

Equality impact assessments – for services, policies and projects

What is an equality impact assessment?

An equality impact assessment is an important part of our commitment to improving equality practice. The form will help us find out what impact or consequences our functions, policies, procedures and projects have on our citizens, employees and potential employees.

By undertaking an impact assessment, we are able to:

- Take into account the needs, experiences and circumstances of those groups of people who use (or don't / can't use) our services.
- Identify any inequalities people may experience.
- Think about the other ways in which we can deliver our services which will not lead to inequalities.
- Develop better policy-making, procedures and services.

Impact assessment are required by law; The Race Relations Amendment Act, The Disability Discrimination Act and the amended Sex Discrimination Act all require local authorities to assess the impact of their functions, policies, projects and services, or the likely impact of any that are proposed, on equality.

However, our view is that we should be using the results of impact assessment to improve service delivery so that we become more accountable to the people that we serve.

Background

Name of service / policy / project and date	Household recycling centre – service changed (reduced opening hours)
Lead officer	Karen Watson
Other people involved in completing this form	Joanne Crowell

Step 1 - About the service / policy / project

What is the aim of the service / policy / project and what outcomes is it contributing to	To reduce operational cost, increase re-use, increase recycling and reduce residual waste within available budget
Who are the primary customers of the service / policy / project and how do they / will they benefit	Residents of Cheltenham. A kerbside service is provided for recycling items but some of those items which cannot be collected at kerbside at present are collected at the HRC and/or via the bring banks
How and where is the service / policy / project implemented	A project team managed by CBC/UBICO will implement the service changes and improvements to the HRC
What potential barriers might already exist to achieving these outcomes	Health and safety requirements at the HRC requiring the site to remain as safely operated as it is now following implementation of changes. The previous improvements in 2019 increased accessibility at the HRC along with safety and new bring banks at the HRC and bring bank sites will be more visible combined with better publicity.

Step 2 – What do you know already about your existing / potential customers

What existing information and data do you have about your existing / potential customers e.g. Statistics, customer feedback, performance information	The HRC is well used as evidenced by traffic monitoring carried out at the site and post COVID, due to the restriction to Cheltenham residents only, we know these are residents and some local businesses. We know that the public use it on a Wednesday now because the HRC at Wingmoor is shut and residents will no longer be able to do this.
What does it tell you about who uses your service / policy and those that don't?	As above. What we don't know is why residents choose not to use their kerbside service but to continue to use the bring banks. More consultation is planned to understand this.
What have you learnt about real barriers to your service from any consultation with customers and any stakeholder groups?	Further consultation is required to understand this and reliance has been placed on previous consultation exercises
If not, who do you have plans to consult with about the service / policy / project?	Users of the HRC via face to face consultation and as part of wider public consultation in due course as part of the environmental services strategy

Step 3 - Assessing Impact

How does your service / policy / project impact on different groups in the community?

Group	What are you already doing to benefit this group	What are you doing that might disadvantage this group	What could you do differently to benefit this group	No impact on this group
Ethnicity / Race	Standard service	Nothing	Consider information in different languages	
Sex				No impact
Gender Reassignment				No impact
Age	Assistance is given where required	Not identified	Promote assisted collections more	
Disability	Assistance is given where required	Not identified	Promote assisted collections more	
Religion or belief				No impact
Sexual orientation				No impact
Marriage and Civil Partnership				No impact
Pregnancy & Maternity	Assistance is given where required	Not identified	Not identified	
Other socially excluded groups or communities	Low income or illiterate	Not identified at this stage	Not identified at this stage	

Step 4 - what are the differences

Are any groups affected in different ways to others as a result of the service / policy / project?	As above
Does your service / policy / project either directly or indirectly discriminate?	Further work is needed to understand the impact and accessibility on the groups identified above particularly those with time restrictions placed on them due to work pressures, possibly linked to low income.
If yes, what can be done to improve this?	As above and promoting kerbside collections for those materials where this is possible.
Are there any other ways in which the service / project can help support priority communities in Cheltenham?	Not identified at this stage other than further promotion, publicity and partnership working with Vision 21, CheltZero and PlanetCheltenham.

Step 5 – taking things forward

What are the key actions to be carried out and how will they be resourced and monitored?	Further consultation regarding any further changes to the service as part of overarching review of services linked to the Environment Act 2021 and the environmental services strategy
Who will play a role in the decision-making process?	Lead officer, ELT, cabinet member
What are your / the project's learning and development needs?	None identified at this stage
How will you capture these actions in your service / project planning?	As part of implementing service change project