

EQUALITY IMPACT ASSESSMENT

What is an Equality Impact Assessment?

An Equality Impact Assessment (EIA) is a tool designed to assist you in ensuring that you have thought about the needs and impacts of a change to your service / policy / plan / strategy to ensure it is fair and does not present barriers to participation or disadvantage any groups in relation to protected characteristics as defined in the Equality Act 2010. It enables a systematic approach in identifying and recording impacts and actions.

Why do we need it?

As a local authority that provides services to the public, we have a legal responsibility to ensure that we can demonstrate that we have paid due regard to the need to:

- ✓ Eliminate discrimination, harassment, and victimisation
- ✓ Advance Equality of Opportunity
- ✓ Foster good relations

The EIA will help to ensure that we understand the potential effects of any new or significantly changed services, policies, plans, or strategies by assessing:

- the impacts on different groups, both internal and external
- any adverse impacts are identified
- actions are identified to remove or mitigate any adverse impacts

The EIA ensures decisions are transparent and based on evidence with clear reasoning.

What are the protected characteristics?

- ✓ Age
- ✓ Disability
- ✓ Gender reassignment
- ✓ Marriage and civil partnership
- ✓ Pregnancy and maternity
- ✓ Race
- ✓ Religion and belief
- ✓ Sex
- ✓ Sexual orientation

1. INTRODUCTORY INFORMATION

Name of service /policy / plan /strategy	Housing Damp & Mould Policy March 2026
Lead Officer and others undertaking this assessment?	Anne Lewis - Housing Maintenance Manager Mark Randle – Transformation & Service Improvement Officer
Date EIA completed	

2. SUMMARY OF THE POLICIES, PROCEDURES, FUNCTIONS, AND SERVICES BEING ASSESSED

What are the aims and objectives of the policies, procedures, functions, and services

The Damp & Mould policy has been developed to set out NSDC’s approach to tackling and preventing damp and mould.

In October 2021, the Housing Ombudsman issued a “Spotlight on Damp and Mould”, highlighting the approach they expect social landlords to take when dealing with tenants who complain about damp. This has included adopting a more customer centred approach to the issue and better response to managing complaints.

Awaab’s Law came into force on 27th October 2025.

Aim

The Damp & Mould policy aims to ensure that NSDC takes a customer centred approach to damp and mould by:

- Responding swiftly and effectively to incidents of damp and mould to safeguard the health and wellbeing of tenants and their families, in accordance with Awaab’s Law.
- Identifying homes liable to damp and mould and proactively preventing the occurrence in the first place, using good practices and design and where possible, smart technology.
- Keep the tenant updated throughout the process and provide information on how to keep safe.

Objectives

- To ensure comply with Awaab’s Law.
- To ensure we provide and maintain dry, warm, healthy homes for tenants.
- To give tenants clear guidelines on our response to reports of damp and mould.
- To work with tenants on promoting preventative measures to reduce the likelihood of mould.
- To ensure that the fabric of our homes is protected from deterioration and damage resulting from damp and mould.
- To reach Energy Performance Certificate (EPC) rating of C for all tenants in NSDC social housing by 2030.
- To have a rolling programme of stock condition surveys which maintain accurate data on 5-year anniversary cycle.
- To use technology to help with management of damp and mould and ensure that NSDC’s records are up to date and accurate.

Who is affected by this policies, procedures, functions, and services and what is the intended change or outcome for them?

(i.e. staff / service users or other stakeholders)

Tenants of properties where NSDC is the Landlord

Which groups have been consulted with as part of the creation or review of this policies, procedures, functions, and services

(Please include how they were consulted and their responses. If you haven't consulted yet and are intending to do so, please complete the consultation table below)

Tenants were consulted on aspects of the damp and mould process where their input could be most effective. Focus groups, each consisting of 7 Tenants with diverse needs, were held to develop respectful language for responding to damp and mould complaints.

In light of the answers given above, do you need to consult with specific groups to identify needs/issues? If not please explain why

No additional consultation is needed since the Tenants include members with protected characteristics.

CONSULTATION

Negative impacts identified will require the responsible officer to consult with the affected group/s to determine all practicable and proportionate mitigations. Add more rows as required.

