



North West Leicestershire
District Council

Refuse & Recycling Collections
Equality Impact Assessment

EQUALITY IMPACT ASSESSMENT

Name of the policy or service being assessed:

Service Area: **REFUSE & RECYCLING COLLECTIONS**

Date Impact Assessment completed: September 2008

Is this a policy or service? **Policy** **Services** **Procedure**

Is this a new or existing policy or function? **New** **Existing**

Names and roles of the people carrying out the Impact Assessment:

1. Keith Fairbrother – Head of Street Management
2. Graham Hibbett – Operations Manager
3. Paul Coates – Waste Strategy Manager

Head of Service: Keith Fairbrother
Signature



Date: 26 March 2009

EQUALITY IMPACT ASSESSMENT

PART 1
AIMS AND IMPLEMENTATION OF THE SERVICE
Identifying the aims of the service What is the service? What are the aims, objectives, or purpose of the service? <ul style="list-style-type: none">• To provide a kerbside refuse and recycling collection service to all properties in the district• To collect refuse and recyclables materials on the designated collection day
Rationale behind the service and its delivery <ul style="list-style-type: none">• The Council has a statutory duty to collect household waste from properties in the district.• The current policy of alternate week collections (week 1 – residual waste; week 2 – recyclable materials and garden waste) was approved by the Council in 2002/03
Who is affected by the policy? Who is intended to benefit from it and how? Who are the main stakeholders in relation to this service? <ul style="list-style-type: none">• The service is currently provided to all households in the district• In some cases houses in multiple occupation and flats do not have capacity for the storage of recycling containers and are unable therefore to participate in the recycling service. Where storage is an issue, alternative containers are made available.
Policy Priorities: (How does the service fit in with the Council's wider aims? Include Corporate and Local Strategic Partnership Priorities) How does the policy relate to other policies and practices within the Council? What factors/forces could contribute/detract from the outcomes? <ul style="list-style-type: none">• It is a Council priority to "increase recycling and reduce the amount of waste landfilled"• The LAA also seeks to increase recycling for which there are specific targets• The policy and procedures also seek to achieve national recycling targets
How the policy is implemented Is the service/policy provided solely by one service or in conjunction with another service or through a Partnership? If external partners are involved – what are the measures in place to ensure that they comply with the Council's Equal Opportunities policy? <ul style="list-style-type: none">• The whole of the service is provided in-house by the Waste Management section of Street Management

Users and beneficiaries are:

(Indicate profile by target groups and assess relevance to policy aims and objectives e.g. workforce to reflect the community.)

- All residential households within the district
- Houses in multiple occupation and flats
- Elderly or infirm residents
- Rural properties
- Ethnic, non-English speaking population
- Gypsies and travellers

Action needed:

(Include short-term measures to be taken to provide a baseline where no or little information is available)

- Detailed analysis of customer complaints feedback

PART 2**ASSESSMENT OF IMPACT**

	From the evidence available Identify how the groups are reflected in the take up of the service	From the evidence does the policy have an actual or potential negative impact	If there is an adverse impact, can it be justified on the grounds of promoting equality of opportunity
Race	N/A	No	N/A
Gender	N/A	No	N/A
Disability	N/A	Disabled residents may be unable to present bins/containers at property curtilage for emptying Information on collection arrangements may not be accessible to blind or partially sighted residents or other residents with special needs	N/A
Age	N/A	Elderly residents may have difficulty in physically presenting bins/containers at the kerbside for collection	N/A
Religion/Belief	N/A	No	N/A
Sexual Orientation	N/A	No	N/A
Other groups		None identified	

PART 3: PROCESS OF POLICY OR SERVICE DELIVERY AND MONITORING

Operation Times

When is the service provided – are there seasonal issues; are there barriers to the service based on the time and delivery of the service which may affect the target groups?

The service is provided all year round except for Christmas when the service is suspended for all recipients

Service delivery times do not affect target groups

Methods of communication to the public (external) and internally

What methods do you use to communicate this service? Include review and assessment of methods, media, translations, interpretation etc, bearing in mind the extent to which these media forms are accessible to all sections of the community.

Externally:

- Leaflets/calendars delivered individually to all households as required (at least annually)
- Web sit

Internally:

N/A

How will the results of the EIA feed into the Service and Financial Planning process?

- Service provision requirements for “back door” collections already in place
- 2009/10 SMART Plan will provide for review of Exemption Policy and review format of service information

Future Monitoring and Consultation

How and when will the policy be monitored?

Identify areas for future consultation and any barriers to participation in consultation with proposals to overcome these.

- Customer satisfaction surveys
- On-going monitoring of customer complaints

PART 4

MEASURES TO REDUCE DISPROPORTIONATE OR ADVERSE IMPACT – POSITIVE IMPACT

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

RACE:

- Review the format and languages that information is provided in.

GENDER:

N/A

DISABILITY:

- Review the “exemptions” policy and procedures for providing “back door” refuse and recycling collections for disabled residents

AGE:

- Review the “exemptions” policy and procedures for providing “back door” refuse and recycling collections for elderly residents

RELIGION/BELIEF:

N/A

SEXUAL ORIENTATION:

N/A

PART 5 – ACTION PLAN

Recommendation	Key Activity	Responsible Officer	Milestones	Progress	Date of Completion
1. Review of Exemption Policy	1.1 Review exemption criteria 1.2 Introduce procedures to identify occupancy changes 1.3 Introduce procedures for notifying new property occupants	Waste Strategy Manager			September 2009
2. Review format and languages of information	2.1 Assess language requirements 2.2 Revise leaflets, web site information etc as necessary	Waste Strategy Manager			September 2009