



HRA Fees and Charges 2026/27

Equality Impact Assessment (EqIA) Form

April 2026 - March 2027

Date created	August 2025
Approved by	Cabinet
Owner	Annajoy David
Version	1
Author	Annajoy David - Head of Commercial
Business Unit and Team	Finance

Please [click this link](#) to find the EqIA guidance toolkit for support in completing the following form.

For translations, braille or large print versions of this document please email
equalities@stevenage.gov.uk.

First things first:

Does this policy, project, service, or other decision need an EqlA?

Title:	HRA Fees and Charges 2026/27	
Please answer Yes or No to the following questions:		
Does it affect staff, service users or the wider community?	Yes	
Has it been identified as being important to particular groups of people?	Yes	
Does it or could it potentially affect different groups of people differently (unequal)?	Yes	
Does it relate to an area where there are known inequalities or exclusion issues?	No	
Will it have an impact on how other organisations operate?	No	
Is there potential for it to cause controversy or affect the council's reputation as a public service provider?	Yes	

Where a positive impact is likely, will this help to:	
Remove discrimination and harassment?	No
Promote equal opportunities?	No
Encourage good relations?	No

If you answered 'Yes' to one or more of the above questions you should carry out an EqlA.

Or if you answered 'No' to all of the questions and decide that your activity doesn't need an EqlA you must explain below why it has no relevance to equality and diversity.

You should reference the information you used to support your decision below and seek approval from your Assistant Director before confirming this by sending this page to equalities@stevenage.gov.uk.

I determine that no EqlA is needed to inform the decision on the .

Name of assessor:

Decision approved by:

Role:

Role: Assistant Director

Date:

Date:

Equality Impact Assessment Form

For a policy, project, strategy, staff or service change, or other decision that is new, changing or under review

What is being assessed?		HRA Fees and Charges 2026/27			
Lead Assessor	Annajoy David			Assessment team	Atif Iqbal Annajoy David Daud Latif
Start date	April 2026	End date	March 2027		
When will the EqlA be reviewed? (Typically, every 2 years)		October 2026			

Who may be affected by the proposed project?	Stevenage Council tenants, leaseholders and general residents.
What is the key aims of the proposed project?	To assess the impact of the proposed changes to fees and charges 2026/27 on Stevenage Council tenants, leaseholders and general residents.

What positive measures are in place (if any) to help fulfil our legislative duties to:					
Remove discrimination & harassment	For specialist support charges, anybody on housing benefit and on the fairer charging scheme pays a lower rate than standard.	Promote equal opportunities	For most of the charges where applicable, all residents ranging from private to council tenants are charged the same.	Encourage good relations	The fees are transparent to service users and are listed clearly on the SBC website. A letter notifying any increase is sent out at least 28 days before the change in line with

			For certain fees council tenants receiving some benefits are eligible for a discount on those charges. This reinforces our commitment to equal opportunities.		rent notification letters.
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What sources of data / information are you using to inform your assessment?	Service usage statistics from internal databases such as NEC reports Benchmarking with other local authorities and other providers
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In assessing the potential impact on people, are there any overall comments that you would like to make?	The average price increase across the HRA fees is 3.13%, which is marginally lower than the inflation rate of 3.8% in the year to August.		
	In Specialist Support, where the most vulnerable individuals reside, price increases have been controlled in real terms. For the daily rental of guest bedrooms and flats, prices have risen between 40p to 80p, laundry prices by 10p, and room hire by 20p per hour. The most significant increase in this area is for a lock change, at an increase of £3, which is expected to be an infrequent service.		
	For private Care Connect 24/7 services, prices have increased between 10p and 30p per week after benchmarking against other councils. For HRA Support Services & HRA Care Connect 24/7 services, prices have increased between 10p and 55p per week.		
	Council	Monitor Only Weekly	Monitor + Response Weekly
	Stevenage	£4.00	£9.00
Haringey	£4.90	£8.20	
Kensington& Chelsea	£5.27	£8.69	

Doncaster	£4.50	£6.20
Manchester	£2.83	£4.68
Merton	£4.92	£8.51

For general needs tenants and leaseholders, the smallest fee increase is 5p for management fees, with the majority of fee increases being under 80p. The largest increase in this category is for the occasional call-out charge for a lock change, at £5.20.

