

## EQUALITY IMPACT ASSESSMENT

EIA Version	Date	Author	Changes
1	20/01/21	C Loney	

Stage 1: Title and aims of the activity (“activity” is an umbrella term covering policies, procedures, guidance and decisions including those that affect services the council delivers).

Service	Infrastructure Services
Section	Roads, Landscape and Waste Services
Title of the activity etc.	Optimise HRC Opening Hours
Aims and desired outcomes of the activity	Optimise site opening hours to meet demand based on evidence provided by the current booking system that has been in place since June 2020.
Author(s) & Title(s)	Claire Loney Team Manager Processing and Disposal

Stage 2: List the evidence that has been used in this assessment and explain what it means in relation to the activity you are assessing.

Evidence	What does it say?	What does it mean?
Internal data (customer satisfaction surveys; equality monitoring data; customer complaints).	<p>Feedback from Social media, councillors. Negative feedback from attempted closure of Insch and Portsoy recycling centres in previous years.</p> <p>Fly tipping increased when HRCs were closed for the first Covid lockdown</p> <p>Pentagull booking system data</p>	<p>There is a general feeling in the community that customers do not want to see the reduction in the number of HRC's across Aberdeenshire.</p> <p>Increased burden on waste collections staff clearing fly tipping and on CWO for investigating offences</p> <p>The booking system data allows us to understand when the recycling centres are quietest and which centres are less well used in order to minimise the impact on the public.</p>

Internal consultation with staff and other services affected.	Supervisory staff operating recycling centres consulted, and concerns raised about reduction of the amount of recycling taking place if opening hours were reduced. Also, when sites are closed more fly tipping is left at gates  Number of customers making telephone bookings as they don't have access to online booking.	There is dissatisfaction internally at reducing the number of hours that recycling centres are open to the public.  The customers that generally book by telephone do not have access to online facilities to make a booking and tend to be the older customers.
External consultation (partner organisations, community groups, and councils).	None yet but would consult as required with community councils, community groups and local members.	
External data (census, available statistics).	None	
Other (general information as appropriate).	None	

Stage 3: Evidence Gaps.	
Are there any gaps in the information you currently hold?	No

Stage 4: Measures to fill the evidence gaps.		
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	Measures:	Timescale:

back of this form.		
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Stage 5: What steps can be taken to promote good relations between various groups/areas?	
These should be included in the action plan.	<p>Use data on current customers email addresses and home addresses for customers making telephone bookings without an email address, to contact them to inform them of any future changes.</p> <p>Attendance at community groups/forums and taking feedback through social media and feedback team.</p>

Stage 6: How does the policy/activity create opportunities for advancing equality of opportunity?
Not Applicable

Stage 7a: Are there potential impacts on protected groups?				
The protected groups covered by the equality duty are: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.				
Who is affected by the activity or who is intended to benefit from the proposed activity and how? Complete the table below for each protected group by inserting "yes" in the applicable box/boxes below.				
	Positive	Negative	Neutral	Unknown
Age – Younger/Older		Yes		
Age - Older		Yes		
Disability		Yes		
Race – (includes Gypsy Travellers)			Yes	
Religion or Belief			Yes	
Sex			Yes	
Pregnancy and maternity			Yes	

Sexual orientation – (includes Lesbian/ Gay/Bisexual)			Yes	
Gender reassignment – (includes Transgender)			Yes	
Marriage and Civil Partnership			Yes	

Stage 7b: Do you have evidence or reason to believe that this policy, activity etc. will or may impact on socio-economic inequalities?

This is about trying to be fair to everyone. Part of that is realising that not everyone may be starting at the same place. Some individuals and families may have low income, may have very little or no savings which means they are living from month to month therefore changes to council policies/services may have a greater adverse impact on them.

On this basis you should consider potential impacts on individuals/families by:

- Place: on specific vulnerable areas or communities (SIMD, regeneration, rural) e.g., housing, transport.
- Pockets: household resources, (Income, benefits, outgoings) ability to access a service
- Prospects: peoples life chances e.g., Access to, or ability to access employment, training, services (such as council or health) or support.

