

Equality Impact Assessment (EqIA)

Before completing this EqIA please ensure you have read the guidance on the intranet.

Initial Information

Name:	Jason Jones
Job Title:	Group Manager (Commissioning)
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Members of the assessment team:	Jason Jones, Ian Manley, Anna Beach, Natalie Besant
Date assessment started:	23 April 2020
Date of completion:	28 May 2020
Version Number:	4

Part 1: Background Information

Is this (please tick or expand the box to explain)

Existing	
Changing, updating or revision	x
New or proposed	
Other	

Is this (please tick or expand the box to explain)

Internal (employees only)	
External (residents, communities, partners)	
Both of the above	x

This includes residents visiting the Household Recycling Centres, contractor staff who are employed to operate the sites, meeters and greeters who may be Dorset Council staff or volunteers.

What is the name of your policy, strategy, project or service being assessed?

Re-opening of the Household Recycling Centre service

What is the policy, strategy, project or service designed to do? (include the aims, purpose and intended outcomes of the policy)

Allow safe access to HRCs in light of the Covid-19 pandemic

What is the background or context to the proposal?

The Household Recycling Centres' (HRC's) closed on 24 March 2020 following the introduction of increased social distancing 'lockdown' measures by the Government.

9 of the 10 HRCs re-opened on 11 May, with Sherborne HRC due to reopen on 2 June. Social distancing measures have been introduced to all sites to reduce the potential for coronavirus infection.

The following risks have been identified when the HRC's reopen:

- Infection
- Traffic queuing on the highway
- Disruption to kerbside service (due to increased queuing at waste transfer sites adjoined to HRC's at Bridport, Blandford and Sherborne)
- changes to "normal" functioning impacting on users, such as those on autistic spectrum, with cognitive and communication impairments in routines and expectations of visiting HRC

This proposal supports the following key priorities which have been identified for when the HRC's reopen:

- Ensuring social distancing is maintained at all times on site by limiting the number of vehicles on the site at any one time and encouraging only one person out of the vehicle to unload waste, unless a bulky item is being delivered which may require more than one person to unload
- Ensuring that all staff and visitors remain safe at all times and conflict is minimised
- Ensure the safety of all and reducing the disruption to the local area through effective traffic control/management
- Ensuring that reopening the HRC's doesn't negatively affect the kerbside collections
- Ensuring dynamic and effective communications are delivered to control HRC demand
- Using bespoke pictorial signing at the sites to effectively communicate the changes and the requirement for social distancing and employing trained "meeters and greeters" who are at hand to actively engage with residents to explain the new rules and answer any questions

The HRCs are operated under contract and the contractor has confirmed that site staff are trained in equalities issues as part of their induction including the need for diverse communication needs.

Monitoring and regular daily updates will be established, but the measures and arrangements on site may need to be reviewed and adjusted to ensure both visitors and site staff are kept safe at all times. Any changes to the reopening arrangements will need to be agreed by the Corporate Director and the Portfolio Holder for Customer, Community and Regulatory Services. Minor operational changes will be agreed by the Head of Commercial Waste and Strategy.

Opening times

- All sites will be open 7 days a week
- 9am – 6pm opening hours for all

Waste accepted

- All waste material will be accepted when the sites reopen

Controlling visitor numbers

- No visiting restrictions (limiting to certain postcodes per day) or booking system to be implemented
- A strong 'do not visit the HRCs unless it is essential' message provided through communications via press, Council website and social media
- Additional staff on site will act as 'meeters and greeters' to speak to visitors queuing. They will advise on wait times and provide instructional information for when visitors enter the site
- Promoting the bulky waste collection service (this is chargeable but gives an alternative outlet for bulky items)

Controlling numbers on site

- The number of visitors will be restricted to 50% of parking spaces on site at any one point (estimated 5-10 vehicles access at any one time)
- We will operate a one in and one out rule
- Promote only 1 person per vehicle permitted out of the vehicle unless handling bulky items

Managing queues

- Traffic will be queued on the access roads
- Traffic management and controls will be implemented at all sites to manage queuing traffic. This will be implemented by qualified individuals and maintained as necessary to prevent queuing on the public highway
- Traffic management plans are being developed for each site with Highways colleagues and any Temporary Traffic Regulation Orders will be in place where needed
- Neighbouring land or car parks to HRC's are being considered for queuing traffic off the highway. Any suitable sites will be included in the traffic management plans and their use will be subject to the landowner's permission
- A request has been made to the Local Resilience Forum for Police support at the HRC's. If unavailable, the Police will be called if queueing traffic becomes hazardous and dangerous. In this instance, the HRC will likely have to close
- Traffic management arrangements for all HRC's will be reviewed by all key stakeholders and agencies (e.g. police, Highways Agency etc)
- Only waste in vehicles will be accepted – no pedestrian or cyclist access to avoid conflict by those who may be seen as bypassing any queue to enter the site

