need to have one approach to ensure we are legally compliant.

**Section 3. What will change? What will be different for customers and/or staff?**

The Tenancy Strategy and Policy provides the framework for the housing management service. Adoption of the strategy will signify the council’s commitment to providing long term housing security for our customers across North Yorkshire.

**Section 4. Involvement and consultation** (What involvement and consultation has been done regarding the proposal and what are the results? What consultation will be needed and how will it be done?)

We will be looking to consult a range of groups in relation to the strategy and policy.

In terms of the strategy, we will be looking to consult our partners such as registered providers who are members the York North Yorkshire Housing Partnership (YNYHP) and other registered providers who are not part of the NNYHP but work within North Yorkshire.

For the policy, we will consult our tenants by conducting focus groups and giving tenants the opportunity to input their thoughts. We will also consult housing management employees.

Once we get feedback from all the relevant consultees, we will analysis the responses and amend the draft documents.

**Section 5. What impact will this proposal have on council budgets? Will it be cost neutral, have increased cost or reduce costs?**

Approval to consult of the strategy and policy will have limited budgeted implications due to requirement to consult tenants. However, after the consultation stage there will be no budget implications.

<b>Section 6. How will this proposal affect people with protected characteristics?</b>	<b>No impact</b>	<b>Make things better</b>	<b>Make things worse</b>	<b>Why will it have this effect? Provide evidence from engagement, consultation and/or service user data or demographic information etc.</b>
Age	✓			North Yorkshire has a lower proportion of young people than the national average-

			<p>24.5% under 25 compared to 29.2% nationally.</p> <p>In 2021, 25% of the county's adult population was over the age of 65. This is higher than the national percentage of 18.4%.</p> <p>By 2035, 32.60% of North Yorkshire's total population will be aged 65+ and 5.97% will be aged 85+.</p> <p>Nationally 23.26% will be 65+ and 4.05% will be 85+ by 2035.</p> <p>By recognising the needs of our residents at different life stages we will be able to identify opportunities to tailor our services to specific age groups. Detailed EIAs will be undertaken on specific projects implemented to realise these ambitions.</p> <p>The strategy recognises differing demographic needs across North Yorkshire including both the ageing population and also the needs of younger persons and families.</p>
Disability		✓	<p>North Yorkshire has a lower proportion (19.3%) of people with a disability or long-term limiting illness whose day-to-day activities are limited a lot- against the national average of 23.69%.</p> <p>However, this will rise to 20.89% of the 65+ population in North Yorkshire, against a national average of 24.86%.</p> <p>By recognising the needs of our residents who may be more vulnerable or have specific accessibility and adaptability requirements we will improve access to housing for these groups. Detailed EIAs will be undertaken on specific projects implemented to realise these ambitions.</p> <p>By having a strategy and policy, which provides secure tenancies, it provides additional housing security for those with a disability.</p>
Sex	✓		<p>The proportion of females is slightly higher (51%) than that of males (49%).</p> <p>This pattern is reflected across all localities, with the exception of Richmondshire where the large number of predominantly male</p>

				<p>military personnel have the effect of reversing the proportions.</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
Race	✓			<p>North Yorkshire has a much lower proportion (4.77%) of people who identify with a non-UK identity than the national average (12%).</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
Gender reassignment	✓			<p>In the 2021 census 1478 (0.28%) of residents across North Yorkshire identified themselves as transsexual or with a gender identity different to that registered at birth.</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
Sexual orientation	✓			<p>In the 2021 census 11,291 (2.2%) of residents across North Yorkshire identified themselves as Lesbian, Gay, Bisexual, or Other (LGB+).</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
Religion or belief	✓			<p>North Yorkshire has higher levels of Christians (55.6%) than the national average (46.2%), and lower levels of all other religions than the national average. Percentages of those with no religion or not stating their religion are broadly similar to the national average.</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
Pregnancy or maternity	✓			<p>In 2021 there were 5133 live births in North Yorkshire.</p> <p>In 2020 the conception rate per 1000 for under 18's was 10.9. This is below the rate for England (13).</p>

				<p>In 2020/21 4.2% of deliveries in North Yorkshire were to mothers from ethnic minorities, compared to the England value of 21.6%.</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
Marriage or civil partnership	✓			<p>A higher percentage of North Yorkshire's population is married or in a civil partnership (53.7%) than the national average (46.8%)</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>

<b>Section 7. How will this proposal affect people who...</b>	<b>No impact</b>	<b>Make things better</b>	<b>Make things worse</b>	<b>Why will it have this effect? Provide evidence from engagement, consultation and/or service user data or demographic information etc.</b>
..live in a rural area?	✓			<p>The population in North Yorkshire is generally sparser than the national average (77 people per square kilometre as opposed to 434 nationally). In some parts of the county this is lower still (Ryedale 36, Richmondshire 38, Craven 48, Hambleton 69).</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
...have a low income?	✓			<p>The proportion of households in deprivation in North Yorkshire reduced between 2011 and 2021. In 2011 52.1% of households in North Yorkshire were deprived in at least one of the four dimensions (employment, education, health and disability, housing).</p> <p>By 2021 this had fallen to 46.7%. This 5.4 percentage point reduction in North Yorkshire compared with a 5.9 percentage point reduction across England as a whole, with the proportion of households in deprivation in North Yorkshire remaining below the national average.</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>

...are carers (unpaid family or friend)?	✓			<p>Carers' allowance claimants make up 0.98% of North Yorkshire's population.</p> <p>This is lower than the average for England (1.42%) but there are variations across the county. It is likely, however, that these figures do not reflect the true number of people carrying out caring roles in the county as many do not claim allowances.</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
..... are from the Armed Forces Community	✓			<p>North Yorkshire has 29,831 Armed Forces Veterans. Richmondshire has the highest proportion of Armed Forces Veterans in North Yorkshire at 9.5% (3,962), which is the third highest nationally.</p> <p>The proportion of veterans in Richmondshire is more than double the national average rate, which is 3.8%.</p> <p>Harrogate has the highest number of Armed Forces Veterans in North Yorkshire with 7,076 (5.2%).</p> <p>Our ambitions will not have any specific impact on those from the armed forces community and we will deliver services in line with the Armed Forces Covenant.</p>

<b>Section 8. Geographic impact – Please detail where the impact will be (please tick all that apply)</b>	
North Yorkshire wide	✓
Craven district	
Hambleton district	
Harrogate district	
Richmondshire district	
Ryedale district	
Scarborough district	
Selby district	
<b>If you have ticked one or more districts, will specific town(s)/village(s) be particularly impacted? If so, please specify below.</b>	

**Section 8. Geographic impact – Please detail where the impact will be (please tick all that apply)**

The Tenancy Strategy and Policy is the Council’s overall high-level strategic plan. The Policy will have specific impact to customers within the Harrogate, Richmondshire and Selby areas where North Yorkshire Council have housing stock.

**Section 9. Will the proposal affect anyone more because of a combination of protected characteristics? (for example, older women or young gay men) State what you think the effect may be and why, providing evidence from engagement, consultation and/or service user data or demographic information etc.**

The proposal will not affect anyone more because of a combination of protected characteristics.

<b>Section 10. Next steps to address the anticipated impact. Select one of the following options and explain why this has been chosen. (Remember: we have an anticipatory duty to make reasonable adjustments so that disabled people can access services and work for us)</b>	<b>Tick option chosen</b>
1. <b>No adverse impact - no major change is needed to the proposal.</b> There is no potential for discrimination or adverse impact identified.	✓
2. <b>Adverse impact - adjust the proposal</b> - The EIA identifies potential problems or missed opportunities. We will change our proposal to reduce or remove these adverse impacts, or we will achieve our aim in another way which will not make things worse for people.	
3. <b>Adverse impact - continue the proposal</b> - The EIA identifies potential problems or missed opportunities. We cannot change our proposal to reduce or remove these adverse impacts, nor can we achieve our aim in another way which will not make things worse for people. (There must be compelling reasons for continuing with proposals which will have the most adverse impacts. Get advice from Legal Services)	
4. <b>Actual or potential unlawful discrimination - stop and remove the proposal –</b> The EIA identifies actual or potential unlawful discrimination. It must be stopped.	
<p><b>Explanation of why the option has been chosen</b> (include any advice given by Legal Services.)</p> <p>Our ambitions and high level outcomes as detailed in the Tenancy Strategy and Policy aspire to improve housing service delivery for everyone in North Yorkshire both tenants and customers for RP’s.</p>	

**Section 11. If the proposal is to be implemented how will you find out how it is really affecting people? (How will you monitor and review the changes?)**

We will use service data; customer contact, complaints to ensure that services are not negatively impacting on any protected characteristic.

**Section 12. Action plan.** List any actions you need to take which have been identified in this EIA, including post implementation review to find out how the outcomes have been achieved in practice and what impacts there have actually been on people with protected characteristics.

<b>Action</b>	<b>Lead</b>	<b>By when</b>	<b>Progress</b>	<b>Monitoring arrangements</b>

**Section 13. Summary** Summarise the findings of your EIA, including impacts, recommendation in relation to addressing impacts, including any legal advice, and next steps. This summary should be used as part of the report to the decision maker.



Our ambitions in the Tenancy Strategy and Policy will result in a North Yorkshire wide approach to tenancy management which will lead to a better outcomes for all North Yorkshire Council tenants and customers of our registered providers within North Yorkshire of secure tenures.

The anticipated impacts of our ambitions are therefore positive ones.

Due regard to equalities will be paid when making decisions on actions to realise these ambitions and, where appropriate, these will be subject to full EIAs.

#### **Section 14. Sign off section**

This full EIA was completed by:

**Name: Matthew Brown**

**Job title: Housing Policy and Strategy Officer**

**Directorate: Community Development**

**Signature:**

**Completion date: 26<sup>th</sup> July 2024**

**Authorised by Assistant Director: Andrew Rowe**

**Date: 3 September 2024**

## Climate change impact assessment

The purpose of this assessment is to help us understand the likely impacts of our decisions on the environment of North Yorkshire and on our aspiration to achieve net carbon neutrality by 2030, or as close to that date as possible. The intention is to mitigate negative effects and identify projects which will have positive effects.

This document should be completed in consultation with the supporting guidance. The final document will be published as part of the decision making process and should be written in Plain English.

If you have any additional queries which are not covered by the guidance please email [climatechange@northyorks.gov.uk](mailto:climatechange@northyorks.gov.uk)

**Please note: You may not need to undertake this assessment if your proposal will be subject to any of the following:**

Planning Permission  
Environmental Impact Assessment  
Strategic Environmental Assessment

However, you will still need to summarise your findings in the summary section of the form below.

Please contact [climatechange@northyorks.gov.uk](mailto:climatechange@northyorks.gov.uk) for advice.

<b>Title of proposal</b>	<b>Tenancy Strategy and Tenancy Policy</b>
<b>Brief description of proposal</b>	<b>Approval to consult on the Tenancy Strategy and Tenancy Policy for North Yorkshire</b>
<b>Directorate</b>	<b>Community Development</b>
<b>Service area</b>	<b>Housing</b>
<b>Lead officer</b>	<b>Andrew Rowe</b>
<b>Names and roles of other people involved in carrying out the impact assessment</b>	<b>Matthew Brown &amp; Carl Doolan</b>
<b>Date impact assessment started</b>	<b>July 2024</b>

**Options appraisal**

The Tenancy Strategy and Tenancy Policy IS AN legal requirement in line with Section 150 of the Localism Act 2011, which states:

(1) A local housing authority in England must prepare and publish a strategy (a “tenancy strategy”) setting out the matters to which the registered providers of social housing for its district are to have regard in formulating policies relating to -

- (a) The kinds of tenancies they grant
  - (b) The circumstances in which they will grant a tenancy of a particular kind
  - (c) Where they grant tenancies for a certain term, the lengths of the terms, and
  - (d) The circumstances in which they will grant a further tenancy on the coming to an end of an existing tenancy
- (2) The tenancy strategy must summarise those policies or explain where they may be found.

The Tenancy Strategy is a high-level overview of the strategic vision for across North Yorkshire, which will underpin the Tenancy Policy for North Yorkshire Council to deliver its housing management function.

Climate change and the potential environmental impacts of our strategy are key considerations for the Housing Service and the detailed analysis of specific projects will be carried out as they come forward for political decision.

**What impact will this proposal have on council budgets? Will it be cost neutral, have increased cost or reduce costs?**

The strategy and policy will be delivered within existing service budgets and will be cost neutral.

<p><b>How will this proposal impact on the environment?</b></p> <p><b>N.B.</b> There may be short term negative impact and longer term positive impact. Please include all potential impacts over the lifetime of a project and provide an explanation.</p>	<p><b>Positive impact</b> (Place a X in the box below where relevant)</p>	<p><b>No impact</b> (Place a X in the box below where relevant)</p>	<p><b>Negative impact</b> (Place a X in the box below where relevant)</p>	<p><b>Explain why will it have this effect and over what timescale?</b></p> <p><b>Where possible/relevant please include:</b></p> <ul style="list-style-type: none"> <li>Changes over and above business as usual</li> <li>Evidence or measurement of effect</li> <li>Figures for CO<sub>2</sub>e</li> <li>Links to relevant documents</li> </ul>	<p><b>Explain how you plan to mitigate any negative impacts.</b></p>	<p><b>Explain how you plan to improve any positive outcomes as far as possible.</b></p>	
<p>Minimise <b>greenhouse gas emissions</b> e.g. reducing emissions from travel, increasing energy efficiencies etc.</p>	Emissions from travel		<b>X</b>				
	Emissions from construction		<b>X</b>				
	Emissions from running of buildings		<b>X</b>				
	Emissions from data storage		<b>X</b>				
	Other		<b>X</b>				
<p>Minimise <b>waste</b>: Reduce, reuse, recycle and compost e.g. reducing use of single use plastic</p>		<b>X</b>					
<p>Reduce <b>water</b> consumption</p>		<b>X</b>					

<p><b>How will this proposal impact on the environment?</b></p> <p><b>N.B.</b> There may be short term negative impact and longer term positive impact. Please include all potential impacts over the lifetime of a project and provide an explanation.</p>	<p><b>Positive impact</b> (Place a X in the box below where relevant)</p>	<p><b>No impact</b> (Place a X in the box below where relevant)</p>	<p><b>Negative impact</b> (Place a X in the box below where relevant)</p>	<p><b>Explain why will it have this effect and over what timescale?</b></p> <p><b>Where possible/relevant please include:</b></p> <ul style="list-style-type: none"> <li>• <b>Changes over and above business as usual</b></li> <li>• <b>Evidence or measurement of effect</b></li> <li>• <b>Figures for CO<sub>2</sub>e</b></li> <li>• <b>Links to relevant documents</b></li> </ul>	<p><b>Explain how you plan to mitigate any negative impacts.</b></p>	<p><b>Explain how you plan to improve any positive outcomes as far as possible.</b></p>
<p>Minimise <b>pollution</b> (including air, land, water, light and noise)</p>		<p><b>X</b></p>				
<p>Ensure <b>resilience</b> to the effects of climate change e.g. reducing flood risk, mitigating effects of drier, hotter summers</p>		<p><b>X</b></p>				
<p>Enhance <b>conservation</b> and wildlife</p>		<p><b>X</b></p>				
<p>Safeguard the distinctive characteristics, features and special qualities of <b>North Yorkshire's landscape</b></p>		<p><b>X</b></p>				

<p>How will this proposal impact on the environment?</p> <p>N.B. There may be short term negative impact and longer term positive impact. Please include all potential impacts over the lifetime of a project and provide an explanation.</p>	<p><b>Positive impact</b> (Place a X in the box below where relevant)</p>	<p><b>No impact</b> (Place a X in the box below where relevant)</p>	<p><b>Negative impact</b> (Place a X in the box below where relevant)</p>	<p>Explain why will it have this effect and over what timescale?</p> <p>Where possible/relevant please include:</p> <ul style="list-style-type: none"> <li>• Changes over and above business as usual</li> <li>• Evidence or measurement of effect</li> <li>• Figures for CO<sub>2</sub>e</li> <li>• Links to relevant documents</li> </ul>	<p>Explain how you plan to mitigate any negative impacts.</p>	<p>Explain how you plan to improve any positive outcomes as far as possible.</p>
<p>Other (please state below)</p>		<p><b>X</b></p>				

Page 38

<p>Are there any recognised good practice environmental standards in relation to this proposal?</p>
<p>N/A</p>

**Summary** Summarise the findings of your impact assessment, including impacts, the recommendation in relation to addressing impacts, including any legal advice, and next steps. This summary should be used as part of the report to the decision maker.

