

Full Equality Impact Assessment (EIA)

Please refer to the guidance and resources available on Connect site to help you complete this Full EIA form

A full EIA is undertaken when the policy or service change will have a significant impact on one or more of the protected characteristics and/or have high political or public interest.

The full EIA should demonstrate how you have considered the impact of the changes on the different protected characteristics in more depth than the EIA screening.

The evidence you collect must inform your assessment. This will help demonstrate that you have met the general duty and have shown due regard to eliminating discrimination, advancing equality and fostering good relations.

The characteristics protected by the Equality Act 2010 are:

Disability	Age	Sex (gender)
Gender reassignment	Marriage/civil partnership	Pregnancy/maternity
Race	Sexual orientation	Religion/belief

In addition to the above protected characteristics, you should consider the impact of living in a **rural area** as part of this assessment. Where people live is not a characteristic protected by law, but for an organisation such as Babergh and Mid Suffolk District Councils it is good practice to consider carefully how location may affect people's experience of a policy or service.

Similarly, you should also consider the impact of policies/services on **veterans**. We signed the Suffolk Armed Forces Covenant which aims to encourage activities which help to integrate the armed forces community into local life. Together Local Government, statutory services (such as health, police and the Job Centre), and charities shared aims of providing fair opportunity and support to the Armed Forces community and their families.

Therefore, you should consider the challenges and disadvantages faced by veterans in accessing public services, employment opportunities, housing, healthcare etc. after transitioning to civilian life. Also recognising that veterans may have disabilities or mental health conditions like PTSD resulting from their military service that need to be accommodated. Therefore, identifying and mitigating potential negative impacts of policies/services on this particular group.

Please also give consideration to **neurodivergent individuals**. Neurodiversity refers to the different ways the brain can work and take in information. Therefore, you should consider the need to provide suitable adjustments, accommodations and assistive technologies for neurodivergent individuals and prevent policies/services from disproportionately disadvantaging or excluding those who think/learn differently. Neurodiversity could also, in some cases, be classed as a disability, and therefore a protected characteristic, under the Equality Act 2010.

Full Equality Impact Assessment (EIA)

Details	
Service or policy title	BABERGH AND MIDSUFFOLK DISTRICT COUNCIL GOOD NEIGHBOURHOOD MANAGEMENT POLICY 2026
Lead officer <i>(responsible for the policy or service/function)</i>	
Officers carrying out the EQIA <i>(it is recommended that an officer responsible for the policy or service/function is involved in completion)</i>	Nathan Suley Housing and Neighborhood Lead
Is this new or a revision? <i>(If revision state when previous EQIA undertaken)</i>	New
Is this the first time this policy or function has been assessed?	Yes
Date of completing this EQIA	22.06.2026

Description
What exactly is proposed? <i>(Describe the service/policy and the changes that are being planned)</i> The purpose of the policy is to make all staff, tenants and members aware of how we will manage our estates when it comes to ASB and Nuisance type incidents. It will provide information on how we will manage these type of incidents and provide a toolkit to empower tenants to deal with nuisance type incidents
Why? <i>(Give reasons why these changes are being introduced)</i> It is important for a social landlord to have a documented policy detailing how they will manage incidents of nuisance and tenancy breaches, that fall outside of the ASB policy. It provides detail around roles and responsibilities and provides guidance to staff and tenants to manage expectations.
What will the effect of the changes be? <i>(Describe which people, communities, localities etc. will be affected by the changes)</i> All tenants of Babergh and Mid Suffolk District Councils that experience nuisance type incidents. It will also provide clarity as to what will, and will not be dealt with under the ASB Policy to assist with managing expectations.
How will it be implemented? <i>(Describe the decision making process, timescales, process for implementation)</i>

Full Equality Impact Assessment (EIA)

The policy has been developed with input from various service areas mainly within housing, which includes Tenancy Services, Asset Management and Public Realm. The policy has been reviewed by our Tenant Board and checked for clarity by our Resident Readers group. As this is a new policy which impacts all wards and all tenants within those wards who may be affected by nuisance type incidents, this is classed as a key decision to be taken by cabinet to approve the policy.

When is it due to start? (*Planned start of new/revised policy/service*)

XXXXXX – after approval from Cabinet.

