

## Equality Impact Assessment (EqIA)

Before completing this EqIA please ensure you have read the EqIA Guidance Notes

<b>Title</b>	Textiles recycling bank service procurement		
<b>Date assessment started:</b>	14 June 2019	<b>Version No:</b>	2
		<b>Date of completion:</b>	24 June 2019

### Type of Strategy, Policy, Project or Service:

Is this Equality Impact Assessment (please put a cross in the relevant box)

Existing:	<input type="checkbox"/>	Changing, update or revision:	<input type="checkbox"/>
New or proposed:	<input checked="" type="checkbox"/>	Other (please explain):	<input type="checkbox"/>

Is this Equality Impact Assessment (please put a cross in the relevant box)

Internal:	<input checked="" type="checkbox"/>	External:	<input checked="" type="checkbox"/>	Both:	<input type="checkbox"/>
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### Report Created By:

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Members of the assessment team:	Jason Jones, Group Commissioning Manager, DWP

## Step 1: Aims

<p>What are the aims of your strategy, policy, project or service?</p> <ul style="list-style-type: none"> <li>To procure a textiles recycling bank service that is as inclusive as possible</li> <li>To provide through that procurement a service that is accessible and safe for all to use</li> <li>To maximise the amount of reuse and recycling achieved through maximising accessibility and visibility of this service, with the following objectives: <ul style="list-style-type: none"> <li><i>Increase tonnage of textiles collected for recycling by at least 20%</i></li> <li><i>Increase capacity in the service by increasing the number of sites available by 10%</i></li> <li><i>Reduce reports of overflowing banks by 50%</i></li> </ul> </li> </ul>
<p>What is the background or context to the proposal?</p> <p>A textiles recycling bank service is operated in the Dorset Waste Partnership area (currently still including Christchurch) via a memorandum of understanding with the company W&amp;S Recycling, who took over the service at short notice when the previous contractor went into liquidation in 2016.</p>

Income is received per tonne of textiles collected in the recycling banks, with no costs associated with running the service attributable to DWP.

Although W&S Recycling were able to pick up this service at short notice as they also operate the Household Recycling Centres (HRCs) on behalf of DWP, the lack of formalised arrangement has resulted in greatly reduced performance, and therefore income and recycling rate. Following a period of review, the service is now being re-procured via a tender process.

The design of the recycling banks used to collect the textiles, which are unsupervised, must be as accessible as possible to all members of the public to maximise participation, but must also reduce the potential for theft and people to enter the banks to steal or seek shelter (an issue that has been documented in other areas), or for people to injure themselves in the course of their use.

## Step 2: Intelligence and Communication

What data, information, evidence and research was used in this EqIA and how has it been used to inform the decision-making process?

### Recycler profiling

It is fair to assume that the profile of service users is likely to reflect those identified via WRAP (Waste and Resources Action Programme) studies who are more likely to recycle and seek such services out, which can be linked to certain ACORN (A Classification of Residential Neighbourhoods, developed by Consolidated Analysis Centres Incorporated) geo-demographic categories. A link to this report is supplied below.

[http://www.wrap.org.uk/sites/files/wrap/Barriers\\_to\\_Recycling\\_Summary\\_Report.pdf](http://www.wrap.org.uk/sites/files/wrap/Barriers_to_Recycling_Summary_Report.pdf)

The table below is presented in this report and summarises the consumer profiles of each of the seven identified stages of recycling competence.

<b>Recycling Competence Level (1 to 7)</b>	<b>Description</b>	<b>Profile – tend towards having one or more of the characteristics below</b>
1. Recycling unaware	Just not on their radar, no idea about it at all <b>ACORN:</b> 2, 4 <b>Age:</b> 18-24 <b>Property:</b> Flats, terrace, maisonette	<b>Lifecycle:</b> Young single, no kids yet; single parent
2. Aware but inactive	Know about it but have not seriously contemplated doing it <b>ACORN:</b> 2, 4 <b>Age:</b> 18-34 <b>Property:</b> Flats, terrace, maisonette	<b>Lifecycle:</b> Young single, no kids yet; single parent

