

Service being assessed	Environmental Services – Waste and Recycling Services
Who will be involved in completing this assessment?	Lead: Simon Mutton, Environmental Services Manager Support: Lisa Crook – Waste Communications Officer Mark Smith – Environmental Services Officer Peter Stockwell – GYB Services Service Development Manager Phil Turner – GYB Services Waste Manager
Date of Review	8 July 2011
Date of Next Review	11 July 2012
What is the purpose of the service?	To provide an effective and efficient household waste and recycling collection service for all residents in the Borough together with other premises with an entitlement to the service.
Is this assessment being undertaken because of changes to the service? If so what are they?	Assessment being undertaken as part of Council's annual review of equalities information, not because of change to service/policy. Please note that the Waste service is currently subject to a Systems Thinking intervention which, together with consideration of the Government's recently published Waste Review, may result in changes to the service.
The purpose of this review is to understand how services can help the Council to meet its duties under Equalities legislation.	With regard to the Equality legislation categories, groups who may be impacted would be Race (language), Disability and Age.

<p>The duties can be summarised as</p> <ol style="list-style-type: none"> 1. Eliminate discrimination 2. Advance equality of opportunity 3. Foster good relations between different parts of the community <p>How does this service help the Council to do this, in particular in relation to the categories specifically mentioned in legislation - Race, Gender/Sex, Disability, Age, Religion/Belief, Gender Reassignment, Sexual Orientation, Pregnancy & Maternity and in respect of Duty 1 only – Marriage and Civil Partnerships?</p>	<ol style="list-style-type: none"> i) Race: Multi-lingual and pictorial based literature used to inform service users. Intran translation service available. ii) Disability/Age: The Council operates an assisted collection service for those people unable to physically put their bins out for collection.
<p>How will you know that service is working as it should?</p>	<p>Feedback from annual Citizen's Panel surveys</p>
<p>What data have you used to help you make this assessment?</p>	<ul style="list-style-type: none"> • Survey responses • Site inspections
<p>Is there any additional data that you need to collect to help in continuous improvement?</p>	<p>Not currently.</p>

<p>How have you ensured that this service has been designed from a customer's perspective and how have you involved customers in that process?</p>	<p>Responses from Citizen's Panel survey used to help direct service delivery priorities in consultation with service provider(s).</p> <p>The Systems Thinking intervention has begun to identify more specific customer issues, leading to experimentation with service delivery options to address demand.</p>
<p>Has any other consultation been carried out, including to ensure that we have taken into consideration the needs of those not currently using the service?</p>	<p>Targeted consultation as part of the Systems Thinking intervention, but with service users.</p>
<p>What is, or what do you expect to be the impact of the way you work on different parts of the community, including those covered by equality legislation?</p>	<p>Who benefits? All members of the community benefit from provision of free kerbside domestic waste and recycling service.</p> <p>Who should be expected to benefit but don't – Why not? Residents of unregistered properties or private landlord owned establishments where waste collection is the responsibility of the business owner and not advised to us (eg Trade Waste)</p> <p>Disabled people who may wish to recycle items which are deposited in bring banks to which access is not possible or limited. No specific demand has ever been expressed for this service.</p>
<p>On the basis of what you have found out, which of these options will you now follow</p>	<ul style="list-style-type: none"> • No major changes • Adjust the policy • Continue the policy • Stop and remove the policy

	<p>This is a review – not a new policy or service. As and when it is proposed to change the service or policies, new assessments will be completed.</p> <p>Policy amendments may result from the outcomes of the Systems Thinking intervention.</p>
<p>What now needs to be done and by who?</p>	<p>Review of Waste collection services following Government Review 2011 within next 12 months</p> <p>Systems Thinking intervention involves ongoing review and improvement by the Systems Thinking team.</p> <p>How the impacts will be evaluated on both pieces of work is yet to be decided. The Citizen's Panel has now ended and alternative methods are being considered. Also Systems Thinking involves the creation of “measures” which show how the service is affecting the customer and shapes service design.</p>
<p>Signed off by</p>	<p>Simon Mutten, Environmental Services Manager</p>