The Tenancy Strategy and Tenancy Policy shows that there will be no environmental impact in itself, its vision, or strategic themes.

### Sign off section

This climate change impact assessment was completed by:

<b>Name</b>	<b>Matthew Brown</b>
<b>Job title</b>	<b>Housing Policy and Strategy Officer</b>
<b>Service area</b>	<b>Housing</b>
<b>Directorate</b>	<b>Community Development</b>
<b>Signature</b>	
<b>Completion date</b>	<b>26<sup>th</sup> July 2024</b>

**Authorised by Assistant Director: Andrew Rowe**

**Date: 3 September 2024**

This page is intentionally left blank



## North Yorkshire Council

9 April 2025

### North Yorkshire Council Tenant Involvement Strategy

#### Approval of the Proposed North Yorkshire Council Tenant Involvement Strategy Following Public Consultation

#### Report of the Corporate Director Community Development

#### **1.0 PURPOSE OF REPORT**

- 1.1 To seek approval from the Executive Member for Culture, Arts and Housing to adopt the Tenant Involvement Strategy following consultation.

#### **2.0 SUMMARY**

- 2.1 This report highlights the need for the Council to adopt a new landlord Tenant Involvement Strategy. This strategy replaces any existing strategies relating to Tenant Involvement that remain in operation in the former Harrogate, Richmondshire and Selby council areas.
- 2.2 Registered Providers (and which includes North Yorkshire Council) are required by law to meet the expectations set out in the Regulator of Social Housing's consumer standards. The Transparency, Influence and Accountability Standard sets out how social landlords must give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies and services.
- 2.3 The Tenancy Involvement Strategy sets out who we will engage and involve tenants, using their insight to influence and improve services, and to ensure their voice is heard in decisions that affect their home, their safety and their communities.
- 2.4 This draft strategy has been created with tenants and further amendments have been made following a wider tenant consultation exercise. Recognising the importance of tenant participation in decision-making processes, this strategy enhances tenant engagement, improves service delivery, and builds stronger relationships.

#### **3.0 BACKGROUND**

- 3.1 North Yorkshire Council provides over 8,000 council homes and is a registered social housing provider regulated by the Regulator of Social Housing (RSH). In April 2024, the RSH introduced four consumer regulatory requirements that housing providers must adhere to. One of those is the transparency, influence and accountability standard which has key outcomes relating to tenant engagement and involvement. The regulatory standard makes it clear that registered providers must take tenants' views into account in decision making about how landlord services are delivered, they must provide tenants with information to enable them to hold their landlord to account.
- 3.2 Effective tenant involvement is crucial for fostering a sense of community and ensuring that housing services meet the needs and expectations of tenants. Tenant involvement can take many forms, from participating in surveys and focus groups to being part of a more formal scrutiny panel. By actively involving tenants, housing providers can gain valuable insights into the issues that matter most to their residents, leading to more responsive and effective services.

- 3.3 The development of this tenant involvement strategy is informed by best practice and the creation of it was supported by YD Consultancy who have many years of experience in customer involvement. YD Consultancy provided a bespoke service, creating and leading a steering group of tenants and officers to review existing involvement activities and draft the new strategy. The draft strategy also considers the unique needs and preferences of our tenants, following the development of a focus group, specific feedback sessions and wider consultation.
- 3.4 The 2023/24 Tenant Satisfaction Measures reveal that 69% of tenants feel treated fairly and with respect, 60% feel informed, and 55% feel their views are listened to. While there are positive areas of satisfaction a key area for improvement was keeping tenants informed.
- 3.5 In May 2024, North Yorkshire Council self-referred to the Regulator of Social Housing due to issues identified in a self-assessment, including insufficient information on tenant needs and limited opportunities for tenant influence. In August 2024, the regulator issued a C3 grade judgement, highlighting significant improvements needed in safety, quality, transparency, influence, and accountability standards.
- 3.6 Further to this judgement the Council is subject to significant and intensive monitoring and scrutiny from the Regulator including monthly performance review meetings. The C3 Grading will not be upgraded until the Council demonstrates compliance, which is most likely to be through a full regulatory inspection.

#### 4.0 THE STRATEGY

- 4.1 The Tenant Involvement Strategy aims to engage tenants and use their insights to improve services and ensure their voices are heard in decisions affecting their homes, safety, and communities.

The strategy focuses on three key outcomes:

**Strong Culture of Engagement:** Establish a transparent, open, and accountable housing service that meets or exceeds regulatory standards.

**Integral Tenant Involvement:** Collaborate with tenants to design, improve, and deliver housing services meaningfully.

**Modern, Varied Engagement:** Ensure diverse tenant voices are heard, understood, and translated into actions to improve services and outcomes.

- 4.2 The new strategy emphasizes North Yorkshire Council's commitment to involving tenants in scrutinizing, shaping, co-designing, and influencing services. All interactions with customers are valued as sources of feedback and engagement, from casual conversations with the Customer Service Team or workmen to participation in surveys, consultation groups, or scrutiny panels. The council aims to make it easy for tenants to provide feedback and will tailor its approach to meet the diverse needs and preferences of its customers, actively seeking input from a wide range of backgrounds and communities.
- 4.3 The council recognizes that engagement with smaller groups may not represent all customer opinions, so it will test feedback with broader groups to ensure it is representative. The approach will be inclusive, celebrating diverse views and ensuring no customer is excluded.
- 4.4 A blended approach to involvement will be offered, including a new digital engagement platform, with necessary training provided to support tenant participation. Transparency and honesty are key; the council will clearly communicate its goals, the feedback received, and its impact, supporting tenants in exercising their housing management rights.

- 4.5 Tenants can get involved with North Yorkshire Council's housing services through various opportunities. The Scrutiny Panel, a small tenant-led group, examines the council's housing service performance in detail, focusing on areas needing improvement or with low tenant satisfaction and provides a strategic opportunity for tenants to influence services. The larger Tenant Voice Panel and Forum is open to all tenants and leaseholders and is a network of tenants who will help review policies and procedures for service improvement either virtually or through task and finish groups. This panel is supported by quarterly forum meetings, it connects with the Housing Improvement Board and the council's elected member overview and scrutiny committee and is an opportunity for the council to share information.
- 4.6 My Housing Voice is a digital involvement platform offering a range of flexible opportunities. This could be making suggestions, completing online questionnaires, becoming a mystery shopper, receiving email updates, following us on social media, contributing to the tenant newsletter or reviewing letters and forms.
- 4.7 The Big Conversation initiative engages with tenants through community visits and pop-up events, gathering feedback to help build a service that reflects tenant priorities.
- 4.8 By implementing this strategy, we aim to create a more inclusive and collaborative environment where tenants feel valued and heard. This will not only improve tenant satisfaction but also contribute to the overall success and sustainability of our housing services.
- 4.9 A copy of the draft strategy is in **Appendix A**

## **5.0 TENANT VOICE**

- 5.1 It is important to make clear the influence that the tenant voice has had on the proposed strategy, and on any future housing strategy or policy document. When policy reviews take place it is essential that tenants are involved early and given the for meaningful involvement.
- 5.2 This proposed strategy is a document which was initially developed by a steering group of officers and existing involved tenants. Meetings were held on 22<sup>nd</sup> May 2024 and on 6<sup>th</sup> June 2024. The draft strategy was then discussed at the All-Panels Involved Tenant meetings on 11<sup>th</sup> September 2024 and on 4<sup>th</sup> December 2024.
- 5.3 In accordance with North Yorkshire Councils consultation principles, a public consultation was carried out between 20<sup>th</sup> November 2024 and 4<sup>th</sup> February 2025 and the draft strategy was published on the consultation area of the NYC website. 10 responses were received. A copy of the questions asked during the consultation is in **Appendix B**
- 5.4 The strategy was refined further following a wider consultation with tenants. Tenants will also be involved in the implementation of the strategy.
- 5.5 Respondents to the consultation expressed varied levels of understanding regarding the opportunities for tenant involvement. Some of the key points include:

**Lack of Clarity:** Some respondents indicated confusion about the involvement process and the wording has been changed to make the strategy clearer.

**Training Needs:** It was highlighted that there is no mention of training for involved tenants. Respondents suggested that both internal and external training should be provided to ensure tenants are well-equipped to participate effectively. This has been added to the commitment.

**Desire for Involvement:** Several respondents expressed a strong desire to be involved in the strategy consultation. They believe that tenant involvement is crucial for ensuring their voices are heard and their concerns addressed.

**Feedback on Promises:** Respondents provided specific feedback on the 12 promises set out in the strategy. Amendments have been made to address the points made.

**Support for Involvement:** Respondents noted that area tenant meetings would help tenants engage with the council, especially those who cannot use technology. Updates have been made to the strategy to make the intention for face-to-face interaction with tenants clearer.

Overall, the feedback underscores the need for clearer communication and more effective support to ensure meaningful tenant involvement in the strategy.

## **6.0 CONTRIBUTION TO COUNCIL PRIORITIES**

6.1 The Tenant Involvement Strategy contributes principally to the following Council priorities:

- Place and Environment: Communities are supported and work together to improve their local area.

## **7.0 ALTERNATIVE OPTIONS CONSIDERED**

7.1 As a registered provider of social housing, it is a legal requirement to comply with the Regulator of Social Housing's consumer standards. Specifically, the Transparency, Influence and Accountability Standard states that registered providers must give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies and services.

7.2 North Yorkshire Council has received a C3 (non-compliant) judgement from the Regulator of Social Housing. Without a Tenant Involvement Strategy there is an increased risk of additional non-compliance which will further undermine the organisations' credibility.

## **8.0 FINANCIAL IMPLICATIONS**

8.1 The tenant involvement team was a new team introduced following local government reorganisation, the new and this investment was in response to the changing regulatory environment and evidence of the commitment to delivering a great customer experience and giving a greater voice to our tenants. The cost of delivering the strategy, including delivering training, producing reports and covering any out-of-pocket tenant expenses are within the existing budget. It is the ambition of the service that going forward the tenant voice will help shape the Housing Revenue Account Financial Plan.

## **9.0 LEGAL IMPLICATIONS**

9.1 It is a requirement of the Regulator of Social Housing Transparency, Influence and Accountability standard for a Registered provider, 'to take tenant's views into account in their decision making about how landlord services are delivered and communicate how tenant's views have been considered.'

9.2 In carrying out the public consultation and in considering the feedback received, the Council is seeking to ensure that its decision making is open, transparent, and fair.

## **10.0 EQUALITIES IMPLICATIONS**

10.1 An initial Equalities Impact Assessment screening form has been completed and reviewed internally. No detrimental effects were identified and the ambitions in the Tenant Involvement Strategy will result in increased opportunities for all tenants to get involved, which will lead to better outcomes and improved customer focused service delivery for all North Yorkshire Council tenants and leaseholders (**Appendix C**).

## **11.0 CLIMATE CHANGE IMPLICATIONS**

11.1 A climate change impact assessment screening form has been completed acknowledging that there are no significant impacts. (**Appendix D**).

## **12.0 POLICY IMPLICATIONS**

12.1 The Tenant Involvement Strategy will be a new strategy document for the Community Development directorate and as such will require regular review.

## **13.0 RISK MANAGEMENT IMPLICATIONS**

13.1 The Council (in its role as Social Housing Landlord) risks remaining non-compliant with the Regulator of Social Housings' consumer standards

## **14.0 REASONS FOR RECOMMENDATIONS**

14.1 The Tenant Involvement Strategy has been subject to a broad consultation exercise; responses to the consultation have resulted in this version.

## **15.0 RECOMMENDATION**

15.1 It is recommended that approval is given to adopt the Tenant Involvement Strategy following consultation with tenants.

## **APPENDICES:**

Appendix A – Tenant Involvement Strategy  
Appendix B – Consultation Questions  
Appendix C – Equalities Impact Assessment screening form  
Appendix D – Climate Change Impact Assessment

## **BACKGROUND DOCUMENTS:** none

Nic Harne  
Corporate Director – Community Development  
County Hall  
Northallerton

Report Authors – Sarah Thompson, Tenant Involvement

Presenter of Report – Andrew Rowe, Assistant Director for Housing

North Yorkshire Council  
Housing Management and Landlord  
Services

Tenant Involvement  
Strategy

2025-2030

## 1.0 Introduction

### 1.1 The legacy of tenant involvement

This Tenant Involvement Strategy builds on our legacy organisations engagement opportunities and sets out how we will listen and engage our tenants.

This underpins our continued commitment to co-regulation by involving tenants in scrutinising, shaping, co-designing, and influencing services.

This co-created strategy will help us to plan and set goals and priorities to get us where we want and expect to be. It will help us stay focussed on what is important.

### 1.2 The vision for tenant involvement

Our vision for our Tenant Involvement Strategy is simple.

*“To engage and involve tenants and use their insight to influence and improve services and to ensure their voice is heard in decisions that affect their home, their safety and their communities”*

To support the delivery of the strategy, we have developed three key outcomes. These outcomes were developed with tenants and are:

1. *We will have a strong culture of tenant engagement throughout North Yorkshire Council, with a transparent, open, and accountable housing service that meets or exceeds the requirements of the Regulator of Social Housing’s consumer standards.*
2. *Tenant involvement will be an integral part of the delivery of all our housing services and we will work together with tenants to design, improve and deliver services in a meaningful way.*
3. *We will offer a modern, varied engagement service that ensures the voice of a diverse range of tenants is heard, understood, and translated into actions to improve services and outcomes for Tenants.*

This strategy sets out how we will do this, and we will produce an action plan to detail how the strategy will be delivered.

## 2.0 Background

### 2.1 The Steering Group

We met with the existing engaged customers from the legacy organisations and listened to what was important to them and what they wanted to see in the new involvement framework. Tenants and officers then formed a steering group to work together, share ideas and discuss the next steps in more detail. This strategy is a result of this work.

### 2.2 National Context

In April 2024 the Regulator of Social Housing introduced four consumer regulatory requirements that housing providers must adhere to.

The transparency, influence and accountability standard has six required outcomes, and these are:

- Fairness and respect: treat all tenants with fairness and respect.
- Diverse needs: take action to deliver fair access to, and equitable outcomes of, housing and landlord services for all tenants.
- Engagement with tenants: take tenants' views into account in decision making about how landlord services are delivered.
- Information about landlord services: communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.
- Performance information: collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.
- Complaints: ensure complaints are addressed fairly, effectively, and promptly

### 2.3 Local Context

#### 2.3.1 The Council Plan

This Tenant Involvement Strategy will support the delivery of our Council Plan (2024-2028) which sets out the council's vision, ambitions, and priorities for the next four years, as well as the approach we will take to achieve them.

