

Equality Impact Assessment (EIA) Form

Please read EIA guidelines when completing this form

1. Name of Service Area/Directorate

Name of Head of Service for area being assessed	Ben Boswell
Directorate	Economy and Place

Individual(s) completing this assessment	Name	Job Title
	Rebecca Bristow	Waste Transformation Officer
	Ben Boswell	Head of Environment Climate Emergency and Waste Services
Date assessment completed	15/10/2021	

2. What is being assessed

Activity being assessed (eg. policy, procedure, document, service redesign, strategy etc.)	Service		
What is the aim, purpose and/or intended outcomes of this activity?	Recommendation to extend the existing waste disposal contract from the date of expiry, this incorporates the management of Household Recycling Centres (HRCs)		
Name of lead for activity	Rachael Joy		
Who will be affected by the development and implementation of this activity?	<input checked="" type="checkbox"/> Service Users <input type="checkbox"/> Patients <input type="checkbox"/> Carers <input type="checkbox"/> Visitors	<input type="checkbox"/> Staff <input type="checkbox"/> Communities <input type="checkbox"/> Other _____	
Is this:	<input checked="" type="checkbox"/> Review of an existing activity <input type="checkbox"/> New activity <input type="checkbox"/> Planning to withdraw or reduce a service, activity or presence?		
What information and evidence have you reviewed to help inform this assessment? (name sources, eg demographic information for services/staff groups affected, complaints etc.)	16.4% of households do not own a car ¹ Digital exclusion ² : 37% of those who are digitally excluded are social housing tenants 44% of people without basic digital skills are on lower wages or are unemployed,		

¹ RAC Foundation 'Car ownership rates per local authority in England and Wales'
https://www.racfoundation.org/assets/rac_foundation/content/downloadables/car%20ownership%20rates%20by%20local%20authority%20-%20december%202012.pdf

² 'Government Digital inclusion Strategy 2014' <https://www.gov.uk/government/publications/government-digital-inclusion-strategy/government-digital-inclusion-strategy>

	<p>33% of people with registered disabilities have never used the internet. This is 54% of the total number of people who have never used the internet.</p> <p>Over 53% of people who lack basic digital skills are aged over 65, and 69% are over 55.</p> <p>25% of Herefordshire's population are aged 65+³</p>
<p>Summary of engagement or consultation undertaken (eg. who and how have you engaged with, or why do you believe this is not required)</p>	<p>In 2019 a survey was carried across Herefordshire's HRCs. Waste & Recycling Officers approached visitors to the sites and asked them to fill in a questionnaire. This focussed on opening times, frequency of visits, waste commonly taken and comments. 518 people completed the survey. Comments were invited as part of this. 296 respondents provided comments.</p> <p>No consultation has been undertaken following the introduction of the booking system.</p>
<p>Summary of relevant findings</p>	<p>Majority of responses were positive around site layout, management & helpfulness of staff. 23 respondents provided negative comments around the layout of the sites.</p> <p>There is a lack of awareness that site operatives will provide assistance and this may be inconsistent across sites.</p>

³ Understanding Herefordshire – Aging Population

<https://understanding.herefordshire.gov.uk/population/ageing-population/>

3. The impact of this activity

Please consider the potential impact of this activity (during development and implementation) on each of the equality groups outlined below. **Please tick one or more impact box below for each Equality Group and explain your rationale.** Please note it is possible for the potential impact to be both positive and negative within the same equality group and this should be recorded. Remember to consider the impact on staff, public, patients, carers etc. in these equality groups.

