

Equality Impact Assessment (EIA) Form

1. Service Area/Directorate

Name of Head of Service for activity being assessed: Gemma Dando

Directorate: Economy and Environment

Name of lead person for this activity: Nicola Percival

Individual(s) completing this assessment: Nicola Percival

Date assessment completed: 22 June 2026

2. What is being assessed

Activity being assessed (eg. policy, procedure, budget, service redesign, strategy etc.)

A change to the waste services so that food waste is diverted from residual bins and into a new food waste collection service

What is the aim, purpose, or intended outcome of this activity?

To identify and mitigate against any unintended impacts of the diversion of food waste collection service upon those within identified equality groups

Who will be affected by the development and implementation of this activity?

- | | |
|---|---|
| ☒ Service users | ☐ Visitors to the county |
| ☐ Communities | ☐ Carers |
| ☐ Children | ☐ Patients |
| ☐ All staff | ☐ All part-time staff |
| ☐ Staff at a particular location | ☐ Other: |

Is this:

- ☒ Review of an existing activity/policy
- ☐ New activity/policy
- ☐ Planning to withdraw or reduce a service, activity or presence?

3. Background information and findings

What information and evidence have you reviewed to help inform this assessment? (name your sources, eg. demographic information, usage data, Census data, feedback, complaints, audits, research)

Environment Act 2021
DEFRA Policy Paper Simpler Recycling in England: policy update November 2024
Assisted collections for individual residents registered for the waste collection service.
Review of non-standard properties (flats) carried out during 2025/26 by the Waste Management team.

Summary of engagement or consultation undertaken (eg. who you've engaged with, and how, or why do you believe this is not required)

Between December 2020 and February 2021 MEL Research undertook a public consultation exercise on the two proposed collection service options, both of which included the separation of food waste to allow segregated collections.

The consultation was promoted on the council website, social media pages, print media publications and emails were sent to a representative sample of residents with telephone surveys and postal surveys also available. Trade and non-trade waste customers were sent an email to take part in the business survey.

Through the consultation residents told us that “more needs to be done to reduce rubbish and increase recycling (86% agreed with this) and that they “accept the need to change the current rubbish and recycling system” (60% agreed with this). Specifically, 56% of residents said that they would use a separate food waste collection service. Just over a third of residents did have concerns about hygiene and attracting pests. In listening to these concerns it is proposed to provide residents with liners for the food caddies and clear information on how to prevent problems with pests. Just under a fifth of residents felt they would not want to use the proposed separate food waste service because they did not produce enough food waste.

Summary of relevant findings (it is possible that you will have gaps in your evidence. You must decide whether you need to fill in the gaps now, and if it is feasible to do so. It might be that collecting robust information forms part of your action plan below)

Legal duty

Herefordshire Council has a statutory duty to introduce weekly food waste collections under Section 57 (8) of the Environment Act 2021 and a new responsibility under the updated Simpler Recycling policy November 2024.

Assisted collections

There are just over 1200 registered assisted collections for individual residents.

Non-standard properties

There are roughly 6000 household properties which will require a different approach to the implementation of food waste collections. Where flats are suitable to receive a caddy-based service, like standard street level residential properties, resident of those flats will be given the opportunity to opt in to the service from the start of the service. This is to ensure that caddies are not delivered and left out on the streets (e.g. for flats above shops) as the person that has requested the service will expect delivery and take them into the property.

Where it has been identified that a shared communal service is required, the service introduction will take place at a later date.

It is known that some of the identified flats will be solely for older people and some will be for people with learning difficulties or disabilities. Service introductions at these properties are more complex and therefore will be planned working together with all stakeholders.

4. The Public Sector Equality Duty

Will this activity have a positive, neutral or negative impact on our duty to:

Equality Duty	Positive	Neutral	Negative
Eliminate unlawful discrimination, harassment, victimisation?	☐	☒	☐
Advance equality of opportunity between different groups?	☐	☒	☐
Foster good relations between different groups?	☐	☒	☐

Explain your rationale here, and include any ways in which you could strengthen the capacity of this activity to promote equality (remember to add anything relevant into your action planning below)

5. The impact of this activity

Consider the potential impact of this activity on each of the equality groups outlined below and explain your rationale. Please note it is possible for the potential impact to be both positive and negative within the same equality group. Remember to consider the impact on staff and service users (current and potential) and partner organisations. It may be useful to include data within these sections if you know the diversity make-up of the people likely to be affected.