The plan addresses the exciting opportunity provided by the creation of North Yorkshire Council to transform services, drive innovation and improve outcomes. It also outlines the many significant challenges ahead including the impact of inflation, increased demand for our services, climate change, and the impact of the cost-of-living crisis on our communities.



Here is a summary of what the plan entails:

Our vision: We want to build on North Yorkshire's natural capital, strong local economy, and resilient communities, to improve the way local services are delivered and support a good quality of life for all.

Locality working is a key element to the council plan, with the plan outlining our four pillars of locality working:

- local services and access
- local accountability
- local action
- local empowerment

### **2.3.2 North Yorkshire Housing Strategy**

North Yorkshire Council provides over 8,000 homes across the county and has ambitions for growth. Most properties are socially rented properties, but we also manage leasehold properties and a small number that are shared ownership.

We aim to become an exemplar landlord, providing high quality tenancy services. Our North Yorkshire Housing Strategy commits to ensuring the Council housing stock remains decent and continues to improve. We will meet this challenge by:

- Implementing a robust investment plan for all our Council housing stock over the next 30 years
- Putting tenant safety first and fully meeting our regulatory responsibilities, including the eradication of mould and damp issues within set timescales
- Developing a new Tenancy Strategy and establishing clear and high standards for the delivery of tenancy services.
- Appraising our Council housing stock and re-purposing where required.

## **2.4 Tenant Satisfaction Measures**

### **2.4.1 Introduction of the measures**

In April 2023, the Regulator of Social Housing introduced Tenant Satisfaction Measures (TSMs) aimed at helping improve standards for people living in social housing. They enable the regulator to see which landlords may need to make improvements but are also a way of enabling tenants see how well their landlord is performing.

#### 2.4.2 North Yorkshire Council TSM survey results 2023/2024

The results give us up to date information of our tenants' perception of our current services. The 2023/24 Tenant Satisfaction Measures survey results tell us that in terms of engagement:

- 69% of tenants surveyed feel they are treated fairly and with respect.
- 60% of tenants surveyed feel informed.
- 55% of tenants surveyed feel their views are listened to.

Whilst there are some good areas of overall satisfaction, there is some work to do particularly in relation to positive contribution to neighbourhood, Anti-social behaviour handling and being kept informed, which are the lowest ratings in the survey.

This strategy aims to help North Yorkshire Council improve satisfaction with these important measures.

### **3.0 Current position**

#### **3.1 Local government reorganisation**

##### **3.1.1 Bringing services together**

Following local government reorganisation and the bringing together of the former council housing services, we have a new structure to deliver services and resources have been increased to support the delivery of this strategy. Tenant involvement has always been important to us, but we also recognise that we need to do more to meet tenant expectations, as well as meet the new requirements of the regulator.

We take our responsibility seriously in respect of gaining the trust and respect of our tenants. We will ensure that this strategy and engagement framework does not lose sight of the realities of the tenant experience.

##### **3.1.2 The Tenant Involvement Team**

To tackle some of these challenges at pace and put us in a strong position to build on the legacy organisation's engagement opportunities, we have established a dedicated tenant involvement team. Local government reorganisation was an opportunity for us to invest in our services and this new team is made up of a Tenant Involvement Manager and three Tenant Involvement Officers. We want to create new opportunities to address the gaps that exist, strengthen our offer, and amplify the voice of our customers.

#### **3.2 The profile of our customers**

To enable us to address the gaps and to ensure we deliver fair and equitable outcomes for our tenants, we need to collect and understand relevant information and data to understand their diverse needs. This includes those that arise from protected characteristics, language barriers, and any additional support needs.

We deliver services to a diverse range of people and so it's important that we understand more about them so that:

- when we develop or review services, policies and procedures we can be sure that our services are accessible
- when we test services, we do so from a wide range of perspectives
- when we plan engagement activities, we can develop methods that are of interest to relevant groups; and
- when we ask for views and ideas, we do so from a wide range of perspectives.

Improved data collection and analysis will also enable us to tailor our services and take appropriate action in areas such as anti-social behaviour and repairs.

### **3.3 Regulator of Social Housing**

#### **3.3.1 Regulatory judgement**

In May 2024, North Yorkshire Council self-referred to the Regulator of Social Housing because a range of issues were identified following a self-assessment against the standards. The issues included a lack of reliable information to support our understanding of and response to the diverse needs of our tenants and limited and inconsistent meaningful opportunities for tenants to influence and scrutinise our services.

In August 2024, the regulator published a regulatory judgement specifically in relation to outcomes in the Safety and Quality Standard and Transparency, Influence and Accountability Standard. The conclusion was a C3 grade and significant improvement is needed.

DRAFT

## 4.0 The new tenant involvement service

### 4.1 A values-based service

What we do and how we do it, is in line with our council values: to be inclusive, ambitious, creative, and together.

Tenant involvement is a term used to cover many different tasks and activities but what it means to us, is that we will give tenants the opportunity to scrutinise our services, to shape and help improve them. We are committed to keeping tenants informed.

We will be ambitious in our plans, ensure the opportunities are available to all and we will come up with new creative ways of working together.

### 4.2 Our approach

- *We will aim to make it easy*  
This new strategy will recognise our commitment to involving tenants in scrutinising, shaping, co-designing, and influencing services. We consider and value all interactions with customers as a source of feedback and engagement and tenant engagement includes everything from ad hoc contact such as a call to the Customer Service Team or a conversation with an operative at home, through to taking part in a transactional survey, consultation group or being a scrutiny panel member. We will aim to make it easy to give feedback.
- *We will involve those with a direct experience*  
We will tailor the approach for different customers and depending on the issue and customer needs, our wide range of engagement opportunities will be tailored to different customer preferences and needs. We will consider the barriers to involvement and then actively seek out feedback from tenants from a diverse range of backgrounds and communities.
- *We will consider the wider tenant voice.*  
We recognise that each type of engagement may not be representative of all customer groups and opinions. Where we consult with a smaller group of customers, we will seek to test this with a wider group where possible. We aim to ensure that feedback overall is broadly representative of all relevant customer groups. We will take additional steps to ensure that customers are not excluded by tailoring our tools and approach to listen to and celebrate diverse views.

- *We will offer choice.*

We will offer a blended approach to involvement, with the development of a new digital engagement platform offering digital methods of engagement to widen the pool of engaged customers. We will support tenants to get involved in a way that suits them, and ensure they are offered the required training to enable them to do this.

- *We will be open and honest.*

We will be clear about what we are hoping to achieve with input from customers and tenants, what other feedback we have received and what will happen when. We will communicate clearly and regularly the impact feedback has had.

In accordance with the Transparency, Accountability and Influence standard, North Yorkshire Council we will support tenants to exercise their Right to Manage, Right to Transfer or otherwise exercise housing management functions.

### **4.3 Our commitment**

We have made a number of promises in relation to our approach to tenant involvement and therefore to show tenants our commitment we will:

1. share information through a tenant led magazine, four times a year in a format suitable for you
2. co-produce an annual report with tenants which will include details of our performance and how income is spent
3. share the results of our Tenant Satisfaction measures at least once a year
4. use plain English and keep our information jargon free
5. offer our information in different formats, for example, in large print
6. share our learning following complaints on an annual basis
7. hold four open tenant forum events, every year
8. provide hybrid meetings in different locations and allow you to join remotely through using Microsoft teams
9. let you know what involvement events are taking place, and where to come and see us
10. provide quarterly performance information including key information relating to how we keep your home safe
11. tenants will be offered training and meetings will be supported by a terms of reference and a code of conduct

12. let you know how you and the tenant involvement activities, have made a difference

#### 4.4 What are the opportunities for involvement

There will be a range of opportunities for involvement, some more formal than others and some requiring more a time commitment.

- ✓ Scrutiny Panel  
The Scrutiny Panel examines how well North Yorkshire Council delivers its housing service and will work on an annual plan of specific topics focusing on areas that are under performing or where there is poor tenant satisfaction. This group will be tenant led and is an opportunity for tenants to work more strategically to influence services.
- ✓ Tenant Voice Panel and Forum  
This Tenant Voice Panel is open to all tenants and leaseholders and is led by an elected tenant chair and committee. The purpose of the panel is to enable tenants to be involved in the review of policies and procedures, or other aspects of service improvement. The Tenant Voice Panel is supported by a forum meeting every quarter. Meetings will take place in one of the council offices with the option to join the meeting on-line via Microsoft teams and at the forum we will present our quarterly performance report and provide updates against our improvement plan. This group will link to the officer led Housing Improvement Board and the council's elected member overview and scrutiny committee
- ✓ Task & Finish Groups  
The purpose of these groups is to enable members of the Tenant Voice Panel to be part of shaping any detailed work on service improvement and policy. It could also include bite size scrutiny work, and these groups often only require a short-term commitment.
- ✓ My Housing Voice  
Tenant involvement does not always mean having to go to a regular meeting or becoming a committee member, many people find this option too formal or do not have the time or commitment for it. My Housing Voice is our digital involvement offer and there is a menu of opportunities that are flexible and don't require tenants to big time commitment.

These include:

- emailing your comments and ideas to us at [myhousingvoice@northyorks.gov.uk](mailto:myhousingvoice@northyorks.gov.uk)
- making a suggestion for an improvement
- completing questionnaires and responding to consultations on-line
- becoming a mystery shopper
- opt to receive email updates from us
- following us on social media
- contribute to the tenant newsletter.
- be involved in a virtual task and finish group
- helping review our letters and forms

We will use social media and electronic communications to widen the reach of our consultation or engagement requirements.

✓ Editorial Panel

The Editorial Panel will support and influence our tenant communications including our printed materials, website, and social media.

The panel will also generate ideas for the Open Door (our newsletter for tenants) and support the creation the of the Annual Report.

✓ Local Tenant Representatives

This role is for anyone who wants to work with their local community. They may represent tenants within a scheme, or community, and provide a link between tenants and North Yorkshire Council's housing service. They will not advocate for tenants but will represent tenants are the Tenant Voice Forum

✓ The Big Conversation

We want to speak to as many tenants as possible to find out what they think and what matters to them. By hearing from many voices, we can build a service that we know reflects tenants' priorities. We will be out in the community throughout the year, visiting tenants and holding community pop-up events listening to tenants.

#### **4.5 How we support customers to be involved**

Being an involved tenant can bring lots of rewards including:

- The chance to really make a difference to the homes and communities where they live
- The opportunity to learn new skills and increase knowledge



- The chance to meet other volunteers who have similar interests and make new friends.

It is important that staff and involved tenants have the necessary skills to be involved at a level that suits them to allow us to achieve our objectives and we will offer the following training and support:

- We will pay reasonable out of pocket expenses to cover the cost of travel and car parking
- We will arrange transport by taxi if public or private transport is not possible
- We will choose venues which are as accessible as possible for people with disabilities
- Some of the ways to get involved take up a lot of your time and to recognise this and say thank you, we may provide vouchers
- We will offer training which can be informal or formal training.

#### **5.0 How will we know if this has been successful?**

It is essential that we monitor and share the difference tenant involvement has made. Tenants have told us that they want more feedback on things that have changed because of the work they have undertaken. We have committed to sharing the results and we will monitor if our strategy has been successful through the following measures:

- Increased tenant involvement and evidence that tenants have given their views through a range of activities
- Improved Tenant Satisfaction Measure survey results and transactional feedback survey results
- An increase in involvement from underrepresented groups

# Tenant Involvement Strategy Consultation

## North Yorkshire Council wants to hear from you!

We are committed to listening to our tenants to make sure your voice is heard in decisions about your home, safety and community.

We have worked with tenants to create a new Tenant Involvement Strategy. This plan explains how we will listen, engage and involve you in our services.

We take our responsibility seriously and want to earn your trust and respect. This strategy will help us involve you in scrutinising, shaping and improving our services.

Key points of the strategy:

- It explains how North Yorkshire Council will involve tenants.
- We describe what tenant involvement means.
- We have 12 promises to support tenant involvement.

## About this consultation

Before answering the following six questions, please read the proposed strategy at [www.northyorks.gov.uk/TenantInvolvementStrategy](http://www.northyorks.gov.uk/TenantInvolvementStrategy)

If you need this information in a different format or language, or if you have any questions, please email [myhousingvoice@northyorks.gov.uk](mailto:myhousingvoice@northyorks.gov.uk) or telephone 0300 131 2 131 and say 'Housing' when prompted.

If you prefer, you can complete this consultation online at [www.northyorks.gov.uk/survey/tenant](http://www.northyorks.gov.uk/survey/tenant) or by scanning the QR code below:



## Privacy Notice

Read our Privacy Notice online at [www.northyorks.gov.uk/your-council/transparency-freedom-information-and-data-protection/privacy-notices/consultations-and-surveys-privacy-notice](http://www.northyorks.gov.uk/your-council/transparency-freedom-information-and-data-protection/privacy-notices/consultations-and-surveys-privacy-notice). It will help you understand how and why we process your personal data.

Please do not include any personal identifiable information about yourself or someone else in your responses.

Please return this completed paper copy in the freepost envelope provided.

We want your feedback on our proposals. There are six questions and none are compulsory:

**Q1 Have you ever been an involved tenant?**

Yes

No

**Q2 How clear do you find the proposed strategy?** Use the scale where 1=very clear to 5=very unclear

1

2

3

4

5

Please add any additional comments below:

Please do not include any personal identifiable information about yourself or someone else in your response.

**Q3 Do you understand the opportunities for involvement?**

Yes

No

Please add any additional comments below:

Please do not include any personal identifiable information about yourself or someone else in your response.

**Q4 We have set out 12 promises. Is there anything else you think we should add?**

Please do not include any personal identifiable information about yourself or someone else in your response.

**Q5 Do you think we offer enough support to help people get involved?**

Yes

No

Please add any additional comments below:

Please do not include any personal identifiable information about yourself or someone else in your response.

**Q6 Is there anything else you would like to add about the Tenancy Involvement Strategy that has not already been covered?**

Please do not include any personal identifiable information about yourself or someone else in your response.

Please return this completed paper copy in the freepost envelope provided.

# Equality impact assessment (EIA) form: evidencing paying due regard to protected characteristics

(form updated June 2023)

## *Tenant Involvement Strategy*

Equality Impact Assessments (EIAs) are public documents. EIAs accompanying reports going to County Councillors for decisions are published with the committee papers on our website and are available in hard copy at the relevant meeting. To help people find completed EIAs, we also publish them in our website's Equality and Diversity section. This will help people to see for themselves how we have paid due regard in order to meet statutory requirements.

Name of Directorate and Service Area	Community Development - Housing
Lead Officer and contact details	Carl Doolan – Head of Housing Management and Landlord Services
Names and roles of other people involved in carrying out the EIA	Sarah Thompson – Tenant Involvement Manager
How will you pay due regard? for example, working group, individual officer	This overarching EIA has been carried out by the Tenant Involvement Manager. Tenants have been involved in the creation of the Strategy.
When did the due regard process start?	September 2024

**Section 1. Please describe briefly what this EIA is about.** (for example, are you starting a new service, changing how you do something, stopping doing something?)

Introducing a new Tenant Involvement Strategy

**Section 2. Why is this being proposed? What are the aims? What does the authority hope to achieve by it?** (for example, to save money, meet increased demand, do things in a better way.)

