

**Retrospective: analysing existing services and policies**

Enfield Council

# **Retrospective Equality Impact Assessment (EQIA) - Equality Analysis**

**WASTE MANAGEMENT  
SERVICE  
MARCH 2013**

## 12. Retrospective equality impact assessment/equality analysis template

Please complete this cover sheet

<b>Service / policy</b>	<b>Waste Management</b> <b>This includes:</b> <ul style="list-style-type: none"><li>• Refuse collection</li><li>• Recycling collection</li><li>• Bulky waste service</li><li>• Housing waste service</li><li>• Garchy service (this is a specialist service which macerates waste)</li><li>• Street cleansing</li><li>• Litter bins and fly tips</li><li>• Private land clearance</li><li>• Waste and Recycling Policy</li><li>• Commercial Waste Service</li><li>• Civic Amenity Site</li><li>• Clinical collections</li><li>• Assisted collections</li></ul>
<b>Officer completing the analysis</b>	<b>Nicky Fiedler</b>
<b>Phone Number</b>	<b>2016</b>
<b>Team (if applicable)</b>	<b>Public Realm and Sustainability</b>
<b>Department</b>	<b>Environment</b>
<b>Date impact analysis completed</b>	<b>March 2013</b>

## Section 1 – Aims and objectives

### Q1. Please provide a brief description of the service or policy covered by this assessment/analysis

#### **Waste Management includes:**

Street cleansing, litter and dog waste bins on the highway, refuse collection, recycling services (door to door, estates on street and the re-use and recycling centre at Barrowell Green), assisted collections, bulky waste collections, the commercial waste and recycling service and the clinical waste service.

#### **The purpose of Waste Management is to:**

To provide refuse and recycling collection services to 122,000 households and commercial premises managing around 130,000 tonnes of waste per year including a door-to-door and near door recycling service that continually improves the amount of recycled waste.

To deliver a waste strategy to increase recycling and waste prevention with the delivery of modernised waste, recycling and street cleansing service from 2009 – 2012 (The waste strategy is currently being updated.) . The strategy includes the roll out of organics collection to properties that have two wheeled bins or sack collection, and increase the Council's recycling performance to around 45%.

To provide a bulky waste and domestic clinical waste service to residents.

To work with the North London Waste Authority to deliver the joint municipal waste management strategy and the new procurement for waste services contracts from 2016 to reduce waste across north London.

To provide a Street Cleansing Service that keeps the public realm clear of rubbish, litter and detritus, fly posting and fly-tips.

### Q2. Please list the main stakeholders / beneficiaries in terms of the recipients of the service or the target group at whom the policy is aimed

In delivering all of the above services, Waste management are working to create common goals, shared responsibilities and strong links with customers and partners to deliver excellent services. Our Customer and Partner Profile includes:

- Residents
- Businesses
- Schools and Higher Education centres
- Other London Boroughs
- North London Waste Authority (NLWA)
- Council Groups (Parks, highways, housing, education, NHS Trust)
- Enfield Homes
- Managing Agents, Housing Associations and Landlords
- ReStore Community Projects
- Community Groups (Over 50's Forum, Age UK, Enfield Disability Action)
- Waste and Resources Action Programme (WRAP)
- London Waste and Recycling Board (LWARB)
- Waste Watch
- Greater London Authority (GLA) and London Councils
- Transport for London
- Department for Environment, Food and Rural Affairs (DEFRA), Department of Trade and Industry (DTI), Environment Agency
- Professional Institutes – Association of London Cleansing Officers (ALCO), London Recycling Officers Group (LROG), Association of Public Sector Excellence (APSE)
- Government Office for London (GOL)
- Health and Safety Executive
- All sections of Environment and Street Scene
- Other Service Departments and Service Centres within the Council
- All Members of the Council
- Cabinet
- Scrutiny Panels
- Resident Forums

**Q3. How does the service or policy contribute to eliminating discrimination, advancing equality of opportunity, and foster good relations between different groups in the community? If it does not, please identify actions you intend to undertake to remedy this in your action plan (see attached)**

