

# Equality Impact Assessment

Title:	<b>Assisted collection service</b>	
Version:	<b>2.0</b>	
Date of draft:		<b>8.2.17</b>
Date approved by Equalities Group		<b>16.3.17</b>

## Section 1A: Overview

<b>Name of Policy, Procedure, Practice, Strategy or Service:</b>	Assisted collection service
<b>Service, Group, Team:</b>	Waste Management
<b>Equality Assessment Lead Officer:</b>	Head of Environmental and Housing Services
<b>Head of Service</b>	Director of Operations

<b>1B: Please state the intended outcomes of the policy</b>	<b>How will you know these have been achieved? <i>What performance monitoring is in place?</i></b>
<p>The service helps those residents who are not able to present their bins on a permanent basis, or due a short term issue (accident, pregnancy, etc.) and have no-one living with them who can present the bin. Originally one of the criteria for eligibility was that residents were over the age of 70, more recently this age limit has been removed.</p>	<p>The list of eligible households currently stands at 2,869. The list was reviewed during 2015/16 in its entirety to ensure all residents that had applied were still eligible, e.g. still living at the property. The list is updated weekly with new applicants and residents who we are informed are passed away via the “Tell us once” facility are removed from the list.</p> <p>Each month the TASO checks those with review dates for the following month to ensure residents are still resident/eligible.</p>

<b>Section 2A: The policy. How will the policy/plan/strategy impact on residents, visitors, businesses or other agencies that we work with? <i>What work has been undertaken to advise these groups about the changes planned in the policy/plan/strategy?</i></b>
<p>The service will ensure that residents who are elderly, have a long term health condition, have had an accident or are pregnant can receive help in having their household waste, garden waste and recycling collected. Eligibility for the service will also mean that residents are entitled to a small recycling bin for the period of their eligibility.</p>

**2B: What needs is the policy/service designed to meet?** *You could also refer to your current Service Plans and how the policy/service fits into EBC's Corporate Plan Priorities. How does the policy, procedure, practice, strategy or service align with Corporate Priorities*

Corporate Priorities:

A clean safe and welcoming borough – the service ensures that residents are still able to access a fortnightly household waste and recycling collection.

Improved access to services – the service ensures that collections are maintained on a regular fortnightly basis and contributes to the total amount of recycled waste.

Delivering efficient and effective services that residents need – currently the service is provided to 6% of households, this is expected to increase as the population in the borough ages.

A well run and efficient council – the service ensures that all residents are contributing to the collection of waste for recycling, reducing the amount of waste for landfill and

**2C: Is the service provided subject to any element of outsourcing?** *Is the service delivered in part, or in its entirety by an outside company or organisation? If challenged about a service delivered on our behalf you must show that the organisation meets the expectations with regard to equalities in its customer service and recruitment and retention of staff.*

No

## Section 3A: Gathering Information

**What equality monitoring information do you gather and how is this information used to develop services, functions and policies at the current time.** *You could look at the take up of services, customer satisfaction (complaints and compliments) and enforcement action.*

No equality data is collected for this service. When the service was introduced it was identified as being required for households solely occupied by residents over the age of 70 or with long term disabilities and health issues. The service has developed and eligibility for the service is now assessed on an individual's circumstances/need.

Short term periods of assistance are provided for households where the resident is pregnant, had an accident etc. and no-one else living in the household is able to present the bin.

**3B: What does available data and the results of any consultations show about the take up of services? What is the impact on different groups? (qualitative and quantitative).** *You could look at previous community consultation exercises, customer reviews, census data, staff feedback etc. Does your consultation identify responses by protected characteristic or identify particular community and voluntary groups that you worked with.*

**Remember:** by law you are required to be able to demonstrate, through data analysis and evidence, that you have considered the impact of your service on **ALL** of the relevant protected groups. This document is just a short summary of this process and a tool to help you to check that you have taken the Equality Act 2010 and the Council's equality objectives into consideration.

According to data provided by the Derbyshire Observatory:

	Erewash	Derbyshire	England
Residents who are 65+	17.8%	18.6%	16.3%
Residents where health means day to day activities are limited	19.3%	20.4%	17.6%
Residents with "bad" general health	5.6%	6.2%	5.5%

Erewash's population is older and health affecting day to day activities is poorer than residents in England as a whole.

The service is promoted on the website and of the last 4 EBC Today editions has been promoted in one edition.

The council offers the service to include recycling to provide a complete service and to allow all residents to contribute to the reduction of waste going to landfill.