Equality Group	Potential <u>positive</u> impact	Potential <u>neutral</u> impact	Potential <u>negative</u> impact	Please explain your reasons for any potential positive, neutral or negative impact identified
Age		✓	✓	Elderly: Site operatives are available on site for people who need assistance moving around the sites or carrying items. There is an alternative collection service available for disposing of bulky items. Bookings can be made via customer services in addition to online For safety children (under the age of 16) must remain in cars at all times while on the site
Disability		✓	✓	Access around the site may be difficult for people with mobility issues. Site operatives are available on site for people who need assistance moving around the sites, carrying items and to manage traffic flows. The booking system reduces the number of visitors to the site any one time, which should create more space to move around the site. Risk assessments are undertaken to reduce risk of trips and falls. Bookings can be made via customer services in addition to online. People with mental health conditions or ASD may find visiting the site has a negative impact. Level of noise, number of visitors, not knowing where things are on site are examples of issues that could contribute to this. Booking system is in place to reduce number of visitors to the site, which may reduce the impact for people. There is an alternative collection service available for disposing of bulky items.
Gender Reassignment		✓		
Marriage & Civil Partnerships		✓		
Pregnancy & Maternity			✓	Pregnancy - site operatives available to provide assistance if required, for example lifting heavy items. Maternity - For safety, babies & children (under the age of 16) must remain in cars at all times while on the site. Site operatives available on site to provide assistance removing household waste if parents with children require this.
Race (including Travelling Communities and people of other nationalities)			✓	Low levels of English Literacy, or if English as a second language could mean identifying containers or using the booking system is difficult. Signage at sites are pictorial. Site operatives are available to provide assistance if needed. Bookings can be made via customer services.
Religion & Belief		✓		

Equality Group	Potential positive impact	Potential neutral impact	Potential negative impact	Please explain your reasons for any potential positive, neutral or negative impact identified
Sex		✓		
Sexual Orientation		✓		
Other Vulnerable and Disadvantaged Groups (eg. carers, care leavers, homeless, social/ economic deprivation, etc)		✓	✓	<p>Those without access to a car to be able to access HRC. Bulky item collection service is available as an alternative. Pedestrian and cyclist access is available but this still needs to be booked via the booking system. Bookings can be made via customer services.</p> <p>Residents may require a carer to take them / their waste to the HRC, which could create an additional burden. The booking system has a maximum allowance for the number of visits per fortnight, per vehicle which means the visits for a carer and the person they care for are potentially half that of other residents. It is possible for the booking slot maximum allowance to be overwritten by Council staff on a case by case basis.</p>
Health Inequalities (any preventable, unfair & unjust differences in health status between groups, populations or individuals that arise from the unequal distribution of social, environmental & economic conditions within societies)		✓		

What actions will you take to mitigate any potential negative impacts?	Risk identified	Actions required to reduce/ eliminate negative impact	Who will lead on the action?	Timeframe
	Mental Health Conditions	Explore option of adding a map of location of containers and acceptable items onto the website so customers can plan where they need to go.	NP	Feb 2022
		Explore need for / possibility of having a 'quiet' hour where available slots are reduced, but time allowances increased.	NP	Feb 2022
		Explore options for visitors to be greeted on entry to the site, and guided to appropriate containers. Continue to provide bulky waste collection service.	NP	Nov 2021
	Access around the site	To be reviewed when sites are re-designed Continue to provide bulky waste collection service.	NP/BB	Oct 2023 Nov 2021
Difficulty lifting or carrying items	Investigate whether visitors can be greeted on entry to the site and offered assistance. Include an option for requesting assistance via the booking system or add message to advise customers to request assistance upon arrival, if they need it.	NP/BB	Feb 2022	

		Continue to provide bulky waste collection service.		Nov 2021
	Low level of English literacy	Any new signage to continue to include pictorial images as much as possible.	NP	Oct 2023
	No car	Identify sites where bikes/pedestrian access allowed. Explore potential for all sites to allow. Design any new service with accessibility possible across all sites. Continue to provide bulky waste collection service.	NP/BB	Oct 2023 Nov 2021

4. Monitoring and review

How will you monitor these actions?	They will be included within the review timetable as targets and throughout the implementation plan.
When will you review this EIA? (eg in a service redesign, this EIA should be revisited regularly throughout the design & implementation)	It will be included within the review timetable as a target.

5. Equality Statement

- All public bodies have a statutory duty under the Equality Act 2010 to set out arrangements to assess and consult on how their policies and functions impact on the 9 protected characteristics.
- Herefordshire Council will challenge discrimination, promote equality, respect human rights, and design and implement services, policies and measures that meet the diverse needs of our service, and population, ensuring that none are placed at a disadvantage over others.
- All staff are expected to deliver services and provide services and care in a manner which respects the individuality of service users, patients, carers etc, and as such treat them and members of the workforce respectfully, paying due regard to the 9 protected characteristics.

Signature of person completing EIA	
Date signed	