



Equality & Diversity Impact Assessment (EIA)

The aim of the EIA is to consider the equality implications of a policy, practice, or service to prevent discrimination against people who are categorised as being disadvantaged or vulnerable within society (as listed in point 4) and to consider if there are ways to proactively advance equality.

Before completing this form, please refer to the supporting guidance document.

Where further guidance is needed, please contact CEO

Name of the policy/practice/service to be assessed	Group Unacceptable Actions Policy	Is this a new policy/practice/service or a revision to an existing?	Revision to an existing Policy
<p>1. Briefly describe the aims, objectives and purpose of the policy, practice, or service.</p>	<p>The aim of the policy is to ensure that our staff and other customers do not suffer any disadvantage from customers who act in an unacceptable manner. The policy is designed to ensure that we can provide our services in a safe and secure way. The actions of customers who are angry, demanding or exceptionally persistent may result in unreasonable demands being placed on our time and resources or unacceptable behaviour being directed towards staff. The policy describes how we will manage these types of actions.</p>		

Appendix 6: Group Unacceptable Actions Policy Statement EIA

<p>2. Who is intended to benefit from the policy, practice, or service? <i>(e.g., applicants, tenants, staff, contractors)</i></p>	<p>Staff, tenants and other service users.</p>																			
<p>3. What outcomes are wanted from this policy, practice, or service? <i>(e.g., the benefits to customers)</i></p>	<p>To ensure that unreasonable actions or behaviours does not impact on our ability to provide our service.</p>																			
<p>4. Which protected characteristics could be affected by the policy, practice, or service?</p>	<p align="center"><i>(✓) tick all that apply</i></p> <table border="1" data-bbox="663 689 2114 1315"> <tr> <td data-bbox="663 689 1608 759">Age</td> <td data-bbox="1608 689 2114 759">✓</td> </tr> <tr> <td data-bbox="663 759 1608 829">Disability</td> <td data-bbox="1608 759 2114 829">✓</td> </tr> <tr> <td data-bbox="663 829 1608 900">Gender reassignment</td> <td data-bbox="1608 829 2114 900">✓</td> </tr> <tr> <td data-bbox="663 900 1608 970">Marriage/Civil Partnership</td> <td data-bbox="1608 900 2114 970">✓</td> </tr> <tr> <td data-bbox="663 970 1608 1040">Pregnancy/Maternity</td> <td data-bbox="1608 970 2114 1040">✓</td> </tr> <tr> <td data-bbox="663 1040 1608 1110">Race</td> <td data-bbox="1608 1040 2114 1110">✓</td> </tr> <tr> <td data-bbox="663 1110 1608 1181">Religion or belief</td> <td data-bbox="1608 1110 2114 1181">✓</td> </tr> <tr> <td data-bbox="663 1181 1608 1251">Sex</td> <td data-bbox="1608 1181 2114 1251">✓</td> </tr> <tr> <td data-bbox="663 1251 1608 1315">Sexual Orientation</td> <td data-bbox="1608 1251 2114 1315">✓</td> </tr> </table>		Age	✓	Disability	✓	Gender reassignment	✓	Marriage/Civil Partnership	✓	Pregnancy/Maternity	✓	Race	✓	Religion or belief	✓	Sex	✓	Sexual Orientation	✓
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5. If the policy, practice, or service is not relevant to any of the **protected characteristics** listed in part 4, state why and end the process here.

6. Evidence Gathering and Engagement

a. What evidence has been used for this assessment? For example, national statistics.
 Pressures at the front line are well documented and we have a duty of care to protect the health and wellbeing of our staff and other users of our service.

b. Who have you engaged and consulted with as part of your assessment?
 We engaged with our staff and tenants when the policy was first introduced and have refresher training with staff.

7. Describe the **impact(s) the policy, practice or service could have on the groups identified in part 4. Consider both positive and negative impacts.**
 The policy and approach does not discriminate against anyone on the grounds of their protected characteristic. We will provide opportunity to modify actions and behaviours by issuing warnings before taking decisions to restrict or alter how we engage and communicate with certain individuals. We will ensure that individuals understand this policy and the consequences of unacceptable actions. All decisions to restrict or alter service levels will be made carefully and involve authorisation at Director level. Individuals will have a right of appeal and we will review all cases within a three-month period.

8. What actions are required to address the impacts arising from this assessment? (This might include collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).	Issue	Action	Timescales
	Promotion and raising awareness	We will promote our policy and approach to Unacceptable Actions with our customers through newsletters and on our website and as part of our complaints handling process.	Ongoing

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<p>9. Decision</p> <p>Please record decision e.g.,</p> <ul style="list-style-type: none"> • No change/amend (see above) • Cease • Progress with risk (monitor and add to risk register?) 	<p>No change</p>
<p>Signed</p>	<p>Jackie Leeds</p>
<p>Job title</p>	<p>Housing Services Manager</p>
<p>Date the EIA was completed</p>	<p>9 November 2023</p>
<p>Review date</p>	<p>November 2026</p>
<p>Date of any quality sample check</p>	<p>n/a</p>

Please attach the completed document as an Appendix to your policy, practice, or service report