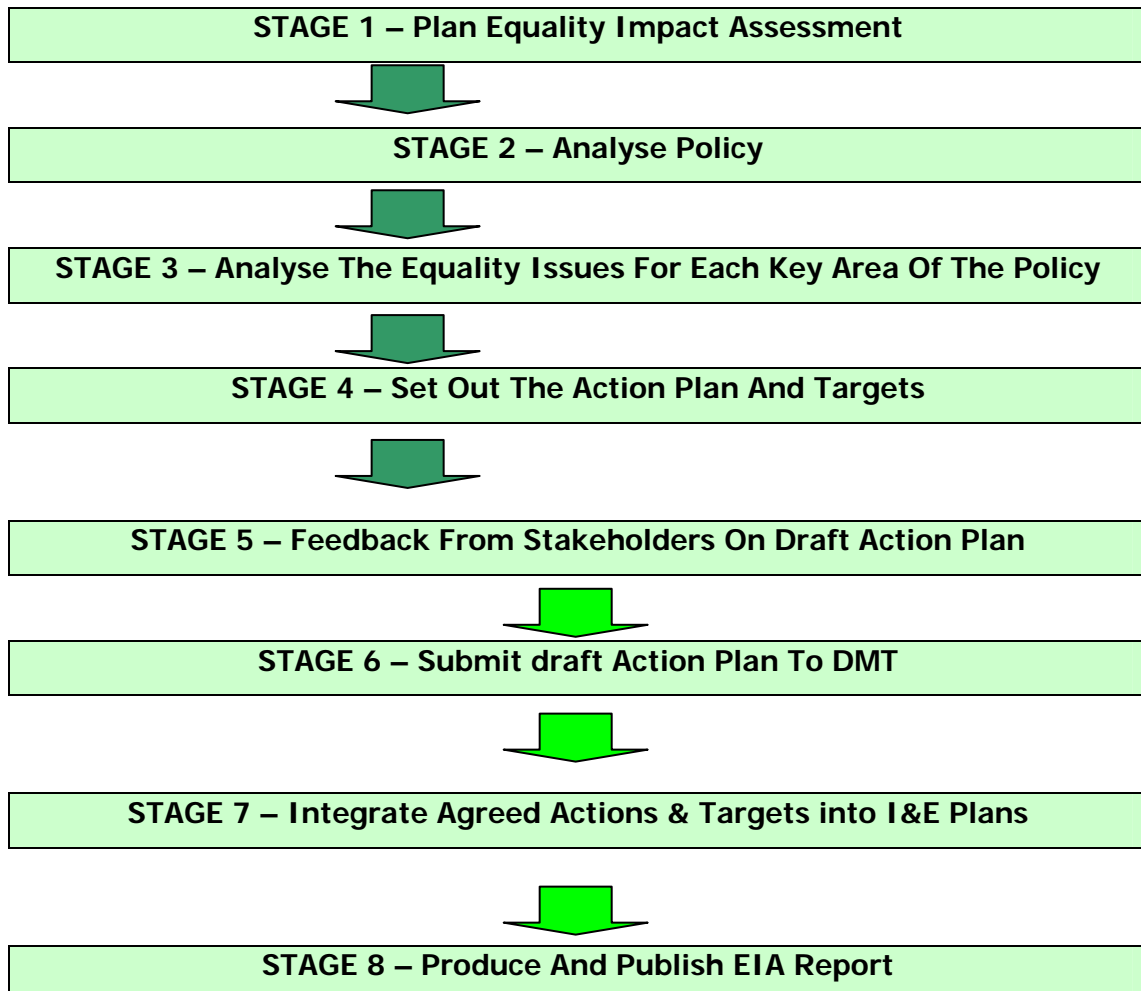




Pro forma for managing and undertaking Equality Impact Assessments



Human Resources Strategic Services
Chief Executive's Department

STAGE 1 – PLAN EQUALITY IMPACT ASSESSMENT

1a. Title of the EIA:

Waste Services Equality Impact Assessment

1b. What category of EIA is this? Please tick one of the following:

Part of planned work	Yes
Developing new policies	<input type="checkbox"/>
Changing/updating existing policies	Yes

1c. Timetable for assessment:

Start Date	October 2008
Projected end date	June 2009
Review date	August 2010

1d. Who will do the EIA? Please complete the following table:

Name	Job Title	Roles & Responsibilities within EIA Team
John Woodruff	Head of Waste Services	Prime lead on EIA
John Bosley	Waste Contracts Manager	Assistance with research
Kirsty Armstrong	Business Coordinator	Supervision of Project
Claire Driffield	Temporary Business Coordinator	Review of EIA (2010)

1e. Identify any other resources that are needed to support EIA:

- Streetscene and Greenspace Division – nominated staff to contribute to process as appropriate
- Departmental Communications Team and Streetscene & Greenspace Business Unit – support for consultation and other communications issues to be provided

STAGE 2 – ANALYSE THE POLICY

2a. Briefly describe the aim of the policy:

To ensure that waste services policies and projects meet the needs of all residents.

