



## EQUALITY IMPACT ASSESSMENT

Stage 1: Title and aims of the activity (“activity” is an umbrella term covering policies, procedures, guidance and decisions).	
Service	Infrastructure Services
Section	Waste Section
Title of the activity etc.	<b>Waste Management, (Including Refuse collection and disposal, Recyclables collections, Provision of Household Waste &amp; Recycling Centres (HWRC) and Street Cleansing Budget.</b>
Aims of the activity	<p>Collect and dispose of waste in a cost effective manner whilst minimising risks to the environment.</p> <p>Increase Recycling Rates to help meet Scottish Government targets.</p> <p>Provide Household Waste &amp; Recycling Centres (HWRC) to allow disposal of larger items or quantities and provide opportunity to recycle a wider range of materials than that offered at kerbside.</p> <p>Reduce the amount of waste going to landfill.</p> <p>Manage the local street environment to ensure it is kept clean and LEAMS (Local Environmental Audit and Management System) standards / scores maintained or improved.</p>
Author(s) & Title(s)	<div style="background-color: #cccccc; width: 100px; height: 20px; display: inline-block;"></div> Waste Management Officer Head of Protective Services and Waste Management.
Stage 2: List the evidence that has been used in this assessment.	
Internal data (customer satisfaction surveys; equality monitoring data; customer complaints).	<p>Customer comments, complaints and feedback e.g. Boxes being unsuitable (blowing away).</p> <p>Council’s recycling rate is plateauing around 34% and to increase beyond this, a new system is needed taking more materials and serving more houses.</p> <p>Street Cleansing Survey (2012/3).</p> <p>Performance Indicators – cost of refuse collection and disposal</p>
Internal consultation with staff and other services affected.	Contact Centre and Customer Feedback Team, Waste Operations Staff.

<p>External consultation (partner organisations, community groups, and councils).</p>	<p>Scottish Government recycling targets (including compulsory food waste collections in urban areas). For equality of service, the council has decided to provide a food waste collection to Rural and Urban areas.</p> <p>LEAMS (Local Environmental Audit and Management System) assessments done by our own staff and by other Local Authorities and Keep Scotland Beautiful on our behalf within Aberdeenshire.</p> <p>Councillors.</p>
<p>External data (census, available statistics).</p>	<p>Council's Recycling rate.</p> <p>We have worked with consultants and Zero Waste Scotland (ZWS) to predict our likely recycling rate when we bring the new mixed recycling service in, and have looked at other local authorities running similar services. We believe the new service will increase our recycling rate.</p> <p>LEAMS (Local Environmental Audit and Management System) Assessment scores.</p>
<p>Other (general information as appropriate).</p>	

Stage 3: Evidence Gaps.	
<p>Are there any gaps in the information you currently hold?</p>	<p>Recycling collection: How many people (who currently have their glass collected at the kerbside) will take their glass to a recycling centre or point in the future, when they no longer have a kerbside collection for glass.</p> <p>Street Cleansing: There is no data on how the street cleansing regime affects people with different protected characteristics, although a number of 'common sense' assumptions can be made.</p> <p>Household Waste &amp; Recycling Centres (HWRC): There is no data on how people with different protected characteristics use the HWRC sites. Assumptions can be made regarding various protected characteristics, eg:  Race (in terms of Language barriers) – Pictorial signs are used to avoid confusion in most sites)  Disability, Age – Older, Pregnancy / Maternity – Site staff are instructed to help members of the public with any load which they may not be able to manage / lift unaided.</p>

Stage 4: Measures to fill the evidence gaps.		
<p>What measures will be taken to fill the information gaps before the activity is implemented? These should be included in the action plan at the back of this form.</p>	Measures:	Timescale:
	Talk to umbrella groups, eg. Sheltered Housing complexes, older people's groups re. possible problems caused by the removal of glass collection and seek methods to solve problems.	Before, during and after rollout of new service.
	Install mini, '3 colours glass' recycling points in as many locations as possible in areas which currently have a glass collection. This will decrease distance for householders to have to travel to recycle their glass bottles and jars.  Ask the public for suggestions of where they would like these '3 colours glass banks' to be located.	Before, during and after rollout of new service.
	Publicity around the '3 colours glass points' and existing recycling points and HWRC's via Website, CRM, (Customer Relations Management / Contact Centre). Talks to Groups, press releases, new service information booklets etc.	Before, during and after rollout of new service.
	Establish if the Street Cleansing regime and Household Waste & Recycling Centres (HWRC) are viewed differently by those with protected characteristics and could be improved to aid their use by people with certain different protected characteristics.	Possibly a survey via the citizens panel. Or with any umbrella bodies for these groups.