The Council is transforming landlord services for its own tenants and leaseholders. To support that process, the Council is undertaking a full review of all policies relating to our tenants and leaseholders in our role as their landlord. The new Tenant Involvement Strategy sets how tenants can scrutinise, shape and improve housing landlord services

**Section 3. What will change? What will be different for customers and/or staff?**

APPENDIX C

The Tenant Involvement Strategy replaces existing strategies in operation in the former Harrogate, Richmondshire and Selby council areas. The new strategy provides greater meaningful opportunities to influence and scrutinise our strategies, policies and services. There is a greater emphasis on co-creation and tenant led meetings.

**Section 4. Involvement and consultation** (What involvement and consultation has been done regarding the proposal and what are the results? What consultation will be needed and how will it be done?)

This draft strategy has been created with tenants through joint officer and tenant focus groups, and further amendments have been made following a wider tenant consultation exercise which was carried out between 20<sup>th</sup> November 2024 and 4<sup>th</sup> February 2025. Some of the feedback highlight that some areas were not as clear as they could be, and amendments were made. Some tenants were concerned that it would be difficult for those who cannot use technology therefore updates were made to make the intention for face-to-face engagement clearer.

**Section 5. What impact will this proposal have on council budgets? Will it be cost neutral, have increased cost or reduce costs?**

The proposal does not have an impact on existing budgets

Section 6. How will this proposal affect people with protected characteristics?	No impact	Make things better	Make things worse	Why will it have this effect? Provide evidence from engagement, consultation and/or service user data or demographic information etc.
Age		✓		<p>From information currently available we can estimate that 51% of our tenants are aged over 60. In 2021, 25% of the county’s adult population was over the age of 65. This is higher than the national percentage of 18.4%. This means that our tenant population is significantly more aged than the average population for North Yorkshire and the country.</p> <p>By 2035, 32.60% of North Yorkshire’s total population will be aged 65+ and 5.97% will be aged 85+.</p> <p>Nationally 23.26% will be 65+ and 4.05% will be 85+ by 2035.</p> <p>Less than 5% of our tenant population are under 29. North Yorkshire has a lower proportion of young people than the</p>

APPENDIX C

			<p>national average- 24.5% under 25 compared to 29.2% nationally.</p> <p>We recognise that not everyone wants to attend evening meetings or meetings in person. We offer a variety of ways to get involved and support and training for those that need it. We also support tenants with transport and plan to undertake involvement activities in our communities.</p>
Disability		✓	<p>North Yorkshire has a lower proportion (19.3%) of people with a disability or long-term limiting illness whose day-to-day activities are limited a lot- against the national average of 23.69%.</p> <p>However, this will rise to 20.89% of the 65+ population in North Yorkshire, against a national average of 24.86%.</p> <p>By recognising the needs of our residents who may be more vulnerable or have specific accessibility and adaptability requirements we will improve our service.</p> <p>We offer tenants support to get involved which could include transport. We make it clear that we want our involved tenants to be representative of our tenant base and that we will monitor this and target those that are underrepresented to identify specific barrers.</p>
Sex	✓		<p>The proportion of females is slightly higher (51%) than that of males (49%).</p> <p>This pattern is reflected across all localities, with the exception of Richmondshire where the large number of predominantly male military personnel have the effect of reversing the proportions.</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>

APPENDIX C

Race	✓			<p>North Yorkshire has a much lower proportion (4.77%) of people who identify with a non-UK identity than the national average (12%).</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
Gender reassignment	✓			<p>In the 2021 census 1478 (0.28%) of residents across North Yorkshire identified themselves as transsexual or with a gender identity different to that registered at birth.</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
Sexual orientation	✓			<p>In the 2021 census 11,291 (2.2%) of residents across North Yorkshire identified themselves as Lesbian, Gay, Bisexual, or Other (LGB+).</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
Religion or belief	✓			<p>North Yorkshire has higher levels of Christians (55.6%) than the national average (46.2%), and lower levels of all other religions than the national average. Percentages of those with no religion or not stating their religion are broadly similar to the national average.</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
Pregnancy or maternity	✓			<p>In 2021 there were 5133 live births in North Yorkshire.</p> <p>In 2020 the conception rate per 1000 for under 18's was 10.9. This is below the rate for England (13).</p> <p>In 2020/21 4.2% of deliveries in North Yorkshire were to mothers from ethnic</p>



APPENDIX C

				<p>minorities, compared to the England value of 21.6%.</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic</p>
Marriage or civil partnership	✓			<p>A higher percentage of North Yorkshire's population is married or in a civil partnership (53.7%) than the national average (46.8%)</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>

<b>Section 7. How will this proposal affect people who...</b>	<b>No impact</b>	<b>Make things better</b>	<b>Make things worse</b>	<b>Why will it have this effect? Provide evidence from engagement, consultation and/or service user data or demographic information etc.</b>
..live in a rural area?	✓			<p>The population in North Yorkshire is generally sparser than the national average (77 people per square kilometre as opposed to 434 nationally). In some parts of the county this is lower still (Ryedale 36, Richmondshire 38, Craven 48, Hambleton 69).</p> <p>We recognise that a lot of our meetings will be held in central locations. We will offer transport and support to access the meetings in person or an option to join on line. We also commit to introducing more community-based activities and involving tenants where they live. This will not be limited to urban areas</p>
...have a low income?	✓			<p>The proportion of households in deprivation in North Yorkshire reduced between 2011 and 2021. In 2011 52.1% of households in North Yorkshire were deprived in at least one of the four dimensions (employment, education, health and disability, housing).</p> <p>By 2021 this had fallen to 46.7%. This 5.4 percentage point reduction in North Yorkshire compared with a 5.9 percentage</p>

APPENDIX C

				<p>point reduction across England as a whole, with the proportion of households in deprivation in North Yorkshire remaining below the national average.</p> <p>We are committed to covering the cost of expenses that tenants could incur as a result of attending involvement meetings/events.</p>
...are carers (unpaid family or friend)?	✓			<p>Carers' allowance claimants make up 0.98% of North Yorkshire's population.</p> <p>This is lower than the average for England (1.42%) but there are variations across the county. It is likely, however, that these figures do not reflect the true number of people carrying out caring roles in the county as many do not claim allowances.</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
..... are from the Armed Forces Community	✓			<p>North Yorkshire has 29,831 Armed Forces Veterans. Richmondshire has the highest proportion of Armed Forces Veterans in North Yorkshire at 9.5% (3,962), which is the third highest nationally.</p> <p>The proportion of veterans in Richmondshire is more than double the national average rate, which is 3.8%.</p> <p>Harrogate has the highest number of Armed Forces Veterans in North Yorkshire with 7,076 (5.2%).</p> <p>Our ambitions will not have any specific impact on those from the armed forces community and we will deliver services in line with the Armed Forces Covenant.</p>

<b>Section 8. Geographic impact – Please detail where the impact will be (please tick all that apply)</b>	
North Yorkshire wide	
Craven district	

APPENDIX C

<b>Section 8. Geographic impact – Please detail where the impact will be (please tick all that apply)</b>	
Hambleton district	
Harrogate district	✓
Richmondshire district	✓
Ryedale district	
Scarborough district	
Selby district	✓
<b>If you have ticked one or more districts, will specific town(s)/village(s) be particularly impacted? If so, please specify below.</b>	
No, specific towns and villages will not be impacted.	

<b>Section 9. Will the proposal affect anyone more because of a combination of protected characteristics?</b> (for example, older women or young gay men) <b>State what you think the effect may be and why, providing evidence from engagement, consultation and/or service user data or demographic information etc.</b>
The proposal will not affect anyone more because of a combination of protected characteristics.

<b>Section 10. Next steps to address the anticipated impact. Select one of the following options and explain why this has been chosen. (Remember: we have an anticipatory duty to make reasonable adjustments so that disabled people can access services and work for us)</b>	<b>Tick option chosen</b>
<b>1. No adverse impact - no major change is needed to the proposal.</b> There is no potential for discrimination or adverse impact identified.	✓
<b>2. Adverse impact - adjust the proposal</b> - The EIA identifies potential problems or missed opportunities. We will change our proposal to reduce or remove these adverse impacts, or we will achieve our aim in another way which will not make things worse for people.	
<b>3. Adverse impact - continue the proposal</b> - The EIA identifies potential problems or missed opportunities. We cannot change our proposal to reduce or remove these adverse impacts, nor can we achieve our aim in another way which will not make things worse for people. (There must be compelling reasons for continuing with proposals which will have the most adverse impacts. Get advice from Legal Services)	
<b>4. Actual or potential unlawful discrimination - stop and remove the proposal –</b> The EIA identifies actual or potential unlawful discrimination. It must be stopped.	
<b>Explanation of why the option has been chosen</b> (include any advice given by Legal Services.)	
The proposed strategy highlights the adjustments we will make to ensure tenants can access involvement opportunities.	

APPENDIX C

**Section 11. If the proposal is to be implemented how will you find out how it is really affecting people? (How will you monitor and review the changes?)**

We will use customer profiling data to ensure that our involved tenants are representative of our tenant profile. We will target tenants from hard-to-reach groups to identify any barriers to involvement. We will also review and monitor involvement feedback, satisfaction results and any complaints received.

**Section 12. Action plan.** List any actions you need to take which have been identified in this EIA, including post implementation review to find out how the outcomes have been achieved in practice and what impacts there have actually been on people with protected characteristics.

Action	Lead	By when	Progress	Monitoring arrangements
Review TSM results	Carl Doolan	June 2025		TSMs
Collect diverse needs data	Carl Doolan	December 2025		Housing Improvement Board

**Section 13. Summary** Summarise the findings of your EIA, including impacts, recommendation in relation to addressing impacts, including any legal advice, and next steps. This summary should be used as part of the report to the decision maker.

The ambitions in the Tenant Involvement Strategy will result in increased opportunities for all tenants to get involved, which will lead to better outcomes and improved customer focused service delivery for all North Yorkshire Council tenants and leaseholders

The anticipated impacts of our ambitions are therefore positive ones.

Due regard to equalities will be paid when making decisions on actions to realise these ambitions and, where appropriate, these will be subject to full EIAs.

**Section 14. Sign off section**

This full EIA was completed by:

**Name: Sarah Thompson**  
**Job title: Tenant Involvement Manager**  
**Directorate: Community Development**  
**Signature:**

**Completion date: 10<sup>th</sup> March 2025**

**Authorised by Assistant Director: A Rowe**

**Date: 12 March 2025**

## Climate change impact assessment

The purpose of this assessment is to help us understand the likely impacts of our decisions on the environment of North Yorkshire and on our aspiration to achieve net carbon neutrality by 2030, or as close to that date as possible. The intention is to mitigate negative effects and identify projects which will have positive effects.

This document should be completed in consultation with the supporting guidance. The final document will be published as part of the decision making process and should be written in Plain English.

If you have any additional queries which are not covered by the guidance please email [climatechange@northyorks.gov.uk](mailto:climatechange@northyorks.gov.uk)

**Please note: You may not need to undertake this assessment if your proposal will be subject to any of the following:**

Planning Permission  
Environmental Impact Assessment  
Strategic Environmental Assessment

However, you will still need to summarise your findings in the summary section of the form below.

Please contact [climatechange@northyorks.gov.uk](mailto:climatechange@northyorks.gov.uk) for advice.

<b>Title of proposal</b>	<b>Tenant Involvement Strategy</b>
<b>Brief description of proposal</b>	<b>Approval of the Tenant Involvement Strategy</b>
<b>Directorate</b>	<b>Community Development</b>
<b>Service area</b>	<b>Housing</b>
<b>Lead officer</b>	<b>Andrew Rowe</b>
<b>Names and roles of other people involved in carrying out the impact assessment</b>	<b>Sarah Thompson</b>
<b>Date impact assessment started</b>	<b>December 2024</b>

**Options appraisal**

The Tenant Involvement Strategy is a high-level overview of the strategic vision for tenant engagement across housing landlord services supporting the delivery of the housing management function.

Climate change and the potential environmental impacts of our strategy are key considerations for the Housing Service

**What impact will this proposal have on council budgets? Will it be cost neutral, have increased cost or reduce costs?**

The strategy and policy will be delivered within existing service budgets and will be cost neutral.

How will this proposal impact on the environment?  N.B. There may be short term negative impact and longer term positive impact. Please include all potential impacts over the lifetime of a project and provide an explanation.		Positive impact (Place a X in the box below where relevant)	No impact (Place a X in the box below where relevant)	Negative impact (Place a X in the box below where relevant)	Explain why will it have this effect and over what timescale?  Where possible/relevant please include: <ul style="list-style-type: none"> <li>• Changes over and above business as usual</li> <li>• Evidence or measurement of effect</li> <li>• Figures for CO<sub>2</sub>e</li> <li>• Links to relevant documents</li> </ul>	Explain how you plan to mitigate any negative impacts.	Explain how you plan to improve any positive outcomes as far as possible.
Minimise <b>greenhouse gas emissions</b> e.g. reducing emissions from travel, increasing energy efficiencies etc.	Emissions from travel		<b>X</b>				
	Emissions from construction		<b>X</b>				
	Emissions from running of buildings		<b>X</b>				
	Emissions from data storage		<b>X</b>				
	Other		<b>X</b>				
Minimise <b>waste</b> : Reduce, reuse, recycle and compost e.g. reducing use of single use plastic			<b>X</b>				
Reduce <b>water</b> consumption			<b>X</b>				

<p><b>How will this proposal impact on the environment?</b></p> <p><b>N.B.</b> There may be short term negative impact and longer term positive impact. Please include all potential impacts over the lifetime of a project and provide an explanation.</p>	<p><b>Positive impact</b> (Place a X in the box below where relevant)</p>	<p><b>No impact</b> (Place a X in the box below where relevant)</p>	<p><b>Negative impact</b> (Place a X in the box below where relevant)</p>	<p><b>Explain why will it have this effect and over what timescale?</b></p> <p><b>Where possible/relevant please include:</b></p> <ul style="list-style-type: none"> <li>• <b>Changes over and above business as usual</b></li> <li>• <b>Evidence or measurement of effect</b></li> <li>• <b>Figures for CO<sub>2</sub>e</b></li> <li>• <b>Links to relevant documents</b></li> </ul>	<p><b>Explain how you plan to mitigate any negative impacts.</b></p>	<p><b>Explain how you plan to improve any positive outcomes as far as possible.</b></p>
<p>Minimise <b>pollution</b> (including air, land, water, light and noise)</p>		<p><b>X</b></p>				
<p>Ensure <b>resilience</b> to the effects of climate change e.g. reducing flood risk, mitigating effects of drier, hotter summers</p>		<p><b>X</b></p>				
<p>Enhance <b>conservation</b> and wildlife</p>		<p><b>X</b></p>				
<p>Safeguard the distinctive characteristics, features and special qualities of <b>North Yorkshire's landscape</b></p>		<p><b>X</b></p>				



<p>How will this proposal impact on the environment?</p> <p>N.B. There may be short term negative impact and longer term positive impact. Please include all potential impacts over the lifetime of a project and provide an explanation.</p>	<p><b>Positive impact</b> (Place a X in the box below where relevant)</p>	<p><b>No impact</b> (Place a X in the box below where relevant)</p>	<p><b>Negative impact</b> (Place a X in the box below where relevant)</p>	<p>Explain why will it have this effect and over what timescale?</p> <p>Where possible/relevant please include:</p> <ul style="list-style-type: none"> <li>• Changes over and above business as usual</li> <li>• Evidence or measurement of effect</li> <li>• Figures for CO<sub>2</sub>e</li> <li>• Links to relevant documents</li> </ul>	<p>Explain how you plan to mitigate any negative impacts.</p>	<p>Explain how you plan to improve any positive outcomes as far as possible.</p>
<p>Other (please state below)</p>		<p><b>X</b></p>				

Are there any recognised good practice environmental standards in relation to this proposal?