2b. Set out the policy objectives:

- To provide a standard collection service that is appropriate for residents
- To make appropriate adaptations to the standard service where residents' specific circumstances limit their ability to access that service, or to meet special needs
- To communicate service details effectively to all residents

2c. Break down the policy into its key areas:

1. **Planning:** critically analyse the standard service to ensure it remains appropriate for the majority of residents and properties; give due consideration to service adaptations where the situation of residents demand alterations – note that this could be related to the physical circumstances of the resident or the specifics of their property.
2. **Consultation:** request feedback on specific service requests and requirements, for instance:
 - All residents have been sent a description of the current service, and have been asked to contact us if their circumstances mean that they are unable to access it (specifically, this refers to placing refuse and recyclables at the edge of curtilage). An extensive list of residents has been compiled (held electronically on CRM), and is part of the rounds information supplied to crews – note that this list is regularly revisited and revised (two-yearly review process).
 - Following feedback from residents, the bulky waste collection service has been adapted to provide help for residents unable to remove items to the standard collection point (outside the property). Appropriate crew training and equipment has been provided to facilitate this. Note that the Council absorbs the additional costs involved.
 - Regular interaction with residents' groups to ensure that staff members understand the potential issues for service users, as well as to promote and explain the services available.
 - Members are involved in all policy and service development decisions.
 - Prior to the extension of Food waste collection, customer feedback from trial areas has been gathered to identify impacts.
3. **Training:** as part of the PADS and recruitment processes, identify staff members in need of training or refresher courses, and enlist the support of BATH in providing awareness training.
4. **Communications:** Waste Services deliver a dedicated publication to all residents bi-annually. This incorporates all service developments. Staff members also ensure that the website and supporting information leaflets are kept current.

2d. List the intended recipients of the policy:

- All residents in the borough
- Staff members
- Councillors – Members have contributed to the development of policies relating to waste collections

2e. Identify partner organizations and any other departments involved in delivering the policy:

- Customer Contact Centre, Planning,
- Departmental communications team
- Veolia Environmental Services (contractor)
- Broomleigh Housing Association

2f Identify and list any stakeholders concerned with the delivery of the policy:

- Organisations that represent special interest user groups, particularly those representing residents who may feel excluded by current service options, including Age Concern, Bromley Wheelchair User Group, Kent Association for the Blind
- Residents, with focus on those who have been in contact with the Council regarding waste service issues, including residents' associations
- Residents on the Special Requirements List

STAGE 3 – ANALYSE THE EQUALITY ISSUES OF THE KEY AREAS OF THE POLICY

Category:	Age	Disability	Gender	Race	Religion/ Belief	Sexual Orientation
Considered in EIA?	Yes	Yes	Yes	Yes	Yes	No

KEY AREAS:	ALL ASSOCIATED DOCUMENTS: For example: statements, forms, supporting policies etc	EQUALITIES GAP ANALYSIS :
Planning	<ul style="list-style-type: none"> ○ Building a Better Bromley ○ Portfolio Plan ○ Streetscene & Greenspace development plan (IEE) ○ Waste Services service charter ○ Statutory legislative requirements ○ Dedicated Council policy decisions ○ Operational translation of legislative and policy decisions 	<p>Policies are consistent and up to date. Where, however, there are gaps is in the monitoring of minor adjustments made to policies – there needs to be consideration given to how information about alterations is managed.</p> <p>The website provides a useful repository of details like this, and publications for the public (leaflets, etc) are always updated in good time where adjustments need to be made, so this may be adequate. To be discussed. Waste and Recycling News updates residents biannually.</p>
Consultation	<ul style="list-style-type: none"> ○ Consultation Register, held on OneBromley, contains full details of all consultations undertaken ○ Consultation leaflets 	<p>Feedback surveys are sent out on a regular basis to residents, and are reviewed every quarter, with updates made to the Consultation Register.</p> <p>Consultations need to be targeted at certain interest groups – presently, representatives from Waste Services attend groups such as Bromley Wheelchair User Group, Deaf Action, Kent Association for the Blind and a wide variety of residents' action groups to discuss issues. It may be appropriate to establish user group forums, with a regular timetable of meetings in future to improve this and ensure adequate consultation.</p>
Training	<ul style="list-style-type: none"> ○ PADS documentation 	<p>There may be restrictions on staff attendance due to time and financial constraints, as well as availability of appropriate courses.</p>
Communications	<ul style="list-style-type: none"> ○ Waste and Recycling News ○ Dedicated service-based leaflets, some delivered to residents ○ Website 	<p>Communications are timely and up to date. There may be areas where further communications could be developed and improved, particularly to access residents with vision, literacy and language issues.</p>

