

## Garden waste subscription: SERVICE IMPACT ASSESSMENT

Step 1 : Assessing Relevance			
What is being assessed?	Garden Waste Subscription Service	Is this a function, policy or strategy?	No – it's an opt-in service
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?	The Garden Waste Subscription Service is a service residents can opt into via subscription. It is operated by the Borough Council.		
What are its main objectives?	To provide residents with a convenient fortnightly collection of their domestic garden waste throughout the year. To provide a service that is accessible to as many properties as possible.		
What will it achieve? Who are its beneficiaries?	The service will provide an effective and accessible method of garden waste collection for the benefit of all householders in the borough who choose to pay a subscription.		
Who is responsible for implementing it?	Newcastle under Lyme Borough Council via the Recycling and Waste Services Team.		
Are there any other functions, policies or strategies that are associated or linked with this one?	Newcastle under Lyme BC's Recycling and Household Rubbish Collection Policy Staffordshire Joint Municipal Waste Strategy National Waste Strategy  Newcastle under Lyme B.C. Communications Strategy		

	Newcastle under Lyme B.C. Community Engagement & Involvement Strategy.
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**Step 1 : Assessing Relevance (continued)**

Is the function likely to be carried out wholly or partly by contractors, partners or community groups?		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
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?	In-house services are operated in accordance with the Council's Equalities framework.		

<b>Is the above relevant to equality and diversity?</b>		<b>Yes</b> <input checked="" type="checkbox"/>	<b>No</b> <input type="checkbox"/>
Quick check:			
<i>Is the function concerned with people?</i>		<i>Yes</i> <input checked="" type="checkbox"/>	<i>No</i> <input type="checkbox"/>
<i>Is the function outward looking (i.e. community, employees, partners)?</i>		<i>Yes</i> <input checked="" type="checkbox"/>	<i>No</i> <input type="checkbox"/>
<i>Does the function involve face to face contact?</i>		<i>Yes</i> <input checked="" type="checkbox"/>	<i>No</i> <input type="checkbox"/>
<i>Does it include making decisions based on someone's individual characteristics, circumstances or needs?</i>		<i>Yes</i> <input checked="" type="checkbox"/>	<i>No</i> <input type="checkbox"/>

*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>3</sup> (Including results of consultation and engagement)</b>	<b>What further information is needed to support this assess-ment? (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.	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	Information on households that might benefit from assistance that is held by other departments such as Revenues and Benefits, Customer Services.
Gender	No anticipated impacts		
Gender Reassignment	No anticipated impacts		

<sup>3</sup> Provide links to the published information where appropriate

Religion and Belief	No anticipated impacts		
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)	Potential for residents with lower incomes being unable to afford to subscribe meaning that they will have garden waste that they have no way to dispose of.	The average income for residents in NUL is lower than the national average. The claim rate for certain benefits is higher in some areas of the Borough than the average.	
Contact with Criminal Justice System	No anticipated impacts		

### 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>4</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.			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>4</sup> For further information about the protected groups, their characteristics and appropriate terminology, please see the SIA Toolkit 'Further Tips and Guidance'

Protected Group <sup>4</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		
Age & Disability	<p>Older people and people with disabilities who live alone may have problems moving heavy and cumbersome waste containers onto the roadside for collection.</p> <p><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></p>		X		<p>An in-cab alerts crews to the addresses which require assisted collections - this is linked to our office-based management software, the CRM system.</p> <p>Officers will negotiate with residents whose collection point for garden waste is over unadopted land if an assisted collection is requested, with the aim of seeking a solution which allows them to subscribe.</p>	<p>The assisted collection service enables vulnerable householders to participate in the garden waste scheme should they wish to and be eligible.</p>
Rurality	<p>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.</p> <p>Council policy is that collections should only be made from adopted highways in order to manage risks, liabilities, protect the H&amp;S of staff and council assets.</p>			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, subscription rates and complaints to determine whether communication methods are appropriate and policies are as required.	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
On-going 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:

March 2022

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

Signed (completing officer/s)



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)



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)