Leaseholder charges pertain to residents with a mortgage, with most services related to solicitors' enquiries, deeds, notices, and lease extensions, which are unavoidable and one-off fees for legal work. The most substantial increase is £25.10 for legal fees when extending a lease, with most charges being less than £10.

Fees for leaseholder and tenant alterations apply to those who wish to carry out either major or minor changes to the property they live in. The amount charged varies depending on the type of alteration, with higher fees applied for major works. The highest fee in this section is the £31.90 increase for the reinstatement of any unauthorised major works carried out. The largest fee increase for Tenant's Retrospective Charges is the £13.50 increase for inspecting any work costing £5,000 or more.

Four new fees related to tenancy changes have been reviewed and introduced. Although these changes require significant officer time to process, legislation has capped each fee at £50. The changes include:

- Changing a joint tenancy to a sole tenancy
- Changing a sole tenancy to a joint tenancy
- Mutual exchange of properties – each party involved will be charged £25
- Non-statutory succession – where a social landlord (such as a council) allows a family member to take over a tenancy without a legal entitlement under current legislation

Evidence and Impact Assessment

Explain the potential impact and opportunities it could have for people in terms of the following characteristics, where applicable:

Age					
Positive impact		Negative impact	X	Unequal impact	The residents that are charged a support charge are predominantly older and disabled people as this accommodation is for people over 55 years old or for people with a disability. Conversely however, the costs are currently subsidised for those in receipt of housing benefit or fairer charging by the wider tenant population, who have a younger age profile and do not benefit from the service.
Please evidence the data and information you used to support this assessment	To inform the HRA fee increase decision, service usage/demand statistics from internal databases have been used. Benchmarking of service costs and prices from other councils have help to inform this decision. For private Care Connect 24/7 services, prices have increased between 10p and 30p per week after benchmarking against competitors. For HRA Support Services & HRA Care Connect 24/7 services, prices have" If there are reduced charges for this category of residents, please add this in too. increased between 10p and 55p per week. It is a requirement for residents living in older persons accommodation to receive support services, however there are disability and pension benefits that help with the additional cost of being disabled or older. Pension credit,				

	Disability Living Allowance and Attendance Allowance are available for older and/or disabled residents that require extra help with care needs or regular supervision. These benefits can support older and/or disabled residents to meet the costs of these charges.		
What opportunities are there to promote equality and inclusion?	The biggest fee increases will be for infrequent services such as lock changes and leaseholder services, whilst everyday services have had a nominal increase as mentioned in the above sections.	What do you still need to find out? Include in actions (last page)	

Disability e.g., physical impairment, mental ill health, learning difficulties, long-standing illness					
Positive impact		Negative impact	X	Unequal impact	The residents that are charged a support charge are predominantly older and disabled people as this accommodation is for people over 55 years old or for people with a disability.

Please evidence the data and information you used to support this assessment	To inform the HRA fee increase decision, service usage/demand statistics from internal databases have been used. Benchmarking of service costs and prices from other councils have help to inform this decision. For private Care Connect 24/7 services, prices have increased between 10p and 30p per week after benchmarking against competitors. For HRA Support Services & HRA Care Connect 24/7 services, prices have increased between 10p and 55p per week. As with Elder residents, disabled residents that require help with the additional cost of being disabled qualify for benefits such as the Disability Living Allowance, Personal Independence Payment or Attendance Allowance. These benefits can support disabled residents to meet the costs of these charges.		
What opportunities are there to promote equality and inclusion?	The biggest fee increases will be for infrequently used services such as lock changes and leasehold services, whilst everyday services have had a nominal increase as mentioned in the above sections.	What do you still need to find out? Include in actions (last page)	

Gender Reassignment					
Positive impact		Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	No impacts identified.				
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)			

Marriage or Civil Partnership

Positive impact		Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	No impacts identified.				
What opportunities are there to promote equality and inclusion?			What do you still need to find out? Include in actions (last page)		

Pregnancy & Maternity					
Positive impact		Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	No impacts identified.				
What opportunities are there to promote equality and inclusion?			What do you still need to find out? Include in actions (last page)		

Race					
Positive impact		Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	No impacts identified.				

What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	
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Religion or Belief					
Positive impact		Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	No impacts identified.				
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)			

Sex					
Positive impact		Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	No impacts identified.				
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)			

Sexual Orientation e.g., straight, lesbian / gay, bisexual					
Positive impact		Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	No impacts identified.				
What opportunities are there to promote equality and inclusion?			What do you still need to find out? Include in actions (last page)		

Socio-economic¹ e.g., low income, unemployed, homelessness, caring responsibilities, access to internet, public transport users, social value in procurement					
Positive impact		Negative impact	Any HRA fee increases could negatively affect residents in a lower socio-economic standing as they will have a lower amount of funds to pay for any price increases.	Unequal impact	

¹Although non-statutory, the council has chosen to implement the Socio-Economic Duty and so decision-makers should use their discretion to consider the impact on people with a socio-economic disadvantage.

Please evidence the data and information you used to support this assessment

To inform the HRA fee increase decision, service usage/demand statistics from internal databases have been used. Benchmarking of service costs and prices from other councils have helped to inform this decision. The average price increase across the HRA fees is 3.13%, which is below the inflation rate 3.8% in the year to August.

A large proportion of the HRA charges such as alternation charges and leaseholder charges should not affect those in lower socio-economic conditions, as tenants are less likely than freeholders to make larger investments and alterations to the property, they reside in. They will either not have a mortgage or enough funds to do alterations to properties. Where leaseholders are requesting a service from us, these charges cover our legal costs, and they would be paying a charge like any other homeowner would have to. These charges would be expected as part of owning a leasehold property.

In Specialist Support, where the most vulnerable individuals reside, price increases have been controlled in real terms. For the daily rental of guest bedrooms and flats, prices have risen between 40p to 80p, laundry prices by 10p, and room hire by 20p per hour. The most significant increase in this area is for a lock change, at an increase of £3, which is expected to be an infrequent service.

The same thought process used for specialist support has been applied to general needs tenants and leaseholders. For general needs tenants and leaseholders, the smallest fee increase is 5p for management fees, with most fee increases being under 80p. The largest increase in this category is again for the occasional call-out charge for a lock change, at £5.20.

For Care Connect 24/7 not all customers are necessarily socially disadvantaged. In addition to the benefits mentioned previously that are available for disabled and older residents, there are housing benefits and council tax reductions available to residents in a socio-economic standing that will help pay for the HRA fees should they use the relevant services.

In addition to the benefits mentioned previously that are available for disabled and older residents, there are housing benefits and council tax reductions available to residents in a socio-economic standing that will help pay for the HRA fees should they use the relevant services.

What opportunities are there to promote equality and inclusion?	The biggest fee increases will be for infrequent services such as lock changes and leaseholder services, whilst everyday services have had a nominal increase as mentioned in the above sections. For Care Connect 24/7 there are different levels of service with different fees available to use.	What do you still need to find out? Include in actions (last page)	
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Additional Considerations					
Please outline any other potential impact on people in any other contexts					
Positive impact		Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment					
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)			

Consultation Findings

Document any feedback gained from the following groups of people:

Staff?	Discussions with the Housing and HRA Finance team when analysing usage / demand statistics as well as consideration	Residents?	
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	of future costs when considering HRA fee increases.		
Voluntary & community sector?		Partners?	
Other stakeholders?			

Overall Conclusion & Future Activity

Explain the overall findings of the assessment and reasons for outcome (please choose one) :		
1. No inequality, inclusion issues or opportunities to further improve have been identified		
Negative / unequal impact, barriers to inclusion or improvement opportunities identified	2a. Adjustments made	
	2b. Continue as planned	The average price increase across the HRA fees is 3.13%, which is below the inflation rate of 3.8% in the year to August, Price rises are expected to be in line with income and benefit payment rises.
	2c. Stop and remove	

Detail the actions that are needed as a result of this assessment and how they will help to remove discrimination & harassment, promote equal opportunities and / or encourage good relations :				
Action	Will this help to remove, promote and / or encourage?	Responsible officer	Deadline	How will this be embedded as business as usual?
Monitor the usage, demand and feedback of the services.	This is to ensure fair charging of service and users that require the services can still access and afford the services.	Simon Kiff	August 2026	Internal databases and reports will be monitored to review any changes and to inform any future decisions.

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Approved by Assistant Director / Strategic Director: Atif Iqbal

Date: 01/09/2025

Please send this EqIA to equalities@stevenage.gov.uk for critical friend feedback and for final submittance with the associated project.