Equality Group	Potential <u>positive</u> impact	Potential <u>neutral</u> impact	Potential <u>negative</u> impact	Rationale
Age (include safeguarding, consent and child welfare)	☒	☒	☒	Some elderly people who managed ok to place out just 1 container may struggle with the additional food container each week as well, especially if they currently bring the container some distance down a lane. The food caddy is only 23 litres and has a carry handle so could be easier to move/carry than a wheeled bin for some people. Using the food caddy will reduce the weight of black general rubbish bins each week if used for the food waste. Anyone with memory difficulties may find the introduction of a new service difficult to remember to use or to put the food caddy out for collection.
Disability (consider attitudinal, physical, financial and social barriers, neuro-diversity, learning disability, physical and sensory impairment)	☒	☐	☒	More segregation could negatively impact anyone with memory problems. It could provide more capacity in the general waste bin for anyone who creates more rubbish due to a medical condition as a result of a disability. Blind or partially sighted people may find the small containers placed incorrectly for collection to be a trip hazard. Equally, those who use wheelchairs could find footpaths blocked if containers are placed incorrectly.
Gender Reassignment (include gender identity, and consider privacy of data and harassment)	☐	☒	☐	
Marriage & Civil Partnerships	☐	☒	☐	
Pregnancy & Maternity (consider working arrangements, part-time working, infant caring responsibilities)	☒	☐	☐	It could provide more capacity in the general waste bin for anyone who has children with nappies.
Race (including Travelling Communities and people of other nationalities)	☐	☒	☐	
Religion & Belief	☐	☒	☐	
Sex (consider issues of safety, sexual violence, part-time work, and single-sex provision – especially in light of the legal definition of “sex”)	☐	☒	☐	
Sexual Orientation	☐	☒	☐	

Equality Group	Potential positive impact	Potential neutral impact	Potential negative impact	Rationale
Others: carers, care leavers, homeless, social/ economic deprivation (consider shift-patterns, caring responsibilities)	☒	☐	☒	The requirement to segregate an additional waste stream could be negative for anyone providing care as it will be an additional responsibility. However, it could be positive if the person being cared for creates additional waste which they struggle to fit into the general waste bin as it will free up some capacity. For anyone living in a flat with limited outside space it could be positive as will allow the food waste to be collected weekly. This is often the waste which causes the most smell if stored for too long awaiting a fortnightly collection.
Health Inequalities (any preventable, unfair & unjust differences in health status between groups, populations or individuals that arise from unequal distribution of social, environmental & economic conditions)	☒	☐	☒	OCD or other mental health conditions that relate to cleanliness may cause a negative impact but it could equally be positive as will allow the food waste to be collected weekly. This is often the waste which causes the most smell if stored for too long awaiting a fortnightly collection.

Where a negative impact on any of the equality groups is realised after the implementation of the activity, the activity lead will seek to minimise the impact and carry out a full review of this EIA.

6. Action planning

What actions will you take as a result of this impact assessment? (you will need to include actions to mitigate any potential negative impacts)

Potential negative impact	What action will be taken	Who will lead	Timeframe
Difficult to carry 2 containers out for collection	Assisted collections will continue to be offered as they are now. Communications information will make it clear that this assisted service will continue for those who require it and will be available for anyone who needs it as a result of the new service.	CC	As communications are developed.
Difficult remembering to use or put container out for collection	Collections are weekly so less complicated to remember than the alternate weekly and recycling collection weeks. Simple information will be provided before the caddy deliveries start and simple instructions will be provided with the delivery of the caddy regarding collection day. Additional customer services and waste management team staff will be employed to help answer queries for a period of time before and after service implementation.	CC	Will be built into the project plan for implementation.

Potential negative impact	What action will be taken	Who will lead	Timeframe
Trip hazard or blocked pavements/entrances	Collections will take place from the same location as everyone currently places out their rubbish/recycling and will take place on the same day. Clear communications instructions will be provided to all residents regarding the correct placement for containers. All new collection crews will receive full training regarding the placement of caddies back within the boundary of the property so as not to create an obstruction or hazard. Caddies for flats above shops will only be provided to residents who opt into the service to ensure that the caddies are taken in upon delivery. This will also help to ensure that the person who requested the service uses it correctly and will provide contact details for residents who have requested the service so that the waste management team can get in touch directly if there are any problems.	CC / GW	Will be built into the project plan for implementation.
Perception of the service as not clean	Caddy liners will be delivered with the caddies. FAQs will be produced that provide details on how to correctly use the service, how to prevent smell and do some myth busting regarding other pests that people often associate with food waste collections.	CC GW	Will be built into the project plan for implementation.

7. Monitoring and review

How will you monitor these actions?

All actions will be built into the project plan. For assisted collections, this is a service managed by the waste management team so this will continue.

Issues which arise following implementation of the service, for example, incorrectly placed caddies, the additional resource built into the waste management team will allow both pro-active monitoring of collection crews and reactive action if reported by a member of the public.

When will you review this EIA?

This is relating to the change in service therefore will only be reviewed if an impact is identified which wasn't considered as part of this review.

8. Equality Statement

- All public bodies have a statutory duty under the Equality Act 2010 to give due regard to how they can improve society and promote equality in every aspect of their day-to-day business. This means that they must consider, and keep reviewing, how they are promoting equality in decision-making, policies, services, procurement, staff recruitment and management.

- 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 population, ensuring that none are placed at a disadvantage over others.

Signature of person completing EIA

N. Percival

Date signed

22.6.26