

EQUALITY IMPACT ASSESSMENT – CUSTOMER AND PARTNER

Street Scene and Waste Services Policy



STAGE I: What is being assessed and by whom?

What is being assessed - including a brief description of aims and objectives?

The Plan for Modernisation of Waste and Street Services was approved by Cabinet on 8 November 2016 contained within the plan was the creation of a Street Scene and Waste Services policy to underpin the modernisation of Waste and Street Services a Policy has been created.

To support a collaborative approach, the policy sets out clearly that the Council's Street Scene and Waste teams will follow – and crucially – the support the expectation from the citizens of the City.

The creation Street Scene and Waste Services Policy has taken account of detailed analysis and engagement including:

- Review of feedback from customers made via Firmstep, with 567 responses in the last 12 months reviewed
- Review of the responses to relevant questions in the 'Time for Big Decisions' Consultation questionnaire which was completed in September 2016.
- Review of previous drafts of Waste policies in Plymouth
- Review of Policies in other local authorities in our CIPFA family group and authorities deemed to excel at engagement on waste issues.
- WRAP (Waste Reduction and Participation) national best practice guidance – the 'Waste Commitment'
- Series of workshops with Service Team Leaders, Staff focus groups and regular reviews of drafts by Team Leaders and Managers
- Input and reviews from Legal Services and Public Protection services to ensure a policy would be sufficiently robust against which to take enforcement decisions.
- Series of 7 Ward Councillor drop-ins in November/December to capture key issues which would need to be addressed within the policy.
- Regular updates and amendments made with Portfolio Holder.
- Discussion at Shadow Portfolio Holder meetings.

STAGE 1: What is being assessed and by whom?	
	<ul style="list-style-type: none"> • Update at Labour group meeting on progress and development of the policy. • Reviewed by CMT
Responsible Officer	Lou Hayward
Department and Service	Waste Services and Street Services – Street Cleansing and Grounds
Date of Assessment	08/03/2017

STAGE 2: Evidence and Impact				
Protected Characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact?	Actions	Timescale and who is responsible?
Age (Customer)	<p>Age represents a significant issue in the provision of a universal waste collection service. In 2011/12 census data, 33.1% of people were Plymouth are over 50, with 7.7% over 75.</p> <p>Over 75's are predicted to rise faster than any other group (19,000 in 2008 to 31,000 in 2028).</p> <p>While the attainment of a certain age does not provide de-facto access to the service a large number of assisted collection users are older people, and</p>	<p>The policy includes the provision of assisted collections and will continue to remain open to any individual who requires support regardless of age.</p> <p>The plan for the future provision of service is to reduce the need for assisted collection by providing accessible communal collection points where appropriate. Individuals may be required to reapply for the service. However we</p>	<p>Collect and collate information from partner agencies to identify current assisted collection users who will continue to require support.</p> <p>Engage with partner agencies such as PCH, Plymouth University and the NHS trust(s) to promote and support project / service communication and education plans.</p> <p>Contact agencies such as Age UK to collect</p>	<p>Waste Liaison Officers/ Project Team January to June as the policy and service changes are developed and implemented.</p> <p>A review of changes implemented will be undertaken after 3 months and improvements planned.</p>

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	<p>therefore these trends suggest / demonstrate the importance of ensuring an effective service that can accommodate future need.</p> <p>This project will impact on all age groups as customer practices and expectations will change.</p>	<p>will contact partners to produce intelligence identifying legitimate service users; this will limit the number of households we contact asking them to reapply.</p> <p>Positive steps will be taken through involving service users, partner agencies and Members to ensure that policy documents are fit for purpose.</p> <p>We will build in positive links with partner agencies to ensure fairness in the outcomes of the service review.</p>	<p>feedback and enable input into proposed changes</p>	
Disability (Customer)	<p>Data for 2011 shows that 49,545 (20.6%) of people have declared themselves as having a limiting long term illness, against a national average of 18.2%.</p> <p>11,655 (6.7%) of people consider themselves permanently sick or</p>	<p>Assisted collection will continue to remain open to any individual who requires support.</p> <p>Individuals may be required to reapply for the service. However, we will contact partners to produce intelligence</p>	<p>Collect and collate information from partner agencies to identify current assisted collection users who will continue to require support</p>	<p>A review of changes implemented will be undertaken after 3 months and improvements planned.</p>

