

Equality Impact Assessment

Title:	Review of fees and charges – Waste Management	
Version:	1.0	
Date of draft:	9.1.2017	
Date approved by Equalities Group	16.3.17	

Section 1A: Overview

Name of Policy, Procedure, Practice, Strategy or Service:	Review of fees and charges – Waste Management
Service, Group, Team:	Waste Management
Equality Assessment Lead Officer:	Nick Thurston (Head of Environment and Housing Services)
Head of Service	Phil Wright

1B: Please state the intended outcomes of the policy	How will you know these have been achieved? <i>What performance monitoring is in place?</i>
<p>The Waste Management Service has reviewed the charges made for the provision of bins and collection services. It was found that there are certain areas where currently no charge is being made, where residents making use of the service could contribute.</p>	

Section 2A: The policy. How will the policy/plan/strategy impact on residents, visitors, businesses or other agencies that we work with? *What work has been undertaken to advise these groups about the changes planned in the policy/plan/strategy?*

- The charge for bulky waste collection will increase by the Consumer Price Index (CPI) of 1.2%.
- New charges are proposed for the replacement or request of additional bins from 1.4.2017. A new concessionary charge of £12 is proposed for a replacement black or brown bin to ensure that the cost is not prohibitive to those households on a low income. It would be administratively difficult and time consuming to confirm at the point of request if an individual requesting a replacement bin was in receipt of benefits. A flat rate concessionary charge is considered the fairest and simplest approach. Additional bins will be charged at full price.
- Clinical waste charges for social services residential /nursing homes are to be increased to the private homes rate. There is no reason why homes run by DCC should be charged at a lower rate compared to privately run homes.
- Collection of sharps boxes from businesses (tattooists, beauty salons) increased by the CPI of 1.2%.
- Additional collection charges for trade waste collections i.e. one off collections, not part of a contracted service, to be increased by 20%.
- Charge for reinstating a contracted trade waste service if bin has been removed (e.g. due to non-payment of charges) now included in

schedule (previously included as part of the trade waste contract agreement between the council and the customer). In addition a default charge is also proposed for customers who miss their due payment.

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*

The review of the fees and charges for the Waste Management Service supports the Corporate Plan 2016/2020 in that it will help to deliver:

- A clean, safe and welcoming borough – the provision of additional bins for residents can continue to be provided in a way that is cost effective.
- Delivering efficient and effective services that residents need. Currently 920 households (1.9%) are provided with additional, extra capacity bins, 43.9% of these would not be eligible under the current terms and conditions of the scheme, to have a minimum of 6 people resident.
- A well run, efficient council.

In 2015/16 the tonnage of recycling and garden waste collected from curb side collections increased by 4.8% compared to 2014/15 baseline. A charge for additional household waste bins will help residents to consider the implications of reducing household waste and could result in a continued improved level of recycling, using the free green bags available, or the blue bins that residents can purchase.

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.*

The provision of bins and the collection of household, recycling and garden waste is a service provided to each household, regardless of protected characteristic. Residents who are elderly, or those residents who have a disability or long term medical condition may be eligible to be part of the assisted bin service. Crews will collect and return bins to the place of storage and as part of this service residents receive a free 140 litre blue, recycling bin free.

Residents who make a compliment, comment or complaint about services are invited to complete the equality monitoring section but those who have chosen to do so are so few (2.8% of all CCCs) that the data is not robust enough to identify issues.

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.

We have identified that a minimum of 21.6% of households are in receipt of Housing Benefit or Council Tax Support. As a result a concessionary rate for replacement black and brown bins has been introduced to ensure that residents find the need to replace a bin is affordable.

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)	Yes	The provision of free 140 litre blue (recycling) bins will continue for those elderly residents on the assisted bin service	No	
People with Disabilities (Both physical and mental impairments)	Yes	The provision of free 140 litre blue (recycling) bins will continue for those on the assisted bin service (residents with a disability or long term health condition)	No	
Gender (Women, Men, Transgender, Transsexuals)	No		No	
Race (Black, Asian, Minority Ethnic groups. Include people whose first language is not English)	No		No	
Sexual Orientation	No		No	
Religion and belief	No		No	

Dignity, Human Rights and Socio-economic disadvantage	Yes	There are 48,692 households in the borough according to the 2011 census. Currently there are 7,705 Housing Benefit claims & 10,088 Council Tax Support claims (of the above, 7298 claimants receive both HB & CTS) the introduction of a concessionary charge for replacement bins will mean a reduced cost for all residents ensuring that the provision of bins is cost effective service, whilst providing replacements at a reasonable cost for all residents, including those in receipt of housing related benefits from the council (21.6% of households).	Yes	There is potential that the £12 concessionary charge could be prohibitive for some residents.
Marriage and Civil partnerships	No		No	
Pregnancy and maternity/paternity	No		No	

Section 5A: Actions How will you monitor the ongoing effect of the policy/strategy/plan?	When will this be undertaken?	Expected outcomes / performance measures	Which Corporate Plan aim will this action meet?
The introduction of charges will be monitored to see	quarterly	Fewer bins are expected	Delivering efficient

<p>what changes occur in the request for replacement and additional bins.</p> <p>CCCs will be monitored to identify the impact on residents.</p> <p>The concessionary charge for a replacement bin, will be monitored to ensure that no additional disadvantage is created to those in receipt of housing related benefits.</p>	<p>Quarterly</p> <p>Annually, as part of a review of all fees and charges.</p>	<p>to be required as residents chose to use existing bins for the disposal of waste, resulting in reduced cost to the service.</p> <p>Initially CCCs may increase but this is an expected consequence following an introduction of fees for the provision of some bins.</p> <p>That an affordable charge is shown to be made.</p>	<p>and effective services that residents need.</p> <p>A well run efficient council.</p> <p>Delivering efficient and effective services that residents need.</p> <p>Delivering efficient and effective services that residents need.</p>
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5B: If you have identified any negative impacts on any of the groups in section 4 how will you mitigate the effect?					
Negative impact	Action required to mitigate any potential negative impact	Outcome / performance measure	Lead Officer – who will the monitoring of this action be reported to?	Date that the monitoring will be undertaken, how often will it be done?	Which of the current Equality Objectives does this action meet? (State number *)
There is potential that the £12 concessionary charge could be prohibitive	Review the concessionary charge in light of any unexpected outcomes.	An increase in CCCs or localised issues of increased littering and fly-tipping may be an indicator	Head of Environment and Housing Services	Quarterly (CCCs) and as part of the annual review of fees and charges)	Objective 2

for some residents.		of a problem			
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*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.**