

Estimated time taken to complete: 2 hours*

*Please note that this should be a working document and should be actively reviewed throughout the lifetime of the project/policy/service change



Management of Estates and Neighbourhoods Policy

Equality Impact Assessment (EqIA) Form

October 2025- October 2027

Date created	October 2025
Approved by	Cabinet
Owner	Assistant Director/Strategic Director/Head of Service
Version	One
Author	Amanda Rogers
Business Unit and Team	Housing & Neighbourhoods- Resident Services

Please [click this link](#) to find the EqIA guidance toolkit for support in completing the following form.

For translations, braille or large print versions of this document please email
equalities@stevenage.gov.uk.

First things first:

Does this policy, project, service, or other decision need an EqlA?

Title:	Management of Estates and Neighbourhood Policy	
Please answer Yes or No to the following questions:		
Does it affect staff, service users or the wider community?	Yes	
Has it been identified as being important to particular groups of people?	No	
Does it or could it potentially affect different groups of people differently (unequal)?	No	
Does it relate to an area where there are known inequalities or exclusion issues?	No	
Will it have an impact on how other organisations operate?	No	
Is there potential for it to cause controversy or affect the council's reputation as a public service provider?	No	

Where a positive impact is likely, will this help to:	
Remove discrimination and harassment?	Yes
Promote equal opportunities?	Yes
Encourage good relations?	Yes

If you answered 'Yes' to one or more of the above questions you should carry out an EqlA.

Or if you answered 'No' to all of the questions and decide that your activity doesn't need an EqlA you must explain below why it has no relevance to equality and diversity.

You should reference the information you used to support your decision below and seek approval from your Assistant Director before confirming this by sending this page to equalities@stevenage.gov.uk.

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I determine that no EqlA is needed to inform the decision on the .

Name of assessor: Amanda Rogers

Decision approved by:

Role: Resident Services Manager

Role: Assistant Director

Date: 03/11/2025

Date:

Equality Impact Assessment Form

For a policy, project, strategy, staff or service change, or other decision that is new, changing or under review

What is being assessed?		Management of Estates and Neighbourhood Policy		
Lead Assessor	Amanda Rogers		Assessment team Ryan Jeffies Senior Housing Officer	
Start date	Oct 2025	End date		Oct 2027
When will the EqlA be reviewed? (Typically every 2 years)		2 years		

Who may be affected by the proposed project?	The Management of Estates and Neighbourhood Policy sets out Council's approach to the effective and equitable management of its housing estates, communal areas, and neighbourhood environments, impacting on tenants, leaseholders, Council staff, contractors and partners.
What are the key aims of the proposed project?	Maintain safe, clean, and attractive estates and communal spaces. Support sustainable and cohesive communities. Promote tenant and resident involvement in local decision-making. Address anti-social behaviour, environmental concerns, and tenancy breaches fairly and consistently. Ensure services are accessible, responsive, and non-discriminatory.

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What positive measures are in place (if any) to help fulfil our legislative duties to:					
Remove discrimination & harassment	N/A	Promote equal opportunities	The Management of Estates and Neighbourhood Policy is designed to provide a transparent and accountable framework. It has been written to ensure there is no discrimination against any protected characteristics. The aim of the Management of Estates and Neighbourhood Policy is to outline how we provide services to our tenants & leaseholders through the process following legislative requirements.	Encourage good relations	The Policy sets out how tenants & leaseholders are supported through the process, ensuring that their needs are considered.

What sources of data / information are you using to inform your assessment?	Housing Act 1985 & 1996 Localism Act 2011 Regulatory Framework for social Housing (Neighbourhood and Community Standard)
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	Housing estates Bill (2024- 2026)
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In assessing the potential impact on people, are there any overall comments that you would like to make?	Policy Aims and Desired Outcomes Deliver consistent standards in estate and neighbourhood management across all SBC areas. Foster inclusive communities where all residents feel safe and valued. Ensure fair access to services regardless of protected characteristics. Strengthen collaboration between Housing, Community Safety, Environmental Services, and residents.
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Evidence and Impact Assessment

Explain the potential impact and opportunities it could have for people in terms of the following characteristics, where applicable:

Age					
Positive impact	Small	Negative impact	N/A	Unequal impact	N'A
Please evidence the data and information you used to support this assessment	Age Older tenants may have mobility issues affecting participation; younger residents may feel disengaged from estate issues. Provide multiple engagement channels (in-person, digital, and written)				
What opportunities are there to promote	Social media Surveys Consultation		What do you still need to find out? Include in actions (last page)		Feedback from consultation

equality and inclusion?	Resident Groups		
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Disability e.g., physical impairment, mental ill health, learning difficulties, long-standing illness					
Positive impact	Small	Negative impact	N/A	Unequal impact	N/A
Please evidence the data and information you used to support this assessment	Physical accessibility issues in communal areas; difficulties accessing information or reporting issues. Ensure accessible paths and communal areas; offer information in accessible formats; promote digital and phone reporting tools.				
What opportunities are there to promote equality and inclusion?	Promote different options to report Surveys Social media Resident Groups		What do you still need to find out? Include in actions (last page)	None	

Gender Reassignment					
Positive impact	Small	Negative impact	N/A	Unequal impact	N/A
Please evidence the data and information you used to support this assessment	Possible reluctance to report neighbour disputes due to fear of discrimination. Reinforce confidentiality and staff training on inclusive communication.				