N/A

**Summary** Summarise the findings of your impact assessment, including impacts, the recommendation in relation to addressing impacts, including any legal advice, and next steps. This summary should be used as part of the report to the decision maker.

The implementation of the Tenant Involvement Strategy will not have an environmental impact

**Sign off section**

This climate change impact assessment was completed by:

<b>Name</b>	<b>Sarah Thompson</b>
<b>Job title</b>	<b>Tenant Involvement Manager</b>
<b>Service area</b>	<b>Housing</b>
<b>Directorate</b>	<b>Community Development</b>
<b>Signature</b>	
<b>Completion date</b>	<b>4<sup>th</sup> December 2024</b>

**Authorised by Assistant Director: Andrew Rowe**

**Date:**

## North Yorkshire Council

9 April 2025

### Anti-Social Behaviour Policy (Landlord Services) and Good Neighbourhood Management Policy

#### Report of the Corporate Director Community Development

#### **1.0 PURPOSE OF REPORT**

- 1.1 To seek approval from the Executive Member for Culture, Arts and Housing to adopt the revised Anti-Social Behaviour Policy (Landlord Services) and accompanying Good Neighbourhood management Policy following consultation.

#### **2.0 SUMMARY**

- 2.1 This report highlights the need for the Council to adopt a revised landlord Anti-Social Behaviour (Landlord Services) Policy. This policy harmonises the three existing policies which remain in operation in the former Harrogate, Richmondshire and Selby council areas. Registered Providers (and which includes North Yorkshire Council) are required by law to meet the expectations set out in the Regulator of Social Housing's consumer standards (Neighbourhood and Community Standard). The Policy (at Appendix A) has been updated to ensure that we can fulfil the expectations set out in this particular standard.
- 2.2 There is an accompanying Good Neighbourhood Management Policy (at Appendix B) which sets out what the Councils' response will be to concerns raised by tenants, but which do not meet the threshold of anti-social behaviour. This is deemed to be best practice in this area of housing management.
- 2.3 It should be noted that these two policies were originally presented for Executive Member approval in November 2025. However, it subsequently transpired that this was not the correct process to follow as delegated authority from the Executive for policy approval was not yet in place. This position has since been corrected following the decision made by Executive at their meeting on 18 March 2025 delegating said approval for HRA policies to the Executive Member for Culture, Arts and Housing.

#### **3.0 BACKGROUND**

- 3.1 The Housing Service includes Landlord Services responsible for the management of the current housing stock and which is primarily located across the Harrogate, Richmond, and Selby, localities. It is necessary to adopt an Anti-Social Behaviour policy to set out how we will respond to tenants' concerns who are affected by this issue as well how we will deal with any tenants who may be responsible for carrying out such acts within our communities.

#### **4.0 ANTI-SOCIAL BEHAVIOUR POLICY**

- 4.1 This proposed policy is a revised policy developed in partnership with a specialist external practitioner to ensure that it is up to date, reflects current best practice and ensures that we remain compliant with the Regulator of Social Housing's consumer standards.
- 4.2 In line with current best practice, a supplementary Good Neighbourhood Management policy has also been developed.

- 4.3 In accordance with North Yorkshire Councils consultation principles, a public consultation was carried out before these policies were put forward for approval. The consultation ran from 12 August 2024 to 15 September 2024 for a period of 4 weeks. The draft policies and accompanying procedure were published on the consultation area of the NYC website, and we received 17 responses and met with 10 tenants to discuss the proposals in depth. The draft policy was also discussed with involved tenants and shared with stakeholders.
- 4.4 As part of the consultation activity a customer journey mapping exercise had been planned with residents who have lived experience of reporting of, being the victim of or being accused of anti-social behaviour but unfortunately there was insufficient interest. Therefore, this activity was replaced with 3 locality-based focus groups instead and as referred to in the consultation outcomes summary (see Appendix C). In addition, a report was presented to the Housing & Leisure Overview & Scrutiny Committee at their meeting held on 2 September 2024.
- 4.5 The results of the consultation activities have been analysed and taken into consideration in the review of the policies, accompanying procedure and in developing staff training which was completed in December 2024. Staff training focussed on the communication aspects of the policies to ensure that tenants who report concerns to us will clearly understand what actions will be taken by the Council in response.

## **5.0 CONTRIBUTION TO COUNCIL PRIORITIES**

- 5.1 The policy contributes principally to the following Council priorities:
- Place and Environment: Communities are supported and work together to improve their local area.
  - People: People are free from harm and feel safe and protected.

## **6.0 ALTERNATIVE OPTIONS CONSIDERED**

- 6.1 As a registered provider of social housing, it is a legal requirement to comply with the Regulator of Social Housing's consumer standards (Neighbourhood and Community Standard). Specifically, this particular standard states that, 'Registered providers must have a policy on how they work with relevant organisations to deter and tackle anti-social behaviour in the neighbourhoods where they provide social housing.'
- 6.2 North Yorkshire Council has already self-referred to the Regulator indicating that it is non-compliant with a number of requirements across the consumer standards. Failing to harmonise this policy could create a risk of additional non-compliance and further undermine the organisations' credibility.

## **7.0 FINANCIAL IMPLICATIONS**

- 7.1 There are no anticipated financial implications associated with implementing this policy.

## **8.0 LEGAL IMPLICATIONS**

- 8.1 It is a requirement of the Regulator of Social Housing Transparency, Influence and Accountability standard for a Registered provider, 'to take tenant's views into account in their decision making about how landlord services are delivered and communicate how tenant's views have been considered.'
- 8.2 It is also good practice and in line with North Yorkshire Councils own consultation principles to consult on a policy which concerns a significant number of its residents (tenants).

- 8.3 The ASB definition within the policy has recently been updated to bring it into line with the definition as set out in the Councils Tenancy Policy. This will ensure a consistent approach to decision making should legal action be necessary.

## **9.0 EQUALITIES IMPLICATIONS**

- 9.1 An initial Equalities Impact Assessment screening form had been completed and reviewed internally and whilst no detrimental effects were identified, it was stated that we would still complete a full Equalities Impact Assessment following the conclusion of the consultation process as previous versions were now significantly out of date (Appendix D).
- 9.2 Whilst the Equality Impact Assessment did not identify any adverse impacts, it did identify the limitations in completing the assessment due to how the legacy Council's captured this information on their systems. The implementation of a new case management system with enhanced reporting functionality against the protected characteristics will address this shortfall but it is also important for the service to regularly capture and update the information it holds on its tenants in order to demonstrate that it understands their needs.

## **10.0 CLIMATE CHANGE IMPLICATIONS**

- 10.1 A climate change impact assessment screening form had been completed previously acknowledging that there are no significant impacts. See Appendix E.

## **11.0 POLICY IMPLICATIONS**

- 11.1 The revised Anti-Social Behaviour policy will replace the three existing Anti-Social Behaviour policies. The policy will be supplemented by the accompanying Good Neighbourhood Management policy.
- 11.2 The landlord service will adopt both policies following approval.

## **12.0 RISK MANAGEMENT IMPLICATIONS**

- 12.1 The Council (in its role as Social Housing Landlord) risks not being compliant with the Regulator of Social Housings' consumer standards.

## **13.0 COMMUNITY SAFETY IMPLICATIONS**

- 13.1 There is a clear link to the work of colleagues in Community Safety and consequently they were one of the key stakeholders to consulted with during the consultation. No concerns were raised by Community Safety.

## **14.0 REASONS FOR RECOMMENDATIONS**

- 14.1 It is a requirement of the Regulator of Social Housing Transparency, Influence and Accountability standard for a Registered provider, 'to take tenant's views into account in their decision making about how landlord services are delivered and communicate how tenant's views have been considered.'
- 14.2 It is in accordance with North Yorkshire Councils consultation principles that a public consultation be carried out before this policy is adopted.

**15.0 RECOMMENDATION(S)**

- 15.1 It is recommended that approval is given to adopt the revised Anti-Social Behaviour Policy (Landlord Services) and Procedures together with the accompanying Good Neighbourhood Management Policy.
- 15.2 That the Executive Member delegates to the Assistant Director Housing, authority to make minor amendments to the policy as needed by changes to regulation or legislation.

**APPENDICES:**

- Appendix A – NYC Anti-Social Behaviour Policy
- Appendix B – NYC Good Neighbourhood Management Policy
- Appendix C – Consultation outcomes (and questionnaire)
- Appendix D – Equalities Impact Assessment
- Appendix E – Climate Impact Assessment

**BACKGROUND DOCUMENTS:** none

Nic Harne  
Corporate Director – Community Development  
County Hall  
Northallerton  
9 April 2025

Report Author and Presenter of report – Carl Doolan Head of Housing Management & Landlord Services

Note: Members are invited to contact the author in advance of the meeting with any detailed queries or questions.

## **North Yorkshire Council Landlord Services - Anti-Social Behaviour Policy**

This document sets out our approach to managing Anti-Social Behaviour (ASB) reports for North Yorkshire Councils' Landlord Service and is designed to comply with our legal requirement within the ASB Act 2003, as it relates to ASB policies.

This policy sets out the core principles of our service. It should be read in conjunction with our ASB procedure, which details the steps that we take when managing cases of ASB to comply with the content of this policy.

This policy applies to all types of occupancy that we own and/or manage, including but not limited to introductory tenancies, secure tenancies, leases, licences etc. For this policy, the use of the term "tenancy agreement" applies to all of these occupancy types.

### **Associated Frameworks**

This policy is informed by and should be read in conjunction with the following (not exhaustive):

Legislation:

- Housing Act 1985
- Crime and Disorder Act 1998
- ASB Act 2003
- ASB, Crime and Policing Act 2014
- GDPR and Data Protection legislation
- Human Rights Act 1998
- Equality Act 2010

External policy/strategy:

- The Consumer Standards (as set by the Regulator of Social Housing)
- The Home Office ASB Principles
- The ASB, Crime and Policing Act 2014 Statutory Guidance

Internal policy/strategy:

- Good Neighbourhood Management
- Hate Crime
- Domestic Abuse
- ASB Case Review
- Information Sharing Protocol
- Safeguarding
- Vexatious, persistent, unreasonable complainants
- Appeal process for serving notice to end an Introductory Tenancy/rely on the mandatory ground for possession.

## **Policy Principles**

Our ASB service is underpinned by the following principles:

- We seek to work transparently and fairly with those who report ASB, taking an objective, evidence-based approach to our investigations and decision making.
- We adopt a harm centred approach to ASB, considering the behaviour type and the impact/circumstances of the behaviour. We use this to make key decisions such as whether a report meets our definition of ASB, the category to assign it and the necessary/proportionate action to take to resolve it.
- We work with our partners to deter and tackle ASB. We recognise there may be times where we are not the best agency to lead on a case but seek to establish this without unnecessary delay and may continue to support the case when another agency takes the lead.
- We seek to identify and understand risk and vulnerability in relation to all parties involved in a case, taking the necessary action to mitigate this risk where appropriate.
- We consider the full range of tools and powers when deciding the best course of action in a case, including informal and legal tools. Whilst our preference is always to resolve issues using informal means, we will consider the most proportionate response in each case. There may be times where a partner agency has a tool better suited to resolve harm and we will work with them to determine how best to manage the case.
- We seek to empower and involve the reporter in our response to ASB. There may be things that we require a reporter to do in a case and we will ensure we are clear on what is required and that it is reasonable within the circumstances.

## **Section 1 – What is ASB**

### **Our Definition**

1. We are responsible for deciding whether a report meets our threshold to be considered ASB. We adopt a two-stage approach for this decision making:
  - I. Does the behaviour meet the statutory definition of ASB?
  - II. Is the behaviour unreasonable?
2. We use the statutory definition of ASB that is detailed in the ASB, Crime and Policing Act 2014:
  - a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person;



- b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises;
  - c) conduct capable of causing housing-related nuisance or annoyance to any person; or
  - d) conduct which is having a detrimental effect, of a persistent or continuing nature, on the quality of life of those in the locality;
3. We recognise that this threshold (particularly in relation to housing related ASB) is low, and that different people have different tolerances, expectations and perceptions in relation to whether behaviour is appropriate or not. So that we do not class something as ASB when it would be inappropriate to do so, we also apply a reasonableness test considering factors such as:
- Intention of behaviour
  - Root cause of the behaviour
  - Frequency
  - Duration
  - Times occurring
4. Our Good Neighbourhood Management Policy sets out the types of behaviour that we are unlikely to consider to be ASB. It also details the steps that we may take when we make this decision.

### **Domestic Abuse**

5. We have a separate domestic abuse policy which should be referred to in relevant cases, however, reports of domestic abuse may also be considered under this policy. This is likely to occur where the domestic abuse is impacting upon others, e.g. causing noise disturbance to neighbours. We train our officers to recognise where reports of ASB may have been triggered from domestic abuse, ensuring that the most appropriate case management actions and decisions can be taken.
6. We recognise the need to act sensitively in these matters and to ensure that the needs of the victim/survivor of the domestic abuse are balanced against the needs of the wider community.

### **Hate Incidents**

7. We recognise our regulatory responsibilities as a provider of social housing to deter and tackle hate incidents. We do so by:
- Categorising incidents of hate on our systems to ensure that we can recognise trends and/or hot spot areas. We will share this information with our partners, as well as use it to help determine whether any

preventative work is required in certain areas/communities, such as awareness raising etc.

- Ensuring clear information on our website about how to report incidents of hate.
- Training our officers to recognise when an incident may be hate-related and how to deal with these reports appropriately.
- Working closely with our partners to ensure a holistic and effective response, taking into account the needs of the person experiencing the behaviour.
- Ensuring that we categorise hate incidents as high-risk reports, where appropriate to do so.
- Considering the harm that is being caused to the person experiencing the behaviour and taking proportionate action as a response. We will consider the full range of our tools and powers, as well as those of our partners when determining the best response.
- Using a victim risk assessment that seeks to identify where a report is hate related, as well as directing our officers to make referrals to internal or external support, where appropriate.

### **Behaviour towards employees and contractors**

8. There may be occasions where the victim of ASB is one of employees or contractors. We will assess these matters on a case-by-case basis, considering the circumstances leading to the behaviour, the severity, the facts of the incident and the impact upon the person affected and may act in line with this policy as a result.

### **Section 2 – Remits and Responsibilities**

9. We can act in cases that are 'housing-related'. This means that we can act against a non-tenant where their behaviour is affecting our tenants, communities or staff/contractors. We call these 'cross-tenure' cases.
10. We do recognise, however, that there will be times where we are not the best lead agency in a cross-tenure case. For example, where the person alleged to be causing the harm is a tenant of another social or private landlord, or where the person is known to the Police and/or Council and work is already ongoing.
11. We make efforts to identify other agencies that need to be made aware of a report and notify them quickly. We will work with them to determine a lead agency and whether continued support from us is required.

12. There will also be cases where another agency has the most suitable tool to resolve the case. Where we believe this to be the case, we will speak to the identified agency, agree an appropriate lead agency, and action plan.
13. Where a report of ASB constitutes a possible criminal offence, we will encourage the reporter to make the Police aware. Where the Police are investigating a criminal matter, we will work with them to determine whether it is appropriate for us to take parallel investigations, or whether it is more appropriate to await the outcome of their investigations first. Where a Police investigation has been concluded and no further action is to be taken by them, we may consider taking ASB/tenancy action depending on the circumstances of the matter and whether there is enough evidence to proceed.
14. If we feel that a case concerns behaviour that amounts to a statutory nuisance, we will consider whether we should refer the matter to the relevant Environmental Health Team to determine whether action under the Environmental Protection Act is appropriate.

