



Equality Impact Assessment (EIA)

Activity being assessed	Revision of Safeguarding Vulnerable Adults (Policy review in line with policy review framework)	
Purpose of activity being assessed	Revision of Safeguarding Vulnerable Adults (Policy review in line with policy review framework) - To ensure a consistent, person-centred, legally compliant and effective organisational approach to safeguarding adults with care and support needs.	
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, HOSs and Directors, input from safeguarding practice, case reviews and internal learning	Reviewed / amendments suggested by: Sarah Smith, Placeshaping and customer influence manager_
Date EIA completed	May 2026	



Data used in preparing EIA

Data used	Insight obtained and associated considerations
Service users	Adults with care and support needs (aged 18+) who may be at risk of abuse, neglect or exploitation This policy applies to customers, visitors or household members who are experiencing or impacted by adult safeguarding concerns. This policy also applies to alleged perpetrators of abuse/acts of omission. 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.
- Uptake data - Service satisfaction data	The data considered includes - Internal safeguarding case reviews and themes - Feedback from operational colleagues managing safeguarding cases - Learning from formal statutory reviews - Benchmarking against other housing providers and safeguarding best practice - Guidance from safeguarding boards and statutory partners - Due to sensitivity of subject area and risk, customers are not routinely surveyed
Complaints and compliments about the service	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. tenancy sustainment cases where safeguarding applies.
Survey of customers/colleagues	Customers - Feedback gathered indirectly through customer stories, case studies and personal case closure reviews/interviews Colleagues – policy draft shared with key colleagues as part of policy development
Focus group	Indirect insight obtained via professional discussions, case reviews and safeguarding practice forums



Written responses to policy	Feedback provided through internal review and safeguarding partner discussions
Other - please list source	- Safeguarding Adults Boards guidance - Local authority safeguarding partnership input - Relevant statutory guidance and legislation

Data gaps

Info needed	Notes
Lack of transactional surveys and feedback Lack of customer resolution data	Limited response due to risk/sensitivity – this could be perceived as a gap Due to risk/sensitivity – this is a gap and we were working on building this in phase 3 of our Neighbourhoods transformation

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	Positive Impact Policy specifically applies to adults aged 18+ and ensures safeguarding protections are in place for adults with care and support needs Promotes early identification and prevention of harm	Negative Impact n/a
	Neutral Impact n/a	
Disability	Positive impact Strong alignment with Equality Act 2010 and Mental Capacity Act 2005 Ensures reasonable adjustments and person-centred approaches Recognises vulnerability linked to physical and mental health conditions	Negative impact Risk of misinterpreting behaviours linked to disability without appropriate understanding
	Neutral Impact n/a	
Race	Positive Impact Commitment to fair and non-discriminatory practice	Negative Impact n/a



	Information can be provided in accessible formats and languages	
	Neutral Impact n/a	
Religion or Belief	Positive Impact Policy supports culturally sensitive and respectful safeguarding responses	Negative Impact n/a
	Neutral Impact n/a	
Sex	Positive Impact Ensures equitable treatment and safeguarding response for all genders	Negative Impact N/a
	Neutral Impact n/a	
Sexual orientation	Positive Impact Inclusive safeguarding approach ensuring all individuals are protected equally	Negative Impact n/a
	Neutral Impact n/a	



Gender reassignment	Positive Impact Commitment to non-discriminatory safeguarding practice includes gender identity considerations	Negative Impact n/a
	Neutral Impact n/a	
Marriage or Civil Partnership	Positive impact Policy ensures consideration of marital status.	Negative Impact n/a
	Neutral Impact n/a	
Pregnancy and Maternity	Positive Impact Safeguarding approach identifies and supports vulnerability linked to pregnancy and maternity	Negative Impact n/a
	Neutral Impact n/a	



Additional characteristics to consider

Literacy	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.	Negative impact
	Neutral impact n/a	
Socio economic status	Positive impact As above	Negative impact
	Neutral impact n/a	

Consultations



Consultation completed (what, when, outcome)	Consultation needed (what, when due)
With customers: None	N/A
With colleagues: Feedback requested by colleagues Policy review undertaken with safeguarding officer	With colleagues: None

Mitigating negative impacts

Outline actions being undertaken to mitigate any potential or actual negative impact identified	Disability: Reasonable adjustments for disabilities i.e. Extended response times for tenancy actions or paperwork to account for health limitations Service adjustments for case contact Regular training and refresh cycles for staff Learning from safeguarding adult reviews and case audits
Identify any further action that could be undertaken to mitigate any potential or actual negative impacts	Increasing awareness through customer communications and website Continuing strengthening of safeguarding culture and reporting confidence

Result of EIA

Tick 1	Possible Outcomes
☐	No change needed: there's no potential for discrimination or adverse impact. All opportunities to promote equality have been taken.
☐	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



☒	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.
☐	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:

Changes in legislation or regulation.

EIA approved by:

Beth Holmyard 14/5/26

Date approved:

Final copy of EIA emailed to Natalie Pearton on: