

Full Equality Impact Assessment

Name of project, policy, function, service or proposal being assessed:	Changes to Residual Waste Collection Service
Date assessment completed	7th March 2016

At this stage you will need to re-visit your initial screening template to inform your discussions on consultation and refer to [guidance notes on completing a full EIA](#)

Cabinet approval will be required on the future operation and provision of the Waste Collection Service Council operated by a Contractor appointed by the council. An Initial Screening EIA was undertaken on 14 November 2015. This indicated that a Full EIA on the review of service provision would be required, to include data, demographics, feedback and views from the general public and representative groups before any final decisions could be made on the future operating model of Waste Collection Service in Bridgend County Borough.

1. Consultation

		Action Points
Who do you need to consult with (which equality groups)?	<p>Age: Older community members Some of the older members of the community will need assistance with placing their waste and recycling ready for collection.</p> <p>Disability: Some of the members of the disabled community will need assistance with placing their waste and recycling ready for collection.</p>	The consultation tools and mechanisms to be used should include: Focussed Meetings, Public Meetings, a consultation document and associated questionnaire, publication of all information on the council's website and any other relevant websites, press releases, all partners, social media, Bridgemembers, Local Service Board and citizens panel.

How will you ensure your consultation is inclusive?	<p>The council is mindful that as wide a range of consultation, engagement activities and tools as possible need to be deployed in order to reach as wide an audience of consultees as possible. Consultation and engagement must be maximised in order that public views and concerns are “heard and considered” by the council to identify better ways of working and influence difficult decision making from a representative group.</p> <p>Methods of consultation will include (where appropriate) bilingual (Welsh / English) materials, information produced in languages other than English and Welsh, large print documents</p>	
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<p>What consultation was carried out? Consider any consultation activity already carried out, which may not have been specifically about equality but may have information you can use</p>	<p>Consultation activity comprised: a) Bridgend Equality Forum; (comprising representation from public, private and third sector service providers and representative groups).</p>	
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Consultation document and survey

A public consultation reviewing Bridgend County Borough Council's household waste and recycling service was conducted over an eight week period between 14 December 2015 and 8 February 2016. The survey was available to complete online through a link on the consultation page of the council's website or by visiting www.bridgend.gov.uk/consultation. The content of the page remains available online. The eight week survey was made available to complete in either English or Welsh via a link on the consultation pages of the council's website.

Paper copies of the consultation were also made available at local libraries and the Civic Offices, or alternatively, they could be sent directly to the residents upon request in either English or Welsh.

Comments regarding the consultation were also invited via letter, email and telephone call

Details of the consultation received promotion within the council through a 'message of the day' notification

Three proposals were considered which required a reply from respondents, a final qualitative question allowed respondents to propose their own alternatives to the proposal and to share their views on the topic. All questions in the survey were optional and all survey responses offered the option of anonymity.

Promotional tools and engagement methods

Details of the consultation were sent as part of a press release emailed to the stakeholders including; councillors, town and community councils, members of the Local Service Board (LSB), neighbourhood networks, the Youth Service Cabinet (YSC), Bridgend Equality Forum (BEF), Bridgend Business Forum (BBF) and business directory, Bridgend First, Bridgend Employer Liaison Partnership database, Communities First database and local media outlets.

Citizens' Panel members interested in receiving additional consultations from Bridgend County Borough Council were invited to complete the survey using a link provided.

Bridgend County Borough councillors received a copy of the press release as well as local Assembly Members and Members of Parliament

A consultation document was created to provide respondents with information on the consultation itself and included a link to the consultation questionnaire. Contact details were also provided to offer additional support and guidance if necessary. Both documents were written in plain English to maximise potential inclusion and were also translated into Welsh

Social media

The council's corporate Facebook and Twitter accounts were used to promote the consultation throughout the live campaign period.

The council tweeted its 6,615 @Bridgend CBC followers and posted to its 4,365 Facebook fans about the consultation on several occasions during the consultation period to help raise awareness.

A live social media debate was held with the director of communities on Thursday 4 February 2016 held between 17:30 – 18:30. The event was promoted leading up to the debate to generate awareness and interest. During the debate, Mark Shephard opened the session by inviting questions which were themed around the consultation.

Local press

The consultation featured on Wales Online from 14 December 2015 and the Gazette newspaper on the 16 December 2015, the Glamorgan Gem and Seaside news also covered the topic on multiple occasions. Information on the consultation featured in members' columns in local publications also. The story was also distributed online through third parties.

The topic overall has received high levels of publicity across Wales

Engagement event

Bridgend County Borough Council officers gave members of Bridgend's Equality Forum the opportunity to arrange an engagement session to help those with additional needs to complete the surveys and to encourage representative groups who are partners of the forum to cascade information down to their members and encourage them, as individuals, to respond to the consultation and survey.

Posters

Bilingual posters advertising the consultation were placed in all local libraries and the Civic Offices with contact details on the range of ways in which the public could respond to the consultation.

The consultation survey was made up of 3 Sections :

- section one asked four questions regarding the respondent to understand their demographic;
- section two included eight quantitative questions regarding the Waste Collection Service and proposed changes to current operational procedures;
- section three featured the standard equalities questions suggested by Welsh Government

All questions asked in the survey were optional and all survey respondents had the opportunity to remain anonymous.