Any other relevant details

Data about the population

What is the demographic profile or make up of the community you are serving? (*A brief overview of quantitative data used and qualitative research undertaken, including customer surveys and focus groups, plus links to reports, local or national data that you have used, suggested sources of information can be found at the end of this document*)

See below

What is the profile or make up of your service users by protected characteristics? (*Where this data is available. If it is not currently available state any plans to collect this in future*)

We currently have limited information relating to our tenant profile in relation to protected characteristics. We are continually using various operational journeys with our tenants to increase and update the information we have about them to ensure that we continue to consider their specific needs and vulnerabilities when delivering landlord services to them so we can ensure that we are providing equitable services. As part of any investigation into nuisance type incidents, the impact of the incident will always be considered

Disability

As of the date of this assessment we are aware of 1127 tenants listed within our system as having a disability or vulnerability.

Age – the average age of our tenants is 56 years old.

- 2.4% of tenants are 25 years and under
- 9.7% are 26– 35 years old
- 15.9% are 36-45 years old
- 15.9% are 46-55 years old (same as above)
- 18.7% are 56-65 years old
- 13.7% are 65 – 74 years old
- 14% are 75-84 years old

Full Equality Impact Assessment (EIA)

- 6% are 85+ years old

Gender

Our tenants are made up of 4257 Females and 2752 males

Ethnicity/Race

2065 – no records – out of the 4762 that we hold:

- 61% are White British
- 1.97% are White other
- 0.37% are Black
- 0.27% are listed as 'Other'
- 0.16% are Asian
- 0.14% are Gypsy/Traveller/Romany
- 2.4% refused to tell us

Language

4225 – no records – out of the 2605 that we hold:

- 98% - English
- 0.38%- Polish
- 0.23% – Portuguese
- 0.19% - Romanian
- 0.15% – Turkish
- 0.15% - Ukrainian
- 0.07 – Lithuanian
- We have small numbers (1) for Africans, Arabic, Bengali, Chinese, French, German, Irish, Italian, Pashto, Spanish, Swedish

Implications for communities and workforce

Disability

What is the impact on people with a disability (including children with additional needs) and what evidence do you have? *(If you do not believe there is any impact describe why not)*

The Good Neighbourhood Management Policy applies to all tenants and residents, including those with disabilities, long-term health conditions, sensory impairments, learning disabilities and neurodiverse conditions. The policy recognises that issues relating to neighbourhood management, such as environmental hazards, communal repairs, obstructions, nuisance and community disputes, may have a disproportionate impact on some disabled residents.

The policy promotes an inclusive approach by ensuring that vulnerability and individual circumstances are considered when assessing reports and determining appropriate interventions. Improvements to communal areas, the removal of hazards and obstructions, and timely repairs can have a positive impact on

Full Equality Impact Assessment (EIA)

	accessibility and safety for wheelchair users, people with mobility impairments, and residents with visual or sensory impairments. The policy also recognises that some residents may require additional support to engage with services. In line with the Council's duties under the Equality Act 2010, reasonable adjustments will be considered and implemented where appropriate to ensure fair access to services and effective communication. The approach aligns with safeguarding responsibilities, fire safety requirements and person-centred risk assessment processes, helping to ensure that vulnerable residents are supported and protected.
How does it have a positive or negative impact?	Positive
What could be done to mitigate any adverse impact or further promote positive impact?	The policy is expected to have an overall positive impact on people with disabilities by: • Improving accessibility, safety and usability of neighbourhood environments. • Ensuring individual vulnerabilities and support needs are identified and considered. • Promoting reasonable adjustments to communication and service delivery. • Supporting early intervention where neighbourhood issues may negatively affect health, wellbeing or tenancy sustainment. • Strengthening partnership working to support vulnerable households. All cases will be assessed on an individual basis, recognising that residents may experience neighbourhood issues differently depending on their circumstances, disabilities or vulnerabilities. To minimise any potential adverse impact, the Council will: • Consider disability-related needs and vulnerabilities when assessing reports and determining actions. • Make reasonable adjustments to communication methods, including providing information in accessible formats where required. • Utilise advocates, carers, support workers, interpreters or other third parties where appropriate to support engagement.