Health and safety

- All reuse areas where residents may purchase reusable items will remain closed
- It will be advertised that contactless payments will only be accepted for chargeable wastes, but arrangements are being made to accept cash
- No assistance will be provided on site and users must be able to carry their own waste - though a pragmatic approach is taken by site staff to allow for unloaded bulky items to be placed in skips once the resident has left the site
- Security staff will be deployed to all HRC's to control behaviour and protect site staff and visitors. This will include enforcing the 2m social distancing rule

- Signage, cones, barriers and tape will be used to create and maintain social distancing at all HRC's
- All staff on site will wear appropriate PPE at all times and follow Public Health England advice on infection control
- Equipment (e.g. handrails) will be regularly cleaned
- All staff will be trained on conflict management
- Body cameras are being considered for site staff where site CCTV may not be suitable

Communications

- 'Do not visit the HRCs unless it is essential' will be the focus of all communications
- Communications will be dynamic, adaptable and delivered locally where required
- Regular updates (mainly on traffic and queues) will be provided through social media, but core key messages will be delivered through press releases, e-bulletins and the COVID-19 pages on the Council website
- Key messages will include:
 - The number of users on site will be restricted which will lead to queueing
 - Likely to be significant delays
 - Only visit if essential
 - Please only bring one or two types of waste to reduce the need to move around the site
 - Charges still apply for some wastes, but contactless payments only accepted
 - No assistance is available on site, so please only bring items you can manage
 - Reuse areas are closed
 - Details of quieter visiting times (when known)

Customer contact and complaints

- The communications and reopening arrangements are designed to limit complaints; however, increased complaints are expected due to the increased restrictions and likely long wait times.
- Standard responses will be developed for frequently asked questions (FAQs)
- Customer contact centre staff will be provided FAQ responses to answer any initial complaints
- Formal complaints will be responded to within the council's 20-day Service Level Agreement.
- Additional waste staff from other departments will be reallocated to assist in responding to customer enquiries and complaints if required

Additional resources

Additional staff and equipment will be needed when the HRCs reopen. Staffing requests will be made to the Council's workforce cell and to the Local Resilience Forum. Additional signage will be arranged through Dorset Highways sign shop and other safety equipment (e.g. cones) will be acquired from other council services (e.g. Grounds Maintenance and Highways). Staff and equipment that

cannot be sourced through existing Council or LRF resources will need to be brought in at an additional cost.

The additional staff required are:

- 10 x Security guard – one at each HRC from 8:30am – 6:30pm 7 days a week
- 10-20 x Traffic wardens – one or two at each site to manage the queuing traffic
- 10 x 'meeters and greeters' – one at each HRC from 8:30am – 6:30pm 7 days a week

These resources will be maintained for the first few weeks of reopening and until they are considered no longer required

Part 2: Gathering information

What sources of data, information, evidence and research was used to inform you about the people your proposal will have an impact on?

HM Government guidance
DEFRA guidance
Industry guidance (SUEZ, Veolia)
National Association of Waste Disposal Officer guidance
Discussions with other local authorities
Traffic count data at HRCs

The proposals will impact all users of the HRC service who have use of a vehicle or walk/cycle to the sites and the health of these residents

The population of Dorset comprises:

	Total	Percentage
All Persons	376,480	100%
All Males	184,100	48.9%
All females	192,380	51.1%
0-15 yrs	59,930	15.9%
16-64 yrs	208,740	55.4%
65+ yrs	107,810	28.6%

Health

80.9% of residents reported having very good or good health:

Very good health	45%
Good health	35.9%
Fair health	14.2%
Bad health	3.8%
Very bad health	1.1%

Source: <https://apps.geowessex.com/insights/AreaProfiles/UnitaryAuthority/dorset-council>

User survey undertaken 2019 of residents in the east of the county who use the Somerley HRC in Hampshire includes user profile. This is the only recent survey undertaken for the service and was used on a decision for the impacts of residents continuing to access a HRC in a neighbouring authority. Of those responding 137 (8.2%) declare a disability which includes physical disability, long term health and mental health condition.

What did this data, information, evidence and research tell you?

There is a need to change the HRC service to enable social distancing. Reducing assistance given by site staff is likely to negatively impact those using the site who previously relied on assistance.

Is further information needed to help inform this proposal?

Further modifications to the proposal may be required depending on public usage of the service, especially if high usage leads to disruption of the public highway or disruption to businesses local to the HRC, and creating clear expectations through communications to support residents, particularly those with access requirements.

Part 3: Engagement and Consultation

What engagement or consultation has taken place as part of this proposal?

No consultation undertaken with residents due to the evolving situation responding to the Covid 19 pandemic.
The proposal will be considered by the service's Portfolio Holder and the Senior Leadership Team.

How will the outcome of consultation be fed back to those who you consulted with?

Not applicable

Please refer to the Equality Impact Assessment Guidance before completing this section.

Not every proposal will require an EqIA. If you decide that your proposal does **not** require an EqIA, it is important to show that you have given this adequate consideration. The data and research that you have used to inform you about the people who will be affected by the policy should enable you to make this decision and whether you need to continue with the EqIA.

