



Equality Impact Assessment (EIA)

Activity being assessed	Introduction of new Decant Policy	
Purpose of activity being assessed	Introduction of new Decant Policy to provide more structure and guidance to staff and customers	
Lead officer	Lauren Parrett	
EIA completed by (colleagues involved in completing EIA with lead officer)	Completed by: Lauren Parrett, operational managers, finance, performance and insight and assets.	Reviewed / amendments suggested by:
Date EIA completed	November 2025	

Data used in preparing EIA

Data used	Insight obtained and associated considerations
• Service users	All customers with secure or assured tenancies, including sheltered and Market Rent. This policy does not apply to: <ul style="list-style-type: none">• Leaseholders (covered under separate arrangements).• Customers who render their property uninhabitable through deliberate actions.



	<p>Most operational teams need to be aware of this policy including Neighbourhoods, Voids, Customer Experience, Lettings, Building and Maintenance (including out of hours), Assets and ASB and Tenancy Sustainment teams need to be aware of this and adhere to this policy.</p>
<ul style="list-style-type: none">• Uptake data	<p>The data considered includes</p> <ul style="list-style-type: none">• recommendations from customer consultation – survey• recommendations from staff – operational managers, asset and finance colleagues, customer influence and performance and insight colleagues• feedback from individuals who had past experience of the service• Consideration of how other housing associations and local authorities manage decants• Data from those that have past experienced of the service
<ul style="list-style-type: none">• Service satisfaction data	<p>Of the 21 complaints received regarding decants, 43% of them identified service failure. Key themes included outstanding issues, communication and length of time to complete works. There were also some positive reviews.</p>
<ul style="list-style-type: none">• Complaints and compliments about the service	<p>Data and feedback from complaints and compliments was analysed for themes, areas of satisfaction and dissatisfaction, as well as service failures.</p>
<ul style="list-style-type: none">• Survey of customers/colleagues	<p>Written survey feedback from customers who have past experience of this service has been used within development of this policy and various colleague across the business, including operational staff, finance and assets.</p>
<ul style="list-style-type: none">• Focus group	<p>Customers who have previously been decanted and have past experience. Customer segmentation has also been considered.</p>



<ul style="list-style-type: none">Written responses to policyOther - please list source	Customer feedback via a survey, appendix B of the exec report paper. Staff responses were sought and responded to via email. N/A
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Data gaps

Info needed	Notes
None identified	

Outline who this activity affects

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



Potential impact on protected characteristics

Protected Characteristic	Summary of potential impacts	
Age	<p>Positive Impact Section 4.4 Principles explains that we will consider the customers' needs under the Equality Act 2010 when considering application of the Decant Policy, particularly 4.4.10, which relates to protected characteristics, including age.</p>	<p>Negative Impact n/a</p>
	<p>Neutral Impact Section 2.2.12 explains that we will consider using guest room flats for those aged 55+ (single/couple).</p>	
Disability	<p>Positive impact Section 4.4 Principles explains that we will consider the customers' needs under the Equality Act 2010 when considering application of the Decant Policy, particularly 4.4.10, which relates to protected characteristics, including disability. This section also relates to reasonable adjustments that may be required. A decant assessment will be completed to identify housing needs and support.</p>	<p>Negative impact Suitable alternative accommodation may be harder to source – e.g. ground floor, disabled access.</p>
	<p>Neutral Impact n/a</p>	



Race	<p>Section 4.4 Principles explains that we will consider the customers' needs under the Equality Act 2010 when considering application of the Decant Policy, particularly 4.4.10, which relates to protected characteristics, including race.</p>	<p>Negative Impact n/a</p>
Religion or Belief	<p>Positive Impact Section 4.4 Principles explains that we will consider the customers' needs under the Equality Act 2010 when considering application of the Decant Policy, particularly 4.4.10, which relates to protected characteristics, including religion or belief. We will make reasonable adjustments and also consider location to be near places of prayer.</p>	<p>Negative Impact n/a</p>
	<p>Neutral Impact n/a</p>	
Sex	<p>Positive Impact Section 4.4 Principles explains that we will consider the customers' needs under the Equality Act 2010 when considering application of the Decant Policy, particularly 4.4.10, which relates to protected characteristics, including sex.</p>	<p>Negative Impact N/a</p>



	Neutral Impact n/a	
Sexual orientation	Section 4.4 Principles explains that we will consider the customers' needs under the Equality Act 2010 when considering application of the Decant Policy, particularly 4.4.10, which relates to protected characteristics, including sexual orientation.	Negative Impact n/a
	Neutral Impact n/a	
Gender reassignment	Positive Impact Section 4.4 Principles explains that we will consider the customers' needs under the Equality Act 2010 when considering application of the Decant Policy, particularly 4.4.10, which relates to protected characteristics, including gender reassignment.	Negative Impact n/a
	Neutral Impact n/a	
Marriage or Civil Partnership	Positive impact Section 4.4 Principles explains that we will consider the customers' needs under the Equality Act 2010 when considering application of the Decant Policy, particularly 4.4.10, which relates to protected characteristics, including marriage / civil partnership.	Negative Impact n/a



	Neutral Impact n/a	
Pregnancy and Maternity	Positive Impact Section 4.4 Principles explains that we will consider the customers' needs under the Equality Act 2010 when considering application of the Decant Policy, particularly 4.4.10, which relates to protected characteristics, including age. Location will be considered to be near GP/hospitals.	Negative Impact n/a
	Neutral Impact n/a	
	Actions to Mitigate Impact Consideration of support networks and location are essential.	



Additional characteristics to consider

Literacy	<p>Positive impact This policy can be read to the customer via our website, can be printed, can be emailed, can be sent in large print, can be sent in different languages.</p>	<p>Negative impact People may not be aware of these options</p>
Socio economic status	<p>Neutral impact n/a</p>	
	<p>Positive impact As above plus customer segmentation has been applied throughout this policy.</p>	<p>Negative impact Some customers are not digitally enabled and some do not want to be.</p>
	<p>Neutral impact n/a</p>	

Consultations



Consultation completed (what, when, outcome)	Consultation needed (what, when due)
<p>With customers:</p> <p>147 responses were requested, 7 responded in April 2025. The outcome gave key themes around what would improve this process for customers, e.g. contact, location, support.</p> <p>We then surveyed different customers on the new policy in November 2025 and we had 17 responses out of 183, some who have experienced the decant process and others who didn't have first hand experience.</p>	None
<p>With colleagues: Operational staff, finance and asset colleagues. Customer influence and performance and insight were also consulted.</p> <p>Research and conversations also had with other housing associations and local authority around their Decant policies.</p>	<p>With colleagues:</p> <p>None</p>

Mitigating negative impacts

Outline actions being undertaken to mitigate any potential or actual negative impact identified	Promote digital inclusion inc access to website where policies are held Consideration of customer needs – location, support, health, etc
Identify any further action that could be undertaken to mitigate any potential or actual negative impacts	None



Result of EIA

Tick 1	Possible Outcomes
<input checked="" type="checkbox"/>	No change needed: there's no potential for discrimination or adverse impact. All opportunities to promote equality have been taken.
<input type="checkbox"/>	Adjust the approach* : 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"/>	Continue the policy: 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"/>	Remove the policy: EIA shows that the policy is having a discriminatory effect and should be stopped immediately.

Continual Monitoring

Potential triggers for early review:

Legislative changes

EIA approved by: Beth Holmyard

Date approved: 28 November 2025

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