Full Equality Impact Assessment (EIA)

	• Ensure staff are aware of safeguarding responsibilities and understand when additional support or referrals may be required. • Consider alternative approaches where direct engagement, mediation or face-to-face interventions may not be suitable due to cognitive impairment, mental health concerns, neurodiversity, trauma or safeguarding risks. • Work collaboratively with partner agencies and support services to achieve sustainable outcomes for vulnerable residents. • Monitor feedback and complaints to identify opportunities to improve accessibility and inclusion within neighbourhood management services.
Age	
What is the impact on people of different ages and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	Our Good Neighbourhood Management Policy, will apply to all our tenants experiencing nuisance or tenancy breach type behaviours regardless of age.. People in this group may be more vulnerable because of their age.
How does it have a positive or negative impact?	Neutral
What could be done to mitigate any adverse impact or further promote positive impact?	Where required, we will consider any age-related vulnerabilities in relation to how we communicate and deal with issues under this policy. We will also make reasonable adjustments where this would further promote a positive impact on our tenants, this may include involving a responsible, trusted adult or professional/advocate.
Sex (gender)	
What is the impact on people of different genders and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	Our Good NEighbourhood Management Policy, will apply to all our tenants that experience nuisance or tenancy breach type incidents, regardless of sex. We have a duty of care as their landlord to maintain safe and cohesive neighbourhoods. We will treat all tenants experiencing these types of issues fairly and equally, regardless of gender.
How does it have a positive or negative impact?	Neutral
What could be done to mitigate any adverse impact or further promote positive impact?	If the tenant requests to speak to an officer of a specific gender for any reason, such as religion or to make them feel more comfortable, we will look to accommodate this request.
Gender reassignment	
What is the impact on people who have undergone gender	Our Good Neighbourhood Management Policy, will apply to all our tenants who experience nuisance or

Full Equality Impact Assessment (EIA)

reassignment (i.e. transgender people) and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	tenancy breach type incidents, regardless of any gender reassignment, as we have a legal obligation to maintain safe and cohesive communities. There could be a potential impact on residents going through gender reassignment due to the potential for staff to have less knowledge in this area.
How does it have a positive or negative impact?	Neutral
What could be done to mitigate any adverse impact or further promote positive impact?	If the tenant requests to speak to an officer of a specific gender for any reason, to make them feel more comfortable, we will look to accommodate this request. Additional training can be provided for Officers where required.
Marriage/civil partnership	
What is the impact on people who are married or in a civil partnership and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	Our Good Neighbourhood Management Policy will apply to all our tenants experiencing Nuisance or Tenancy Breach Type Incidents, regardless of whether they are married or in a civil partnership.
How does it have a positive or negative impact?	Neutral
What could be done to mitigate any adverse impact or further promote positive impact?	
Pregnancy/maternity	
What is the impact on people who are pregnant women or those with a young child and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	Our Good Neighbourhood Management Policy will apply to all our tenants who experience nuisance or Tenancy Breach type incidents, regardless of pregnancy or maternity, as we have a legal duty to maintain and ensure our assets are decent and safe . People in this group may be more vulnerable because of their pregnancy or maternity status.
How does it have a positive or negative impact?	Neutral
What could be done to mitigate any adverse impact or further promote positive impact?	Where required, we will consider any pregnancy or maternity related vulnerabilities in relation to delivery of our service. This may include making referrals to the GP or Social Services or other specialist services/organisations.
Race	
What is the impact on people from different races or ethnic groups and what evidence do you have? <i>(If you do not</i>	Our Good Neighbourhood Management Policy will apply to all our tenants who experience Nuisance and Tenancy breach type incidents, regardless of race, as we have a legal duty as their landlord and local council to maintain safe and cohesive communities.

