



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 Housing Management Policy to Housing Management Good Neighbourhood Policy
Purpose of activity being assessed	Policy review in line with policy review framework
Lead officer	Lauren Parrett
EIA completed by	Lauren Parrett
Date EIA completed	02.06.2025

Data used in preparing EIA...

Data used	
Service users	This policy applies to any customers, visitors or household members. It is relevant to any customer who has a tenancy or lease with us, or to any members of the public or partner agency staff. This policy is predominantly relevant to our internal Neighbourhoods team, but the following other team are required to have knowledge of this: IL, ASB, CX, tenancy sustainment, Leasehold and service charge, or any other staff member that may be visiting our homes and estates.
Uptake data	The data considered includes - recommendations from the Housing Ombudsman Service (spotlight report on noise, as well as recommendations within determinations) - data and feedback from complaints and compliments - recent customer consultation via survey method - compliance with the Consumer Standards

Service satisfaction data	Satisfaction data from complaints gathered from transactional surveys and recent customer consultation.
Complaints and compliments about the service	Data and feedback from complaints and compliments was analysed for themes, areas of satisfaction and dissatisfaction.
Survey of customers/colleagues	Customer consultation – survey method. Colleagues in Neighbourhoods, the wider operational team and Performance and Insight were all given the opportunity to comment on a draft version of the policy and their comments were made as amendments in the policy.
Focus group	The survey was sent to a sample of customers within our stock and received 88 responses. Some of these customers may have had housing management or neighbourhood issues, others may not have.
Written responses to policy	All comments have been taken into consideration or already addressed. An update can be found in the paper for OLT.
Other -please list source	N/A

Data gaps

Info needed	Notes
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None identified at this time	

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 – partners

Potential impact on protected characteristics

Protected characteristic	Summary of potential impacts	
Age	Positive impact The policy supports people of all ages.	Negative impact n/a
	Neutral impact n/a	
Disability	Positive impact The policy considers those with physical / mental disabilities, vulnerable customers and those with support	Negative impact 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 a nuisance to others. Taking legal

	needs and explains our approach may vary in these cases. See appendix B – Vulnerabilities and support	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.
	Neutral impact n/a	
Race	Positive impact The policy does not discriminate against race and is inclusive of all our customers and colleagues.	Negative impact n/a
	Neutral impact n/a	
Religion or belief	Positive impact The policy does not discriminate against religion or belief and is inclusive of all our customers and colleagues.	Negative impact n/a
	Neutral impact n/a	
Sex	Positive impact The policy does not discriminate against sex and is inclusive of all our customers and colleagues.	Negative impact n/a
	Neutral impact n/a	
Sexual orientation	Positive impact	Negative impact n/a

	The policy does not discriminate against sexual orientation and is inclusive of all our customers and colleagues.	
	Neutral impact n/a	
Gender reassignment	Positive impact The policy does not discriminate against gender reassignment and is inclusive of all our customers and colleagues.	Negative impact n/a
	Neutral impact n/a	
Marriage or civil partnership	Positive impact The policy does not discriminate against whether people or married or in a civil partnership, or not, and is inclusive of all our customers and colleagues.	Negative impact n/a
	Neutral impact n/a	
Pregnancy and maternity	Positive impact The policy does not discriminate against pregnancy or maternity and is inclusive of all our customers and colleagues.	Negative impact n/a
	Neutral impact n/a	

Literacy	Positive impact The policy does not discriminate against literacy levels and is inclusive of all our customers and colleagues. The policy has been reviewed by our customers and colleagues and there were no concerns raised. When the policy is updated on our website/customer portal, customers have the option to have this read to them or view in large print, etc via the accessibility tool.	Negative impact n/a
	Neutral impact n/a	
Socio economic status	Positive impact The policy does not discriminate against socio economic status and is inclusive of all our customers and colleagues.	Negative impact n/a
	Neutral Impact n/a	

Consultation completed (what, when, outcome)	Consultation needed... (what, when due)
With customers ... Sent to a sample of customers within our stock, different tenure types and different experiences regarding housing management and neighbourhoods. 88 responses completed.	With customers ... Already completed
With colleagues ... Draft sent to all operational managers and heads of service, as well as performance and insight colleagues. Amendments have been suggested and made. Amended version was sent to customers.	With colleagues ... Already completed

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: • 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 • Communication from Neighbourhood Officers to customers to be clear and manage expectations
Identify any further action that could be undertaken to mitigate any potential or actual negative impacts	We will continually work to identify further actions to mitigate any negative 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.

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, e.g. consumer standards
- Staff and customer feedback / transactional surveys
- Lessons learnt / actions from complaints

EIA approved by: Beth Holmyard

Date approved: June 2025

Final copy of EIA emailed to Natalie Pearton on: