



Ref No: EQ652552254

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Title of report: Tenancy Services - Income Management Policy

Report : The Income Management Strategy is being updated for 2025 - 2028. The Strategy sets out the approach to income management and defines the vision and priorities. The overall aim is to maximise income and prevent tenancies from failing and this strategy sets out the continued commitment and plans to protect the income stream and help sustain tenancies.

What evidence/data is being used to support this equality analysis? Please select all that apply.: Findings from surveys, focus groups & consultations, Analysis of service data (e.g I-card)

Service area: Tenancy Services

Corporate Manager: Gavin Fisk

Corporate Manager email: Gavin.Fisk@ipswich.gov.uk

Links to supporting documents where available:

Please upload any supporting documents: Housing Income Management Strategy 25-27 Draft - Sept.docx

What is proposed?: An updated Income Management Strategy to cover the period 2025-2028

Why are the changes being introduced?: The Income Management Strategy 2021-2024 needs to be updated.

What evidence is being used to support this Equality Impact Assessment, and how is it being used?: Tenant Data is used to identify and assist potentially vulnerable tenants.

How will this change be implemented?: The Income Management Strategy has been updated and will presented to the Council Executive with a recommendation that Executive approves and adopts the updated Strategy and authorises the Head of Tenancy Services to take all necessary steps to implement it.

Age: Positive

Please provide an explanation of this impact and actions to mitigate any adverse impact, or

further promote positive impact.: The Strategy aims to maximise income and prevent tenancies from failing. Part of this be to identify tenants who may be vulnerable due to age and provide a tailored service to assist them.

Disability: Positive

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: The Council will make reasonable adjustments to ensure that people with disabilities are not disadvantaged when accessing or receiving income management services. For example, agreeing more time for provision of information, arranging home visits and information in accessible formats.

Marriage & Civil Partnership: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: No particular impact has been identified for this group.

Race: Positive

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: The Strategy will ensure that all tenants receive an efficient and effective service. This includes an awareness of and making every effort to accommodate cultural needs. We will also consider what else we can do to ensure services are accessible. For example providing translation or interpreting services for those whose first language is not English.

Pregnancy & Maternity: Positive

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: Tenants who have a change in income as a result of maternity or pregnancy will be able to receive advice on benefit entitlement and maximising income. Adjustments can also be made to processes to ensure this group is not disadvantaged in any way when accessing or receiving services. For example agreeing more time for provision of information and arranging home visits.

Religion or Belief: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: No particular impact has been identified for this group.

Gender Reassignment: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: No particular impact has been identified for this group.

Sex: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: No particular impact has been identified for this group.

Sexual Orientation: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: No particular impact has been identified for this group.

I can confirm the report does meet Ipswich Borough Council's equality objectives:I can confirm the report does meet Ipswich Borough Council's equality objectives

The report helps us to 'eliminate unlawful discrimination, harassment & victimisation' in the following way(s): The Income Management Strategy will help to ensure that procedures are consistently applied and those tenants that require support receive it. It will ensure that any action taken is fair, reasonable and proportionate.

The report helps us to 'advance equality of opportunity...' in the following way(s): By providing an efficient and effective income management service and making reasonable adjustments wherever necessary to ensure that tenants receiving or accessing services are not disadvantaged in any way.

The policy helps us to 'foster good relations...' in the following way(s):Effective income management ensures that the Council can continue to deliver a good housing service and develop and maintain homes.

The new provisions will be reviewed in the following way(s):An action plan will be developed which will detail the milestones and actions identified to underpin delivery of the Strategy
