

Equality Impact Assessment

Section: Waste and Recycling		Officers undertaking assessment: Research & Information Officer Local Strategic Partnership Co-ordinator Waste & Recycling Service Manager Enforcement Officer	
Name of service provided Collection of "missed bins"	Date of Assessment: 15 th February 2011	Proposed amendment to existing service Collecting missed bins once a week rather than the current two times per week	
Policy Aims			
Briefly outline the service provided by putting it into context and describe the aims, objectives and purpose of the proposed amendment			
<p>The missed bin collection collects bins where customers have alerted us to a missed bin every Wednesday and Saturday. We currently collect, on average, 50 - 80 bins through this method each week (out of 72,500 collections per week)</p> <p>The change to the service will reduce the collection of those missed bins to once a week (Wednesday)</p> <p>The objectives are to reduce the cost of the service, and the council's carbon footprint</p>			
Who is intended to benefit from the service amendment?			
<p>The Council will benefit as there will be a reduction in transport costs. The Council's carbon footprint will be reduced.</p>			
Who implements the service, and who is responsible for the service?			
<p>Service Manager and the Director for Community and Environment focus. Head of Environmental Services</p>			
Who are the main stakeholders in relation to the service?			
<p>SKDC and the residents of the district</p>			

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

LCC (Lincolnshire County Council) is the organisation responsible for the disposal of waste.

SKDC is the accountable body for the collection of the waste.

Does the amendment to the service contribute to the achievement of the Council's Equality and Diversity Policy? Can any aspects of the amendment contribute to inequality?

Please explain your answer.

As there is a reduction in service it does not contribute to the achievement of the E & D policy.

The impact will be minimised as there will be an assisted collection service in operation.

If a collection is missed on the assisted collection the service will rectify this within 24 hours. This contributes to the achievement of the councils E & D policy (An assisted collection is available for those people with disabilities or long term illness who do not have any one else to assist them)

Evidence

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

Direct customer feed back through the customer service centre

What monitoring data is available on the number of people who use the service or will be affected by the amendment to service delivery? Who holds this information?

Data is collected through the computer systems and analysed by the service manager on a daily basis.

The data is also monitored to check for issues of repeated non collections. This may highlight a need for an assisted collection.

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.

As this is a reactive service there are no benefits in conducting equality monitoring

What are the key performance indicators and targets attributed to the service delivery?

SK 286 - Number of missed bins per 100,000

What consultation has been carried out with stakeholders and service users previously about the proposed amendment to service delivery?

A company was commissioned to undertake consultation on residents priorities using the SIMALTO (Simultaneous Multi Attribute Level Trade Offs) methodology. They conducted face to face interviews and telephone interviews with 250 people, selected to reflect age and gender on a ward by ward basis. Further consultation was undertaken with the community focus forum, which consists of representatives from a wide variety of diverse groups.

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

The different groups who have the different needs e.g. people with disabilities are included in the assisted collection service. A missed assisted collection is dealt with within 24 hours

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

No informal feedback

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

Customer feedback is recorded on the performance management system. This feedback is not equality monitored.

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

No further evidence is required as the data collected for the assisted collection is sufficient.

Impact

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

Race To be aware the people who do not have English as a first language may require information regarding the change of service in alternative formats

Gender No anticipated impact

Age Elderly and infirm residents may require an alternative method for informing them of the change of service

Religion No anticipated impact

Disability To be aware the people who have certain disabilities may require the information regarding the change in service available in alternative formats

Sexual Orientation No anticipated impact

Do these differences amount to an adverse impact?

There is no evidence to show there will be adverse impact

Are there concerns that the amendment to service delivery 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 evidence to show there are concerns of any adverse impact

Are there any factors that might account for differential impacts or non-achievement of service delivery 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?

We need to ensure alternative formats which outline the changes in service are available where necessary.