

## Initial Equality Impact Assessment

<p>Section: Street Scene</p> <p>Officers undertaking assessment:</p> <p>Bob Whewell-Interim Corporate Head (Healthy Environment) Gwen Came-Enforcement Officer Elaine Claridge-Equalities Project Officer</p>		
Name of policy, procedure etc:  Waste & Recycling Policies	Date of Assessment:  14 <sup>th</sup> January 2010	Is this a new or existing policy?  Amendments to existing policies
<p><b>Policy Aims</b></p> <p>Briefly outline the policy/procedure/service by putting it into context and describe its aims, objectives and purpose</p> <p>These are a range of policies relating to waste management within the district. They cover domestic refuse storage and collection, recycling and green waste collection (all of which include the provision of, number and size of refuse containers, collection frequencies, bin placement etc), assisted collections, bulky refuse collection, clinical waste collections, collection of dead animals from households, commercial waste, street cleansing (including frequencies, litter bins, fly tipping and fly posting, graffiti removal, dog control), and enforcement measures.</p> <p>The objective is to make clear the level of service that the public can expect from the council, and what the council requires of the public.</p>		
<p>Who is intended to benefit from the policy?</p> <p>All Residents, and for some services, visitors to the district.</p> <p>Travellers using the site at Travellers Rest.</p>		
<p>Who implements the policy, and who is responsible for the policy?</p> <p>The policies are implemented by officers from Street Scene Services. Responsibility rests with the service manager.</p>		
<p>Who are the main stakeholders in relation to the policy?</p> <p>Residents, visitors, temporary residents, street scene personnel, local businesses, schools, members of the council, motorists/truck drivers passing through the district.</p>		

Are there any other organisations or partners involved in the delivery of the service? Who is the lead or accountable body?

Some services have an input from Lincolnshire County Council in respect of household residual waste disposal. A local private contractor is involved in the processing and sale of recycling materials. Numerous UK companies are involved in the provision of goods and services to enable the services to be carried out.

The accountable body is the Council, as the Waste Collection Authority for South Kesteven.

Does the policy contribute to the achievement of the Council's Equality and Diversity Policy? Can any aspects of the policy contribute to inequality? Please explain your answer.

The service places the customer first. The majority of the services provided are anonymous in that they are provided to all by calling at every household every week regardless of who lives there, (refuse collection type services) or are provided to or on behalf of the whole community (street cleansing type services). Assistance is given to residents who require aid in removing bulky refuse from inside their homes, and who are physically unable to put their bins out for collection for any reason.

The measures generally contribute to environmental protection and enhancement and ensure a clean environment in our towns and villages.

The service contributes to Quality objectives and the street cleansing service scored a high satisfaction rating (68% compared to the Lincolnshire average of 67.2%) in 2008. In addition, on the national stage, the district had a higher than average recycling rate within the top 10% of councils. Refuse collection costs were in line with the national average of all waste collection authorities. Waste collected per head was below national average, and street cleansing costs were below national average.

In general the policies or recommended changes to policy set out in the report should enhance further the quality of life in the district.

### **Evidence**

What are the existing sources of evidence and mechanisms for gathering data?

Data on the service is gathered from a variety of sources, including population details (census and mid year estimates), number of domestic hereditaments of various types, lengths of highways, tonnages of waste collected (landfill or recycling plant weighbridge data), number of missed bins, number of complaints and service requests, benchmarking comparisons with other authorities, vehicle

mileage records and local and national PI's. A demographic profile has been prepared at corporate level, for the whole district.

What monitoring data is available on the number of people who use the service or are affected by the policy? Who holds this information?

All residents and most visitors use or benefit from the service, directly or indirectly. Population figures obtained from the SKDC website, census website or directgov website are used to obtain numbers. Approx 3,000 residents (5.1% of population) (2009 data) take advantage of assisted collections. These are generally elderly residents, residents with physical disabilities, and visual impairment. This data is held on the "Mayrise" database.

If no monitoring has been undertaken, will this be done in the future? If so, specify what arrangements you intend to make. If you do not intend to do any monitoring, please provide your reason for this decision.

Following completion of the service area assessment, a questionnaire may be prepared for each household to identify future areas for action and any shortfall in current procedures.

What are the key performance indicators and targets attributed to the policy?

There are both statutory and local PI and targets.

### **Local**

SK191	Tonnes of Household Waste Recycled
SK192	Tonnes of Household Waste Composted
SK193	Household Waste collected (% change kg/head)
SK194	Abandoned Vehicles -% investigated 24hrs
SK195	Abandoned Vehicles -% removed 24 hrs
SK207	Cost of Household Waste collection (per property)

### **Statutory**

NI 191	Residual household waste per head (Kg)
NI 192	% Household waste recycled and composted
NI 193	Municipal waste landfilled (Tonnes)
NI 195	Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting)
NI 196	Improved street and environmental cleanliness - fly tipping

The 2010 service Plans include equality targets. These will be determined for this service area when the service area impact assessment is completed.