<b>R</b>	Waste Management is committed to equality in all that it does. Whether we are consulting service users, potential users, residents or other organisations, we need to ensure that the voices of all local people are consulted. Consultation should be accessible to all sections of the community and this will often mean making a special effort to target particular groups or sections of the population. The degree of public engagement will vary according to the purpose and the nature of the consultation activity. Whatever method of consultation is used, it is essential to take reasonable and positive steps to encourage participation from those that have traditionally been excluded or not involved with consultation.
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<b>S</b>	For major schemes, such as the change of refuse collection day project and the wheeled bin roll out, we developed a specific Consultation Strategy which included:
<b>T</b>	<ul style="list-style-type: none"> <li>• Pre and post consultation with specific user groups and faith groups</li> <li>• Removing language barriers by showing service information pictorially</li> </ul>
<b>M</b>	<ul style="list-style-type: none"> <li>• Choosing a representative sample for the pilot project</li> <li>• Publicising the consultation in the right place</li> </ul>
<b>P</b>	<ul style="list-style-type: none"> <li>• Targeting hard to reach areas of the population by specific advertising in local ethnic press. This includes the Turkish and Greek newspapers to promote Christmas collections.</li> <li>• Proactively offering assisted collections, bin shares and slimline bins to residents who are less able to move their bins. These are promoted online, at events and when officers speak to residents.</li> </ul>
	Recycling officers undertake regular door knocking. This is to engage residents on contamination bins and other waste management issues. Door knocking is always

undertaken by two officers. Languages spoken within the team include Turkish, Greek, Spanish and Polish.

In terms of service delivery, Waste Management always considers the impact of its service on all users. Services can be adapted to help meet the needs of the resident e.g. assisted collections, slimline bins and bin shares.

All communication material is written in plain English and recycling service leaflets are pictorial. Information on items that can be placed in recycling and garden and food waste bins is pictorial. This is so residents are able to understand the system, regardless of their language or literacy ability.

Residents who are unable to place their wheeled bins or sacks out for collection due to disability or age are able to request an assisted collection. This is available for residents who do not live with someone who is able to place the bins or sacks out for collection. Currently approximately 5% of households in Enfield are on an assisted collection. This shows that there is a high uptake of the service.

Waste Management fully complies with the Council's equality and diversity in employment policy. We regularly monitor our workforce against equality categories and compare it to the makeup of the borough. Because of our diverse staff make-up, we are able to use our own staff to offer a local translating service when necessary. All recruitment processes are carried out in accordance with the policy and we are actively seeking female recruits in a predominantly male-dominated profession along with encouraging development of female staff from within. We apply the flexible working arrangements policy to new mothers within our service. Our building and depots have been adapted to comply with the Disability Discrimination Act (DDA) both for customers and staff with disabilities. When requested, at our depots we can provide a quiet area for staff who wish to pray at specific times.

The Service discharges the Council's statutory responsibilities for network management through the enforcement of a wide range of Acts and Regulations, set out by Central Government. As such, all of our services are provided to everyone that lives, works, studies and does business throughout the Borough, irrespective of race, disability, gender, age, faith, sexual orientation, gender identity, marriage or civil partnership status, pregnancy and maternity.

**Q4. If the service is provided by another organisation or agency on behalf of the Council, please give the names of these organisations / agencies**

All "client" functions such as monitoring and performance management are delivered in house by the Strategic Client Services unit.

Specific contracts in place are:

- Bulking and processing of mixed dry recycling – Biffa
- Bulking and processing of mixed organic waste – Biffa
- Supply of wheeled bins through frameworks – including Taylors, ESE and Crammer
- Supply of commercial, domestic and recycling sacks through frameworks – Gelpack
- Repair and maintenance of bulk bins – Community Clean
- Commercial Waste bin monitoring project – VWS
- Various materials contracts for the household waste and recycling centre

**Q5. If external providers are involved, what measures are in place to ensure that they comply with the Council's Equal Opportunities and Valuing Diversity Policy? If there are none, please identify actions you intend to undertake to remedy this in your action plan**

The delivery of equal opportunities is built in at every stage of procurement of contractors from tendering to award through to delivery.

