Equality impact Assessment (EIA) – Residential EH nuisance and

THREE RIVERS DISTRICT COUNCIL

Project Information	
Project Name *This should clearly explain what service / policy / strategy / change you are assessing*	*Residential EH Nuisance and Pollution Policy*
Service Area *Main team responsible for the policy, practice, service or function being assessed*	*Housing Services*
EIA Author *Name and Job Title*	*Jason Hagland – Strategic Housing Manager*
Date EIA drafted	26/08/2026
ID number *This will be added by the Strategy and Partnerships Team*	HS007

Executive summary	
Focus of EIA	The councils Residential EH Nuisance and Pollution Policy sets out how Three Rivers District Council will respond to nuisance and pollution complaints from customers in a fair, consistent and proportionate way. The Policy aims to protect residents, businesses and the local environment by setting out what matters the council can investigate, what evidence may be needed, how decisions will be made, and when informal resolution, mediation or formal enforcement action may be appropriate. The Policy also clarifies matters that fall outside the council's remit and signposts residents to the relevant organisations where another body is better placed to assist.

Mitigations		
Protected Characteristic	**Potential Issue**	**Mitigating Actions**
Age	Potential impact on those elderly residents who are digitally isolated, therefore, unable to review the Policy on the council's website.	Paper copies can be provided by Officers if requested. Copy of the Policy will be available for Healthy Hub staff to discuss with elderly residents if they require.
Disability		

	Nil negative impact identified.	Each case will be assessed on an individual basis, officers would consider disability when assessing proportionate actions
Gender reassignment (or affirmation)	Nil negative impact identified.	N/A
Pregnancy or maternity	Nil negative impact identified.	N/A
Race	Potential impact on those residents with ethnic backgrounds who do speak English as a first language, therefore, unable to review the Policy on the council's website.	The council's website has a translation tool that can be used in these circumstances.
Religion or belief	Nil negative impact identified.	N/A
Sex	Nil negative impact identified.	N/A
Sexual Orientation	Nil negative impact identified.	N/A
Marriage and Civil Partnership	Nil negative impact identified.	N/A

The council recognises other communities may be vulnerable to disadvantage, this includes carers, people experiencing domestic abuse, substance misusers, homeless people, looked after children and care leavers, (ex) armed forces personnel.	There is a chance that noise complaints submitted to the council may identify a potential safeguarding issue within a property or domestic abuse.	In these circumstances Officers will escalate in line with the council's adopted safeguarding policy and procedures and seek advice from the council's Domestic Abuse Caseworker.

Actions Planned
Ensure all Officers who review these complaints are appropriately trained in safeguarding and aware of the council's safeguarding policy and procedures. Ensure that Officers that organise and undertake sessions at the council's Healthy Hub are aware of the adoption of the Policy and seek advice from the relevant Officers should any questions arise.

Additional Information
Nil

Sign off:

Equalities Lead Officer	Date
Shivani Dave	27/08/2026

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