What opportunities are there to promote equality and inclusion?	Social Media Communication Website Resident Groups	What do you still need to find out? Include in actions (last page)	None
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Marriage or Civil Partnership					
Positive impact	Small	Negative impact	N/A	Unequal impact	N/A
Please evidence the data and information you used to support this assessment	No significant differential impact identified. Monitor through ongoing service feedback.				
What opportunities are there to promote equality and inclusion?	N/A	What do you still need to find out? Include in actions (last page)	N/A		

Pregnancy & Maternity					
Positive impact	Medium Enhancing safety and community cohesion. Encouraging community empowerment and local participation.	Negative impact	N/A	Unequal impact	N/A

Please evidence the data and information you used to support this assessment	Expectant or new parents may have additional housing or environmental safety concerns. Prioritise cleanliness, lighting, and safety; provide additional support where needed.			
What opportunities are there to promote equality and inclusion?	Social Media Communication Website Estate Audits	What do you still need to find out? Include in actions (last page)	N/A	

Race					
Positive impact	Small	Negative impact	N/A	Unequal impact	N/A
Please evidence the data and information you used to support this assessment	Language barriers or cultural differences could hinder engagement or reporting of issues. Provide translation/interpreting services; ensure cultural sensitivity in communications				
What opportunities are there to promote equality and inclusion?	Social Media Communications Website Resident Groups Estate Audits	What do you still need to find out? Include in actions (last page)	None		

Religion or Belief					
Positive impact	Small	Negative impact	N/A	Unequal impact	N/A

Please evidence the data and information you used to support this assessment	None identified directly; possible impact on scheduling of meetings/events. Schedule events flexibly and respect cultural/religious observances.			
What opportunities are there to promote equality and inclusion?	Social Media Communications Website Resident Groups	What do you still need to find out? Include in actions (last page)	None	

Sex					
Positive impact	Small	Negative impact	N/A	Unequal impact	N/A
Please evidence the data and information you used to support this assessment	Potential disproportionate impact on lone female tenants in relation to safety. Improve lighting and security in communal areas; support reporting mechanisms for anti-social behaviour.				
What opportunities are there to promote equality and inclusion?	Social Media Communications Website Resident Groups	What do you still need to find out? Include in actions (last page)	None		

Sexual Orientation e.g., straight, lesbian / gay, bisexual					
Positive impact	Small	Negative impact	N/A	Unequal impact	N/A

Please evidence the data and information you used to support this assessment	Possible reluctance to report harassment due to fear of stigma. Reinforce equality messages in communications; ensure staff awareness and training.		
What opportunities are there to promote equality and inclusion?	Social Media Communications Website Resident Groups	What do you still need to find out? Include in actions (last page)	

Socio-economic¹ e.g., low income, unemployed, homelessness, caring responsibilities, access to internet, public transport users, social value in procurement					
Positive impact	Medium Supporting tenants in lower-income areas through improved estate conditions. Enhancing safety and community cohesion.	Negative impact	N/A	Unequal impact	N/A

¹Although non-statutory, the council has chosen to implement the Socio-Economic Duty and so decision-makers should use their discretion to consider the impact on people with a socio-economic disadvantage.

	Encouraging community empowerment and local participation				
Please evidence the data and information you used to support this assessment	Possible reluctance to report harassment due to fear of stigma. Reinforce equality messages in communications; ensure staff awareness and training.				
What opportunities are there to promote equality and inclusion?	Social Media Communications Website Resident Groups		What do you still need to find out? Include in actions (last page)	None	

Additional Considerations					
Please outline any other potential impact on people in any other contexts					
Positive impact	High	Negative impact	N/A	Unequal impact	N/A
Please evidence the data and information you used to support this assessment	Supports rights to adequate housing, safety, participation, and non-discrimination under the Human Rights Act 1998 and Article 8 of the ECHR (right to respect for home and family life).				
What opportunities are there to promote equality and inclusion?	Social Media Communications Website Resident Groups		What do you still need to find out? Include in actions (last page)	None	

Consultation Findings

Document any feedback gained from the following groups of people:

Staff?		Residents?	TBC through policy consultation after Cabinet approval of the Policy.
Voluntary & community sector?		Partners?	
Other stakeholders?			

Overall Conclusion & Future Activity

Explain the overall findings of the assessment and reasons for outcome (please choose one):			
1. No inequality, inclusion issues or opportunities to further improve have been identified			
Negative / unequal impact, barriers to inclusion or improvement opportunities identified	2a. Adjustments made		
	2b. Continue as planned	Yes	
	2c. Stop and remove		

Detail the actions that are needed as a result of this assessment and how they will help to remove discrimination & harassment, promote equal opportunities and / or encourage good relations :				
Action	Will this help to remove, promote and / or encourage?	Responsible officer	Deadline	How will this be embedded as business as usual?
Accessibility of communication materials				

Provide Easy Read, BSL, and translated versions Engagement with underrepresented groups Develop targeted engagement strategy Consistency of service standards Introduce monitoring framework with resident feedback Estates Management Team Ongoing Equality training for frontline staff Deliver regular equality and diversity training HR / Learning & Development				

Approved by Assistant Director / Strategic Director: Kerry Clifford, Assistant Director Housing & Neighbourhoods

Date: 3rd November 2025

Please send this EqlA to equalities@stevenage.gov.uk for critical friend feedback and for final submittance with the associated project.