



## Equality Impact Assessment (EIA)

Activity being assessed	Revision of Domestic Abuse Policy (Policy review in line with policy review framework)	
Purpose of activity being assessed	Revision of Domestic Abuse Policy (Policy review in line with policy review framework)	
Lead officer	Kelly Smith	
EIA completed by (colleagues involved in completing EIA with lead officer)	Completed by: Kelly Smith,  Policy review completed through research and consultation with variety of ops managers, employee voice, HOS's and Directors, and Customer Feedback (from those that have been affected by Domestic Abuse)	Reviewed / amendments suggested by: Sarah Smith, Placeshaping and customer influence manager
Date EIA completed	November 2025	

### Data used in preparing EIA

Data used	Insight obtained and associated considerations
• Service users	This policy applies to any victim/survivors, customers, visitors or household members who are impacted by Domestic Abuse. This policy also applies to alleged perpetrators of domestic abuse.



	<p>It is relevant to any customer/occupant or child living in a home that is impacted by Domestic Abuse. It is relevant to internal customer facing teams: Neighbourhoods, Repairs, Customer Resolution, Customer Experience, Grounds and Estates, ASB, Tenancy Sustainment etc. It also applies to any contractor that VIVID instruct on their behalf to complete work.</p>
<ul style="list-style-type: none"><li>• Uptake data</li><li>• Service satisfaction data</li></ul>	<p>The data considered includes</p> <ul style="list-style-type: none"><li>• Recommendations from customer consultation – direct interviews</li><li>• Recommendations from staff – ASB officers and ASB Team Leaders</li><li>• Guidance from performance and insight colleagues with regards to interview content</li><li>• Feedback from individuals who had recent experience of the service</li><li>• Consideration from other Domestic Abuse policies across the sector</li><li>• Consideration of best practice including DAHA and specialist charities</li></ul> <p>• Due to sensitivity of subject area and risk, customers are not routinely surveyed</p>
<ul style="list-style-type: none"><li>• Complaints and compliments about the service</li></ul>	<p>Data and feedback from complaints and compliments was analysed for themes, areas of satisfaction and dissatisfaction. Data/feedback also considered from associated cases i.e. management moves in cases where domestic abuse is the driving factor</p>
<ul style="list-style-type: none"><li>• Survey of customers/colleagues</li></ul>	<p>Customers - Direct verbal survey feedback from customers impacted by Domestic Abuse used within development of revised policy</p> <p>Colleagues – policy draft shared with key colleagues as part of policy development</p>
<ul style="list-style-type: none"><li>• Focus group</li></ul>	<p>Direct feedback from victim/survivors of Domestic Abuse</p>
<ul style="list-style-type: none"><li>• Written responses to policy</li></ul>	<p>Verbal responses were given due to risk and sensitivity of subject via 121 calls with trained colleagues and consenting customers</p>



- Other - please list source

External partner agency involvement i.e. Hampshire Domestic Abuse Partnership Board, Hampshire Safeguarding adults board, VIVID Safeguarding officer, specialist charities ( inc Board member of Stop Domestic Abuse (Lauren Parrett)

## Data gaps

Info needed	Notes
Lack of transactional surveys and feedback	Limited response due to risk/sensitivity – this could be perceived as a gap
Lack of customer resolution data	Due to risk/sensitivity – this is a gap and we were working on building this in phase 3 of our Neighbourhoods transformation
Lack of wider operational staff input	This could be improved on creating a staff Domestic Abuse Policy which would need to be undertaken if we were to consider DAHA accreditation

## 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	
Others – please list	Yes – contractors / key stakeholders
	Household members including children



## Potential impact on protected characteristics

Protected Characteristic	Summary of potential impacts	
Age	<p>Positive Impact Section 4.1 commits to considering customer needs under the Equality Act 2010. The policy explicitly recognises child victims in line with the Domestic Abuse Act 2021, ensuring safeguarding and prioritisation of cases involving children and young people.</p> <p>Neutral Impact n/a</p>	<p>Negative Impact n/a</p>
	<p>Positive impact Section 4.1 states that, before applying any restrictions for unacceptable behaviour, we will take into account the customer's needs in line with the Equality Act 2010. This includes consideration of protected characteristics such as disability. We will also ensure that all information is provided in accessible formats to meet individual needs.</p> <p>Neutral Impact n/a</p>	<p>Negative impact Customers experiencing mental health conditions or other medical issues (such as brain injuries) may sometimes display behaviour that appears unacceptable. Applying restrictions in cases where the behaviour is directly linked to a disability could breach the Equality Act 2010, unless those restrictions are reasonable and proportionate — for example, where necessary to protect the health, safety, and welfare of our staff and others.</p>
Race	<p>Positive Impact Section 4.1 ensures consideration of race and provision of information in accessible languages.</p>	<p>Negative Impact n/a</p>



