



Equality impact assessment (EIA)

Please refer to the EIA Guidance Notes to support the completion of this template

Activity which is being assessed	Revision of ASB Policy
Purpose of activity being assessed	Policy review in line with policy review framework
Lead officer	Beth Holmyard
EIA completed by	Sarah Smith, Beth Holmyard
Date EIA completed	29/5/25

Data used in preparing EIA...

Data used	
<ul style="list-style-type: none">Service users	<p>This policy applies to any customers, visitors or household members who commit ASB.</p> <p>It is relevant to any individual who is experiencing the ASB, including customers, members of the public, residents and partner agency staff. It is relevant to the following internal teams: ASB, CX, Neighbourhoods, CX, tenancy support, Leasehold and service charge, lettings. It could also be relevant to any members of staff who witness ASB whilst at work.</p>
<ul style="list-style-type: none">Uptake data	<p>The data considered includes</p> <ul style="list-style-type: none">recommendations from the Housing Ombudsman Service (spotlight report on ASB, as well as recommendations within determinations)satisfaction data gathered from IPC and Rant N Ravedata and feedback from complaints and complimentswritten survey feedback from customers



	<ul style="list-style-type: none"> data from in depth interviews conducted with individuals who had recent experience of the service
<ul style="list-style-type: none"> Service satisfaction data 	Satisfaction data from complaints gathered from transactional surveys (IPC and Rant N Rave).
<ul style="list-style-type: none"> Complaints and compliments about the service 	Data and feedback from complaints and compliments was analysed for themes, areas of satisfaction and dissatisfaction.
<ul style="list-style-type: none"> Survey of customers/colleagues 	Written survey feedback from customers used within development of revised standards
<ul style="list-style-type: none"> Focus group 	In depth interviews were conducted with individuals who had recent experience of the service. This was felt to be more appropriate than a webinar, given the personal nature of ASB.
<ul style="list-style-type: none"> Written responses to policy 	Customers feedback, via a survey, on the draft revised policy and changes made as a result.
<ul style="list-style-type: none"> Other -please list source 	n/a

Data gaps

Info needed	Notes
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Outline who this activity affects

Affected groups	Yes/No
Customers	Yes
Residents within wider community	Yes
Involved customers	Yes
Landlord employees/ agents	Yes
VIVID colleagues	Yes
Others – please list	Yes

Potential impact on protected characteristics

Protected characteristic	Summary of potential impacts	
Age	Positive impact The section on Hate Crime and hate motivated behaviour has been enhanced to provide customers with more information on our approach. Policy states that children playing will not be considered as ASB	Negative impact n/a
	Neutral impact n/a	

Disability	<p>Positive impact</p> <p>The section on Hate Crime and hate motivated behaviour has been enhanced to provide customers with more information on our approach</p> <p>Commitment to provide clear action plan with section 4.4 of policy refers to regular communication which may be helpful for those customers experiencing anxiety</p>	<p>Negative impact</p> <p>It is possible that customer experiencing mental health or other medical issues (such as a brain injury) may act in a manner perceived to be anti-social. Taking legal action against customers with a disability, where the disability is the root cause of the behaviour, is in breach of the Equality Act 2010, unless the legal action is a proportional means of reaching a legitimate aim, such as the health, safety and welfare of individuals.</p>
	<p>Neutral impact</p> <p>n/a</p>	
Race	<p>Positive impact</p> <p>The section on Hate Crime and hate motivated behaviour has been enhanced to provide customers with more information on our approach.</p> <p>Policy clearly states that complaints of cooking smells, (often associated with complaints relating to customers from different races) will not be considered as ASB</p> <p>Section 4.8 translation support provided where needed</p>	<p>Negative impact</p> <p>n/a</p>
	<p>Neutral impact</p> <p>n/a</p>	
Religion or belief	<p>Positive impact</p> <p>The section on Hate Crime and hate motivated behaviour has been enhanced to provide customers with more information on our approach.</p>	<p>Negative impact</p> <p>n/a</p>

	Neutral impact n/a	
Sex	Positive impact The section on Hate Crime and hate motivated behaviour has been enhanced to provide customers with more information on our approach.	Negative impact n/a
	Neutral impact n/a	
Sexual orientation	Positive impact The section on Hate Crime and hate motivated behaviour has been enhanced to provide customers with more information on our approach.	Negative impact n/a
	Neutral impact n/a	
Gender reassignment	Positive impact The section on Hate Crime and hate motivated behaviour has been enhanced to provide customers with more information on our approach.	Negative impact n/a
	Neutral impact n/a	
Marriage or civil partnership	Positive impact The section on Hate Crime and hate motivated behaviour has been enhanced to provide customers with more information on our approach.	Negative impact n/a
	Neutral impact n/a	
Pregnancy and maternity	Positive impact	Negative impact n/a

	The section on Hate Crime and hate motivated behaviour has been enhanced to provide customers with more information on our approach.	
	Neutral impact n/a	

Literacy	Positive impact The section on Hate Crime and hate motivated behaviour has been enhanced to provide customers with more information on our approach. Clear definitions within policy around what is and isn't dealt with as ASB by VIVID Wide range of reporting mechanisms in place – policy does not rely solely on use of and access to technology	Negative impact n/a
	Neutral impact n/a	
Socio economic status	Positive impact The section on Hate Crime and hate motivated behaviour has been enhanced to provide customers with more information on our approach. Wide range of reporting mechanisms in place – policy does not rely solely on use of and access to technology	Negative impact n/a
	Neutral Impact n/a	



Consultation completed (what, when, outcome)	Consultation needed... (what, when due)
With customers ... This is covered above in section 'data used'	With customers ... n/a
With colleagues ... Draft before customer consultation - ASB team leader. Amends made. Final draft - Director of Customer Services, Head of Operations and Head of Customer Experience, ASB Manager.	With colleagues ... n/a

Mitigating negative impacts

Outline actions being undertaken to mitigate any potential or actual negative impact identified	We have previously identified this as a barrier and have put the following measures in place: <ul style="list-style-type: none">• A Proportionality assessment is completed at each stage of legal action, where the actions are assessed against the EA and the Public Sector Equality Duty.• The Proportionality Assessment is reviewed and approved by a more senior member of staff at each stage• Staff have regular legal training on equality issues Cx and all relevant staff aware of the need to ask if any reasonable adjustments need to be made when ASB first reported
Identify any further action that could be undertaken to mitigate any potential or actual negative impacts	

Result of EIA



Tick 1	Possible Outcomes
<input type="checkbox"/>	No change needed: there is no potential for discrimination or adverse impact. All opportunities to promote equality have been taken.
<input type="checkbox"/>	Adjust the policy: EIA has identified problems, and the policy will be amended to ensure these problems are mitigated.
<input checked="" type="checkbox"/>	Continue the policy: there is the potential for the policy to adversely impact some groups or help some groups more than others. However, the reasons for this can be well justified and the policy will be implemented without amendments.
<input type="checkbox"/>	Remove the policy: EIA shows that the policy is having a discriminatory effect and should be stopped with immediate effect.

Continual monitoring

Potential triggers for early review:

- Continued commitment to embed best practice
- Housing ombudsman spotlight reports
- Housing ombudsman determinations
- Independent audit findings and recommendations
- Changes in legislation

EIA approved by: Alex Nagle

Date approved: May 2025

Final copy of EIA emailed to Natalie Pearton on :