

## Appendix 1

## Recycling, food waste and household waste: SERVICE IMPACT ASSESSMENT

Step 1 : Assessing Relevance			
What is being assessed?	Waste Collection Services	Is this a function, policy or strategy?	Statutory Function
Name of officers completing assessment	Jane Finnemore, Jane Sheldon	Department and Section	Operational Services Recycling and Fleet Services
What is the purpose of the function - why is it needed?	Waste collection is a statutory function and the responsibility to arrange the service lies with the borough council.		
What are its main objectives?	<p>To protect public health by providing an effective and efficient method of waste disposal.</p> <p>To provide a service that is accessible to all residents in order to meet statutory responsibilities.</p> <p>To meet statutory waste disposal/recycling targets.</p>		
What will it achieve? Who are its beneficiaries?	The service will provide an effective and accessible method of waste disposal for the benefit of all householders in the borough.		
Who is responsible for implementing it?	Newcastle under Lyme Borough Council via the Operations service and contractors appointed by the council.		
Are there any other functions, policies or strategies that are associated or linked with this one?	<p>Newcastle under Lyme's Waste Strategy Staffordshire Joint Municipal Waste Strategy National Waste Strategy</p> <p>Newcastle under Lyme B.C. Communications Strategy</p> <p>Newcastle under Lyme B.C. Community Engagement &amp; Involvement Strategy.</p>		

**Step 1 : Assessing Relevance (continued)**

Is the function likely to be carried out wholly or partly by contractors, partners or community groups? Yes  No

If yes, what steps did you (or will you) take to ensure that the organisation carrying out the function complies with the council's duties in terms of equality?

Equalities considerations are built into the council's procurement and commissioning procedures and these ensure that contractors appointed by the authority comply with our equalities duties.  
In-house services are operated in accordance with the Council's Equalities framework.

Is the above relevant to equality and diversity? Yes  No

Quick check:

Is the function concerned with people? Yes  No

Is the function outward looking (i.e. community, employees, partners)? Yes  No

Does the function involve face to face contact? Yes  No

Does it include making decisions based on someone's individual characteristics, circumstances or needs? Yes  No

Is there history of long-established unequal outcomes? (and do you have evidence to prove otherwise?) Yes  No

Is the function likely to have a significant impact on someone's life, health or well-being? Yes  No

Does the function link to or support any of the service's (or council's) equality objectives? Yes  No

**If you answered 'No' to all of the above questions move on to Step 5, otherwise please continue**

<b>Step 2 : Scoping</b>			
<b>Protected Group</b>	<b>Areas of the function that are relevant to the protected groups:</b>	<b>What evidence and information is currently available?<sup>1</sup> (Including results of consultation and engagement)</b>	<b>What further information is needed to support this assessment? (and future monitoring and review)</b>
Race and Ethnicity	Language issues around communication of the service Cultural issues	Census data and recent population estimates suggest that the ethnic diversity of the Borough is increasing. Information is collected on the type and frequency of requests for translation of council documents.	There is a potential for service-based consultation/feedback in the future. This would help inform any decision to translate any standard documents.
Age	Physical effort involved in presenting waste containers for collection	Census data and recent population estimates and forecasts show that the population of the Borough is ageing.  A list of households where assistance is required is held by the council	Information on households that might benefit from assistance that is held by other departments such as Revenues and Benefits, Customer Services Work with RSL partners to raise awareness of Councils Assisted Collection Service.
Disability	Physical effort involved in presenting waste containers for collection  Clinical waste - confusion may arise as to what constitutes clinical waste and the way this should be disposed of.	Just over 7,000 residents in the Borough receive disability benefits. 2001 Census data tells us that around 21% of the population (about 25,500 people) have a limiting-long term illness Service calls from residents with regard to disposal of waste items such as incontinence pads, wound dressings, etc.	Information on households that might benefit from assistance that is held by other departments such as Revenues and Benefits, Customer Services  Work with Public Health and RSL partners to raise awareness of services available.

<sup>1</sup> Provide links to the published information where appropriate

Gender	No anticipated impacts		
Gender Reassignment	No anticipated impacts		
Religion and Belief	Potential issues around methods of waste disposal (particularly food waste) amongst some religious groups	Research into results of consultation in other areas of the country has shown that this is unlikely to have an impact.	
Sexual Orientation	No anticipated impacts		
Pregnancy & Maternity	No anticipated impacts		
Marriage & Civil P'ship	No anticipated impacts		
Other issues to consider:			
Rurality	Potential issues for some residents with policy of collections not taking place over land which isn't adopted highway. Council service policy and is to collect from adopted highway only.	Previous experience of collections and staff knowledge show some driveways are particularly long or poorly maintained. Vehicles and staff have been put at risk in the past whilst navigating poorly maintained, unadopted roads/driveways. As part of service change in July 2016, the service policy was amended to reflect this and no longer allows for collections from properties with access via unadopted land. This is in order to manage risks, liabilities and to protect the H&S of staff and council assets.	
Socio-economic Status (incl homelessness)	No anticipated impacts		