**Q6. Does the policy / policies that influence the provision and delivery of your service need reviewing to take account of the duties under the legislation. If so, include this in the action plan**

Due to recent changes to equalities legislation, the bulky waste policy and procedure are currently being reviewed. This has been added to the Action Plan.

The Service Centre Plan (SCP) for Waste Management is reviewed each year in accordance with the Council's SCP Guidance, which includes equalities considerations. In addition, all new policies, where appropriate, will have a Predictive Equalities Impact Assessment carried out at the relevant time.

## Section 2 – Consultation and communication

### Q7. Please list any recent consultation activity with disadvantaged groups carried out in relation to this service or policy

<b>R</b>	<p>As part of the wheeled bin pilot review and ongoing service reviews, we have engaged and approached with the following groups:</p> <ul style="list-style-type: none"> <li>• Age UK Enfield</li> <li>• Enfield Over 50's Forum</li> <li>• Older Persons Conference</li> <li>• The Ruth Winston Centre (Older persons charity)</li> <li>• Enfield Disability Action</li> <li>• Deaf Project</li> <li>• NHS Trust</li> <li>• Turkish and Somali community groups</li> <li>• Site users at the Civic Amenity Site</li> <li>• Employees of Enfield Council who live in the borough</li> </ul>
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### Q8. Please state what action you have taken as a result of these consultation exercises

<b>R</b>	<p>As a result of our consultation and engagement with residents, we have implemented the following:</p> <ul style="list-style-type: none"> <li>• Slimline bins and bin shares: Residents can now request slimmer recycling and/or garden and food waste bins. Residents can also choose to share with a neighbour. This helps residents with limited mobility and residents who have a limited amount of front space to store bins</li> <li>• Assisted collections: Bins are collected and returned to a pre-agreed and convenient location for elderly and disabled residents who need help moving their bins.</li> <li>• Pictorial communications: Enables service information to be understood across language and literacy barriers.</li> <li>• Large print and translated communications</li> <li>• Braille on bin lids</li> <li>• Kitchen caddy delivery service: For elderly and disabled residents who are unable to collect from local libraries or the Civic Centre.</li> <li>• A fair service: Communal food waste bins for residents in flats and estates. Residents who live in flats above shops provided with a recycling and refuse sack collection service.</li> <li>• Site staff at the civic amenity site assist residents who are unable to unload their cars and dispose of their waste.</li> </ul>
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### Q9. Please state how you have publicised the results of these consultation exercises

<b>R</b>	<p>We regularly publicise services through the following means:</p> <ul style="list-style-type: none"> <li>• Consultation results published on the Council website.</li> </ul>
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<b>G</b>	<ul style="list-style-type: none"> <li>• Services offered promoted on: <ul style="list-style-type: none"> <li>- Council website</li> <li>- Our Enfield Council magazine</li> <li>- Resident newsletters</li> <li>- Commercial newsletters</li> <li>- Local press</li> </ul> </li> <li>• Talks to relevant interest groups</li> <li>• Attend events</li> <li>• Attend resident forums</li> <li>• School visits and community talks</li> </ul>
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**Q10. Please identify areas where more information may be needed. Identify the action needed to obtain this data in the action plan**

<b>R</b>	<p>As part of the wheeled bin pilot, community groups were contacted as part of the consultation process. There was a low take-up from these groups and as a result few were engaged with.</p> <p>Consultation has recently been undertaken with members of Council staff who live within the borough. This was to obtain their thoughts on the existing recycling service and supporting communications.</p> <p>In order to develop future communications, further consultation may also be undertaken with residents who do not work for the Council. This will be to ensure that the new communications are effective and are tailored towards the needs of the residents.</p>
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**Q11. Please state how you consult with members of your staff about your service or policy. If you do not, please identify what action you intend to take to remedy this, and include it in your action plan**

<b>R</b>	<p>We consult with members of staff on service issues and policy through the following means:</p> <ul style="list-style-type: none"> <li>• Tool box talks</li> <li>• Customer Service Centre (CSC) briefings</li> <li>• Environment newsletter</li> <li>• Staff Matters</li> <li>• Events at the Civic Centre and Dugdale Centre</li> <li>• Staff open days</li> <li>• Focus groups</li> </ul>
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**Section 3 – Data and research**