	Neutral Impact n/a	
Religion or Belief	Positive Impact Section 4.1 ensures consideration of religious needs before implementing restrictions.	Negative Impact n/a
	Neutral Impact n/a	
Sex	Positive Impact Section 4.1 recognises gender/sex as a protected characteristic and commits to equitable treatment.	Negative Impact N/a
	Neutral Impact n/a	
Sexual orientation	Positive Impact Section 4.1 ensures consideration of sexual orientation in service delivery.	Negative Impact n/a
	Neutral Impact n/a	
Gender reassignment	Positive Impact Section 4.1 commits to considering needs of customers undergoing or having undergone gender reassignment.	Negative Impact n/a



	Neutral Impact n/a	
<b>Marriage or Civil Partnership</b>	Positive impact Section 4.1 ensures consideration of marital status.	Negative Impact n/a
	Neutral Impact n/a	
<b>Pregnancy and Maternity</b>	Positive Impact Section 4.1 Managing explains that we will consider the customers needs under the Equality Act 2010 before implementing any restrictions of Unacceptable Behaviour, and this relates protected characteristics, which includes pregnancy / maternity.	Negative Impact n/a
	Neutral Impact n/a	
	<b>Actions to Mitigate Impact</b>  Effective partnership working i.e. Social care, Police, Hampshire Domestic Abuse Partnership Board Reasonable adjustments to meet need of customers eg practical support within home environment eg target hardening, referrals to Blue Lamp Trust Gender of investigating and supporting officer reflects needs of customers	



## Additional characteristics to consider

Literacy	<p>Positive impact The policy is designed to be accessible through multiple formats to accommodate varying literacy levels. Customers can access the policy via our website, request printed copies, receive it by email, or obtain versions in large print or alternative languages. These measures ensure that individuals with different literacy needs can fully understand and engage with the policy.</p> <p>Neutral impact n/a</p>	<p>Negative impact People may not be aware of these options</p>
Socio economic status	<p>Positive impact As above</p> <p>Potential financial / affordability barriers removed via empathetic approach of officers from the outset eg reassurance around support from Welfare fund, returned calls to minimise impact on limited data allowance . Free additional target hardening measures</p> <p>Neutral impact n/a</p>	<p>Negative impact As above</p>



## Consultations

Consultation completed (what, when, outcome)	Consultation needed (what, when due)
<p><b>With customers:</b> A total of 13 direct customer interviews were successfully conducted, complemented by an additional home visit that allowed for extended engagement and in-depth conversation</p>	None
<p><b>With colleagues:</b> Direct discussions during ASB Team Meeting to gain feedback Review with Tenancy Manager &amp; SDA Board Member  Consultation with range of customer facing teams around draft policy</p>	<p><b>With colleagues:</b> None</p>

## Mitigating negative impacts

<b>Outline actions being undertaken to mitigate any potential or actual negative impact identified</b>	Reasonable adjustments for disabilities i.e. Extended response times for tenancy actions or paperwork to account for health limitations Service adjustments for case contact Ongoing reference to homicide reviews , constant review of training content
<b>Identify any further action that could be undertaken to mitigate any potential or actual negative impacts</b>	Increased awareness on our Social Media / Website channels to improve awareness of support for customers impacted by Domestic Abuse



## Result of EIA

Tick 1	Possible Outcomes
<input checked="" type="checkbox"/>	<b>No change needed:</b> there's no potential for discrimination or adverse impact. All opportunities to promote equality have been taken.
<input type="checkbox"/>	<b>Adjust the approach*</b> : EIA has identified problems and the project will be amended to ensure these problems are mitigated. Policy to be created in alternate formats to ensure accessibility
<input type="checkbox"/>	<b>Continue the policy:</b> there's a 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"/>	<b>Remove the policy:</b> EIA shows that the policy is having a discriminatory effect and should be stopped immediately.

## Continual Monitoring

Potential triggers for early review:

Changes in legislation or regulation.

EIA approved by:

Beth Holmyard, Head of Neighbourhoods

Date approved:

November 2025

Final copy of EIA emailed to Natalie Pearton on: 22 December 2025