

VIVID

Equality Impact Assessment – Tenancy Policy, March 2025

Policy under review	Tenancy Policy
Lead officer	Alex Nagle
EIA completed by	Alex Nagle
Date EIA completed	11/3/25
Those affected	Customers and colleagues

Data used in preparing EIA...

Data used	Headlines / considerations
Service satisfaction data	No dissatisfaction recorded about tenancy offered
Complaints and compliments about the service	As above
Survey of customers/colleagues	Feedback from operational managers and heads of service and Chief Operating Officer in February 2025. Customer consultation undertaken in February 2025, via on line survey sent to 500 customers. 26 customers responded and the majority held the view that the policy was easy to understand and the way we offer tenancies ensured that we treated all customers equally
Focus group	NA

Outline who this activity affects

Affected groups	Yes/No
Customers	Yes – both new and existing customers
Residents within wider community	No
Involved customers	All customers
Landlord employees/ agents	NA
Colleagues	Yes – they are clear what tenancies will be offered to customers
Others – please list	As we offer the most secure form of tenancy, this meets with our local authority partner requirements

Findings and Actions

Protected Characteristic	Impacts and Actions to Mitigate	
Age	Positive Impact	Negative Impact
	Neutral impact	
	No impact	
	Actions to Mitigate Impact	
	NA	
Disability	Positive Impact	Negative Impact

	Neutral impact	
	No Impact	
	Actions to Mitigate Impact	
	NA	
Race	Positive Impact For customers whose first language is not English, access to tools on the website and self service to translate Translation of tenancies where needed Use of language translation services available for staff to use at sign up	Negative Impact
	Neutral impact	
	Actions to Mitigate Impact	
	NA	
Religion or Belief	Positive Impact	Negative Impact
	Neutral impact	
	No Impact	
	Actions to Mitigate Impact	
	NA	
Sex	Positive Impact	Negative Impact

	Neutral impact	
	No Impact	
	Actions to Mitigate Impact	
	NA	
Sexual orientation	Positive Impact	Negative Impact
	Neutral impact	
	No impact	
	Actions to Mitigate Impact	
	NA	
	Positive Impact	Negative Impact
	Neutral impact	
	No Impact	
	Actions to Mitigate Impact	
Gender reassignment	NA	
	Positive Impact	Negative Impact
	Neutral impact	
	No Impact	
	Actions to Mitigate Impact	
	NA	
	Positive Impact	
Marriage or Civil Partnership	Partners will be offered a joint tenancy where requested	Negative Impact
	Neutral impact	

	Actions to Mitigate Impact NA	
Pregnancy and Maternity	Positive Impact	Negative Impact
	Neutral impact No impact	
	Actions to Mitigate Impact NA	
(Any other characteristic identified) - Literacy	Positive Impact	Negative Impact Recognised that more support could be needed by some customers to understand their obligations and responsibilities within the tenancy agreement
	Neutral impact	
	Actions to Mitigate Impact Sign ups – the neighbourhood officers to provide help and guidance to ensure new customers understand their tenancy agreements Actions – these will be considered within the New Customer project: A summary sheet to be produced to explain the key responsibilities within the tenancy agreement A pictorial version to be produced and made available	
(Any other characteristic identified)-	Positive Impact	Negative Impact

socio economic status	Support provided at pre tenancy stage to ensure that customers can afford the rent and are managing their finances effectively Support provided by MAB and Income Recovery team	
	Neutral impact	
	Actions to Mitigate Impact	

Result of EIA

Tick 1	Possible Outcomes
☒	No change needed: there is no potential for discrimination or adverse impact. All opportunities to promote equality have been taken.
☐	Adjust the policy: EIA has identified problems and the policy will be amended to ensure these problems are mitigated.
☐	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.
☐	Remove the policy: EIA shows that the policy is having a discriminatory effect and should be stopped with immediate effect.

Summary of Findings

What data was collected? – Customer consultation and noted above along with feedback from colleagues

What did this data show? – Customers confirmed that they thought the way we offer tenancies was equal to all customers.

What changes will be made as a result? Minimal changes to the wording within the policy

Continual Monitoring

Data to be gathered following implemented (and when): CORE data and feedback from transactional surveys will be kept under review

Potential triggers for early review: With the pending Renters Rights Bill expected to become law in Summer 2025, this policy will be reviewed against any legislative changes.