

SIGNED: ✓

MID SUSSEX DISTRICT COUNCIL

Equality Impact Assessment

Title of Policy/Service/Contract: Refuse, Recycling and Street Sweeping Services

Division: Leisure & Sustainability

Lead Officer: David Harper

Date Assessment completed: 4 December 2012

1. SCOPING

1.1 What are the aims of the policy, service/service change or contract?
To comply with the Council's statutory obligation under The Environment Protection Act 1990 – Sec. 89 to provide a waste & recycling collection service to all members of the community.

1.2 Who does the service/policy/contract affect? Who are the main customers (internal or external)?
Every household within the Mid Sussex District.

Every adopted highway cleaned under the street cleansing contract, therefore all users of these highways and associated footpaths.

The Council also runs a Garden Waste Collection service. This service is a pay to use, subscription, service with price rises being approved through the budget setting process.

1.3 What equality information is available, including any evidence from engagement and analysis of use of services?
Using Experian Community profile Doc Feb 2011 and survey information.

- 1 Experian data supports an aging population
- 2 Experian data supports 9% Ethnic minorities
- 3 Independent waste and recycling contract tracker surveys run each quarter, commissioned by but independent of Serco Ltd/ Mid Sussex.
- 4 Customer surveys of Assisted Collection customers
- 5 Surveys of customers for a recycling project (bags for flats)

1.4 What does this information tell us about the equality issues associated with the service and implications for the protected groups?
1 May need more assistance with assisted collections and likely increase in clinical waste due to aging population.
2 Increasing language barriers may cause issues with understating service leaflets / bin stickers/ signs.

1.5 Are contractors or partnerships used to deliver the service? Yes

Identify the contractors/partnerships used to deliver the service. Serco Ltd.

What is their contribution to equality in service delivery and the promotion of equality?

Provide assisted collection service.

Provide clinical waste collection service.

As front line staff, they are able to spot problems in the community, and have routinely aided members of the public in distress.

How are equality issues addressed through contractual arrangements and service level agreements?

Section 2/6 of the Waste Contract requires the contractor to act in accordance with all relevant laws relating to the service provision. These include all relevant Acts of Parliament or legislative body of the European Union or any regulations or Byelaw or any Local Authority, or any statutory undertaking, which has any jurisdiction with regard to the Service.

Clause 48 of the existing contract places a requirement on the contractor to ensure they comply with legislative requirements and operate an equal opportunities policy. Under this requirement, the contract is obliged to take all reasonable steps to ensure its staff. Agents and sub-contractors do not unlawfully discriminate.

2. Assessment of Impact; Analysis and Action Planning

Any gaps in information or provision, opportunities to promote equalities and good relations identified above need to be translated into SMART actions and recorded here. These actions need to be delivered and monitored through the service planning process.

Opportunity to promote equality, good relations and/or address barriers to service/differential impact	Current action taken to address these	Further actions required and timescales	Lead Officer	How will impact be measured
<p>The needs of different ethnic groups including white minorities, but also established white communities</p> <p>Possible language barriers, the Cleansing Team have received a limited number of requests requesting published material in different languages.</p>	<p>Use of translation service where available and or required. Alternative formats and languages available on request advertised on leaflets. New signs and leaflets have been designed using mainly pictures and icons.</p>	<p>Monitor number of request and languages in which translations are requested.</p>	<p>Joy Dyson</p>	<p>Compare to Experian data for the District.</p>
<p>The needs of men and women, including taking account of pregnancy and maternity.</p> <p>Pregnant women may have difficulty moving waste containers.</p>	<p>Temporary assisted collections can be provided during pregnancy if no other help is available. (supported by form & by relevant documentation).</p> <p>MSDC will provide a second landfill bin for young families with two children in nappies.</p>	<p>Any requests will be processed as a matter of urgency but within 3 weeks of request.</p>	<p>Waste team</p>	<p>Monitor performance.</p>
<p>The needs of disabled people</p>				
<p>Special requirements may be needed for householders who because of disability are unable to use the waste containers provided.</p> <p>Sight impaired</p>	<p>Assisted collections provided on request. (supported by form & by relevant documentation)</p> <p>A small bin option can be provided in suitable cases.</p> <p>Advice on bins obtained from RNIB.</p> <p>Produced leaflets in CD Rom format or in large print on request.</p>	<p>Any requests will be processed as a matter of urgency but within 3 weeks of request.</p>	<p>Waste team</p>	<p>Monitor performance.</p>