### Section 3 – Receiving Reports

#### How to report ASB

15. We aim to make reporting ASB to us as easy as possible and offer a range of different methods, including telephone, email, via our website etc. Our website provides further details on how to [contact us](#).
16. We will accept reports from third parties, such as elected members or support workers, however in most instances we will also need to speak directly to the person experiencing/witnessing the behaviour in order to progress our investigations.

#### Assessing and Triaging Reports

17. When we receive a report, we will work to quickly determine whether it meets our definition of ASB. We seek to ensure this is an informed decision and may, therefore, need to conduct some investigations before making this determination.
18. We also categorise reports based on risk and harm. We use the following categories:

Category	Types of behaviour	Response Time
High-risk	Domestic abuse, hate incidents, threats of or	24 working hours

	actual violence to person, or situations where the harm to the victim's health and well-being is high.	
General	All other behaviours that are not environmental and do not fit into the high-risk category.	5 working days
Environmental	Examples include littering, graffiti, fly-tipping, dog fouling etc.	10 working days

19. The response time relates to the period between the case officer receiving the report and their attempts to contact the reporter to arrange an interview to discuss the matter further.

We will make it clear to our tenants and those reporting high-risk incidents, that in these situations, particularly if they occur outside of normal working hours, that they should contact the Police or other emergency services in the first instance for an immediate response.

20. We also assess risk and vulnerability by using a vulnerability risk assessment (VRA). This is completed following an interview with the reporter. Depending on the outcome of the assessment, actions will be identified and taken to assist in reducing the risk level.

21. We recognise that risk can increase/decrease during an ASB case and, therefore, VRA are kept under review during the life of a case and changes in scoring responded to as appropriate.

## Section 4 – Working with Parties in a Case

### Social Responsibility

22. We wish for all communities within our areas to thrive. This requires cooperation, compromise and empathy from the residents living, working or visiting within these communities. We ask residents to be respectful and considerate with regards their behaviour, to listen when another person may raise concerns to them, and to try to find compromise and solution together.

23. In addition, our customers will have legal obligations within the agreements they hold with us. Whilst the exact wording of these obligations will depend on their own agreement, there will be conditions relating to behaviour, including ASB and criminal activity.

24. Our customers are responsible for their own behaviour, that of any household members (including pets) and any visitors to their property, at the address and within the locality of the address. There may be occasions where incidents occur outside of the locality but due to the status of the person they are directed towards may be housing related.

For example, where the behaviour is directed at a neighbour of the person causing the harm or one of our employee/s.

### **Support for Reporters**

25. In addition to adopting practices aimed at identifying risk and vulnerability, we will also seek to support those who report ASB in other ways.

26. We will always ensure that we keep in contact with those reporting ASB, being clear, transparent and fair in our communication. We will update on progress of a case as much as we are able without breaching data protection laws. For example, actions in a case may relate to the needs and circumstances of a third party and we would be unable to share this information with the person reporting the ASB.

27. In addition to clear and regular communication, we also seek to support those experiencing ASB in other ways. The list below is not exhaustive and gives examples of what we may consider, dependent on the circumstances of each case:

- Referrals to internal support, such as tenancy support services
- Referrals to external support, such as local charities or voluntary organisations, for example, Victim Support.
- Referrals to safeguarding or health providers, such as mental health teams or GPs.
- Liaising with partners to identify target hardening opportunities.

28. Where we take legal action in ASB cases we often require evidence from residents. We understand that this can be a daunting experience and will seek to ensure appropriate support is made available to the witness should they wish to accept it. Sometimes the support available will depend on the area we are working/the Court we are using, but types of support may include:

- Signposting to advice and guidance on being a witness, such as specialist websites.
- Arranging a pre-court visit to allow the witness to familiarise themselves with the environment.
- Helping arrange transport.
- Arranging a separate entrance to the court and waiting room

- Accompanying the witness around the court building
- Ensuring they have time to speak with our legal representative to seek clarification to any questions or concerns they may have.

### **Support for those causing the harm**

29. We do understand that those people causing the harm may have needs and vulnerabilities themselves. Whilst we do not consider this to be a justification for causing harm to others, we do recognise that helping to meet these needs can benefit all parties, bringing resolution of the ASB for the person suffering and improving the wellbeing of the person causing the harm too.

30. Through our case management processes we seek to identify and understand the needs that a perpetrator may have. This includes:

- Triaging and assessing reports effectively, with a focus on understanding the root cause of the problems, ensuring that we recognise when the person causing the harm may also be a victim (e.g. of exploitation)
- Using internal systems to see whether we hold information which assists us in understanding needs.
- Working with our partners to seek out and share information about needs.
- Discussing matters with the perpetrator and enquiring whether they require support.

31. Where support needs are identified we will determine appropriate responses which may include:

- Referrals to internal support, such as tenancy support services
- Referrals to external support, such as local charities or voluntary organisations
- Referrals to safeguarding or health providers, such as mental health teams or GPs.

32. We adopt a twin-track approach in most cases, where we will offer support whilst also taking the appropriate action to try and prevent further ASB, recognising that we also must balance the needs of the person/s suffering the harm. For this reason, where we recognise the need for support, but it is not available or accepted, we may continue to take action to deal with the ASB. Equally, if the support is accepted but we believe the person is not fully engaging or disguised compliance is occurring, we may continue to act appropriate to reduce the harm to those suffering.

33. We understand our duties under the Equality Act and will:

- Seek to understand whether the perpetrator has a disability as defined by this legislation and whether the ASB reported is linked. Where we believe it is, we will assess whether intended action is a proportionate means to a legitimate aim before deciding to proceed.
- Ensure that we have complied with our obligations in relation to the public sector equality duty. Before deciding to take legal action we will complete an equality act assessment to evidence this compliance.

34. In all cases where we are considering legal action, we will complete a proportionality assessment to ensure that our decision is necessary and proportionate.

## **Section 5 – Working with Partners**

35. There are few ASB cases that can be resolved effectively as a single agency response. Most will require engagement with other statutory and non-statutory partners. Examples of agencies we work with include Community Safety, the Police, other housing providers, social care, public health providers, the fire service and third sector organisations.

36. In relation to partnership working, we seek to:

- Identify appropriate partners to involve in a case and engage with them.
- Share information that is relevant to a case, to fully understand risk and vulnerability and ensure that we take the most proportionate and effective actions.
- Develop a joint action plan that clearly identifies a lead agency and the required actions of all involved.
- Be clear on the extent and limitations of our role and responsibilities.
- Seek the views of others before commencing legal action to ensure there is no duplication and the solution proposed is most suitable.

## **Information sharing**

37. Effective partnership working relies on information sharing. We will ensure that we are sharing information with others where we have a clear lawful basis and legitimate purpose for doing so.
38. We are signatories to local information sharing protocols and commit to sharing, storing, using and retaining information as set out within.

## **Partnership forums**

39. Partnership forums are designed to facilitate a multi-agency response to local issues, including ASB and related behaviour. We will attend and actively engage in those which are relevant to our work. We expect the same in return from our partners.
40. In addition, we may organise professionals' meetings in relation to individual cases to ensure that all information is known by all relevant bodies and that the most informed and appropriate decisions can be made in a case.

## **Section 6 – Tools and Powers**

### **General Principles**

41. Where we have the necessary evidence to determine that the ASB reported has occurred we will next consider what action is most appropriate to reduce the harm being caused. We do not adopt an incremental approach requiring us to take the lowest form of action first. We will consider many factors, such as severity, risk, frequency, needs etc, to determine what action is most proportionate. We aim to take the lowest form of action that we believe has a genuine chance of achieving the outcomes that we are seeking in a case.
42. In most cases, non-legal interventions will be the most proportionate form of action in the first instance. Save for the most serious forms of ASB, we will attempt to resolve matters through practical solutions, warnings and voluntary agreements before resorting to more formal approaches.
43. We rely on evidence to be able to act and often we will need those experiencing the ASB to provide this evidence. Evidence may include completed diary sheets, CCTV or video doorbell recordings, reports to agencies or signing a witness statement. Where we are unable to obtain this evidence, it is unlikely that we will be able to act. Save for the community protection notice, our powers rely on the Court deciding to grant the order when we request them to.



## **Prevention**

44. We seek to ensure that ASB does not occur in the first place. We do this in a range of ways which include but are not limited to:

- Using a sensitive allocations/lettings policy
- Making customers aware of responsibilities at sign-up
- Operating an introductory tenancy regime
- Making advice and guidance available to customers and residents
- Working with partners to host community events and take part in estate walkabouts etc.
- Looking at environmental improvements, such as better lighting etc.

## **Self-help**

45. We seek to empower those reporting harm to be part of the solution, believing that this often results in the best outcomes for all involved. Indeed, sometimes the involvement of an agency can exacerbate a situation that could otherwise have been amicably resolved between the parties. Where we believe it is appropriate to do so, we may ask parties to:

- Speak to the person causing them concern first to try and find a solution.
- Consider a reasonable change in behaviour or routine to improve the problem.
- Engage in mediation.

46. Where a party refuses to cooperate with our suggestions, without good reason, we may not be able to take any further action.

## **Informal actions**

47. There are a range of informal methods that we use to resolve harm in ASB cases. These include, but are not limited to:

- Practical solutions, such as environmental improvements
- Mediation
- Warning letters
- Cautions
- Meetings
- Acceptable Behaviour Contracts
- Good Neighbourhood Agreements

**Legal actions**

48. Where we believe it is necessary and proportionate, and we have the required evidence, we may consider legal action in an ASB case.

49. We have several tools that we can use or apply for as a response to ASB, which the table below summarises:

<b>Tool</b>	<b>Purpose</b>
Tenancy action	Where a breach of tenancy has occurred, we can act as a result. For introductory tenancies we have the option to extend the introductory period or to seek to end the tenancy. For secure tenancies, we can seek a suspended possession order or outright possession order on the relevant discretionary and/or mandatory ground. We may also apply for a demotion, which reverts a secure tenancy back to the equivalent of an introductory tenancy. These actions all require us to serve a legal notice first and where we do so to end an introductory tenancy, demoted tenancy or are relying on a mandatory ground, we must offer the tenant a right to appeal this decision. We may also seek to vary an existing suspended possession order (e.g. for rent arrears) to include ASB.
Injunctions under Part 1 of the ASB, Crime and Policing Act 2014	These orders contain conditions which are designed to prevent further harm. They may require the person to stop doing certain things or require them to do specified things. They are available for persons over the age of 10 and a breach can result in a fine and/or a custodial sentence. Where the person with an injunction is a tenant (or linked to a tenant's property), a breach may also result in possession action under the mandatory ground.
Criminal Behaviour Orders	These orders are like an injunction but can only be applied for where we are prosecuting someone for a criminal offence. We are more likely to support the Police in securing such an order, but may consider seeking them ourselves in limited circumstances, such as where we are prosecuting a breach of community protection notice. Where the person with a criminal behaviour order is a tenant (or linked to a tenant's property), a breach may also result in possession action under the mandatory ground.
Closure Orders	A closure order is a temporary (up to 6 months) power that can be applied to a premises (including a defined area of open space). It has the impact of closing the area where it applies. This can be flexible allowing certain categories of people to

	<p>remain able to use the area, or to limit the times of day where it applies. A closure notice must be issued before seeking an order. Where a closure order is granted at a tenant's property it may also result in possession action under the mandatory ground.</p>
<p>Community Protection Notices</p>	<p>A community protection notice (CPN) can be issued to anyone over 16 or to businesses, where the legal test is met. It includes conditions in relation to things the recipient must stop doing or actions they must complete. Failure to comply in a criminal offence and can result in a range of sanctions, including a fixed penalty notice. A community protection warning must be issued first.</p>

50. Sometimes the legal tool most suitable is not one that we have legal recourse to. In these instances, we will work with the partner who can use this tool, offering support to their case if appropriate. Examples of where this might occur where the Police are taking criminal action and a Criminal Behaviour Order could be applied for, or where the person causing the harm is the tenant of another social housing provider and action under the tenancy agreement is considered more appropriate.

### Section 7 – Communication

51. We seek to engage with our residents and customers about the service which we provide. We also encourage feedback and use this to continuously improve our delivery.

### Publicising

52. Publicising actions that we take in ASB cases can assist in reassuring communities, encouraging reporting and deterring those causing ASB. Some of the legal action that we take requires the support of the local community to help us monitor compliance and publicity helps raise awareness of what the person has been asked to do.

53. We decide on whether to publicise, and the extent/methods of doing so, on a case-by-case basis, by considering factors such as the age and circumstances of the person causing the harm, the objectives we are seeking from the publicity, necessity and proportionality.

### Feedback and complaints

54. We welcome feedback in relation to the service we provide and further details about how to share this with us can be found on our [website](#).

55. We seek to use any feedback received to continuously improve the service that we deliver.

### **Confidentiality**

56. We may receive anonymous reports of ASB. This can make it challenging for us to investigate the matter, as we may not have all the information we need to be able to do so. We will assess anonymous reports, considering whether the severity of the behaviour reported requires further investigation, whether there is a clear reason for why the report has been made anonymously and whether there are any opportunities for investigating further that do not require knowledge of who the reporter is.

57. Sometimes reporters may wish to remain confidential. Whilst we will not name the reporter, we are required to disclose and discuss the details of the report with the person alleged to be causing the harm. There may be times where the nature of the report makes it clear who is likely to have made the report.

58. In addition, there are times where our legal obligations mean that we are unable to promise confidentiality. For example, if a person tells us something that is a criminal offence, or we believe they are a risk to themselves or to others.

### **Vexatious, unreasonable and persistent complainants**

59. Whilst we wish to encourage reports of ASB, there are times where this reporting can be inappropriate. This may be where:

- The report is malicious, false or exaggerated.
- The reports relate to matters that we have already decided on and there is no new information.
- The reporting is so persistent that it is having an unreasonable impact on our time and resources.

60. We will seek to understand the reason for these types of reporting, for example, whether the contact arise from an unmet support need or whether we have missed opportunity to intervene or made an incorrect decision. However, where the reporting is unreasonable, we may take action to try and limit the impact, through means such as restricting contact or considering the reporting as ASB and applying the principles of this policy.

## **The ASB Case Review**

61. The ASB Case Review is a legal process that every local authority area must have in place with its partners. The process in North Yorkshire is managed by our colleagues in the Community Safety Team. It allows resident who are concerned about the progress or outcome of their ASB case to request a review, which can result in recommendations being made.

62. Details about our local ASB Case Review process can be accessed [here](#)

## **Section 8 – Performance**

### **Training and development**

63. Managing cases of ASB can be complex, requiring a wide range of skills, knowledge and experience. Through supervision, we seek to identify the needs of case officers, sourcing relevant training courses or materials where appropriate. We also aim to keep officers updated on changes in regulation, legislation and best practice, via training, attendance at webinars etc.

64. Case officers also attend regular case supervision sessions where they can seek advice and support in relation to casework.

### **Performance management**

65. We undertake a number of activities focussed on ensuring that we are delivering a well-performing service and are continuously learning and improving. These include:

- Case file audits to ensure compliance with policy and process.
- Reviewing customer feedback to identify opportunities for service development.
- Reviewing outcomes from service complaints, ombudsman enquiries and ASB case reviews to identify opportunities for continuous improvement.

### **Review of policy**

66. This policy will be reviewed in line with our policy review cycle (every 3 years). This may occur earlier if there is a change in legislation or regulation which necessitates it.

## **North Yorkshire Council - Good Neighbourhood Management Policy**

### **Purpose**

Anti-social behaviour (“ASB”) is a term that relates to a wide range of behaviour types and the law does not provide a set list of what is and what is not ASB.