Groups of people who may be impacted include, but not limited to:

<ul style="list-style-type: none"> <li>• Unemployed</li> <li>• Single parents and vulnerable families</li> <li>• People on benefits</li> <li>• Those involved in the criminal justice system</li> <li>• People in the most deprived communities</li> <li>• People who live in rural areas</li> </ul>	<ul style="list-style-type: none"> <li>• Pensioners</li> <li>• Looked after children</li> <li>• Careers including young carers</li> <li>• Veterans</li> <li>• Students</li> <li>• Single adult households</li> <li>• People who have experienced the asylum system</li> </ul>	<ul style="list-style-type: none"> <li>• Those leaving the care setting including children and young people and those with illness</li> <li>• Homeless people</li> <li>• People with low literacy/numeracy</li> <li>• People with lower educational qualifications</li> <li>• People in low paid work</li> <li>• People with one or more protected characteristic</li> </ul>
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Please complete by inserting “yes” in the applicable box/boxes below.

Socio-economic disadvantage	Positive	Negative	Neutral	Unknown
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Pockets: Low income/income poverty – cannot afford to maintain regular payments such as bills, food, clothing			Yes	
Pockets: Low and/or no wealth – enough money to meet basic living costs and pay bills but have no savings to deal with any unexpected spends and no provision for the future			Yes	
Pockets: Material deprivation – being unable to access basic goods and services i.e. financial products like life insurance, repair/replace broken electrical goods, warm home, leisure and hobbies			Yes	
Place: Area deprivation – where you live, where you work			Yes	
Prospects: Socioeconomic background – social class i.e. parents education, employment and income, educational achievement.			Yes	

Stage 8: 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)

Please detail the potential positive and/or negative impacts you have highlighted above. Detail the impacts and describe those affected.		Optimising the opening hours of Household Recycling Centres will reduce choice and convenience. It will be more difficult to obtain a booking slot as opening days are reduced. The older population are those more likely to not have access to the internet and currently book by telephone through the contact centre.

Stage 9: Have any of the affected groups/areas been involved, engaged with or consulted?	
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?	No. The data from the booking system that has been in place since June 2020 will be used to ensure that changes are implemented that will minimise the negative impacts on these groups. The use of the contact centre phone line for bookings will be monitored and should there be an increasingly negative effect of the protected characteristics additional mitigating measures will be applied and communicated where possible.

Stage 10: What mitigating steps will be taken to remove or reduce negative impacts?		
These should be included in any action plan at the back of this form.	Mitigating Steps	Timescale
	Increase number of bookings within timeslots once Covid pandemic easing.	Within 1 month of issue being detected.
	Look at alternative ways of requesting an HRC visit	Within 6 months of issues being detected

Stage 11: What monitoring arrangements will be put in place? How the EIA will be used to monitor the proposal
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These should be included in any action plan (for example customer satisfaction questionnaires).	CRM statistics on dropped calls and monitoring of number of HRC's full when bookings requested. Complaints through feedback team, reputation tracker and social media will be monitored.
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**Stage 12: What is the outcome of the Assessment?**

Please complete the appropriate box/boxes	1	No negative impacts have been identified –please explain.
	2	Negative Impacts have been identified; these can be mitigated - please explain. * Please fill in Stage 13 if this option is chosen.
	To mitigate disproportionate impacts we can investigate the possibility of increasing the numbers of bookings within a dedicated timeslot for the people with protected characteristic or identify a time for those with protected characteristics to visit a recycling centre where numbers of bookings in those slots can be advertised for these groups and number of bookings reduced to safer levels for these customers	
	3	The activity will have negative impacts which cannot be mitigated fully – please explain. * Please fill in Stage 13 if this option is chosen

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

The existing negative impacts already exist to some extent within the current system reducing the number of HRC opening hours may, but should not, significantly increase the likelihood of the negative impact.

This will serve to reduce the Council's budget deficit.

**Stage 14: Sign off and authorisation.**

Sign off and authorisation	1) Service and Team	Infrastructure Services: Roads, Landscape and Waste Services
	2) Title of Policy/Activity	



3) <b>Authors:</b> I/We have completed the equality impact assessment for this policy/activity.	Name: Claire Loney Position: Team Manager Processing and Disposal Date: 22/01/2021 Signature:	Name: Position: Date: Signature:
	Name: Position: Date: Signature:	Name: Position: Date: Signature:
4) Consultation with Service Manager	Name: Ros Baxter Date: 22/01/2021	
5) Authorisation by Director or Head of Service	Name: Philip D McKay Position: Head of Service Date: 01/03/2021	Name: Position: Date:
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.		Date:
7) EIA author sends a copy of the finalised form to: equalities@aberdeenshire.gov.uk		Date:

