



**Winchester**  
City Council

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## Equality Impact Assessment (EqIA)

### Section 1 - Data Checklist

When undertaking an EqIA for your policy or project, it is important that you take into consideration everything which is associated with the policy or project that is being assessed.

The checklist below is to help you sense check your policy or project before you move to Section 2.

		Yes/No	Please provide details
1	Have there been any complaints data related to the policy or project you are looking to implement?	Yes	Given the sensitive nature of the work undertaken in relation to ASB incidents, complaints are received about this service.
2	Have all officers who will be responsible for implementing the policy or project been consulted, and given the opportunity to raise concerns about the way the policy or function has or will be implemented?	Yes	Staff Team Corporate Legal Tenant Panels Housing Policy & Projects Manager Service Managers TACT Tenants
3	Have previous consultations highlighted any concerns about the policy or project from an equality impact perspective?	No	<ul style="list-style-type: none"> <li>Disabled, older and neurodiverse tenants may struggle with informal conflict resolution or direct neighbour communication.</li> <li>Residents from minority groups may fear being dismissed or not taken seriously.</li> </ul>

			<ul style="list-style-type: none"> <li>Some tenants reported that cultural differences or communication styles were misinterpreted as nuisance.</li> </ul> <p>The policy includes reasonable adjustments, sensitive communication, and early support options.</p>
4	<p>Do you have any concerns regarding the implementation of this policy or project?</p> <p><i>(i.e. Have you completed a self-assessment and action plan for the implementation of your policy or project?)</i></p>	No	<p>Yes – but manageable with mitigation.</p> <ul style="list-style-type: none"> <li>Implementation planning is underway, and no major barriers are expected. However:</li> <li>Persistent public confusion between ASB, neighbour nuisance, and everyday living noise may lead to unrealistic expectations.</li> <li>Some tenants may feel unsupported when advised that behaviour does not meet ASB thresholds.</li> <li>Staff require strong triage tools and training to ensure consistent classification and proportionate responses.</li> <li>Clear resident communications (webpages, letters, factsheets) are required to explain definitions, thresholds, and what the Council can / cannot do.</li> <li>Mitigation is built into the accompanying action plan: training, case reviews, accessible guidance, and consistent messaging.</li> </ul>
5	<p>Does any accessible data regarding the area which your work will address identify any areas of concern or potential problems which may impact on your policy or project?</p>	No	<p>Yes – potential for indirect impacts.</p> <p>Data shows:</p> <ul style="list-style-type: none"> <li>Disabled and older residents report communication difficulties and may struggle to self-manage disputes.</li> <li>Some resident's experience anxiety engaging in mediation or direct conversations with neighbours.</li> </ul>

			<ul style="list-style-type: none"> <li>• Minority ethnic groups and LGBTQ+ residents may hesitate to raise concerns.</li> <li>• Language barriers can contribute to miscommunication and escalation.</li> </ul> <p>The policy includes reasonable adjustments, translation, advocacy, and personalised support.</p>
6	Do you have any past experience delivering similar policies or projects which may inform the implementation of your scheme from an equality impact point of view?	Yes	<p>Learning from Housing Ombudsman decisions, noise complaints, and resident feedback highlighted:</p> <ul style="list-style-type: none"> <li>• A need for clearer definitions to avoid inappropriate escalation to formal ASB cases.</li> <li>• Disproportionate dissatisfaction when low-level nuisance was not acted upon formally.</li> <li>• Improved outcomes where mediation and Good Neighbour Agreements were used early.</li> </ul> <p>This experience shaped the development of the Good Neighbour Policy.</p>
7	Are there any other issues that you think will be relevant?	No	<p>Vulnerable residents may require advocacy or assisted communication.</p> <p>Some cases involve safeguarding concerns requiring early referral.</p> <p>Staff must be aware of unconscious bias when assessing “reasonableness” or cultural norms.</p> <p>Intersectional disadvantage may affect confidence or ability to resolve disputes.</p>

## Section 2 - Your EqIA form

<b>Directorate:</b> Housing Services	<b>Your Service Area:</b> Housing Services	<b>Team:</b> Housing Services team	<b>Officer responsible for this assessment:</b> Jo Elliott	<b>Date of assessment:</b> 01/12/2025
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	Question	Please provide details
1	What is the name of the policy or project that is being assessed?	Housing Services Good Neighbour Policy
2	Is this a new or existing policy?	New
3	Briefly describe the aim and purpose of this work.	<p>The policy sets out Winchester City Council's expectations around neighbourly behaviour within its housing stock and local neighbourhoods. It aims to promote positive community relationships, prevent conflict, and provide clarity on how the Council responds to concerns relating to neighbour nuisance, low-level disputes, and behaviours that undermine community cohesion.</p> <p>The policy is intended to prevent escalation of issues into Anti-social Behaviour (ASB) by providing clear guidance on appropriate behaviour, proportionate responses, early intervention, and signposting. It supports the Council's duties under the Equality Act 2010, Human Rights Act 1998, and the Regulator of Social Housing's consumer standards.</p>
4	What are the associated objectives of this work?	<ul style="list-style-type: none"> <li>• Promote safe, respectful, and cohesive neighbourhoods</li> <li>• Clarify the distinction between neighbour nuisance and ASB, reducing confusion for residents</li> <li>• Provide clear expectations for tenants around behaviour, communication, and conflict resolution</li> <li>• Support early intervention, mediation, and problem-solving approaches</li> </ul>

		<ul style="list-style-type: none"> <li>• Strengthen resident understanding of reporting routes and likely responses</li> <li>• Ensure compliance with statutory duties, regulatory standards, and the Housing Ombudsman's Complaint Handling Code</li> <li>• Embed accessibility, fairness, and equality considerations into service delivery</li> <li>• Improve consistency and transparency in frontline decision-making</li> <li>• Reduce demand on ASB services by preventing inappropriate ASB reporting</li> </ul>
5	Who is intended to benefit from this work and in what way?	<ul style="list-style-type: none"> <li>• Council tenants – clearer expectations and support for harmonious living</li> <li>• Vulnerable adults, disabled people, and older persons – increased protection, reduced harassment or neighbour strain</li> <li>• Families and young people – safer environments and clearer behavioural expectations</li> <li>• Ethnic minority and LGBTQ+ residents – protection from discrimination or community tensions</li> <li>• Residents experiencing low-level disputes – access to guidance, mediation, and earlier resolution</li> <li>• Housing staff and partner agencies – clearer parameters and tools for consistent case management</li> <li>• The wider community – improved neighbourhood stability and reduced conflict</li> </ul>
6	What are the outcomes sought from this work?	<ul style="list-style-type: none"> <li>• improved understanding among residents of what constitutes neighbour nuisance vs ASB</li> <li>• Increased tenant satisfaction and reduction in avoidable complaints</li> <li>• More consistent and proportionate responses to reports</li> <li>• Fewer inappropriate or misdirected ASB reports</li> <li>• Better identification of equality-related community tensions</li> </ul>

		<ul style="list-style-type: none"> <li>• Stronger early intervention and prevention culture</li> <li>• Enhanced regulatory compliance (RSH consumer standards, Ombudsman expectations)</li> <li>• Improved data-driven learning and service improvement</li> <li>• Stronger, more cohesive neighbourhoods</li> </ul>
7	What factors/forces could contribute or detract from the outcomes?	<p>Contributing factors:</p> <ul style="list-style-type: none"> <li>• Effective communication and resident education</li> <li>• Staff training on definitions, triage, and expectation-setting</li> <li>• Strong partnership working (mediation services, community safety, police)</li> <li>• Availability of early intervention tools and support</li> <li>• High-quality reporting pathways and case management systems</li> <li>• Active tenant engagement and feedback loops</li> </ul> <p>Detracting factors:</p> <ul style="list-style-type: none"> <li>• Ongoing public confusion between ASB and neighbour nuisance</li> <li>• Unrealistic resident expectations of enforcement where thresholds are not met</li> <li>• Under-reporting by vulnerable groups due to fear or mistrust</li> <li>• Limited staff capacity or inconsistent practice</li> <li>• Reduced funding or competing priorities</li> <li>• Data gaps that prevent effective monitoring</li> <li>• Breakdown in community relationships or rising tensions</li> </ul>
8	Who are the key individuals and organisations responsible for the implementation of this work?	<p>Residents</p> <p>Housing Policy &amp; Projects Manager</p> <p>Tenancy &amp; Neighbourhood Services Team</p>

		Housing Systems & Data Team Equality, Diversity and Inclusion (EDI) Lead Tenant and Leaseholder Panels Partner Agencies (e.g., Hampshire County Council, voluntary sector, registered providers) Contractors ASB Officer Housing Officers
9	Who implements the policy or project and who or what is responsible for it?	Housing Services Manager Housing Services Team Leader

		Please select your answer in <b>bold</b> . Please provide detail here.		
10a	Could the policy or project have the potential to affect individuals or communities on the basis of race differently in a negative way?	<b>Y</b>	N	
10b	What existing evidence (either presumed or otherwise) do you have for this?	Race-related hate crime and ASB remains one of the most reported types.		
11a	Could the policy or project have the potential to affect individuals or communities on the basis of sex differently in a negative way?	<b>Y</b>	N	
11b	What existing evidence (either presumed or otherwise) do you have for this?	Women may experience gender-based hate crime, ASB or harassment.		
12a	<p>Could the policy or project have the potential to affect individuals or communities on the basis of disability differently in a negative way?</p> <p><i>you may wish to consider:</i></p> <ul style="list-style-type: none"> <li>• <i>Physical access</i></li> <li>• <i>Format of information</i></li> <li>• <i>Time of interview or consultation event</i></li> <li>• <i>Personal assistance</i></li> </ul>	<b>Y</b>	N	