3. Contemplated but not engaged	May have dabbled, possibly elsewhere, may do occasionally, drifted back <b>ACORN:</b> 2, 4, 5 <b>Age:</b> 18-34 <b>Property:</b> Terrace, bungalow	<b>Lifecycle:</b> Solitary retiree, single parent
4. Unreliable	Recycle but sometimes forget, or miss out, recycle opportunistically not regularly <b>ACORN:</b> 3, 5 <b>Age:</b> 35-54 <b>Property:</b> Bungalow, terrace, semi-	<b>Lifecycle:</b> Solitary retiree, solitary adult worker
5. Trying their best	Usually take part, recycle 'staple' items but confused about other items <b>ACORN:</b> 3, 5, 2 <b>Age:</b> 35-54 <b>Property:</b> Semi-detached, bungalow	<b>Lifecycle:</b> Full nest couple with kids, solitary retiree
6. Broadly competent	Reliable and regular but may still miss out some materials or collections <b>ACORN:</b> 1, 2 <b>Age:</b> 55 and above <b>Property:</b> Detached, semi-detached	<b>Lifecycle:</b> Empty nest, couple with no kids
7. 'The Complete Recycler'	Recycle all available items of all recyclable materials all of the time <b>ACORN:</b> 1 <b>Age:</b> 55-64 <b>Property:</b> Detached	<b>Lifecycle:</b> Empty nest, children living elsewhere

Key points from this report include:

### Internal feedback

Feedback is regularly received from members of the public when there are issues experienced in accessing the service – these issues usually relate to inadequate servicing and poor maintenance of banks, which leaves residents with the dilemma of making a wasted journey and returning at another time, not recycling the material at home, accessing a household recycling centre instead or seeking an alternative outlet for the material, or leaving it on site anyway in the hope it may still be salvaged by the collector when they attend.

No further independent research has been undertaken. It is considered this is not necessary given the established nature of this service for well over 10 years, as well as its supplementary nature to other recycling and reuse options for textiles in the community.

What data do you already have about your service users, or the people your proposal will have an impact on?
<p>We do not have any specific service user data relating to historical use of this specific service, as it is remote and not monitored.</p> <p>This service is designed to be accessed at any time of day, by any member of the population. Dorset statistics that can be viewed at <a href="https://apps.geowessex.com/stats/">https://apps.geowessex.com/stats/</a> would be able to provide information about the local population surrounding each recycling bank location of which there are currently 32 locations (see Appendix 1). We will seek to increase the number of available locations once a new contractor is appointed and will invite bidders to demonstrate where they have done this before and how this has been achieved.</p> <p>It would be difficult to make a distinction relating to the age of service users, though it would be fair to assume that those seeking out and accessing recycling banks are of an age that would be considered safe to act independently of a parent or guardian, which in itself is subjective and dependent on many different cultural and situational factors.</p>
What engagement or consultation has taken place as part of this EqIA?
No specific engagement or consultation has taken place, as this procurement is a minimum like-for-like continuation of an existing service.
Is further information needed to help inform this proposal?
Not prior to procurement. We will be seeking further information from bidders regarding available modifications that may assist in increasing accessibility, which we may not be aware of.
How will the outcome of consultation be fed back to those who you consulted with?
N/A

### Step 3: Assessment

Who does the service, strategy, policy, project or change impact?

- If your strategy, policy, project or service contains options you may wish to consider providing an assessment for each option. Please cut and paste the template accordingly.

For each protected characteristic please choose from the following options:

- Please note in some cases more than one impact may apply – in this case please state all relevant options and explain in the ‘Please provide details’ box.

Positive Impact	<ul style="list-style-type: none"> <li>• Positive impact on a large proportion of protected characteristic groups</li> <li>• Significant positive impact on a small proportion of protect characteristics group</li> </ul>
Negative Impact	<ul style="list-style-type: none"> <li>• Disproportionate impact on a large proportion of protected characteristic groups</li> </ul>

	<ul style="list-style-type: none"> <li>• Significant disproportionate impact on a small proportion of protected characteristic groups.</li> </ul>
Neutral Impact	<ul style="list-style-type: none"> <li>• No change/ no assessed significant impact of protected characteristic groups</li> </ul>
Unclear	<ul style="list-style-type: none"> <li>• Not enough data/evidence has been collected to make an informed decision.</li> </ul>

Age:	Negative Impact
What age bracket does this affect?	55+
Please provide details:	<p><b>Negative impact</b> Although anyone who can independently access the site and operate the bank can use this service, elderly members of the community may experience more difficulty accessing the service due to age related conditions that impact their ability to either travel to the bank or operate it to place material inside. Banks are also often located in isolated/quiet areas at non-peak times that the elderly may feel less safe in, particularly if unaccompanied.</p> <p><b>Positive impact</b> However, it may also be a positive addition to the local community and give those without impairment a more equal access to textiles recycling, where, particularly without access to a car, they may not have been able to take part in this activity.</p>

Disability:	Negative impact
Does this affect a specific disability group?	<p>Wheelchair users Those with physical/motor impairment Those with mental health/anxiety disorders Visual impairment Learning difficulties</p>
Please provide details:	<p>As with the negative impact on some elderly people, those with physical impairments may struggle to operate the bank to place material inside.</p> <p>The height of the chute would mean those in wheelchairs could not use it effectively.</p> <p>Those who suffer with mental health disorders such as anxiety or agoraphobia may not be able to access this service.</p> <p>For those with visual impairment or learning difficulties, they may be unsure what the bank is for, how to use it, and which specific materials can or cannot be placed inside.</p>

Gender Reassignment & Gender Identity:	<i>Neutral impact</i>
Please provide details:	No identifiable impact on this characteristic.

Pregnancy and maternity:	<i>Neutral impact</i>
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Please provide details:	No identifiable impact on this characteristic.
Race and Ethnicity:	<i>Neutral Impact</i>
Please provide details:	No identifiable impact on this characteristic.
Religion or belief:	<i>Neutral Impact</i>
Please provide details:	No identifiable impact on this characteristic.
Sexual orientation:	<i>Neutral Impact</i>
Please provide details:	No identifiable impact on this characteristic.
Sex:	<i>Neutral Impact</i>
Please provide details:	No identifiable impact on this characteristic.
Marriage or civil partnership:	<i>Neutral Impact</i>
Please provide details:	No identifiable impact on this characteristic.
Carers:	<i>Positive Impact</i>
Please provide details:	It may make it easier for care givers to take part in textiles recycling on behalf of those they care for, thereby increasing accessibility.
Rural isolation:	<i>Positive impact</i>
Please provide details:	5 recycling banks are placed in more isolated rural areas, improving opportunity to participate in recycling.
Single parent families:	<i>Neutral Impact</i>
Please provide details:	No identifiable impact on this characteristic.
Poverty (social & economic deprivation):	<i>Neutral Impact</i>
Please provide details:	No identifiable impact on this characteristic.
Military families/veterans:	<i>Neutral Impact</i>
Please provide details:	No identifiable impact on this characteristic.

## Step 4: Acton Plan

Provide actions for **positive**, **negative** and **unclear** impacts.

If you have identified any **negative** or **unclear** impacts, describe what adjustments will be made to remove or reduce the impacts, or if this is not possible provide justification for continuing with the proposal.

Issue	Action	Person(s) responsible	Deadline	How will it be monitored?
Age and disability – negative impacts	<ul style="list-style-type: none"> <li>• Ensure appropriate response times for bank maintenance is included as part of contract specification, to help ensure use of bank is as easy as possible</li> <li>• Ensure specification includes easy to use banks, making use of any modifications available on the market to maximise access</li> <li>• Ensure banks are clearly signed with contact details to report defects, so these can be addressed quickly – investigate use of QR codes, bar codes and text messaging, so make this as easy as possible</li> <li>• Ensure signposting and promotion to alternatives to this service where the user cannot adequately access it, and modification cannot be achieved</li> <li>• Seek demonstration of compliance with Equality Act 2010, enhancing social value of service and commitment to maximising locations available via contract evaluation</li> <li>• Contract will specify that WRAP iconography will be used to ensure that those with visual impairment or learning</li> </ul>	Anna Beech	Service implementation, Autumn 2019	<ul style="list-style-type: none"> <li>• Contract monitoring will take place via KPIs on a monthly basis, and will include response times to call outs and complaint numbers</li> <li>• Spot checks will be undertaken to ensure bank functionality</li> <li>• Customer contact managed via Lagan/email/telephone on a daily basis</li> </ul>

	difficulties can identify clearly the material collected in the bank and how to use it			
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### Step 5: EqIA Sign Off

Officer completing this EqIA:	Anna Beech	Date:	17.06.19
Equality Lead:	Susan Ward-Rice	Date:	25/07/19
Relevant Focus Groups*:	Pete Bartlett	Date:	22/07/19
Directorate Board Chair:		Date:	

\* To include Diversity Action Groups

Please send this completed EqIA to Equality Leads:

Equality Leads:

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