**Q12. Please describe how you carry out equalities monitoring of the take-up and use of your service – if you do not carry out equalities monitoring, please explain why**

R	<ul style="list-style-type: none"> <li>Residents and customers who complete online surveys are asked to complete monitoring information form.</li> <li>Door knocking by Recycling Officers.</li> <li>Enquiries and service requests</li> </ul> <p>Protected characteristics are not specifically monitored.</p>
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**Q13. How are the results of any equalities monitoring analysed?**

R	<p>Equalities monitoring information forms are reviewed to ensure that we are engaging with a representative sample of the borough's population.</p>
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**Q14. Does an analysis of your customers against baseline population figures show that you are reaching all disadvantaged groups? If not, state the action you plan to take to address this in your action plan**

R	<p>The services within Waste Management are universal which are provided to all residents. However services cannot be the same for all residents, and are adapted in order to meet the needs of the resident. For example, assisted collections are only available to residents who require assistance with their collections. They are not available to able bodied residents.</p> <p>We cannot provide baseline information on how many people access this service. Waste services are unable to compare the number of resident who receive the service against the number of residents who are eligible for it.</p> <p>In Enfield 2,000 of 83,500 properties (2.4%) of properties currently receive an assisted collection. Lewisham have a similar number of kerbside properties (80,000) but only 1% receives an assisted collection.</p> <p>This shows that there is a high take up of the service in Enfield with the existing promotion that is already in place.</p> <p>1,788 properties, approximately 2% of kerbside properties, also receive a clinical waste collection.</p>
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<b>Q15. Please describe how you carry out equalities monitoring of the satisfaction of customers using your service – if you do not carry out equalities monitoring, please explain why</b>	
R	Equalities monitoring questions are included when residents complete the following forms:
D	<ul style="list-style-type: none"> <li>Residents online service surveys</li> <li>Commercial waste services online customer satisfaction survey</li> </ul>
G	<ul style="list-style-type: none"> <li>Stage 1 complaints</li> </ul>
A	If a resident is hugely dissatisfied with the service, then the equalities monitoring information is reviewed. This is in order to review whether the service should be adapted in order to better meet the needs of the characteristic that has completed the survey.
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<b>Q16. What does this customer satisfaction data tell you?</b>	
R	Wheeled bin survey showed 88% satisfaction rate with the service
D	The high level of satisfaction shows that there is no difference in satisfaction between different ethnic groups, people with disabilities, or any other group.
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<b>Q17. Please list any performance targets relating to equality that your service or policy includes</b>	
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**Q18. Please list any plans you have to introduce new targets for equality in your service or policy – this could be as a result of identifying best practice in other authorities. Include this in the action plan**

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**Q19. Have you received any complaints about your service or policy in respect of equality issues? If so, please give a brief description**

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D	<p>Bulky waste collection charges: A resident has complained that the charges for bulky waste collection are in breach of the Disability Discrimination Act 1995 as the resident is unable to take his waste to the civic amenity site. Exemptions are now being investigated and considered.</p> <p>Bins left on pavement: complaint from a partially sighted resident about wheeled bins on public highway. As a result of this complaint, residents are only advised that they can place their wheeled bin on the pavement for collection if the pavement is a minimum width of 1.4 metres wide. This helps to ensure that the wheeled bins do not prevent access for pedestrians, especially the visually impaired, wheelchair users and people with pushchairs.</p>
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**Section 4 – Assessment of impact**

**Q20. Please list any evidence / results of research you have of the service or policy having an adverse impact on different disadvantaged groups. If there is any adverse impact, please identify actions you intend to undertake to remedy this in your action plan**

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**Q21. What are the potential or known barriers to participation for the different disadvantaged groups? Please identify actions you intend to undertake to remedy this in the action plan**

R	Language barriers are known to be a barrier preventing residents from participating in the recycling service. For this reason, recycling communications are pictorial, enabling residents from different backgrounds and with different literacy rates to participate in the service.
D	Unable to use the bulky collection service. Unable to use Barrowell Green Recycling Centre – Provide free/concessions for bulky collections. This is currently being reviewed.
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A	Unable to use Barrowell Green Recycling Centre – promote assistance on site. This is currently being reviewed.
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**Q22. Could the service or policy discriminate, directly or indirectly, according to the accompanying definitions? Please refer to the guidance notes under the 8. Useful Definitions**

Indirect discrimination – bulky charges. No discount for disabled groups, people in receipt of benefits.