	<ul style="list-style-type: none"> <li>• <i>Interpreter</i></li> <li>• <i>Induction loop system</i></li> <li>• <i>Independent living equipment</i></li> <li>• <i>Content of interview)</i></li> </ul>			
12b	What existing evidence (either presumed or otherwise) do you have for this?	Disabled tenants may face barriers in communication or case engagement. Disabled people are disproportionately targeted by hate crime, ASB.		
13a	Could the policy or project have the potential to affect individuals or communities on the basis of sexual orientation differently in a negative way?	Y	N	
13b	What existing evidence (either presumed or otherwise) do you have for this?	Risk of underreporting due to stigma or fear of not being believed. LGBTQ+ tenants may face verbal abuse or discrimination.		
14a	Could the policy or project have the potential to affect individuals on the basis of age differently in a negative way?	Y	N	
14b	What existing evidence (either presumed or otherwise) do you have for this?	Older tenants may feel isolated or vulnerable to intimidation. Younger tenants may be perceived as perpetrators. Older residents and young people may experience or witness hate crime and may be less likely to report.		
15a	Could the policy or project have the potential to affect individuals or communities on the basis of religious belief differently in a negative way?	Y	N	
15b	What existing evidence (either presumed or otherwise) do you have for this?	Risk of community tensions being misinterpreted as nuisance rather than hate-based ASB. Faith-based hate incidents may increase during community tensions.		
16a	Could this policy or project have the potential to affect individuals on the basis of gender reassignment differently in a negative way?	Y	N	
16b	What existing evidence (either presumed or otherwise) do you have for this?	Risk of underreporting due to stigma or fear of not being believed. Trans and non-binary residents face high levels of hostility and under-reporting.		



17a	Could this policy or project have the potential to affect individuals on the basis of marriage and civil partnership differently in a negative way?	Y	N	
17b	What existing evidence (either presumed or otherwise) do you have for this?	No identified disproportionate impacts. Cases will be assessed individually.		
18a	Could this policy or project have the potential to affect individuals on the basis of pregnancy and maternity differently in a negative way?	Y	N	
18b	What existing evidence (either presumed or otherwise) do you have for this?	Noise from babies may trigger complaints. Parents may feel unfairly judged. Clear communication about what constitutes everyday living noise and support for proportionate understanding.		
19	Could any negative impacts that you identified in questions 10a to 15b create the potential for the policy to discriminate against certain groups on the basis of protected characteristics?	Y	N	Yes – if not mitigated Without robust triage, some reports could be misclassified as nuisance instead of hate crime. Disabled residents, older tenants, or minority groups may face barriers using standard reporting routes.

20	Can this negative impact be justified on the grounds of promoting equality of opportunity for certain groups on the basis of protected characteristics? Please provide your answer opposite against the relevant protected characteristic.	Y	N	<p>Yes – if unmanaged. Potential risks include:</p> <p>Disabled or vulnerable residents struggling to engage in informal resolution.</p> <p>Cultural or language misunderstandings leading to unfair assumptions about behaviour.</p> <p>Residents feeling dismissed if their issue does not meet ASB thresholds.</p> <p>Mitigation actions ensure compliance with the Equality Act and RSH Consumer Standards.</p>
21	How will you mitigate any potential discrimination that may be brought about by your policy or project that you have identified above?	<p>Clear resident-facing guidance explaining ASB vs nuisance vs lifestyle differences.</p> <p>Training for staff on thresholds, equality impacts, unconscious bias, and sensitive communication.</p> <p>Translation, easy-read formats, and reasonable adjustments.</p> <p>Support options for vulnerable or anxious residents (advocacy, assisted contact, staff-supported mediation).</p> <p>Safeguarding pathways for adults and children.</p> <p>Routine case audits for consistency and fairness.</p> <p>Improved webpages and factsheets to address confusion and manage expectations.</p>		

		Use of Good Neighbour Agreements to promote shared understanding and reduce escalation.		
22	Do any negative impacts that you have identified above impact on your service plan?	Y	<b>N</b>	<p>Ensure hate crime awareness and equality refresher training for all housing staff</p> <p>Develop accessible reporting formats (translations, easy read, online and phone)</p> <p>Establish regular data review and partnership learning sessions</p> <p>Publish summary of hate crime response outcomes for transparency</p> <p>Ensure continuous consultation with tenants through engagement plan</p>

Signed by completing officer	Paul Salter
Signed by Area Housing Manager	Joanna Elliott
Signed by Service Lead or Corporate Head of Service	Gillian Knight