Sometimes, we will receive reports where it would not be appropriate to adopt an ASB approach. This might be because the behaviour being reported is reasonable; because the facts of the matter do not meet the requirements to be considered ASB, or because factors such as the environment or health and wellbeing are at the root of the problem.

We recognise that trying to deal with situations like these using an ASB approach is likely to frustrate and escalate matters.

This policy is designed to outline our considerations, actions and limitations when dealing with issues that do not suit management under our ASB policy.

### **Policy Principles**

The following principles underpin this policy:

1. We will triage and assess all reports that are made to us to understand the most appropriate approach to adopt for managing them. This will be done using a harm centred approach, considering both the behaviour reported and the impact it is having.
2. We take an informed approach to our decision making and will ensure that we have enough information to be able reach an accurate decision when triaging and assessing reports.
3. We will communicate the outcome of the triaging and assessment to the person making the report, ensuring they are clear on which policy/approach will apply to their concern.
4. We recognise that reported behaviour can change in terms of severity and that something initially assessed as being a ‘good neighbourhood management’ issue can evolve into ASB. We will continue to reassess our decision in a case each time a new report is received, making sure we do not miss an opportunity to intervene.
5. The purpose of this policy is not to find fault or blame. Often in these matters there will not be a ‘wrong doer’. Rather, our focus is on fostering good relationships, identifying practical solutions and ensuring correct support is in place. We seek to understand the root cause of the problems and the solutions that have the best chance of dealing with this. We are, therefore, extremely unlikely to consider legal actions as a response to matters that we are dealing with under this policy.

6. In many situations that are appropriate for management under this policy we seek to empower the parties involved to find their own solutions and adopt the suggestions that we think helpful.
7. At all stages, we will consider the support needs of the parties involved in a matter dealt with under this policy. We recognise that sometimes personal circumstances may affect a person's tolerance, perception or ability to cope with certain situations. When we recognise that this could be a contributory factor, we will work to identify suitable referrals and support.
8. We may not always be able to assist with a situation that is dealt with under this policy as a single agency. There will be times where we may work with our partner agencies to share information and identify the best possible support and guidance we can offer to parties.

### **Defining and Assessing Reports**

9. When we receive a report relating to a behaviour concern, we will assess it to decide whether it reaches our threshold to be considered under our ASB policy or whether a good neighbourhood management approach is more appropriate.
10. When deciding whether a report should be dealt with under this policy, we will consider the following:
  - The type of behaviour that is being reported, how serious it is and whether it is reasonable activity or not.
  - How often the behaviour is happening, the times that it is taking place and how long it is happening for.
  - The needs of the parties involved.
  - The impact that the behaviour is having on the parties involved and/or the wider community.
  - The root cause of the issue and whether there is intention to cause harm.
11. Whilst the list is not exhaustive, the below details some of the types of situations that are more likely to be dealt with under this policy, as opposed to our ASB policy:
  - I. Reports relating to behaviour that rarely meet our definition of ASB, such as:
    - Parking
    - DIY
    - Kids playing

- Animals fouling where it is reasonable (e.g. a roaming cat)/ not behaviour encouraged by an owner to cause nuisance to others.
- Use of appliances, such as washing machines.

II. Neighbour disputes – we define these as situations where a disagreement has occurred between several parties, there is no clear victim and no clear person causing the harm, and all parties are contributing to the disagreement. In addition, the behaviour at the heart of the disagreement is unlikely to meet our definition of ASB.

These disputes may arise from the following:

- Parking
- Boundaries
- The use of communal gardens
- Lifestyle differences
- Social media
- Behaviour of children

III. Matters where there is no intention to cause harm and/or the behaviour causing the harm is reasonable. Examples may include:

- Noise that arises from reasonable activities but is causing a nuisance due to environmental issues, such as poor sound insulation in a property or a lack of carpets on laminate floors.
- Nuisance that arises as a direct result of a disability and/or illness.
- Perceived nuisance that arises because of a disability and/or illness.

12. We will seek to ensure that our decisions are sound, meaning that they are fully informed and free from bias or assumption. This means that we may need to undertake some investigative work before we are able to determine the types of responses we may take. This may include, but is not limited to:

- Carrying out interviews with the parties involved in a report.
- Conducting wider investigations, such as speaking to other neighbours, using noise capturing equipment, liaising with our partner agencies etc.
- Asking parties to take certain actions.



13. Once we have determined how a matter should be managed, we will communicate this promptly and clearly to the relevant parties.
14. Where new reports and/or new information is available in a case, we will review our decision and determine whether we need to change approach and deal with the matter under our ASB policy.

## **Specific Behaviour Types**

### **CCTV and Video Doorbells**

15. There has been a significant increase in the domestic use of CCTV and video doorbells. Any person who uses these devices has a responsibility to do so within the law. Further information about these responsibilities can be found on the Information Commissioner Office's website.
16. We are unable to enforce breaches of these laws. Concerns should be referred to the Information Commissioner Office and/or the Police. We may offer advice and guidance to parties involved or refer the matter to mediation if we think this could assist, but we are very unlikely to take a form of legal enforcement action.
17. Where the use of the CCTV cameras and/or video doorbells is causing significant nuisance or harm then we will assess the report and decide whether it meets our definition of ASB. If we believe that it does, we will deal with the matter in line with our ASB policy and procedure.
18. If a resident informs us that they have recorded incidents of ASB on CCTV and/or video doorbells we will request a copy of this recording. We require sight of the full incident, including periods of time immediately before and after the incident itself. A failure to provide such information may mean we are unable to progress our investigations further.

### **Cannabis Smoking**

19. We may receive reports relating to a resident smoking cannabis in and around their home. We do not class cannabis smoking in itself as ASB. These matters should be reported to the Police, either directly or via CrimeStoppers. Our tenancy agreements do contain conditions relating to criminal activity. If the Police take criminal action in response to the cannabis, then we may take our own tenancy action because of this criminal action.

20. We may consider the impact of the cannabis smoking to be ASB in certain circumstances. For example, where the smoke/odour arising from its use is having an impact on the health of the person experiencing the smoke. To act in this way, we do require evidence of the impact that the smoke is having and may require the person experiencing the harm to provide medical evidence.
21. Where we feel appropriate, we may work with the person smoking the cannabis, requiring them to take practical steps to limit the impact, refer parties to mediation so the impact of the behaviour can be understood and agreement made between the parties to limit the harm, or make referrals to drug support/education for the person smoking the cannabis.
22. Should the person smoking state that it is for medical use, we will require evidence of this or will progress the matter on the basis that it is for recreational use until such a time the evidence is provided to show otherwise.

### **Risk and Vulnerability**

23. We recognise that if a report is not a matter which we consider to be ASB, it does not necessarily follow that there is low risk of harm and/or no vulnerability. In fact, sometimes a person's needs can be a contributing factor to how they perceive, respond to, or are impacted by, behaviour.
24. We consider harm at assessment stage and when we are deciding how to respond to a report. We will also complete a risk assessment after we have interviewed the person making the report, to determine the types of support that they may require.

### **Roles and Responsibilities**

25. We believe that everyone has a social responsibility to be a good neighbour and resident. This includes being courteous and respectful to others.
26. Many of the situations that will be managed under this policy will require the cooperation, compromise and good will of the parties involved. Effective resolution may require parties to make reasonable changes to their behaviour and/or environment, to accept to undertake processes such as mediation, to accept advice and support that is offered etc.
27. Our ability to assist in these cases will be reduced where parties are not willing to cooperate with us in these ways and may mean that we can assist no further and the case is closed.

## Partnership Working

28. Often reports dealt with in line with this policy will be complex, requiring a multi-agency response to bring resolution. This is particularly important where the situation is being exacerbated by the unmet needs of either or all parties involved in a matter. We are limited to actions that are within the realms of our experience and capabilities and will require the cooperation of other agencies.
29. To facilitate partnership working in good neighbourhood management cases we will consider and action the following, where appropriate to each given case:
- Refer any safeguarding/well-being concerns to the relevant agency.
  - Share information with partners to ensure full information is known by all relevant parties, allowing informed and appropriate decisions to be made.
  - Arrange a professional meeting to create a clear action plan for case management.

## Possible Solutions

30. The focus of our work when dealing with matters in line with this policy is to foster good relationships and to improve the health and well-being of parties involved. Legal action is very unlikely in cases managed under this policy.
31. We will consider appropriate solutions on a case-by-case basis, but examples include:
- Providing advice and guidance, signposting to education services/websites etc.
  - Inviting parties to be part of creating a solution, which may be written into a voluntary agreement (e.g. residents in a block creating agreed guidelines for use of communal areas).
  - Referring parties to mediation. This might involve providing details of private services that the parties can source or making a referral to the mediation service that the Council funds via the Community Safety Team.
  - Referrals to safeguarding, health services, support etc.
  - Exploring practical solutions such as carpeting, slow-release door hinges, soundproofing, anti-vibration mats etc.
32. These examples are not exhaustive, nor will they be appropriate in all cases. The appropriate solution will be determined based on what is relevant, likely to bring resolution to the problems and is available and cost-effective.

33. Where a party refuses to engage with the solution offered, without good reason, we may be unable to provide any further assistance and need to close our involvement in the matter.

### **Closing a case**

34. There are several reasons why we may close a case dealt with under this policy, including:
- The problems have been resolved or reduced to a level that parties agree is reasonable.
  - Either or all parties are not engaging/cooperating. We will always seek to understand the reason for non-engagement/non-cooperation and whether it is reasonable in the circumstances/whether there are alternative options/support we can offer, before deciding to close the case for this reason.
  - There is no further action that is reasonable or available to us.
35. We will inform the parties involved in the case that we are withdrawing our assistance, ensuring they are clear where to report any further concerns in future.
36. Should any party express dissatisfaction in the management of the matter then details will be provided of our internal complaints service, as well advising them of their legal right to utilise the local ASB Case Review Process.

### **Persistent, Malicious or Unreasonable Parties**

37. We understand that a party may be disappointed with our decision not to class their report as ASB, or the solutions that we offer. We aim to ensure that we are clear, transparent and fair, providing information about the reason for our decision.
38. Contact that we consider to be unreasonable includes:
- Making reports that a party knows to be untrue, exaggeration or with malicious intent.
  - Making repeated contact to report or discuss issues that we have previously decided on, without providing any new information.
  - Making contact so frequently or in such a way that it creates an unreasonable demand on the capacity or resource of the service.
39. In these instances, may feel necessary to take action against the party in line with the corporate policy relating to persistent reporters.

## ASB Consultation Outcomes – September 2024

### What we did

- The consultation ran from 12<sup>th</sup> August 2024 to 15<sup>th</sup> September 2024
- We created an on-line survey that was available on the North Yorkshire Council website and paper copies were available.
- We promoted the consultation survey on social media (Next Door)
- We held focus groups for tenants in Harrogate and Richmond and Selby.
- Overall, 17 respondents completed the questionnaire and we met with 10 tenants to discuss the proposals in depth.

### The survey

- A few of the comments on the survey related to issues that fell outside of housing including issues with speeding cars, aggressive driving and licensing conditions.
- These comments correlate with the result that 40% of respondents didn't find the policy clear to follow.
- There was a comment that the policy contained a lot of 'council speak'
- One comment from someone who found it clear said it "gives a concise process for investigation and consequence accessible to tenants, public and investigators."
- 69% of respondents understand what the council considers to be anti-social behaviour and the same percentage agreed with the categories and response times proposed.
- There was some confusion over what 'environmental' meant and a suggestion made for sub-categories.
- 63% agree with the proposed initial timescales proposed but there was a suggestion that 'General' and 'Environmental' should have the same priority – 5 days
- Following the questions regarding the action the council will take there were several comments relating to dissatisfaction with previous experience
- When asked about the Good Neighbourhood Management Policy, 60% of respondents were clear on how North Yorkshire Council would manage behaviours and there was a request that this policy should be jointly managed with the Neighbourhood Policing Teams.
- Overall 50% of respondents would feel confident reporting ASB to North Yorkshire Council

## Focus Groups

The focus groups allowed us to explore scenarios under the proposed ASB Policy and/or the supporting Good Neighbourhood Management Policy.

### Key points

- Communication – often tenants feel they are left not knowing what action is been taken and therefore assume, that there is no action.
- Preventing ASB was a strong theme. Tenants felt that a stronger proactive approach was needed. Educating young people who are future tenants, pre-tenancy training and more information on ASB specifically at sign up. The information should be relevant for the accommodation and what it means to be a good tenant and neighbour.
- Impartial mediation was a recommendation from tenants to help resolve issues before they escalate.
- Tenants thought that staff training was important, and this was to include the customer services team who were the first point of contact.
- Tenants thought more community events would be a positive approach for participation ensuring they are inclusive and diverse.
- Estate improvements are needed – not just to disrupt nuisance behaviour but to set a standard.
- Tenants were keen to promote new policies and action taken to tackle ASB through the magazine or social medias.

# Equality impact assessment (EIA) form: evidencing paying due regard to protected characteristics

(Form updated October 2023)

## *NYC Anti-Social Behaviour Policy (Landlord Services)*

Equality Impact Assessments (EIAs) are public documents. EIAs accompanying reports going to County Councillors for decisions are published with the committee papers on our website and are available in hard copy at the relevant meeting. To help people to find completed EIAs we also publish them in the Equality and Diversity section of our website. This will help people to see for themselves how we have paid due regard in order to meet statutory requirements.

Name of Directorate and Service Area	Community Development Housing Management
Lead Officer and contact details	Carl Doolan <a href="mailto:Carl.doolan@northyorks.gov.uk">Carl.doolan@northyorks.gov.uk</a>
Names and roles of other people involved in carrying out the EIA	Victoria Young Susie Eales Richard Mair Faihaa Alnaser Reno Cooper Vanessa Crane ASB Officer Guy Dollimore ASB Officer John Ward ASB Officer
How will you pay due regard? e.g. working group, individual officer	Working group with support from the Service Improvement Manager and Strategy & Performance team.
When did the due regard process start?	EIA screening process was completed in June 2024 prior to the public policy consultation which took place in August through to September 2024.

**Section 1. Please describe briefly what this EIA is about.** (e.g. are you starting a new service, changing how you do something, stopping doing something?)

The EIA seeks to assess the impact of the proposed ASB policy and accompanying Good Neighbourhood Management policy which were developed in partnership with a specialist external practitioner. These policies have since been subject to a period of public consultation, member scrutiny and detailed review with the involved tenant group.

**Section 2. Why is this being proposed? What are the aims? What does the authority hope to achieve by it? (e.g. to save money, meet increased demand, do things in a better way.)**

The policies are amongst of a suite of harmonised landlord policies which NYC needs to adopt following Local Government Re-organisation to ensure that we are compliant with the Regulator of Social Housing's consumer standards.

**Section 3. What will change? What will be different for customers and/or staff?**

The existing ASB policy does not discriminate on the grounds of the characteristics listed in the Equality Act 2010, so no changes are required. However, adopting these policies and revised working procedures will ensure a consistent delivery of service across the stock holding area.

The service is also implementing a new case management system to support the accurate gathering of data going forwards and which will make it easier to monitor against the protected characteristics.

**Section 4. Involvement and consultation (What involvement and consultation has been done regarding the proposal and what are the results? What consultation will be needed and how will it be done?)**

Tenants were invited to respond to an online survey with paper versions made available upon request. Locality-based focus groups were held with groups of involved tenants to enable in-depth discussion and debate. The policies were also shared with the Overview & Scrutiny committee at their meeting in September 2024.