Please tick the appropriate option:

An EqIA is required (please continue to Part 4 of this document)	Yes
An EqIA is not required (please complete the box below)	

This policy, strategy, project or service does not require an EqIA because:

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Name: Jason Jones Job Title: Group Manager (Commissioning) Date: 27/04/2020

Please send a copy of this document to [Diversity & Inclusion Officer](#)

Next Steps:

- The EqIA will be reviewed by Business Intelligence & Communications and if in agreement, your EqIA will be signed off.
- If not, we will get in touch to chat further about the EqIA, to get a better understanding.

Part 4: Analysing the impact

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"> • the proposal eliminates discrimination, advances equality of opportunity and/or fosters good relations with protected groups.
Negative Impact	<ul style="list-style-type: none"> • Protected characteristic group(s) could be disadvantaged or discriminated against
Neutral Impact	<ul style="list-style-type: none"> • No change/ no assessed significant impact of protected characteristic groups
Unclear	<ul style="list-style-type: none"> • Not enough data/evidence has been collected to make an informed decision.

Age:	<i>Negative impact</i>
What age bracket does this affect?	+17 (driving age and above)
Please provide details:	<p>The vast majority of site users will use a vehicle to access the HRCs. Currently residents may walk into the site but this is not encouraged.</p> <p>Only 2 of the 10 Dorset HRCs are split level, that is the resident deposits waste into skips which are at a lower level so there is no need to climb steps (Swanage and Bridport) so residents do have to climb steps at most sites to access bins. It is likely that older residents will have</p>

	greater likelihood of physical limitations / mobility to be able to climb steps
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Disability: (including physical, mental, sensory and progressive conditions)	Negative impact
Does this affect a specific disability group?	Disabled service users with physical, mental, sensory and progressive conditions
Please provide details:	<p>Only 2 of the 10 Dorset HRCs are split level so residents do have to climb steps at most sites to access bins. Currently the contractor is instructed to give all reasonable assistance. This will not be possible with social distancing.</p> <p>There is likely to be long delays for residents. This may negatively impact residents with conditions that limit their ability to manage anxiety or be away from facilities for a certain length of time.</p> <p>Residents that produce excess waste resulting in greater requirement to use an HRC but that do not wish to have increased bin capacity at the kerbside could also be adversely impacted.</p>

Gender Reassignment & Gender Identity:	Neutral Impact
Please provide details:	No identifiable impact on this characteristic.

Pregnancy and maternity:	Negative Impact
Please provide details:	<p>Pregnant individuals may find it more difficult to deposit waste due to lack of assistance by site staff and unable to queue for long periods of time without access to public conveniences which are likely to be unavailable</p> <p>Parents of young children may have more waste to dispose of</p>

Race and Ethnicity:	Neutral Impact
Please provide details:	No identifiable impact on this characteristic. Information is currently only available in English but pictorial signage is being deployed to the HRCs to assist with key messages and meeters and greeters will engage with residents and answer any questions

Religion or belief:	Neutral Impact
Please provide details:	No identifiable impact on this characteristic.

Sexual orientation:	Neutral Impact
Please provide details:	No identifiable impact on this characteristic.

Sex (consider both men and women):	Neutral Impact
Please provide details:	No identifiable impact on this characteristic.

Marriage or civil partnership:	Neutral Impact
Please provide details:	No identifiable impact on this characteristic.

Carers:	Negative Impact
Please provide details:	Single parents and carers may have children / dependents in vehicle

Rural isolation:	Neutral Impact
Please provide details:	No identifiable impact on this characteristic.

Single parent families:	Negative Impact
Please provide details:	Single parents and carers may have children / dependents in vehicle

Social & economic deprivation:	Neutral Impact
Please provide details:	Residents who are not able to pay with a contactless card may be put off using the site as this is being advertised as the only payment method. However arrangements are also being put in place to accept cash where user does not have contactless card. No access will be allowed by foot or cycle. Only a small number of visitors access the site by not using a vehicle and this is currently discouraged.

Armed Forces communities	Neutral Impact
Please provide details:	No identifiable impact on this characteristic.

Part 5: Action 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 to be taken	Person(s) responsible	Date to be completed by
Age	All new HRCs will be split level where possible to avoid the need for residents to climb steps	Jason Jones	ongoing
Disability	Strong communication of new measures, likely delays and no assistance and to only use the site where waste may pose a safety risk	James Potten, Communications	1 day prior to sites reopening
Disability	Have meeters and greeters walking queue to discuss any issue with residents and inform them of the additional kerbside collections at this time and the availability of the (chargeable) bulky waste collection service	Ian Manley	1 day prior to sites reopening
Disability	Training for meeters and greeters, site staff and site security	Ian Manley	1 day prior to sites reopening
Carers	Communications and meeters and greeters will inform residents of alternative services that can be provided at the kerbside	James Potten, Communications and meeters and greeters	ongoing
Single parents	Communications and meeters and greeters will inform residents of alternative services that can be provided at the kerbside	James Potten, Communications and meeters and greeters	ongoing

EqIA Sign Off

Officer completing this EqIA:	Jason Jones	Date:	14 June 2020
Equality Lead:	Susan Ward-Rice	Date:	17 June 2020
Equality & Diversity Action Group Chair	Pete Bartlett	Date:	17 June 2020

