

Equality Impact and Needs Assessment Form



NB: Use the electronic MS Word template. Add additional rows and increase box size as required. Make sure your final document is suitable for publishing.

A) Description

Please compile a description – it is important that you have a clear understanding of what it is you are assessing. This information is also useful for people who want to understand the scope of the assessment and who was responsible for it.

Name of service, function, policy (or other) being assessed

The provision and operation of Recycling Centres across Devon for use by local residents (for the recycling/disposal of bulky household and garden waste)

Directorate or organisation responsible (and service, if it is a policy)

Waste, Engineering and Transport Services – Waste Management

Date of assessment (DD/MM/YY)

January 2010

Date next assessment due (3 years)

January 2013

Names and/or job titles of people carrying out the assessment

Chris Chandler (Senior Waste Manager)

Accountable person (e.g. Head of Service)

Ben Jennings (County Waste Manager)

Date EINA Form approved by accountable person (e.g. Head of Service)

2nd February 2010

1. What are the aims or main purpose of the service, function or policy and how is it seeking to achieve it?

To provide facilities for Devon residents to dispose/recycle mainly bulky household and garden waste (i.e household waste that is not normally collected by the local refuse/recycling collection services)

2. Location i.e. Devon, countywide etc

Devon Wide – 20 permanent sites and 8 temporary sites across Devon.

3. List any key policies or procedures to be reviewed as part of this assessment.

N/A

4. Who is intended to benefit from the service, function or policy?

All Devon residents

5. Who are the stakeholders? What is their interest?

Residents – provision of facilities to recycle/dispose of bulky household/garden waste
Devon County Council – Service Provider
Waste Contractors – Facility operators

6. Are there any concerns at this stage which indicate the possibility of inequalities/negative impacts? For example: complaints, comments, research, outcomes of a scrutiny review. Please describe what evidence you may have:

No

B) Relevance – Note: if not relevant, do not complete this form

Initial screening

Initial screening needs to take place for all new and revised policies, strategies, procedures and functions. This stage, which must be completed at the earliest opportunity, will determine whether or not it is necessary to carry out a full equality impact assessment or EINA for this area of activity.

The key questions that need to be assessed at this stage are:

1. What are you looking to achieve in this activity?
2. Who in the main will benefit?
3. Does the activity have the potential to cause adverse impact or discriminate against different groups in the community?
4. Does the activity make a positive contribution to equalities?

If the answer to the questions 3 and 4 is 'yes' then it is necessary to go ahead with an equality impact assessment.

If the answer is 'no', then this judgement and the responses to the above questions will need to be referred to the relevant equalities team within the organisation. It will need to be signed off by the head of service or corporate director.

Select **all** that apply:

7. Is it a “service, policy or function” that people will use, or affects people
[If No, you don't need to do an EINA but check the rest of the questions.](#)
[If Yes, continue](#)

yes

Scale of relevance
Low

8.	Is there potential for people to experience different outcomes or levels of satisfaction (for example discretion is exercised)? If No, it has low relevance. Follow Steps A, B, D and F. If Yes, continue.	No	Medium	Section C applies
9.	Is it an employment policy – where discretion is not exercised (e.g. recruitment or disciplinary process)? If Yes – It has Medium relevance, continue. Follow Steps A, B, C, D and F. You will need to gather evidence.	n/a	Medium	
10.	Employment policy – where discretion is exercised (e.g. recruitment or disciplinary process). If Yes, it has high relevance, continue. Follow Steps A, B, C, D, E and F. You will need to gather information and consult.	n/a	High	Sections C & E apply
11.	Are there concerns at a local, regional or national level of discrimination or inequalities in relation to the service, function or policy? If Yes, it has high relevance, continue. Follow Steps A, B, C, D, E and F. You will need to gather information and consult.	No	High	
12.	Is it a major change such as the closure, removal or transfer of a service function or provision? If Yes, it has high relevance, continue. Follow Steps A, B, C, D, E and F. You will need to gather information and consult. If No – It has Medium relevance. Follow Steps A, B, C, D and F. You will need to gather evidence.	No	High	
13.	Is it a community and regeneration strategy, local area agreement or organisational / directorate/ partnership strategies/plans. If Yes, it has high relevance, continue. Follow Steps A, B, C, D, E and F. You will need to gather information and consult.	No	High	

Other:

State why it is relevant:

How relevant (high, medium or low?):

Mark 'X' to confirm which strands are relevant to the review:

Age	<input checked="" type="checkbox"/>	Disability	<input checked="" type="checkbox"/>
Gender (men and women)	<input type="checkbox"/>	Race/ethnicity	<input checked="" type="checkbox"/>
Trans-gender	<input type="checkbox"/>	Religion/belief	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	Other (state below)	<input checked="" type="checkbox"/>

Any other (such as Human Rights, people on low incomes and specific sub-strands requiring particular focus such as Travellers and Gypsies, Deaf people):

All groups

C) Information

This section allows you to explore the equality and diversity related concerns you have identified in more detail. Looking at the information you already have, or what you already know, in relation to the delivery plan(s) will help you to ascertain whether or not any more in-depth information is needed.