**Section 4: Impact Assessment** *Here you need to analyse the needs of different groups and the possible impacts the service may have on them. How is the policy or decision likely to affect the **promotion of equality** and the **elimination of discrimination** in each of the groups?*

Stake Holder Group	Is this group likely to be affected in a positive way?	In what way will they be affected?	Is this group likely to be affected in a negative way?	In what way will they be affected?
Age (older people, young people)	<b>Yes</b>	The majority of residents will be older residents as the scheme was originally eligible for residents who were 70+. Age, long term health conditions associated with aging will mean the numbers using the service are expected to increase.	<b>Yes</b>	In 2016 it was identified that between 20 and 25% of missed bins, in any one month were assisted collections. Work is underway to reduce this and data for January 2017 shows numbers falling. Often elderly residents are those who become most anxious when a service is not provided.
People with Disabilities (Both physical and mental impairments)	<b>Yes</b>	Eligibility for the service is determined on an individual need, ensuring that all residents who apply are considered and a rigid criteria for inclusion is not applied.	<b>No</b>	
Gender (Women, Men, Transgender, Transsexuals)	<b>No</b>	There should be a neutral impact on this group.	<b>No</b>	
Race (Black, Asian,	<b>No</b>	There should be a neutral impact on this	<b>Yes</b>	

Minority Ethnic groups. Include people whose first language is not English)		group in the week by week provision of the service itself. For those whose first language is not English the details of the scheme and the application form can be provided in other languages.  The council provides information about the service on its website. The website includes information about translation services for those customers whose first language is not English.		
Sexual Orientation	<b>No</b>	There should be a neutral impact on this group.	<b>No</b>	
Religion and belief	<b>No</b>	There should be a neutral impact on this group.	<b>No</b>	
Dignity, Human Rights and Socio-economic disadvantage	<b>No</b>	A free 140 litre recycling (blue) bin is provided to those customers who are eligible for this service.	<b>No</b>	
Marriage and Civil partnerships	<b>No</b>	There should be a neutral impact on this group.	<b>No</b>	
Pregnancy and maternity/paternity	<b>Yes</b>	The service can be provided on a temporary basis for residents who are pregnant, where there is no one else in the household who can present the bin.	<b>No</b>	

<b>Section 5A: Actions How will you monitor the ongoing effect of the policy/strategy/plan?</b>	<b>When will this be undertaken?</b>	<b>Expected outcomes / performance measures</b>	<b>Which Corporate Plan aim will this action meet?</b>
The number of missed assisted collections are monitored by the Waste and Fleet Manager and	The Waste and Fleet Manager monitors the missed assisted bins	Continued reduction in missed assisted bins.	<ul style="list-style-type: none"> <li>Delivering efficient and</li> </ul>

brought to the attention of the crews. Missed bins, including those for assisted collections and CCCs are discussed by the Waste and Fleet Manager, Waste and Recycling Supervisor and the Customer Care Officer at their meetings (quarterly).	weekly. Missed bins and CCCs for the assisted service are discussed quarterly in the meeting with the Customer Care Officer.		<p>effective services that residents need.</p> <ul style="list-style-type: none"> <li>• A well run efficient council</li> </ul>
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<b>5B: If you have identified any negative impacts on any of the groups in section 4 how will you mitigate the effect?</b>					
<b>Negative impact</b>	<b>Action required to mitigate any potential negative impact</b>	<b>Outcome / performance measure</b>	<b>Lead Officer – who will the monitoring of this action be reported to?</b>	<b>Date that the monitoring will be undertaken, how often will it be done?</b>	<b>Which of the current Equality Objectives does this action meet? (State number *)</b>
In 2016 it was identified that between 20 and 25% of missed bins, in any one month were assisted collections. Work is underway to reduce this and data for January 2017 shows numbers falling. Often elderly residents are those who become most anxious when a service is not provided.	Continued monitoring of the missed assisted service bins.	Continued reduction in the numbers (%) missed	Waste and Fleet Manager	Quarterly.	Objective 2

\*The objectives are:

1. **Provide a welcoming and safe place for our communities, visitors and businesses which embraces equality and is free from discrimination.**
2. **Provide relevant services that are free from discrimination and delivered in a way that is responsive and accessible.**

3. **Understand and value the diversity of our communities through community engagement**
4. **Foster an accessible and inclusive working environment for all our staff and strive to achieve a workforce that is representative and diverse.**