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	<p>disabled against a national average of 5.5%. Around 30,000 people have a diagnosed mental health issue.</p> <p>The above average level of disability in Plymouth suggests that our assisted collection service will be placed under greater pressure than the majority of other Council schemes.</p>	<p>identifying legitimate service users; this will limit the number of households we contact asking them to reapply.</p> <p>Positive steps will be taken through involving service users, partner agencies and Members to ensure that policy documents are fit for purpose.</p> <p>We will build in positive links with partner agencies to add value to our communications and promote the welfare of service users</p>	<p>Engage with partner agencies to promote joined up provision.</p> <p>Contact agencies such as Plymouth Area Disability Network to collect feedback and enable input into proposed changes</p>	
Faith, Religion or Belief	<p>As of 2011 Plymouth's breakdown in relation to religion was: No faith: 30% Hindu, Buddhist and Jewish combined less than 1%. Christian 68% Muslim/Islam 1.7%</p>	<p>No. Waste Collection Services will support people irrespective of their faith, religion or belief.</p>	<p>As part of continual service improvement if matters do arise we will liaise with community partners</p>	<p>Team leaders</p> <p>A quarterly monitoring of customer feedback will be in place.</p>

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Gender - including marriage, pregnancy and maternity	There were 3216 births in 2008/9. 7.4% homes are headed by a lone parent.	Support will continue to be provided for pregnant members of the community who live alone. This will be given greater visibility within our documentation, ensuring that those who need it will be able to access support.	As part of continual service improvement if matters do arise we will liaise with community partners	Team leaders A quarterly monitoring of customer feedback will be in place.
Gender Reassignment	Data for this area is limited. It is estimated that there are 10,000 transgender people in the UK. In Plymouth as of 2011 23 transgender people were registered with Plymouth Pride.	Waste Collection Services will support people irrespective of gender	As part of continual service improvement if matters do arise we will liaise with community partners	Team leaders A quarterly monitoring of customer feedback will be in place.
Race	As of 2011 Plymouth's BME community accounted for 7.1% of the overall population, significantly below the national average.	Waste Collection Services will support people irrespective of race	As part of continual service improvement if matters do arise we will liaise with community partners	Team leaders A quarterly monitoring of customer feedback will be in place.
Sexual Orientation -including Civil Partnership	No accurate data exists regarding the LGB community in Plymouth, but nationally the	Waste Collection Services will support people irrespective of sexual orientation	As part of continual service improvement if matters do arise we will	Team leaders

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	<p>population is estimated at between 5 to 7 %. This would mean that around 12,500 people aged over 16 in Plymouth are LGB.</p> <p>In 2009 29 Civil Ceremonies were conducted.</p>		liaise with community partners	A quarterly monitoring of customer feedback will be in place.
Socio-economic status	<p>Although socio-economic status is not a strand in the 2010 Equalities Act we recognise that our actions should incorporate an understanding of need in this area.</p>	<p>Users who consistently fail to look after their bin or break policy may face a financial charge for the delivery of a new receptacle or as part of enforcement action</p> <p>However we propose that those on a low income would be exempt from charges for new containers if this policy is implemented</p>	<p>As part of continual service improvement if matters do arise we will liaise with community partners</p>	<p>Team leaders</p> <p>A quarterly monitoring of customer feedback will be in place.</p>

STAGE 3: Are there any implications for the following? If so, please record 'Actions' to be taken			
Local Priorities	Implications	Timescale and who is responsible?	
Reduce the inequality gap, particularly in health between communities.	As waste collection is a universal service planned to ensure that all communities receive a standard level of service. Where resident need further assistance appropriate level of services.	Team Leaders and Managers	
Good relations between different communities (community cohesion).	We aim to support the creation of community capital by promoting cleaner, more attractive environments.	A quarterly monitoring of customer feedback will be in place.	
Human Rights	There are no implications for Human Rights. The service will remain universal, ensuring that all residents receive equitable and effective provision.	A quarterly monitoring of customer feedback will be in place.	
Principles of fairness Please refer to guidance	In order to protect the principles of fairness, the policy informs how services will continue to be delivered in a way that ensures all citizens receive a service in a fair and consistent manner.	Senior Management and Team Leaders will be responsible for ensuring fairness is protected throughout service delivery. A quarterly monitoring of customer feedback will be in place.	
STAGE 4: Publication			
Director, Assistant Director/Head of Service approving EIA.	Lou Hayward	Date	9.3.2017