Contact with Criminal Justice System	No anticipated impacts		
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### Step 3 : Analysing equality information

#### Impact :

Start by considering the potential impact in terms of the three aims of the general duty (eliminating unlawful discrimination, harassment and victimisation; advancing equality of opportunity; fostering good relations)

#### Rating Impact:

High - significant potential impact; history of complaints; no information/evidence available; urgent need for consultation with service users, wider public and/or employees; no mitigating measures in place

Medium - some potential impact; benefits to consulting but not urgent; some mitigating measures in place but no evidence of how effective they are

Low - no identified impact; mitigating measures already in place and effective, function is heavily legislated with little discretion exercised

Protected Group <sup>2</sup>	Is the function likely to have an adverse impact on any of the groups?	Rate the impact			Future actions that need to be considered to further reduce the impact	Are there any particularly positive impacts of the function
		High	Med	Low		
Race and Ethnicity	It is possible that residents whose first language is not English could struggle to understand the waste collection process and what is required of them in terms of separating their waste and when to present their waste containers.  <i>The council has made use of styles and branding which use a mixture of pictures</i>			X	Continue to monitor complaints, satisfaction and requests for translation to determine whether future action will be required.	Clarity of communication processes and materials across every aspect of the service, i.e. use of messages on our vehicles, articles in the reporter and service leaflets.

<sup>2</sup> For further information about the protected groups, their characteristics and appropriate terminology, please see the SIA Toolkit 'Further Tips and Guidance'

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		High	Med	Low		
	<i>and plain English to explain the procedures. There have been a small number of requests for translation of the material into Braille and such requests are dealt with as and when they arise</i>					
Age & Disability	Older people and people with disabilities who live alone may have problems moving heavy and cumbersome waste containers onto the roadside for collection.  <i>An assisted collection service is in place and upon successful application, householders have their waste containers collected and replaced by waste crews from an agreed convenient point. If a property is accessed over unadopted land an assisted collection may be arranged for household rubbish only.</i>		X		An in-cab device alerts crews to the addresses which require assisted collections - this is linked to our office-based management software the CRM system.	The assisted collection service enables more vulnerable householders to participate in collection services.
Disability	Additional household rubbish bins available on request if health issues lead to extra waste. Assisted collections available where appropriate and residents meet the criteria. <i>An assisted collection service is in place and upon successful application, householders have their waste containers collected and replaced</i>			X	Ongoing review of any new containers/equipment being developed by container suppliers.	The assisted collection service enables more vulnerable householders to participate in collection services.

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		High	Med	Low		
	<i>by waste crews from an agreed convenient point. If a property is accessed over unadopted land an assisted collection may be arranged for household rubbish only.</i>					
Rurality	In the more rural areas of the borough residents with long drives may be reluctant to present their waste containers at the adopted highway for collection.  Council policy is that collections should only be made from adopted highways in order to manage risks, liabilities, protect the H&S of staff and council assets.			X		



**Step 3 : continued.....Action Planning**

Based on the findings established above, what practical actions are recommended to reduce, justify or remove any adverse impact?  
**These actions should be reflected in relevant service, business and individual work plans.**

Action	Lead Officer	Deadline
On-going monitoring of feedback, service requests and complaints to determine whether communication methods are appropriate	Development Officer, Customer Services Manager/Team Lead/Customer Services Champion	Review on a monthly basis.
Monitor the effectiveness of Bartec management system and the ways it can inform service improvements	Head of Recycling and Fleet Services, Bartec Officer	Ongoing
Ongoing monitoring of the results of service based consultation and feedback to inform service improvements	Head of Recycling and Fleet Services, Operations Manager, Development Officer	Ongoing

#### Step 4 : Monitoring and Review

How will the impact and effectiveness of this function be monitored?	The effectiveness of the function will be monitored via the actions identified in the plan above.
Next review of the function:	2022

#### Step 5 : Sign off, approval and publication

Signed (completing officer/s) Jane Finamore Date 2019/2020

***I have read the Service Impact Assessment and I am satisfied that all available evidence has been accurately assessed for its impact on equality strands. Mitigations, where appropriate, have been identified and actioned accordingly.***

Approved (Head of Service/Director) [Signature] Date 2019/2020

Please arrange for your SIA to be peer assessed and/or published by emailing it to: [jane.sheldon@newcastle-staffs.gov.uk](mailto:jane.sheldon@newcastle-staffs.gov.uk)