Full Equality Impact Assessment (EIA)

<i>believe there is any impact describe why not)</i>	
How does it have a positive or negative impact?	Neutral
What could be done to mitigate any adverse impact or further promote positive impact?	Staff are given training on different races and religion, to ensure no offence is caused or intended
Sexual orientation	
What is the impact on people according to their sexual orientation and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	Our Good Neighbourhood Management Policy will apply to all our tenants who experience nuisance and Tenancy breach type incidents, regardless of sexual orientation, as we have a legal duty as their landlord to maintain and ensure neighbourhoods are safe and cohesive. People in this group may be more vulnerable because of their sexual orientation.
How does it have a positive or negative impact?	Neutral
What could be done to mitigate any adverse impact or further promote positive impact?	Staff have training regarding Equality and Diversity
Religion/belief	
What is the impact on people according to their religion or belief and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	Our Good Neighbourhood Management Policy will apply to all our tenants experiencing nuisance and tenancy breach type incidents, regardless of religion or belief, as we have a legal duty of as their landlord to maintain safe and cohesive communities
How does it have a positive or negative impact?	Neutral
What could be done to mitigate any adverse impact or further promote positive impact?	Where we are aware of any religious factors that need to be considered in the delivery of our service, we will make reasonable adjustments where practicable.

Rurality	
Where people live is not a characteristic protected by law: but for Babergh and Mid Suffolk District Councils it is good practice to consider carefully how location may affect people's experience of a policy or service.	
What is the impact on people according to whether they live in an urban or rural environment and what evidence do you have? <i>(If you</i>	Our service will be delivered to all our tenants in line with the policy regardless of where they live in the district, as we have a legal duty as their landlord to maintain safe and cohesive communities Residents in

Full Equality Impact Assessment (EIA)

<i>do not believe there is any impact describe why not)</i>	rural areas could be more vulnerable as there is a risk of isolation and fewer local support services available.
Is the impact positive or negative? <i>(Explain)</i>	Neutral
What could be done to mitigate any adverse impact or further promote positive impact?	It is important that visits are conducted in rural areas whether through Officer visits or repairs, and any concerns reported back. Our repairs operatives receive regular training on safeguarding.

Armed Forces Veterans

We signed the Suffolk Armed Forces Covenant which aims to encourage activities which help to integrate the armed forces community into local life. Together, Local Government, statutory services (such as Health, police and the Job Centre), and charities shared aims of providing fair opportunity and support to Armed Forces people and their families.

What is the impact on veterans? <i>(If you do not believe there is any impact describe why not)</i>	There may be an impact on some veterans, but not all veterans. This is because some veterans may experience trauma resulting mental health of physical disabilities from their service.
Is the impact positive or negative? <i>(Explain)</i>	Positive
What could be done to mitigate any adverse impact or further promote positive impact?	These will be treated on a case by case approach and linked into the disability section of this EQIA.

Neurodiversity

Neurodiversity refers to the different ways the brain can work and take in information. It includes conditions like ADHD, autism, dyslexia and dyspraxia.

What is the impact on neurodivergent people? <i>(If you do not believe there is any impact describe why not)</i>	Our service will be delivered to all our tenants in line with the policy regardless of any neurodiversity condition, as we have a legal duty to maintain our assets and ensure it is safe and decent.
Is the impact positive or negative? <i>(Explain)</i>	Neutral
What could be done to mitigate any adverse impact or further promote positive impact?	If we are made aware of any specific requirement requests by the tenant or their representative, we will look to make any reasonable adjustments to mitigate any adverse impact, such as adjusting our communication method or processes to further promote a positive impact.

Making Decisions

Having completed this equality impact assessment indicate which decision is recommended to be taken.

Full Equality Impact Assessment (EIA)

Should the policy or service be implemented as the correct course of action?	Yes
Should the policy or service be amended as suggested by the report so that mitigating actions are taken to address an adverse or negative impact on any characteristic?	No
Should the policy or service be reviewed and revised more significantly to take into account its impact on different groups?	No
Should the policy or service not be actioned as there are too many negative impacts?	No

Monitoring Impact

Assessing the impact on equality is an ongoing process that does not end once a policy or service had been agreed or implemented.

How frequently will the policy or service be reviewed?	Every 3 years or as legislation changes require.
Who will be involved?	Neighbourhood and Housing Lead
Will there need to be an action plan completed for any amendments?	No
What further evidence or consultation will be needed to check that the policy or service is working well?	As stated above, we are continually looking at improving and keeping up to date the data we hold on our tenants in relation to their protected characteristics and vulnerability status. We will also use data from complaints and satisfaction surveys, as well as any relevant tenant engagement activities when reviewing the policy and service.

Completion

Authors signature	
Date of completion	