The information you provide here will build on your initial assessment and explore the risks and benefits of the proposed activities in question in more detail.

After you have completed this section there will be an opportunity to discuss your findings with the Equality, Strategy and Scrutiny group who will be able to offer guidance and advice.

Please look at all of the information you have – what is it telling you?

Possible sources of information:

- Evidence from LSPs (views of partners)
- National research (check the Commission for Equality and Human Rights website)
- Local research
- Public surveys
- Customer satisfaction surveys
- Results of previous consultations, focus groups or surveys
- Devon County Council's Fair for All Programme evidence base
- Inspection reports
- Service user monitoring
- Other EINAs

14. What information (monitoring or consultation data) have you got and what is it telling you? *Required where relevance is Medium or High.*

<p>Devon Voice Survey (March 2009) reports an 87% satisfaction rate (satisfied or very Satisfied) with the overall service.</p> <p>Complaints/Compliments about the service are monitored. For 08/9, 99 complaints were received (out of approximately 2.5million visits/annum - this equates to 0.004%, or 1 per 25,000 visits). The majority of complaints are generally related to 'customer care/communication' issues between the public and site staff which are</p>
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generally related to site operating rules and waste acceptance rules/criteria. No obvious equalities issues have been highlighted.
 Power Marketing Consultants survey April 2007 (sample size 506, broadly representative of the demographic profile of the Devon Population) found that 84% of people knew where their local Recycling Centre was.

D) Assessment

Things to look out for in your assessment:

- Physical access and the physical environment (access to... access within...)
- Communications access (colour, language, audio/visual, size, font, whether alternatives are provided or offered, use of plain English and symbols or pictures, tactile signage)
- Inclusive language/imagery which reflects diversity and reduces stereotyping and 'colour-blindness'.
- Impacts on distinct communities
- Cultural aspects: courtesy, diet, religious belief, artefacts, naming systems...
- Caring responsibilities.
- Days of the week/year – clashes with religious festivals, family/care responsibilities, work commitments.
- Compounding barriers (if in a 'minority' group) such as being prone to prejudice, rural isolation and the ability to source support, extent of involvement in community life, trust and confidence in public services or other people.
- Ability to use public transport/access to own car.
- Economic disadvantage.
- Attitudes/awareness of diversity issues (ref. those involved in the delivery of the plan(s))
- 'Trigger points' or objective criteria and language that enable consistent/fair treatment of individuals.

15. Describe any NEGATIVE impacts (actual or potential):

List any groups/strands that might be prevented from benefiting from the intended outcomes. You may need data/evidence and consultation results to understand these different impacts. Review to pages 25-30 of the Toolkit.

Strand/community	Impact (<i>how</i> they may be affected). Include assessment of risk (likelihood and severity).
People who do not/cannot drive or do not have access to a car/vehicle or have bulky waste that will not fit in their vehicle.	The Recycling Centres are open to all residents, but the main means of the public delivering waste to the sites is by car or van. People who do not/cannot drive or do not have access to a car/vehicle or have bulky waste that will not fit in their vehicle would have difficulty using the service. However, the District Councils provide a 'Bulky Waste' collection service that enable residents to have bulky waste removed from their property if they cannot take it themselves to a site (this 'bulky waste' service would be covered by a separate EINA through each District Council provider).

16. Describe any POSITIVE impacts:

[Where we are taking positive action for a particular group](#)

Strand/community	Impact (how they may be affected)
Disability/older people/all groups	'Reasonable Assistance' is offered by site staff to <u>all</u> site users if requested. Prominent signs to this effect are placed around the facilities and in particular on access steps to waste skips/containers (if used). Assistance would include helping to carry waste up steps, helping to unload waste and helping with heavy items.
Race/ethnic origin/Disability	For people whom English is not their first language or for people who have difficulty reading, pictorial signs are in place across the sites to indicate what type of material goes where.
All groups	All new/proposed sites are being designed to allow for easy access for all users and eliminate the need to use steps to access waste containers. Disabled parking and welfare facilities are also being provided at all new sites.
All groups	Site staff undergo regular 'Customer Care' course
All groups	Devon County Council information/education campaigns, roadshows etc along with Web sites, Call Centre and leaflets to enable widespread information dissemination regarding the service.
All groups	Most sites open 7 days per week, 362 days per year to enable 'reasonable' accessibility.

17. Provide any information about NEUTRAL impacts that have been identified (there is neither a positive or negative impact):

[Will the outcomes be the same for everyone?](#)

Strand/community	Why there is 'no differential impact'
	An example could be where you are maintaining an existing service
Children	Children are not permitted out of vehicles at sites for Health and Safety reasons.

E) Consultation

N.B This section should only be completed if a real concern in terms of differential impact has been identified and a full assessment has been deemed necessary.

If your findings so far have pointed to real concerns in terms of differential impact then you will need to consult more widely.

- Think about who you need to consult with and what you need to ask. You should refer to Devon County Council's '**Involving all People – Equality Consultation Strategy**' for further information on who to consult and how to go about it. Copies available on the DCC website (<http://staff.devon.gov.uk/involving-all-people.pdf>)
- Use the consultation process to help understand the impacts further, explore options, draw conclusions and make recommendations.
- Consultation can provide qualitative data as well as quantitative (if the numbers are big enough) to support any data collected and analysed under step C.
- Consultation should be a two-way process and involve meaningful engagement. Therefore people should be able to express their views and have their views considered. Consultation that does not involve this is just 'information giving'.
- Your consultation method should be proportionate to the level of impact under review

Consultation may include:

- A review of recent consultation (provided it is still relevant and gives you all the information you need)
- Public consultation
- Citizen's Panel
- Service user/customer or employee consultation
- Consultation through representative community organisations (including the Equality Strategy and Scrutiny Group), stakeholder groups or forums
- Recognised Trades Unions and staff networks

Where appropriate, consultation should consider:

- Communities of place (where people live, play or work)
- Communities of interest (socio-economic and diversity factors)

N.B you can view existing consultations via Devon County Council's Consultation Finder:

<http://www.consultationfinder.com/devon/default.aspx?From=www.devon.gov.uk>

18. Did you carry out any consultations? *Required where relevance is High.*

YES

19. Who was consulted? Include your findings in 15, 16 and 17 above.

EINA Facilitator; Corporate EINA Facilitators; Equality Reference Group

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20. Describe other research, studies or information used to assist with the assessment and include your findings above:

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Having completed this section you should now be in a position to make clear recommendations as to what changes or amendments need to be made to your service/function or policy in light of your findings.

F) Conclusions

To help draw conclusions, ask the following questions:

- Are any negative impacts intended or unavoidable? What is the risk (likelihood and severity) to the accountable organisation as well as the community affected? - Consider seeking legal advice or advice from Devon County Council's Corporate Equality Officer (Jo Hooper) if you have concerns.
- If there is disadvantage, is it lawful, necessary or proportionate?
- Have you had to balance any conflict of Human Rights? If so, how have you achieved fairness and proportionality in these cases?
- Could you minimise or remove any negative impact further? How?
- Could you improve on or include positive impacts further? How?
- Will the alternatives help promote equality and eliminate discrimination and to what extent?
- What cost/resource implications have been identified?
- Does the accountable organisation have any statutory obligations which would be breached if the alternatives were chosen or implemented?
- Do they conflict with other agendas such as Environmental or Economic? What weighting should be given to each of the Equality (social), Environmental and Economic factors?

Please summarise your findings in the table below.

- Explain what and how negative impacts have been reduced or removed and positive impacts improved or included (mark these as having taken immediate effect if this is the case)
- Record final decisions and any proposed actions. **You will need to include timescales, name a lead officer and list any resource implications. You will also need to state what ongoing monitoring systems will be set up - if relevant**

	Action/objective/target OR Justification	Resources required	Timescale	I/R/S/O
a)	Equalities training sessions for all site staff	Contractor(s) to organise as part of new Recycling Centre Contracts commencing 2012	2012/13	S
b)	Adding questions in the Devon voice Survey to pick up on accessibility or equality issues (every two years)	Financial £3K est.	2011	S
c)	Update webpage to include information on assistance availability on sites.	Officer Time	2010	I
d)				
g)				

(I) Taking immediate effect.

(R) Recommended to Council/Directors through a Committee or other Report*.

(S) Added to the Service Plan.

(O) Added to the Fair for All Programme (as an organisational improvement)**

- DELETE THESE NOTES FROM YOUR FINAL DOCUMENT -

Conclusion notes:

*Summarise your findings in the report. Make the full assessment available for further information.

**The Corporate Equality Officer will extract any cross-cutting organisational improvements.

Use the table to:

- Explain what and how negative impacts have been reduced or removed and positive impacts improved or included. Mark these as having taken immediate effect (I) if this is the case.
- State final decisions or recommendations which may include making immediate changes, justifying a decision, stopping or proceeding with a new policy or adding objectives/targets to the service plan (long term changes). Provide timescales or dates and 'resources required' where appropriate.
- State what ongoing monitoring systems will be set up.

Don't forget to add actions to your service plan, where relevant.

Send your form to the person responsible for equality in your directorate for publishing on the website at: www.devon.gov.uk/equality_impact_needs_assess .
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