Category:	Age	Disability	Gender	Race	Religion/ Belief	Sexual Orientation
Considered in EIA?	Yes	Yes	Yes	Yes	Yes	No

KEY AREAS:	QUANTITATIVE DATA: For example: monitoring information, census data, performance indicators, Borough benchmark data, customer surveys	EQUALITIES GAP ANALYSIS :
Planning	<ul style="list-style-type: none"> o Performance indicators o Financial data o Contractors' information and data o Waste advisor visits, based on customer enquiries o Waste advisor visits regarding SRL enquiries o General monitoring of services by waste advisors 	Comprehensive; a more formalised review of data and feedback to be carried out regularly in future.
Consultation	<ul style="list-style-type: none"> o Survey data – Bromley Place Survey and internal questionnaires 	Comprehensive
Training	<ul style="list-style-type: none"> o HR training figures o HR course review forms 	Comprehensive
Communications	<ul style="list-style-type: none"> o Waste and Recycling News o Service leaflets o Website 	Comprehensive; work to be undertaken to ensure all are updated regularly.

STAGE 4 – SET OUT THE ACTION PLAN AND TARGETS

The equality action plan must be integrated into the performance centre improvement & efficiency plans/service plans.

KEY AREA	EQUALITY CATEGORY	PROPOSED ACTION/TARGETS	KEY MILE STONES/TIMESCALE	WHO IS RESPONSIBLE?	RESOURCES & TRAINING REQUIRED?
Communications	All	Ensure communications are available in a variety of formats, to suit different groups.	<p>Ongoing review of communications, to include consideration of impact on relevant groups when devising new communications.</p> <p>All communications planning to involve consideration of website updates, availability of e-documents, use of Plain English, availability of other formats.</p> <p>Particular consideration to be given to residents with vision, literacy and language issues.</p> <p>Work with Adults and Community Services and their initiative to consult with relevant users through the 'special users group'; establish a regular timetable of meetings with user group forums (such as Kent Association for the Blind, Bromley Wheelchair Group) to improve and ensure consultation.</p>	Andrew Rogers	Dedicated budget

<p>Waste collection service, focusing on the Recycling for All policy</p>	<p>Age, disability, language differences.</p>	<p>Ensure that collection procedures are adapted where appropriate to allow all residents to participate in the service, with particular emphasis on recycling their waste</p>	<p>Promotion of the special requirements list (residents on the SRL will have their waste collected from point of storage rather than edge of curtilage), and incorporation of the list into the rounds information and customer contact centre data.</p> <p>Where the waste arrangements for properties are complex or difficult to ascertain due to practical issues, a member of the Waste Team will visit residents and confirm the best practical option, in line with the requirements of and options available under The Environmental Protection Act (EPA) 1990 (in Chapter 43 Part II) (which provides a general overview) and The Controlled Waste Regulations 1992 (which provides more detailed definitions).</p> <p>This recognises the practical difficulties which may arise at complex and/or temporary sites such as large institutions, areas where works are being carried out, travellers' sites and the like.</p> <p>In such circumstances, general guidelines may not apply, and a dedicated solution would be agreed with the parties involved, with an agreed timescale and appropriate review dates.</p>	<p>John Woodruff</p>	<p>Dedicated budget</p>
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Recycling range and catchments expansions	Age, disability	Expand the materials that residents are able to recycle.	Expansion will ensure that all residents are able to recycle a full range of materials – at bring sites, at reuse and recycling centres, and from their homes (including country lanes and flats). For further details about adaptations to waste collection from different properties, please see the section above.	John Woodruff	Dedicated budget
Expansion of Food waste recycling	All	Borough role out	Utilise customer feedback from food waste trial to ensure service can be adapted by residents with different needs	John Woodruff	Dedicated officers and budget

STAGE 5 – Feedback From Stakeholders On Draft Action Plan

Stakeholder	Date consulted	Feedback	Impact on Action Plan
All residents	EIA to be made available for review on the website	TBC	Views to be incorporated

STAGE 6 – Submit Draft Action Plan To DMT

Date submitted:	
Feedback:	
Changes made: (If required)	

STAGE 7 – Integrate Agreed Actions & Targets Into I&E Plans

Date complete:	
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STAGE 8 – Produce And Publish EIA Report

Date published:	
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