The feedback was largely positive. Respondents commented that the policies were easier to read and understand and the majority of them would feel confident in reporting ASB to the landlord service.

Other feedback will be incorporated into a new training package for Officers who are charged with its delivery.

More broadly other internal partners, particularly Community Safety, are actively working on addressing ASB issues and are encouraged to share information and best practices. This collaborative effort allows agencies to thoughtfully consider the needs of victims, the wider community, and the circumstances of the perpetrators and their families when developing and implementing effective solutions and sanctions.

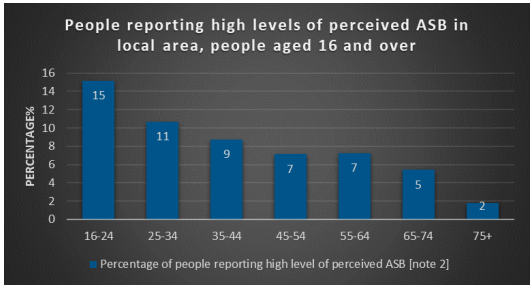
**Section 5. What impact will this proposal have on council budgets? Will it be cost neutral, have increased cost or reduce costs?**

Please explain briefly why this will be the result.

Not known. We would like to state that it would be cost neutral for the landlord service however it is more important for our tenants to feel confident that they can raise their concerns and that NYC as their landlord will respond accordingly. This might therefore increase costs associated with legal measures for example in the short term at least.

With regards to the Council as a whole, then reducing ASB can lead to significant cost savings, as the expenses associated with responding to and preventing ASB incidents are as high as those of many other types of crime. The London School of Economics (LSE) estimated that the cost of ASB, calculated from a one-day survey, amounts to at least £14 million for agencies in England and Wales. This figure equates to approximately £3.4 billion annually. However, it's important to note that this estimate does not account for the 'social' costs endured by victims and communities affected by anti-social behaviour.



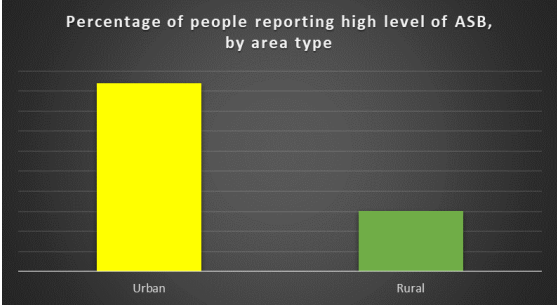
Section 6. How will this proposal affect people with protected characteristics?	No impact	Make things better	Make things worse	Why will it have this effect? Provide evidence from engagement, consultation and/or service user data or demographic information etc.
Age		X		<p>There is no lower or upper age limit to being a victim or perpetrator of ASB.</p> <p>North Yorkshire has a large elderly population, with 25% of residents aged 65 and older. Many older people feel vulnerable and scared when they see groups of drunk young people on the streets. There is a common belief that young people are more likely to commit ASB because of their lack of boundaries put in place by parents/carers and family members. A report by the Joseph Rowntree Foundation (JRF) highlighted this belief<sup>1</sup>.</p> <p>However, there is not enough evidence to support it, as most reports connecting ASB with young people are usually referred to other youth and social care agencies.</p> <p>In the year ending March 2024, young people aged 16- 24 were the group with the highest reported levels of perceived ASB in their local area at 15%, followed by the 25-34 years group at 11%.<sup>2</sup></p>  <p>While the Crime Survey for England &amp; Wales (CSEW) for 2024 demonstrates a constant decrease in reporting ASB by age, the Tenant Satisfaction Measures (TSM) survey for the same year indicates that satisfaction for the NYC tenants increases with age, with the most satisfied group being those over the age of 85. 71% of this group are satisfied with how the council deals with ASB. The least satisfied age group is 35-44 years old (35%). It may be that older tenants are more tolerant and less likely to complain, whereas younger tenants may have slightly higher expectations and are quicker to complain if standards fall.</p>

<sup>1</sup> Anti-social behaviour strategies: Finding a balance.

<sup>2</sup> The Crime Survey for England and Wales (CSEW) for the year ending March 2024. The ONS.

			<p>Access to service is also considered, i.e. considering the reporting channels, and offering the complainants and victims referrals to support agencies, such as Victim Support and other supporting services.</p> <p>However, different approaches and mechanisms are necessary for engaging with various age groups, which may lead to inconsistent strategies across the council.</p> <p>Through the adoption of up-to-date policies and procedures together with staff training we can better ensure a more consistent delivery of service.</p>
Disability		X	<p>The Crime Survey for England and Wales 2019 reported that almost 1 in 4 (23.1%) disabled adults aged 16 years and over had experienced crime compared with 1 in 5 (20.7%) non-disabled adults.</p> <p>Mental health is a significant and increasingly common element in ASB cases. ASB can significantly affect an individual's quality of life, as well as their physical and mental health.</p> <p>Government research also indicates that those with a pre-existing mental or physical condition are more likely to experience a significant impact of ASB (24%) than those without (21%).</p> <p>Some individuals involved in ASB—whether as complainants, victims, or perpetrators—may struggle with mental well-being, making it difficult to address ASB effectively.</p> <p>It's important to recognise that varied approaches and strategies may be necessary to engage people with different disabilities or mental health challenges, resulting in inconsistent methods tailored to their specific needs.</p> <p>Access to services is always taken into consideration, and referrals to support agencies are also readily available.</p>
Sex		X	<p>The policy has no adverse impact. However, access to service is considered, for instance considering the interview location and confidentiality needs of complainants and victims. and referrals to support agencies are also available, such as Victim Support.</p>

Race		X		<p>There are no direct adverse impacts from the policy in respect of race.</p> <p>Any person affected by ASB or is found to be a perpetrator of ASB will be dealt with following the policy and taking account of the circumstances surrounding the ASB.</p> <p>Information about the service and reporting procedures can be made available, on request, in different languages. Interpreters can also be made available, on request.</p> <p>There is a risk that BAME communities may feel isolated and may be unsure or unaware of the procedure for reporting ASB.</p> <p>North Yorkshire is home to diverse cultures and communities, so the policy emphasises tolerance and the celebration of these different groups.</p>
Gender reassignment		X		<p>The policy relates to both men and women.</p> <p>However, where the gender of the alleged perpetrator of ASB was known, the large majority were male.</p> <p>While the TSM survey indicated that 52% of male tenants are satisfied compared to 48% of females</p>
Sexual orientation		X		<p>Through the adoption of up-to-date policies and procedures together with staff training we can better ensure a more consistent delivery of service.</p>
Religion or belief	X			<p>There are no direct impacts from the policy in respect of religion and belief.</p> <p>Any person affected by ASB or is found to be a perpetrator of ASB will be dealt with following the policy and taking account of the circumstances surrounding the ASB.</p> <p>The policy emphasises tolerance and the celebration of different religions and beliefs.</p> <p>However, there is scope for religion and belief to be a factor in alleged ASB cases and this should be recognised when dealing with cases.</p>
Pregnancy or maternity		X		<p>Through the adoption of up-to-date policies and procedures together with staff training we can better ensure a more consistent delivery of service.</p>
Marriage or civil partnership		X		<p>As above.</p>

Section 7. How will this proposal affect people who...	No impact	Make things better	Make things worse	Why will it have this effect? Provide evidence from engagement, consultation and/or service user data or demographic information etc.						
..live in a rural area?		X		<p>The ASB policy relates to all residents living within the county, and the work carried out considers the wider community and accessibility.</p> <p>Generally, urban areas experience higher levels of ASB than rural areas.</p>  <p>Percentage of people reporting high level of ASB, by area type</p> <table border="1"> <thead> <tr> <th>Area Type</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Urban</td> <td>~47%</td> </tr> <tr> <td>Rural</td> <td>~25%</td> </tr> </tbody> </table> <p>However, the TSM survey indicates that 53% of council tenants who live in rural villages are more satisfied than those who live in urban cities and towns (47%).</p> <p>Many underreported cases of ASB frequently occur in rural areas due to challenges related to access to services and the limited resources of local authorities and other relevant partners.</p>	Area Type	Percentage	Urban	~47%	Rural	~25%
Area Type	Percentage									
Urban	~47%									
Rural	~25%									
...have a low income?	X			<p>The policy has no impact.</p> <p>The CSEW data indicates that individuals with a low income (less than £10,400) and those with no income have the highest percentages of people reporting a high level of perceived ASB, at 15% and 12% respectively.</p>						
...are carers (unpaid family or friend)?	X			<p>The policy has no impact.</p> <p>The CSEW data indicates the highest percentages of people reporting a high level of perceived ASB, are 18% being unemployed / economically inactive (Long-term/temporarily sick/ill), followed by 16% Never worked and long-term unemployed /Economically inactive (Other inactive), and 13% full-time students/Economically inactive (Student)/Economically inactive (Looking after family/home).</p>						
..... are from the Armed Forces Community	X			<p>There is no discernible policy impact for this group.</p>						

<b>Section 8. Geographic impact – Please detail where the impact will be (please tick all that apply)</b>	
North Yorkshire wide	
Craven	
Hambleton	
Harrogate	✓
Richmondshire	✓
Ryedale	
Scarborough	
Selby	✓
<b>If you have ticked one or more areas, will specific town(s)/village(s) be particularly impacted? If so, please specify below.</b>	
As this is a landlord services policy its impact will be largely restricted to the former stock holding areas of Harrogate, Richmondshire and Selby.	

<b>Section 9. Will the proposal affect anyone more because of a combination of protected characteristics? (e.g. older women or young gay men) State what you think the effect may be and why, providing evidence from engagement, consultation and/or service user data or demographic information etc.</b>
Parties involved in ASB / neighbour disputes can often have other challenges such as mental health and which can make resolution harder. Through the measures mentioned throughout this assessment, we will be able to highlight any challenges experienced by particular groups and through an effective response encourage others to report any similar concerns.

<b>Section 10. Next steps to address the anticipated impact. Select one of the following options and explain why this has been chosen. (Remember: we have an anticipatory duty to make reasonable adjustments so that disabled people can access services and work for us)</b>	<b>Tick option chosen</b>
<b>1. No adverse impact - no major change needed to the proposal.</b> There is no potential for discrimination or adverse impact identified.	<b>X</b>
<b>2. Adverse impact - adjust the proposal</b> - The EIA identifies potential problems or missed opportunities. We will change our proposal to reduce or remove these adverse impacts, or we will achieve our aim in another way which will not make things worse for people.	
<b>3. Adverse impact - continue the proposal</b> - The EIA identifies potential problems or missed opportunities. We cannot change our proposal to reduce or remove these adverse impacts, nor can we achieve our aim in another way which will not make things worse for people. (There must be compelling reasons for continuing with proposals which will have the most adverse impacts. Get advice from Legal Services)	
<b>4. Actual or potential unlawful discrimination - stop and remove the proposal –</b> The EIA identifies actual or potential unlawful discrimination. It must be stopped.	
<b>Explanation of why option has been chosen.</b> (Include any advice given by Legal Services.)	

The policy has been developed with a range of internal partners (including Legal), involved tenants and a specialist external practitioner who has helped other housing providers develop theirs.

**Section 11. If the proposal is to be implemented how will you find out how it is really affecting people?** (How will you monitor and review the changes?)

In addition to the adoption of a harmonised set of policies and an accompanying procedure together with bespoke staff training, the implementation of a new case management system will enable us to readily monitor trends and capture if particular groups are more likely to report or experience ASB in their communities.

**Section 12. Action plan.** List any actions you need to take which have been identified in this EIA, including post implementation review to find out how the outcomes have been achieved in practice and what impacts there have actually been on people with protected characteristics.

Action	Lead	By when	Progress	Monitoring arrangements
Implement case management system.	Carl Doolan / Susie Eales	December 2024	Test version already in place	Housing Improvement Board
Deliver bespoke staff training.	Susie Eales	December 2024	Date agreed with provider	IPM process
Continually update the customer profile database and review against new ASB reports.	Carl Doolan	Ongoing	Review quarterly	Housing Improvement Board

**Section 13. Summary** Summarise the findings of your EIA, including impacts, recommendation in relation to addressing impacts, including any legal advice, and next steps. This summary should be used as part of the report to the decision maker.

Whilst there are no adverse impacts identified through the implementation of these policies, it is also acknowledged that the systems currently used by the Council do not allow us to gather this information easily.

The replacement case management system will address this shortfall. In addition, we will develop quarterly performance reports for consideration as part of our enhanced governance arrangements.

#### **Section 14. Sign off section**

This full EIA was completed by:

**Name:** Carl Doolan  
**Job title:** Head of Housing Management & Landlord Services  
**Directorate:** Community Development  
**Signature:**

**Completion date:** 1st November 2024

**Authorised by relevant Assistant Director (signature): Andrew Rowe**

**Date:** 4<sup>th</sup> November 2024

**Initial Climate Change Impact Assessment (Form created August 2021)**

The intention of this document is to help the council to gain an initial understanding of the impact of a project or decision on the environment. This document should be completed in consultation with the supporting guidance. Dependent on this initial assessment you may need to go on to complete a full Climate Change Impact Assessment. The final document will be published as part of the decision-making process.

If you have any additional queries, which are not covered by the guidance please email [climatechange@northyorks.gov.uk](mailto:climatechange@northyorks.gov.uk)

<b>Title of proposal</b>	<b>Anti-Social Behaviour policy (revised)</b>
<b>Brief description of proposal</b>	<p>To harmonise the three existing legacy ASB policies into one updated version.</p> <p>Registered Providers are required by law to meet the expectations set out in the Regulator of Social Housing's consumer standards (Neighbourhood and Community Standard).</p> <p>At present we still have the three legacy policies created by the former Harrogate, Richmondshire and Selby councils and which are all significantly out of date and risk non-compliance with the regulatory framework.</p>
<b>Directorate</b>	Community Development
<b>Service area</b>	Housing
<b>Lead officer</b>	Carl Doolan
<b>Names and roles of other people involved in carrying out the impact assessment</b>	Ollie Braithwaite Climate Change Officer




The chart below contains the main environmental factors to consider in your initial assessment – choose the appropriate option from the drop-down list for each one.

Remember to think about the following;

- Travel
- Construction
- Data storage
- Use of buildings
- Change of land use
- Opportunities for recycling and reuse

Environmental factor to consider	For the council	For the county	Overall
Greenhouse gas emissions	Choose an item.	Choose an item.	No effect on emissions
Waste	Choose an item.	Choose an item.	No effect on waste
Water use	Choose an item.	Choose an item.	No effect on water usage
Pollution (air, land, water, noise, light)	Choose an item.	Choose an item.	No effect on pollution
Resilience to adverse weather/climate events (flooding, drought etc)	Choose an item.	Choose an item.	No effect on resilience
Ecological effects (biodiversity, loss of habitat etc)	Choose an item.	Choose an item.	No effect on ecology
Heritage and landscape	Choose an item.	Choose an item.	No effect on heritage and landscape

If any of these factors are likely to result in a negative or positive environmental impact then a full climate change impact assessment will be required. It is important that we capture information about both positive and negative impacts to aid the council in calculating its carbon footprint and environmental impact.

<b>Decision (Please tick one option)</b>	Full CCIA not relevant or proportionate:		Continue to full CCIA:	
<b>Reason for decision</b>	The harmonisation of the two existing allocation schemes is not considered to have any adverse climate impacts.  Consideration will however be given to data storage as part of any procurement process and for the project group to ensure that climate impacts are integral to any decision.			
<b>Signed (Assistant Director or equivalent)</b>	Andrew Rowe			
<b>Date</b>	14/06/24			