Stage 5: Are there potential impacts on protected groups? Please complete for each protected group by inserting "yes" in the applicable box/boxes below.

	Positive	Negative	Neutral	Unknown
Age – Younger			YES	
Age – Older	YES	YES		
Disability	YES	YES		
Race – (includes Gypsy Travellers)	YES	YES		
Religion or Belief			YES	
Gender – male/female			YES	
Pregnancy and maternity	YES	YES		
Sexual orientation – (includes Lesbian/ Gay/Bisexual)			YES	
Gender reassignment – (includes Transgender)			YES	
Marriage and Civil Partnership			YES	

Stage 6: What are the positive and negative impacts?

Impacts.	Positive (describe the impact for each of the protected characteristics affected)	Negative (describe the impact for each of the protected characteristics affected)

<p>Please detail the potential positive and/or negative impacts on those with protected characteristics you have highlighted above. Detail the impacts and describe those affected.</p>	<p><b>All groups noted</b></p> <p>The services provided by the Waste management service ensure the provision of clean and tidy environment with refuse removed in a timely manner from households and businesses. This protects the environment and helps prevent spread of disease.</p> <p>In the new recycling collection service, there will be a collection of a wider range of materials for recycling such as brown cardboard (not currently collected at the kerbside in rural or in urban areas), a wider range of plastics and food waste. This increase the convenience of recycling for all concerned.</p>	<p><b>AGE, DISABILITY, PREGNANCY / MATERNITY:</b></p> <p>Removal of glass kerbside collection from urban properties will potentially affect older and / or disabled people who are unable to take their glass bottles and jars to a recycling point.</p> <p>This could also affect Pregnant women, (Pregnancy / Maternity) or those in the first year after childbirth.</p> <p><b>Race</b></p> <p>Some individuals may not be able to understand the PR information provided with the containers to households. To combat this, as much as possible will be communicated using pictorial guides. The same applies to signage at Household Waste &amp; Recycling Centres (HWRC), where pictorial signs are also widely used.</p> <p>Age – Older, Disability, Pregnancy / Maternity</p> <p>Persons with any of the above three protected characteristics may find using some aspects of the service more difficult, eg. Household Waste &amp; Recycling Centres (HWRC) (mitigated as staff should provide assistance to anyone in need), refuse and recycling collections (mitigated through the provision of assisted collection service), use of recycling points (mitigated as the new mixed recycling service minimises the need to use recycling points, apart from for glass).</p> <p>Street cleansing may affect these groups more than others; if Street cleansing is not performed well, any detritus underfoot may make walking more difficult for these groups and may hinder the use of a wheelchair / sticks / walking frames etc.</p>
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Stage 7: Have any of the affected groups been consulted?	
<p>If yes, please give details of how this was done and what the results were. If no, how have you ensured that you can make an informed decision about mitigating steps?</p>	<p>No, None of the groups have been directly consulted, but in terms of the new recycling service, elected members have raised concerns about elderly people using the service and about them not having a doorstep glass collection.</p> <p>The service has made an informed decision about elderly / disabled people, and pregnant, /'maternity' women using a wheeled bin for their recycling collections as we already offer Assisted Collections to these groups (and others) on an "as requested" basis.</p> <p>Pictorial Guides/Language Line available to Foreign Nationals – in the past we have translated guides to 7 different languages. SG guidance is not to translate but to provide a picture guide with basic words instead. This will be done. Language Line has also been used by staff in the past for 1 to 1 conversations and will continue to be used where necessary and appropriate.</p>