General issues for bin placement on highway.	Contractor training and re-fresher training undertaken on bin placements. Advice to residents on bin placement on their property adjacent to highways. Individual site assessments for provision and location of bins. Advice sought from The Disabilities Trust on bin placement.	MSDC to discuss the issue with East Grinstead Access Group at next meeting. 5 th December 2012	David Harper	
The needs of people with a religion or belief				
Waste collection from places of worship	Waste and mixed recyclables can be collected free of charge from places of religious worship, on request, if they are exempted from local non-domestic rating under the Local Government Finance Act 1988. (If the place of worship hires their offices/halls etc to groups not connected with the conduct of religious worship this would be a commercial activity and any waste arising from such use would be commercial waste for which a charge for both collection and disposal can be made.)	N/A	N/A	N/A
Opportunity to promote equality and/or barriers to service/differential impact	Current action taken to address these	Further actions required and timescales	Lead Officer	How will impact be measured
The needs of gay men, lesbians, bisexuals and heterosexual people				
Service for all	N/A	N/A	N/A	N/A
Issues from marriage and civil partnership				
Service for all	N/A	N/A	N/A	N/A

<p>The needs of different age groups, for example older and younger people</p> <p>Special requirements may be needed for householders who because of age and related health issues are unable to use the waste containers provided.</p>	<p>Assisted collections provided on request. (supported by form & by relevant documentation)</p> <p>A small bin option can be provided in suitable cases.</p> <p>Last review of all assisted collections undertaken in Spring 2009.</p> <p>Assistance with application forms as required by Customer Contact Centre.</p> <p>Assisted collections will be considered on request if residents have problems of mobility.</p>	<p>We will be reviewing our services to consider impact of aging population projections during 2013.</p>	<p>Joy Dyson/ Dawn Dean</p>	
<p>Clinical waste collections for elderly and those with health issues.</p>	<p>We have reviewing our current systems to ensure that qualified medical staff confirms the nature of the clinical waste produced, to ensure that the appropriate waste collection is provided. We are currently in correspondence with the Horsham and Mid Sussex Health Commissioning group to achieve this position.</p> <p>MSDC and our contractors have also reviewed the collection and transportation arrangements to be able to process the range of clinical waste that we are currently able to collect and transport to the approved disposal site.</p>	<p>The Council will contact all existing customers in receipt of clinical waste collection starting in January 2013.</p> <p>Depending on the replies from existing customers and stakeholders we will the review possibilities for future service development.</p>	<p>Joy Dyson David Harper</p>	<p>Formal agreement with Health Care Professionals on approach going forward.</p>
<p>The needs of transgender communities</p> <p>Service for all</p>				


The needs of people who are disadvantaged by socio-economic factors such as low incomes, skill or living in a deprived area					
Some difficulty paying full fee for bulky waste collections.	50% concession for persons receiving housing and or council tax benefit. Mobile civic amenity collections provided in some areas (see below)	Check bulky waste spread sheet twice a year for % claiming discount.	Joy Dyson	Feedback from WSCC LPA.	
Difficulties with understanding information about how the service works.	New service leaflets, using mainly icons and pictures.	WSCC Low Performing Area trial for recycling quality – Social Housing in March 2013 in specified areas in the Burgess Hill area. Following talks with residents this will include door stepping as well as very simple leaflet.	Joy Dyson		
The needs of people who live in a rural area					
Difficulty getting to nearest civic amenity site (could also occur in an urban location). There has been a reduction in the number during 2012-13 as WSCC withdrew funding from Parishes outside 5 mile radius of Household Waste Recycling Sites. Use of the Garwood vehicle in difficult to reach areas to ensure refuse and recycling collection can be carried out.	Mobile civic amenity service provided to selected locations throughout the year. Collections can continue to be provided for Parishes previously funded by WSCC but a charge is passed on to the relevant Parish Council.	Promotion of internet based recycling exchange websites.	Joy Dyson	Mobile civic service to be kept under review.	

3. Mid Sussex District Council Equality Impact Assessment Summary

Key Findings	Future Actions
<ul style="list-style-type: none"> • Assisted collections and smaller bins are provided for disabled and older people who need them. Demand for the service is expected to increase, given trends of an ageing population. • Concessions are provided for bulky waste collections for those receiving Housing and/or Council Tax Benefit. Trials for low recycling quality have highlighted some areas to target for providing simpler information for residents on what should be placed in recycling bins. • Mobile civic amenity services are provided to people in rural areas at selected locations. • The contract also covers the clinical waste service provided for the elderly and those with health issues. This is a key area in which there will be procedural changes during 2013 – 14 which may affect the service currently provided. 	<ul style="list-style-type: none"> • The Council will contact all existing customers in receipt of clinical waste collection starting in January 2013. Depending on the replies from existing customers and stakeholders we will the review possibilities for future service development. • Assisted collection service will be reviewed in 2013. • New simplified service leaflets and door stepping will be used to address low quality recycling in specified social housing areas in Burgess Hill in March 2013.

4. Signing off this assessment and action plan

Signature
 Person undertaking the assessment



Signature
 Head of Service

Date 4th December 2012..

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Please send your completed impact assessment to Neal Barton for publication on the website.