**Q23. If so, is it justifiable under the legislation? Please refer to the guidance notes under the 8. Useful Definitions**

Reviewing current policy.

**Q24. Could the service or policy have an adverse impact on relations between different groups/community cohesion? If so, please describe below. Identify actions you intend to undertake to remedy this in your action plan**

No

## Section 5 – Tackling socio-economic inequality

**Q25. Does your service in any way specifically assist communities disadvantaged through the following socio-economic factors? Please explain**

**below.** If it does not, please state how you intend to remedy this (if applicable to your service), and include it in the action plan

**Communities living in deprived wards/areas**

Fairness for all – provide recycling and refuse collections to all residents

**People not in employment, education or training**

No

**People with low academic qualifications**

Provide pictorial communications with any text in Plain English.

**People living in social housing**

No

**Lone parents**

No

**People on low incomes**

No

**People in poor health**

- Assisted collections
- Free clinical collections

**Any other socio-economic factor**

No

**Section 6 - Miscellaneous**

**Q26. How does your service plan address equalities issues? Please explain below.** If it does not, please state how you intend to remedy this, and include it in the action plan

We are currently rolling out organic services to all remaining estates (where viable) who are currently without this service.

**Q27. Please list any staff training issues on equality arising from this assessment/analysis.** Include this in your action plan

Training needs are picked up through the appraisal process.

**Q28. How do you plan to publicise the results of this assessment/analysis?**

Include this in your action plan

This assessment / analysis will be published on the Council's website and listed in the Council's Equality and Diversity Annual Report.

**Q29. Does your service or policy result in any financial support being given to disadvantaged groups within the voluntary and community sector. If 'yes', please list organisations and amounts**

ReStore Community Projects (Registered charity) who collect furniture for reuse. The contract is worth £20,000 per annum.

**Q30. When and how do you intend to review this assessment/analysis? Include this in your action plan**

This assessment / analysis will be reviewed as part of the next retrospective equality impact assessment / analysis undertaken as part of the Council's three-year rolling programme due in 2015/16.

### 13. Action plan template for existing services or policies

Service or policy covered by this assessment/analysis:

- Refuse collection
- Recycling collection
- Bulky waste service
- Housing waste service
- Garchy service
- Street cleansing
- Litter bins and fly tips
- Private land clearance
- Waste and Recycling Policy
- Commercial Waste Service
- Civic Amenity Site

Team: Waste Services

Department: Environment / Public Realm and Sustainability

Service manager: Nicky Fiedler / Stephen Walters

Issue	Action required	Lead officer	Timescale	Costs	Comments
Review bulky waste policy and procedure	Undertake review and benchmark against other boroughs	Helena Lamb	End of May 2013	Review costs – none Loss of income - unknown	
Review Service Centre Plan (SCP) for Waste Management each year	Review	Stephen Walters / Nicky Fiedler	February 2014	None	
Carry out, where appropriate, Predictive Equalities Impact Assessments/Analyses	Undertake assessments where relevant	Stephen Walters / Nicky Fiedler / Martin Garnar	Where appropriate	None	

of all new policies at the relevant time.					
Identify alternative ways to consult with community groups within Enfield	Continue to proactively identify and engage with new and existing groups	Helena Lamb	Ongoing	None	
Investigate possible exemptions for people with disabilities re. bulky waste collection charges	Included as review of bulky waste policy	Helena Lamb	End of May 2013	Review costs – none Loss of income – unknown	
Review assistance available at the Barrowell Green Recycling Centre	To include as part of ongoing site review	Robert Thompson	End of July 2013	Review costs – none Implementation costs – would look to resource with existing capacity	
Renew waste strategy??????					

Please add additional rows if needed

APPROVAL BY THE RELEVANT ASSISTANT DIRECTOR - Neil Isaac SIGNATURE: