

HDC Full Equality Impact Assessment Form

Part 1 – AIMS AND IMPLEMENTATION OF THE POLICY/SERVICE PROCEDURE/PRACTICE

1.1 What is being assessed? Name of the service, policy, procedure or practice:

(What is being assessed – service/function, policy, procedure or practice? Is it new or existing?)

Refuse and Recycling Service, this includes domestic waste collections of recyclable material and landfilled waste. Additional comments, in the relevant sections of the EIA will be made for the Bring Site's across the district and the Bulky Waste Collections from households. The services are all existing services.

1.2 Officer(s) & Section/Service responsible for completing the assessment:

(Explain why the members of the impact assessment team were selected e.g. the knowledge and experience they bring to the process).

Russell Smith, Senior Waste Management Officer

Responsible for general running of the service with the Waste and Cleansing Manager, Degree in Environmental Biology and 6 and half years service with the Council.

Other EIA members were Matthew Bills (Public Spaces Manager), John Kemp (Senior Cleansing Officer), Jake Atkinson (Scrutiny Research and Equalities Officer), Remko Hezeem (Customer Services Manager), Paul Clarke (Head of Corporate Services).

1.3 What is the main purpose or aims of the service, policy, procedure or practice?

To carry out a refuse and recycling service from all households in the district and ensure best practice in all areas. In addition reduce the amount of waste sent to landfill and recycle/compost as much of the waste stream as possible; in accordance with the councils targets.

1.4 Who is affected by the service/policy/procedure/practice? Who is it intended to benefit and how?

Who are the main stakeholders in relation to this policy?

What outcomes would other stakeholders want from this policy?

Are there any groups, which might be expected to benefit from the intended outcomes, but which do not?

Residents/Customers – To provide the district with a cost effective and reliable waste collection service, ensuring as much material is recycled as possible.

Visitors – To ensure the service is run correctly, so that any visitors in the area are kept safe and free from rubbish.

Businesses – To ensure a reliable service is provided at cost to the businesses who chose to be serviced by the Council.

Parish Councils – To ensure we work closely with Parish Councils to minimise service issues on collection days.

Leicestershire County will be the third party who will benefit, as the LATS targets, (Landfill Allowance Scheme) requires authorities to reduce the amount of waste sent to landfill. Through increased

recycling and waste minimisation we can help to achieve this.

1.5 Has the service/policy/procedure/practice been promoted or explained to those it might affect directly or indirectly?

Information on the performance of the service, is published through Waste Data Flow, a tool provided by the Government (DEFRA) for monitoring waste. In addition BVPI's are completed on the performance of the service.

An information leaflet is provided to all new households and any that are struggling with the service. In addition the council website is a good source of information.

We use road shows; carry out talks to schools, leaflets and yearly calendars to promote the service.

1.6 How does the service/policy/procedure/practice contribute to better Community Cohesion?

(How do you promote good relations between different communities you serve based on mutual understanding and respect? What opportunities are there for positive cross cultural contact between these communities to take place e.g. between younger and older people, or between people of different religious faiths?).

The service affects most of, if not all the households in the district, regardless of age, colour and ability. The Council strives to provide a service which is fair and accommodates all needs of the residents, within the parameters set out by the legal contracts and equal opportunity policies.

Within this service area there are little opportunities to encourage interaction between different cultural communities.

1.7 How does the service/policy/procedure/practice fit in with the council's wider aims? Include corporate and partnership priorities.

(How does the policy relate to other policies and practices within the council? What factors/forces could contribute /detract from the outcomes? How do these outcomes meet or hinder other policies, values or objectives of the council?)

The Councils aim is to "Through partnership and consultation, to provide innovative, accessible and responsive services that ensure the district of Harborough is a healthy and happy place to live, work and visit."

The Council aims to interact and take on board the views of older people, children and young people, and also link in with the cleaner and greener environment priorities.

The overall Refuse and Recycling Service links in with all the above aims and is achieving one of the highest recycling rates in the country. The service does accommodate all abilities and is able to provide services for these.

The policy also links into the Leicestershire Waste Management Strategy, which is adopted by the County Council and the District Councils.

1.8 What is the relevance of the aims of the service/policy/procedure/practice to the equality target groups and the Council's duty to eliminate unlawful racial, disability and gender discrimination, and promote equality of opportunity?

To provide a reliable, high quality domestic refuse and recycling service to all residents within the District. With the aim to have equal access to the service, through assisted collections if needed.

1.9 How is, or will the service/policy/procedure/practice be put into practice and who is, or will be, responsible for it?

(Who defines or defined the policy? Who implements the Policy? How does the council interface with other bodies in relation to the implementation of this policy? Is the service provided solely by the Department/Unit or in conjunction with another department, agency or contractor? If external parties are involved then what are the measures in place to ensure that they comply with the Councils Equal Opportunity Policy?)

The policy was developed within the Waste Management Team and in connection with the Councils objectives. The policy also takes in to account the needs of residents and operational constraints.

The policy would then be taken to Senior Management Team and then sent on to Full Council, for the final decision to be made.

Part 2 – CONSIDERATION OF DATA AND RESEARCH

To conduct the assessment you will need information about service users and staff that provide the service. This section is to help you identify the sort of information that will be needed to help you assess whether there may be barriers to different equality groups who access your service, policy, procedure or practice.

2.1 List all examples of quantitative and qualitative data or any consultation information available that will enable the impact assessment to be undertaken (include information where appropriate from other directorates/units, Census 2001 etc. Please note that in some cases data may not exist or be available and you may therefore have to undertake additional research.)

Uniform System – Requests for assisted collections available/issues raised by customers.
LEQSE – Rates the Council on presentation of wheeled bins.

2.2 Equalities profile of users or beneficiaries. (Use the Council's approved diversity monitoring categories and provide data by target group of users or beneficiaries to determine whether the service user profile reflects the local population or relevant target group or if there is over or under representation of these groups.)

No data available specific to the service area, however the service is a uniform service available to all. Approximately 4.2% of the population is of BME origin.

2.3 Evidence of complaints against the service/policy/procedure/practice on grounds of discrimination. (Is there any evidence of complaints either from customers or staff (grievance) as to the delivery of the service, or its operations, on the equality target groups?)

No complaint/record of any form of grievance or discrimination against a particular equality target group.

2.4 What does the consultation/research/data indicate about the negative impact of the service, policy, procedure or practice?

No data is available for the above, in terms of negative impacts against diversity groups.

2.5 What does the consultation/research/data indicate about the positive impact of the service, policy, procedure or practice?

As above.

Part 3 – ASSESSMENT OF IMPACT

Now that you have looked at the purpose, etc. of the **service/policy/procedure/practice** (part 10 and looked at the data and research you have (part 2), this section asks you to assess the impact, positive and negative of the service/policy/procedure/practice on each of the six strands of diversity covered in the Council's Equality and Diversity Policy. A copy of the policy can be found on the council's website

RACE – testing of disproportional, adverse, neutral or positive impact

a. Identify the effect of this policy on different RACE groups from information available. No specific data is available, however there may be some residents that may have difficulties with language and therefore understanding leaflets/calendars and stickers issued.	
b. How is the target race group reflected in the take up of the service? All races are catered for equally. However from the Housing Market Study 2006/07, 95% of the households in the district describe their ethnic origin as White British. With this in mind it is difficult to directly proportion how different groups are reflected.	
c. From the evidence available does the policy affect, or have the potential to affect, racial groups differently? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
d. If yes, do any of the differences amount to:	
	Reason/evidence/comment
Barriers, negative impact or unlawful discrimination?	The language barrier could be considered an issue, although the make up of the district is not as diverse as some.
Neutral impact?	
Positive impact?	
e. If there is a negative impact, can it be justified on the grounds of promoting equality of opportunity for one racial group or for another legitimate reason?	

GENDER – testing of disproportionate, adverse, neutral or positive impact

a. Identify the effect of this policy on different GENDER groups from information available. No effect has been identified.	
b. How are men and women reflected in the take up of the service? No data available, however the service is available to all households.	
c. From the evidence available does the policy affect, or have the potential to affect, men and women differently? Yes <input type="checkbox"/> No X	
d. If yes, do any of the differences amount to:	
	Reason/evidence/comment
Barriers, negative impact or unlawful discrimination?	
Neutral impact?	
Positive impact?	
e. If there is a negative impact, can it be justified on the grounds of promoting equality of opportunity for one gender or for another legitimate reason?	

DISABILITY – testing of disproportionate, adverse, neutral or positive impact

a. Identify the effect of this policy on Disabled people from information available. For Refuse and Recycling an assisted collection service operates, the only other area is if bins/boxes are left obstructing the highway. Bulky waste collections are carried out from all households; however items are required to be placed out at the front of the property for access. This could pose a problem for people with disabilities. Bring sites maybe difficult to access due to high sides.

b. How are disabled people reflected in the take up of the service?	
No data recorded at present.	
c. From the evidence available does the policy affect, or have the potential to affect, disabled people differently?	
Yes	<input checked="" type="checkbox"/>
No	<input type="checkbox"/>
d. If yes, do any of the differences amount to:	
	Reason/evidence/comment
Barriers, negative impact or unlawful discrimination?	Bins/boxes maybe an issue if left out on the highway.
Neutral impact?	
Positive impact?	
e. If there is a negative impact, can it be justified on the grounds of promoting equality of opportunity for disabled people or for another legitimate reason?	
No	

AGE – testing of disproportionate, adverse, neutral or positive impact

a. Identify the effect of this policy on different AGE groups from information available. Some elderly people may not be able to pull their bin out for collection. At bring sites they may struggle with the lids on the containers or the height of the banks. Bring sites maybe difficult to access due to high sides.	
b. How are different age groups reflected in the take up of the service? According to the 2005 Harborough Community Profile 18.6% of the population are of a pensionable age.	
c. From the evidence available does the policy affect, or have the potential to affect, age groups differently? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
d. If yes, do any of the differences amount to:	
	Reason/evidence/comment
Barriers, negative impact or unlawful discrimination?	Without the assisted collection measure some residents would not be able to use the service.
Neutral impact?	
Positive impact?	
e. If there is a negative impact, can it be justified on the grounds of promoting equality of opportunity for one age group or for another legitimate reason? No	

LESBIAN, GAY, BISEXUAL and TRANSGENDER – testing of disproportional, adverse, neutral or positive impact

a. Identify the effect of this policy on LESBIAN, GAY, BISEXUAL and TRANSGENDER people from information available. None identified.	
b. How is this target group reflected in the take up of the service? No data is recorded.	
c. From the evidence available does the policy affect, or have the potential to affect, LESBIAN, GAY, BISEXUAL and TRANSGENDER people differently? Yes <input type="checkbox"/> No X	
d. If yes, do any of the differences amount to:	
	Reason/evidence/comment
Barriers, negative impact or unlawful discrimination?	
Neutral impact?	
Positive impact?	
e. If there is a negative impact, can it be justified on the grounds of promoting equality of opportunity for LESBIAN, GAY, BISEXUAL and TRANSGENDER people or for another legitimate reason?	

RELIGION/BELIEF – testing of disproportionate, adverse, neutral or positive impact

a. Identify the effect of this policy on different RELIGIOUS/BELIEF groups from information available. None identified.
b. How are the target RELIGIOUS/BELIEF groups reflected in the take up of the service.

<p>No direct data recorded, however from the Housing Market Study 2006/07, 95% of the households in the district describe their ethnic origin as White British. With this in mind it is difficult to directly proportion how different groups are reflected. Could or should we assume that the 95% are C of E or Catholic? And if so how are the other regions/beliefs reflected. All are catered for equally though.</p>	
<p>c. From the evidence available does the policy affect, or have the potential to affect, RELIGIOUS/BELIEF groups differently?</p> <p>Yes <input type="checkbox"/></p> <p>No <input checked="" type="checkbox"/></p>	
<p>d. If yes, do any of the differences amount to:</p>	
	Reason/evidence/comment
Barriers, negative impact or unlawful discrimination?	
Neutral impact?	
Positive impact?	
<p>e. If there is a negative impact, can it be justified on the grounds of promoting equality of opportunity for one RELIGIOUS/BELIEF group or for another legitimate reason?</p>	

OTHER – Additional groups that may experience impacts - testing of disproportional, adverse, neutral or positive impact

<p>a. Identify the effect of this policy on OTHER GROUPS in the DISTRICT from information available. <i>(These other groups could include factors such as literacy, health, poverty, marital status etc.)</i></p> <p>Households which do not recycle may struggle to operate the alternate weekly collection service.</p> <p>Literacy levels maybe an issue as information is sent out in written format.</p>
<p>b. How are the target OTHER groups reflected in the take up of the service.</p> <p>No information available.</p>
<p>c. From the evidence available does the policy affect, or have the potential to affect, OTHER groups differently?</p>

Yes	<input checked="" type="checkbox"/>
No	<input type="checkbox"/>
d. If yes, do any of the differences amount to:	
	Reason/evidence/comment
Barriers, negative impact or unlawful discrimination?	Non recyclers, literacy levels.
Neutral impact?	
Positive impact?	
e. If there is a negative impact, can it be justified on the grounds of promoting equality of opportunity for one OTHER group or for another legitimate reason?	
No	

Part 4

MEASURES TO MITIGATE DISPROPORTIONATE OR ADVERSE IMPACT OR IMPROVE ON NEUTRAL OR POSITIVE IMPACTS

4.1 If there is any negative impact on any target equality group identified in Section 3, is the impact intended or legal?

No.

4.2 Specify measures that can be taken to remove or minimise the disproportionate or adverse effect identified in Section 3. If none were identified in Section 3, identify how disproportionate impact or adverse effect could be avoided in future. (Consider measures to mitigate any adverse impact and better achieve the promotion of equal opportunity).

Make information leaflets available in different languages and formats.

Offer an assisted collection service to residents with problems, this is currently offered through an application form, and this is then assessed before a decision is made.

Offer a service for bulky collections where by disabled or elderly residents cannot move items out for collection. (Insurance risk to contractor).

At bring sites elderly or disabled people may struggle with the lids on the containers or the height of the banks.

Option of house visits for residents with specific issues.

Ensure that the contracted staff carrying out the service are returning bins/boxes to the correct place and not leaving them on the footpath.

4.3 If there is no evidence that the service/policy/procedure/practice promotes equality, equal opportunities or improves relations within equality target groups, what amendments could be made to achieve this?

Ensure data is collected at the first point of contact to ascertain the impact the service is having and any areas that currently have not been identified.

4.4 If A NEUTRAL OR POSITIVE IMPACT has been identified, can that impact be improved upon (continuous improvement)? What are the improvements that can be made? Can they be applied elsewhere in the Council?

None identified.

4.5 How will any amended service, policy, procedure or practice be implemented, including any necessary training? (Include actions, date for completion, officer(s) responsible and any budget requirements.)

The assisted collection service has been audited and now has the above recommendations in place.

All crews are required to return bin/boxes to the correct point; this is monitored by officers at the Council and supervisors at the contractor.

Contacted has been made with the disability users group, the possibility of brail leaflets will be looked into.

Education across the district to be increased, this is a Council priority.

The assistance for bulky waste collections would need to be addressed in the new contract in 2009, however it is something for the Council as a whole to consider due to legal issues.

Part 5 - CONCLUSIONS AND RECOMENDATIONS

5.1 Does the policy comply with equalities legislation, including the duty to promote race, disability and gender equality? (Take into account your findings from the impact assessment and consultations and explain how the policy was decided upon its intended effects and its benefits.)

YES

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NO

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5.2 What are the main areas requiring further attention?

Data monitoring is essential to assess the impact on different groups. This can be achieved through the service request menu on CAPS (Uniform).

5.3 Summary of recommendations for improvement.

The assisted collection service has been audited and now has the above recommendations in place.

All crews are required to return bin/boxes to the correct point; this is monitored by officers at the Council and supervisors at the contractor.

Contacted has been made with the disability users group, the possibility of brail leaflets will be looked into.

Education across the district to be increased, this is a Council priority.

The assistance for bulky waste collections would need to be addressed in the new contract in 2009; however it is something for the Council as a whole to consider due to legal issues.

5.4 What equality monitoring/evaluation/review systems have been set up to carry out regular checks on the effects of the service/policy/procedure/practice? *(Give details.)*

None as yet.

5.5 When will the amended service/policy/procedure/practice be reviewed? *(Include dates for completion and officer(s) responsible.)*

Needs to be looked at in the Contracts Task Panel and full council.

Date completed:

Signed by (Manager):

Part 6 - Equality Impact Assessment Improvement Plan

The table below should be completed using the information from the Equality Impact Assessment to produce an action plan for the implementation of proposals to:

1. Lower the negative impact? **And/Or**
2. Ensure that the negative impact is legal under anti-discriminatory law? **And/Or**
3. Provide an opportunity to promote equality, equal opportunity and improve relations within equality target groups? i.e. increase the positive impact

Please ensure that you update your service/business plan with the equality objectives/targets and actions identified below:

Area of negative impact	Changes proposed	Lead Officer	Timescale	Resource implication	Comments
Race-Language barrier could be considered an issue.	To offer a leaflet or information in different languages.	Russell Smith	Dependant on whether it is adopted.	Cost of producing new leaflets.	
Bins/boxes left on the highway.	Ensure that the contract is followed by the contractor and enforcement is taken.	Russell Smith	Ongoing at present.	Officer time in monitoring the situation.	
Assisted collections.	None	Russell Smith/Sue Hall	Already being carried out.	Covered.	
Bulky Waste Collections.	To offer a service to the elderly/disabled for the removal of items in the house.	Russell Smith	Dependant on insurance policies of the Council and Contractor.	Additional costs to the Council from the contractor.	
Bring sites difficult to use for the elderly and disabled.	Provide ramps or different containers	Russell Smith	Dependant on insurance policies of the Council and Contractor.	Additional costs of new bins or altering the sites and the cost of meeting health and safety requirements.	

Part 7 - Equality Impact Assessment: Summary Report

The results of equality impact assessments must be published. Please complete this summary, which will be used to publish the results of your impact assessment on the authority's web site and return it to your authority's nominated "equality" officer.

Date of Assessment: December 2007	
Completing Officer's Title/Position: Senior Waste Management Officer	
Officer's Name: Russell Smith	
Service, Policy, Procedure, or Practice that was Impact Assessed: Waste Management - Refuse and Recycling	
Summary of findings: Possible issues with language barrier and/or literacy. Possible negative impact with the assistance for Bulky Waste Collections. Possible negative impact with bins/boxes left on the pavement. No accurate data recorded for the specific groups. See full report for more detailed findings.	
Summary of Recommendations and Key Points of Action Plan: Collect data. Some actions already in place, others will need approval from SMT etc. Increase education.	
Groups that this policy will impact upon: ALL or:	
Race	X
Gender	
Sexual Orientation	
Age	X
Disability	X
Religion or Belief	X

Other	X
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