Stage 8: What mitigating steps will be taken to remove or reduce negative impacts?		
<p>These should be included in any action plan at the back of this form.</p>	Mitigating Steps	Timescale
	Ensure good communication to ALL affected.	Before, During and After the rollout of the New Service
	Continue to use Language Line	Before, During and After the rollout of the New Service
	Update Website, CRM & Service Points – update Frequently Asked Questions (FAQs).	Before, During and After the rollout of the New Service
	Talks to Community Groups etc, stalls at events / on the high street to answer any questions the public may have about the new service.	Before, During and After the rollout of the New Service
	Install more glass recycling points to decrease distance that residents have to travel with their glass to recycle it	Before, During and After the rollout of the New Service
	Install more glass recycling points at suitable sheltered housing complexes and similar areas. Where possible open these to the general public and publicise this.	Before, During and After the rollout of the New Service

	Age – Older, Disability or Pregnancy / Maternity Protected groups may find use of recycling points more difficult than most but this is mitigated as the new mixed recycling service minimises the need to use recycling points, apart from for glass.	Ongoing
	Age – Older, Disability or Pregnancy / Maternity Protected groups may find using Household Waste & Recycling Centres (HWRC) more difficult than most but this is mitigated as staff should provide assistance to anyone in need.	Ongoing
	Age – Older, Disability or Pregnancy / Maternity Protected groups may find using the refuse and recycling collections more difficult than most but this is mitigated through the provision of assisted collection service.	Ongoing
	Age – Older, Disability or Pregnancy / Maternity Protected groups may find Street cleansing may affect these groups more than others; if Street cleansing is not performed well, any detritus underfoot may make walking more difficult for these groups and may hinder the use of a wheelchair / sticks / walking frames etc. This should be mitigated by cleaning the streets well.	Ongoing

Stage 9: What steps can be taken to promote good relations between various groups?	
These should be included in the action plan.	<p>Promotion of the service information including the assisted collections and interpretation services so all members of the community can access the services provided by Waste.</p> <p>Various groups may promote these services between themselves as well. In practice the service often finds that when one resident has an assisted collection provided, word can quickly travel to friends and neighbours and requests from that area can increase.</p>

Stage 10: How does the policy/activity create opportunities for advancing equality of opportunity?

**Pregnancy / Maternity:** We have added pregnancy / maternity as an 'official' category to qualify for an assisted collection and publicised this via the web and let groups such as housing know. Previously we would have given an assisted collection on request in this situation, but this formalises it and promotes it.

**Race:** the service will send Information materials to all householders as the new recycling service is phased in to their area. This will be heavily pictorial so it can be understood by as many people as possible. This is inline with Government guidelines, translations will not be provided.

Stage 11: What equality monitoring arrangements will be put in place?

These should be included in any action plan (for example customer satisfaction questionnaires).

Routine monitoring of use of the 'mini glass recycling points', Household Waste & Recycling Centres and Recycling Points. Monitor variation in the number of assisted collections.

Stage 12: What is the outcome of the Assessment?

Please complete the appropriate box/boxes	1	No negative impacts have been identified –please explain.
	N/A	
	2	Negative Impacts have been identified, these can be mitigated - please explain. * Please fill in Stage 13 if this option is chosen.
	Assisted Collections available for those who cannot manage their bin(s) (including Food waste bins) - helps disabled people, less able people, elderly, pregnancy / maternity. Production of heavily pictorial Guides to advise on new Service to all householders – helps all races / language abilities. Language Line available 'on the doorstep' – helps all races. Mini glass recycling points will be installed in as many locations as possible to decrease the distance that people have to travel to recycle their glass. Provide assistance where needed at Household Waste & Recycling Centres (HWRC).	
	3	The activity will have negative impacts which cannot be mitigated fully – please explain. * Please fill in Stage 13 if this option is chosen
	Small minority will be affected by the removal of the glass collection service and will not be able to travel to a glass recycling point, even when the new glass points are installed decreasing travel distance to recycle glass.	



\* Stage 13: Set out the justification that the activity can and should go ahead despite the negative impact.

The new recyclables collection service will bring many benefits to householders in that it will increase the range of materials collected at the kerbside to include paper and brown cardboard, food and drinks cans, plastic bottles and a wider range of plastic packaging, including items such as yoghurt pots, carrier bags and margarine tubs. This is a great improvement for rural householders (who currently only have a paper collection) and a significant increase in the range of materials collected from urban households.

The materials the service will collect are materials that many people have asked to be able to recycle for a number of years.

Unfortunately, due to quality issues, the council will not be able to collect glass in this mix, so glass must be taken to a recycling centre or point. As noted elsewhere, the service intends to increase the numbers of glass recycling points to decrease the distance that people have to transport their glass to be recycled. In addition to these there are glass recycling points at many places people already go to without making a special journey, such as supermarkets and community centres / village halls.

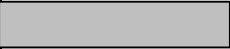

However, some people will still be unable to recycle their glass at these points, perhaps due to lack of transport and / or mobility issues. Some people will therefore be unable to recycle their glass and will have to dispose of it in the residual waste bin. It should be remembered that glass recycling is not compulsory.

Stage 14: Sign off and authorisation.

Sign off and authorisation.	1) Service and Team	Waste Management Service - Strategy	
	2) Title of Policy/Activity	Waste Management, (Including Refuse collection and disposal, Recyclables collections, Provision of Household Waste & Recycling Centres (HWRC) and Street Cleansing).	
	3) <b>Authors:</b> I/We have completed the equality impact assessment for this policy/ activity.	Name: <input type="text"/>	Name:
		Position: Waste Management Officer	Position:
	Date:	Date:	
	Signature:	Signature:	
Name:	Name:		
Position:	Position:		
Date:	Date:		
Signature:	Signature:		
4) Consultation with Service Manager	Name: Position vacant		
Date:			
5) Authorisation by Director or Head of Service	Name: <input type="text"/>	Name:	
	Position: Head of Service. (PS and WM)	Position:	
	Date:	Date:	

	<p>6) If the EIA relates to a matter that has to go before a Committee, Committee report author sends the Committee Report and this form, and any supporting assessment documents, to the Officers responsible for monitoring and the Committee Officer of the relevant Committee. e.g. Social Work and Housing Committee.</p>	<p>Date:</p>
	<p>7) EIA author sends a copy of the finalised form to: eia@abdnshire</p>	<p>Date:</p>
<p>(Equalities team to complete)          Has the completed form been published on the website? YES/NO</p>		<p>Date:</p>

Action Plan					
Action	Start	Complete	Lead Officer	Expected Outcome	Resource Implications
Ensure adequate glass points are available in urban areas at suitable distance from people's homes.	June 2013 – following Waste Management Working Group discussion on 24/06/13.	Ongoing. The service will always be looking for more locations for recycling points		Adequate numbers of R.P.'s in urban areas.	Apply to Zero Waste Scotland (ZWS) for funding for these containers.
Production of information Guides	Before Nov 2013	When all areas are rolled out – March 2015. From then on guides will be updated as & when necessary and available from website		Advice/expectations explained to householders.	Part-funded by ZWS Public relations budget.
Publicise availability of assisted collections	Before November 2013	Ongoing		Information on web and available via CRM, service points etc. Area Waste Officer and other staff to promote where necessary via talks and face to face meetings with householders.	None – the likely increase in assisted collections can be accommodated by the proposed fleet.

<p>Install glass recycling points at sheltered housing complexes (where deemed appropriate by waste staff and by wardens). Publicise. Make available to general public wherever possible.</p>	<p>June 2013 – following Waste Management Working Group discussion on 24/06/13.</p>	<p>Ongoing. The service will always be looking for more locations for recycling points</p>		<p>Adequate numbers of Recycling Points in urban areas.</p>	<p>Apply to Zero Waste Scotland for funding for these containers.</p>
<p>Ensure Household Waste &amp; Recycling Centre staff provide assistance to public with particular focus on elderly, disabled or pregnant people.</p>	<p>Ongoing</p>	<p>NA</p>		<p>People are assisted where necessary</p>	<p>None</p>