

# Charnwood Borough Council

## Equality Impact Assessment 'Knowing the needs of your customers and employees'

### ■ Background

An Equality Impact Assessment is an improvement tool. It will assist you in ensuring that you have thought about the needs and impacts of your service/policy/function in relation to the protected characteristics. It enables a systematic approach to identifying and recording gaps and actions.

### ■ Legislation- Equality Duty

As a local authority that provides services to the public, Charnwood Borough Council has a legal responsibility to ensure that we can demonstrate having paid due regard to the need to:

- ✓ Eliminate discrimination, harassment and victimisation
- ✓ Advance Equality of Opportunity
- ✓ Foster good relations

For the following protected characteristics:

1. Age
2. Disability
3. Gender reassignment
4. Marriage and civil partnership
5. Pregnancy and maternity
6. Race
7. Religion and belief
8. Sex (Gender)
9. Sexual orientation

What is prohibited?

1. Direct Discrimination
2. Indirect Discrimination
3. Harassment
4. Victimisation
5. Discrimination by association
6. Discrimination by perception
7. Pregnancy and maternity discrimination
8. Discrimination arising from disability
9. Failing to make reasonable adjustments

**Note: Complete the action plan as you go through the questions**

■ **Step 1 – Introductory information**

Title of the policy	DD Garden Waste Service Terms and Conditions 2017
Name of lead officer and others undertaking this assessment	Matthew Bradford – Head of Cleansing and Open Spaces
Date EIA started	
Date EIA completed	

■ **Step 2 – Overview of policy/function being assessed:**

Outline: What is the purpose of this policy? (Specify aims and objectives)
<p>Charnwood Borough Council operates a chargeable Garden Waste Service since 2004. Currently (2016/17) 42% of the residents of Charnwood Borough Council have subscribed to the scheme. 80% of participants pay by direct debit, and the remaining 20% pay by alternative means.</p> <p>It has been identified over the years that the monitoring of residents with active accounts has been challenging. There have been cases where residents have presented their bins for collection without having a valid account.</p> <p>Introducing a scheme where eligible residents put a pre-paid sticker on their bin will assist the collection crews to identify the valid accounts in a quick and efficient manner. This system will also enable subscribers to receive a fair service and enhance their confidence in its integrity.</p> <p>The existing terms and conditions for new and existing participants need to be revised to reflect the proposed changes. Updating the terms and conditions is an imperative part of the project as subscribers will be asked to put the stickers on the bins themselves. Revised terms and conditions will ensure that all customers are equally treated and well informed. The updated terms and conditions will also advise residents on who to contact in case they want any further information.</p> <p>The Cabinet meeting of 19th January 2017 resolved that the Head of Cleansing and Open Spaces be given delegated authority to revise the terms and conditions of the garden waste service to incorporate the introduction of the pre-paid sticker system. Minute 81.2 refers</p> <p>The main changes that impact upon subscribers are as follows;</p> <ul style="list-style-type: none"> <li>• Subscribers will be sent a sticker to attach to their garden waste bin. Bins will only be emptied if a valid sticker is displayed.</li> <li>• The payment terms for renewals has been amended from 28 days to 14 days. This has been necessary to facilitate the printing and postage of the stickers by the Council's mailing contractor.</li> </ul>
What specific group/s is the policy designed to affect/impact and what is the intended change or outcome for them?
<p>The revised Terms and Conditions with impact upon subscribers to the Council's chargeable Garden Waste Service. This could include individual subscribers with protected characteristics.</p>

Which groups have been consulted as part of the creation or review of the policy?

The changes to the Terms and Conditions are considered to be minor and, as such, public consultation has not taken place.

■ **Step 3 – What we already know and where there are gaps**

List any existing information/data do you have/monitor about different diverse groups in relation to this policy? Such as in relation to age, disability, gender reassignment, marriage and civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation etc.

Data/information such as:

- Consultation
- Previous Equality Impact Assessments
- Demographic information
- Anecdotal and other evidence

- Charnwood Borough Council Equality Strategy 2016-2020

[http://www.charnwood.gov.uk/files/documents/equality\\_strategy\\_and\\_action\\_plan\\_2016/Draft%20Equality%20Strategy%202016-2020%20FINAL%200.2%20\(2\).pdf](http://www.charnwood.gov.uk/files/documents/equality_strategy_and_action_plan_2016/Draft%20Equality%20Strategy%202016-2020%20FINAL%200.2%20(2).pdf)

- Charnwood Demographic Information 2013

[http://www.charnwood.gov.uk/files/documents/charnwood\\_demographic\\_information\\_2013/Charnwood%20Borough%20Council%20Demographic%20Profile%202013.pdf](http://www.charnwood.gov.uk/files/documents/charnwood_demographic_information_2013/Charnwood%20Borough%20Council%20Demographic%20Profile%202013.pdf)

What does this information / data tell you about diverse group? If you do not hold or have access to any data/information on diverse groups, what do you need to begin collating / monitoring? (Please list)

It is difficult to estimate who could be potentially impacted by this project. We therefore intend to take all possibilities into consideration when assessing the equality impacts of this increase.

We can utilise information primarily from our demographic profile to ensure that any service users are not adversely impacted.

■ **Step 4 – Do we need to seek the views of others? If so, who?**

In light of the answers you have given in Step 2, do you need to consult with specific groups to identify needs / issues? If not please explain why.

No

■ **Step 5 – Assessing the impact**

In light of any data/consultation/information and your own knowledge and awareness, please identify whether the policy has a positive or negative impact on the individuals or community groups (including what barriers these individuals or groups may face) who identify with any 'protected characteristics' and provide an explanation for your decision (please refer to the general duties on the front page).

	<b>Comments</b>
<b>Age</b>	Potential impact based on age. Older residents, particularly those who may be physically restricted, may be unable to attach the sticker to their bin. Therefore, in order to mitigate any adverse impact, assistance will be provided upon request.
<b>Disability</b> (Physical, visual, hearing, learning disabilities, mental health)	<p>Potential impact based on disability. Residents with a disability (i.e. physically, visual), may be unable to attach the sticker to their bin. Therefore, in order to mitigate any adverse impact, assistance will be provided upon request.</p> <p>Communication material will be in Plain English to not disadvantage people with Learning Disabilities. In order to mitigate any adverse impact, assistance will be provided upon request.</p> <p>In addition, communication material can be provided in other formats, upon request, for residents with visual impairments.</p>
<b>Gender Reassignment</b> (Transgender)	No impacts identified
<b>Race</b>	Potential impact based on race. Communication material will be in Plain English to not disadvantage people who may not speak English as a first language. In order to mitigate any adverse impact, assistance will be provided upon request.
<b>Religion or Belief</b> (Includes no belief)	No impacts identified
<b>Sex</b> (Gender)	No impacts identified
<b>Sexual Orientation</b>	No impacts identified
<b>Other protected groups</b> (Pregnancy & maternity, marriage & civil partnership)	Potential impact based on pregnancy & maternity for individuals who may be unable to attach the sticker to their bin. Therefore, in order to mitigate any adverse impact, assistance will be provided upon request.
<b>Other socially excluded groups</b> (carers, low literacy, priority neighbourhoods, health inequalities, rural isolation, asylum seeker and refugee communities etc.)	No further impacts identified.

Where there are potential barriers, negative impacts identified and/ or barriers or impacts are unknown, please outline how you propose to minimise all negative impact or discrimination.

Please note:

- a) If you have identified adverse impact or discrimination that is illegal, you are required to take action to remedy this immediately.
- b) Additionally, if you have identified adverse impact that is justifiable or legitimate, you will need to consider what actions can be taken to mitigate its effect on those groups of people.

There are no impacts which are believed to be illegal as a result of this assessment. There are no other adverse impacts identified.

Assistance will be provided to any resident who is unable to attach the sticker to their bin. This may be as a result of age, disability, pregnancy or other valid reason. Assistance will be provided upon request to the service.

Communication material will be in Plain English to not disadvantage people with Learning Disabilities, language barriers or other valid reason. Communication can also be provided in other formats, upon request and where appropriate, in order to mitigate any adverse impact, assistance will be provided upon request.

Summarise your findings and give an overview as to whether the policy will meet Charnwood Borough Council's responsibilities in relation to equality and diversity (please refer to the general duties on the front page).

The revised Terms and Conditions will meet the Council's responsibilities in relation to equality and diversity. No adverse impacts have been identified. Assistance will be provided to any resident who requires support in order to comply with the scheme.

## ■ Step 6- Monitoring, evaluation and review

Are there processes in place to review the findings of this Assessment and make appropriate changes? In particular, how will you monitor potential barriers and any positive/ negative impact?

The number of subscribers will be monitored regularly to assess the impact upon subscription renewals. The full outcome of this is unlikely to be known until March 2018 as renewal happen throughout the year.

How will the recommendations of this assessment be built into wider planning and review processes? e.g. policy reviews, annual plans and use of performance management systems.

There are no recommendations resulting from this assessment. Other than to ensure all communication material is fit for purpose and support for those who require it is built into the planned process.

■ **Step 7- Action Plan**

**Please include any identified concerns/actions/issues in this action plan:  
The issues identified should inform your Service Plan and, if appropriate, your Consultation Plan**

Reference Number	Action	Responsible Officer	Target Date
1	Monitor renewal rates to assess whether the impact has had an adverse impact upon uptake. See if any conclusions can be drawn from the renewal data.	Head of Cleansing and Open Spaces	March 2018 for full year data

■ **Step 8- Who needs to know about the outcomes of this assessment and how will they be informed?**

	Who needs to know (Please tick)	How they will be informed (we have a legal duty to publish EIA's)
<b>Employees</b>	x	Intranet and One Charnwood Newsletter
<b>Service users</b>	x	Website, Charnwood News and by invoice prior to renewal.
<b>Partners and stakeholders</b>	x	Contractor, through regular contract meetings
<b>Others</b>		
<b>To ensure ease of access, what other communication needs/concerns are there?</b>		

<b>Please delete as appropriate</b>
I agree with this assessment
If <i>disagree</i> , state action/s required, reasons and details of who is to carry them out with timescales:
Signed (Service Head): Matt Bradford

Date:

Please send completed & signed assessment to Suzanne Kinder for publishing.

- Step 9- Conclusion (to be completed and signed by the [Service Head](#))