Group/Organisation	Date	Response
N/A		

3. WHAT WE ALREADY KNOW AND WHERE THERE ARE GAPS

List any existing information / data about different diverse groups in relation to this policy? i.e. in relation to age, disability, gender reassignment, marriage or civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation etc

Examples of information / data such as consultation, previous EIA's, demographic information, anecdotal or other evidence

On Tenant application data is collected on:

- Age
- Disability
- Ethnicity
- Religion
- and Marital Status.

This information is reviewed at the 'Getting to Know' sessions which are every 4 years. Tenant are always able to update the information if it changes.

This information is recorded on our Housing Management System.

We benchmark other authority through using LG Inform and look at more National and Regional data through the ONS and Census data.

4. ASSESSING THE IMPACT

Protected Characteristic	Is there potential of positive or negative impact?	Please explain and give examples of evidence / data used	Action to address negative impact (<i>i.e. adjustment to the policy/plan – the action log below should be completed to provide further information</i>)
Age	Yes	<p>Older tenants might need additional assistance, guidance, and advice to prevent or address damp and mould issues.</p> <p>If this support is not provided, problems with damp and mould may worsen and potentially lead to health concerns for older tenants.</p>	<p>The Council's Tenancy and Estates team provide support to vulnerable tenants to help sustain their tenancy including sign posting for financial support available at the time. It also supports tenants who live in our designated sheltered and housing with care properties. Enabling them to remain as independent as possible for as long as possible. The Council also supports tenants with hoarding issues through referrals to local multi-agency panel.</p>
Disability	Yes	<p>Tenants with a physical disability, mental health problems or a Learning Disability might need additional assistance, guidance, and advice to prevent or address damp and mould issues.</p> <p>If this support is not provided, problems with damp and mould may worsen and potentially lead to health concerns for these tenants.</p>	<p>The Council's Tenancy and Estates team provide support to vulnerable tenants to help sustain their tenancy including sign posting for financial support available at the time. The Council also supports tenants with hoarding issues through referrals to local multi-agency panel.</p>
Gender Reassignment	No		
Marriage / Civil Partnership	No		
Pregnancy / Maternity	No		
Race	No		
Religion / Belief	No		
Sex	No		

Sexual Orientation	No		
Armed Forces veterans (or their families)	No		
Care Experienced People	No		
Other groups which may be impacted? (low literacy, priority neighbourhood, health inequalities, rural isolation)	No		

5. PROPOSED MITIGATION: ACTION LOG

To be completed when barriers, negative impact or discrimination are found as part of this process – to show actions taken to remove or mitigate. Any mitigations identified throughout the EIA process should be meaningful and timely. Add more rows as required.

Negative Impact	Action	Responsible Officer	Target Date
N/A			

What are the arrangements for monitoring and reviewing the actual impact of the policies, procedures, functions, and services?

This policy will be reviewed every 3 years in collaboration with tenants or in response to changes in relevant legislation and/or other Council policies, procedures, or agreements.

The Tenant Engagement Board meetings provide an opportunity from engaged tenants to raise any issues or negative impacts of this policy.

6. EVALUATION DECISION

Once consultation and practicable and proportionate mitigation have been put in place, the officer responsible should evaluate whether any negative impact remains and, if so, provide justification for any decision to proceed.

Question	Explanation / justification	
Is it possible the proposed new service / policy / plan or strategy or the proposed change could discriminate or unfairly disadvantage people?	No	
Final Decision	Tick	Include any explanation/justification required

1. No barriers identified; therefore, activity will proceed	√	
2. Stop the policy or practice because the data shows bias towards one or more groups		
3. Adapt or change the policy in a way that will eliminate the bias		
4. Barriers and impact identified , however having considered all available options carefully, there appear to be no other proportionate ways to achieve the aim of the policy or practice (e.g. in extreme cases or where positive action is taken). Therefore, you are going to proceed with caution with this policy or practice knowing that it may favour some people less than others, providing justification for this decision		

Did you consult with an Equality and Diversity Ally prior to completing this assessment?

Yes

7. SIGN OFF

Name and job title of person completing this EIA	Mark Randle – Transformation & Service Improvement Officer
Officer Responsible for implementing the change to policies, procedures, functions, and services etc.	Anne Lewis - Housing Maintenance Manager
Business Manager	Jordan Hempenstall - Housing Repairs and Empty Homes
Date Agreed <i>(by Business Manager)</i>	March 2026
Date of Review <i>(if required)</i>	March 2027