What consultation has been carried out with stakeholders and service users previously about the policy?

Different aspects of the policies have been consulted on at various times over the years via a number of platforms such as SK Today which is delivered to all residents, community forums and the Communities Policy Development Group which is attended by the elected representatives of all residents **and is open to the general public**. A report on dog control orders will be subject to public consultation after it has been considered by the council in Spring 2010. The council's web site is also used to issue information and receive comments and there is a facility for the public to comment. The public can also comment by telephone, letter, email and personal visit. All comments are recorded for appropriate action.

Is there any evidence that different groups have different needs, experiences, issues and priorities in relation to the particular policy or function? Please explain your answer.

Households with larger families generally produce more waste material. The council do not take account of this in its existing policy. This issue is addressed in the report.

5.1% of households require and receive assistance in handling their waste bins due to physical or sensory disability.

The Council's current policy in relation to green bins is to make a charge (a joining fee) to residents wishing to participate. This may disadvantage low income households.

The report also proposes to offer the opportunity for residents to purchase additional black and silver bins where they regularly produce large quantities of waste (for example where there is a large family). This may also disadvantage low income families.

Any extra bins purchased will benefit from the assisted collection scheme.

If the proposals are accepted by Council, the new arrangements will be widely advertised via the web site, SK Today and via customer services direct contact in addition to other agencies such as MIND, MENCAP, and Age Concern.

Action will be taken to ensure that information offered is available in alternate formats and languages.

Is there any informal feedback from managers, staff or voluntary organisations?

Staff and resident feedback has been used when reviewing the policy revisions proposed. Feedback from staff arises from day to day operations, from residents

via email, web site comment, letters and direct contact. The Mayrise system summarises some complaints and requests.

Is there a complaints system? If yes, are complaints monitored by race, gender, and disability as a minimum?

Yes. The new Covalent system is capable of monitoring all diversity strands. All complaints are received and processed by customer services.

What further evidence is needed to understand the impact upon equality?

A service area impact assessment is currently being prepared and this will identify any further action required.

### Impact

Does the data show different impact upon different groups? What existing evidence is there for this?

Race - Not known due to lack of monitoring but information requires to be offered in alternative formats

Gender - Not known due to lack of monitoring

Age – There is positive discrimination via the assisted collection schemes.

Religion – Not known due to lack of monitoring

Disability - There is positive discrimination via the assisted collection schemes

Sexual Orientation – Not known due to lack of monitoring

Transsexuality – Not known due to lack of monitoring

A new corporate monitoring form for 2010 includes all the above groups.

Do these differences amount to an adverse impact?

Not yet known

Are there concerns that the policy could have a differential impact on any other groups of people e.g. those with dependants/caring responsibilities, those with an offending past, those with learning difficulties, transgender or transsexual people. What existing evidence (either presumed or otherwise) do you have for this? Please explain your answer.

No. There is no feedback or evidence to suggest this at present but consultation will be carried out at a future date.

Are there any factors that might account for differential impacts or non-achievement of the policies outcomes, such as barriers that prevent people from fully accessing the service? For example, communication difficulties, physical access, information not being accessible, use of language, childcare responsibilities?

Non-internet users would be less well informed of the council's policies. It is not always possible, timely or economic to communicate in any other way in relation to some matters (such as recent weather emergency/service disruption information).

#### Future Actions

Should the policy or function proceed to a Full Impact Assessment? (Please explain your reasoning)

Provided the actions set out in the Action Plan are carried out to address the issues identified, there does not seem to be anything to be gained from this. As stated, the majority of the policies are provided to all residents with no reference to age, gender, race, sexual orientation, religious belief, disability or personal circumstances. Positive discrimination is offered to anyone who may need assistance.

#### ACTION PLAN

Action	Completion Date	Responsibility	
Ensure that information offered is available in alternate formats and languages.	June 2010	Service Manager and Communications Team	
Develop a format for regular reports relating to requests and complaints received from customer services to street scene	June 2010	Service Manager and Customer Services	
Examine possibility of requesting feedback from all or a sample of residents via survey form which will request equalities monitoring information.	June 2010	Service Manager and Equalities Team	
Identify contacts for minority groups with a view to future consultation.	March 2010	Service Manager	
Staff training in procedures	December 2010	Service Manager	

Date Full Impact Assessment should commence N/A

Review Date

Review Date

Review Date

Signed:

Date: 14<sup>th</sup> January 2010