The following consultation was undertaken with equality groups:

Record of consultation with people from equality groups

Group or persons consulted	Date, venue and number of people	Feedback, areas of concern raised	Action Points
Anthony Gribben (<u>Shout Bridgend</u>)	E mail 26 th January 2016 .	'Many thanks Clive our members are responding to this consultation at the moment and hopefully we can arrange for you or a member of your team to come and talk to us about this subject in the near future as I am sure they will have a few questions for you.'	Awaiting further response on invite to speak to group.

<p>Bridgend Coalition dp</p>	<p>E mail 26th January 2016 .</p>	<p>Hi Clive</p> <p>Sorry only just seen this message. I will forward info on to all our members to see if anyone has issues. The main issue that I am aware of is regarding adults who have incontinence issues and problems with storing large nappies, similar to those with small babies but obviously adult nappies are larger. Storage of general waste is also an issue as with anyone else but many disabled people have less places to</p>	<p>Awaiting further response on issues It is BCBC's intension to implement a separate Absorbent Hygienic Products Collection Service</p>
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		<p>store rubbish. I will be in touch if any other issues arise</p> <p>thanks, SIMON GREEN (Chair, BCDP)</p>	
Katrina Kurowski (Bridgend People First)	E mail 26 th January 2016 .	<p>Thanks for letting us know - how can I access the consultation? Is it online? It would be great to consult with our groups so that they feel they are having a say on local issues.</p>	Replied advising that consultation team would supply information on access to documents
Cristina Lepri (abfabb)	E mail 26 th January 2016 .	No Response	No further action
Elizabeth Bevan (Snapcymru)	E mail 26 th January 2016 .	No Response	No further action
Elizabeth Jones (shaw-trust)'	E mail 26 th January 2016 .	No Response	No further action

Every Link Counts	E mail 26 th January 2016 .	No Response	No further action
Jason Price (mhmwales)	E mail 26 th January 2016 .	No Response	No further action
Karyl Carter (Stroke)	E mail 26 th January 2016 .	<p>Hi Clive.</p> <p>I requested copies of the consultation pro-forms from Andrew (Harris?) and a number of my group members have completed them. I am going to the HMD event as an invited guest on 5th February and intended to pass them to Paul Williams then. Is that ok?</p> <p>Best wishes, Karyl</p>	<p>Replied 27th January 2016 Via E mail</p> <p>Hi Karyl</p> <p>That's great thanks very much for your response</p> <p>No Further Action</p>

Michelle f (bda)	E mail 26 th January 2016.	No Response	No further action
Tony (Shout Bridgend County)	E mail 26 th January 2016.	No Response	No further action

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Extracts from Consultation Report

Response rate

In total there were 2,795 responses received to the survey. This included:

- 2,361 responses to the consultation surveys were received online – of the responses received there were 2,347 English online submissions and 14 Welsh versions completed.
- During the social media question and answer sessions there were a total of 19 interactions from Twitter and 120 interactions from Facebook, being seen a total of 15,977 times on Twitter and 8,446 times on Facebook respectively. During the consultation period there were a total of 468 interactions using social media.
- There were 57 responses received by email, 57 responses by post and 11 responses via telephone call.

Response format	#	%
Online survey responses	2,361	84.5
Social media	218	7.8
Social media debate	91	3.3
Emails	57	2.0

Total Survey Responses

Paper survey responses	57	2.0
Telephone	11	0.4
Total	2,795	100.0

Survey Respondents: Age Categories

	Under 18	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	PNTS	Total
#	0	61	460	622	520	403	270	22	2,358
%	0.0	2.6	19.5	26.4	22.1	17.1	11.5	0.9	100.0

2. Assessment of Impact

Gender	Impact or potential impact	Actions to mitigate
Identify the impact / potential impact on women and men.	Breakdown of consultation respondents is: Male 550 Female 818 Other 2	Neither men nor women will be disproportionately negatively affected by this proposal.

	<p>preferred not to say 33</p> <p>The council is mindful that this figure may not be a full and true representation of usage.</p>	
Disability	Impact or potential impact	Actions to mitigate
Identify the impact/potential impact on disabled people (ensure consideration of a range of impairments, e.g. physical, sensory impairments, learning disabilities, long-term illness).	<p>From the responses received to the equality related questions within the consultation,</p> <p>117 respondents confirmed they had a disability (as described in the Equality Act 2010),</p> <p>1240 confirmed they did not have</p>	<p>At the commencement of the new contract on 1st April 2017, the Council will transfer the management of the assisted collection service to the incoming contractor the council will (in terms of protected characteristic), monitor the assisted collection</p>

	<p>a disability, 49 preferred not to say and 63 did not answer the question. The council is mindful that this figure may not be a full and true representation of usage.</p>	<p>service offered by the waste collection contractor to ensure no protected characteristic group (or other hard to reach or socially excluded group) is negatively impacted.</p>
Race	Impact or potential impact	Actions to mitigate
<p>Identify the impact/potential impact of the service on Black and minority ethnic (BME) people.</p>	<p>Breakdown of consultation respondents is:</p> <p>Asian or Asian British: 4</p> <p>White: 1344</p> <p>Mixed / Multiple Ethnic Groups 2</p> <p>Black / African / Caribbean / Black British 2</p>	<p>There is no potential negative or disproportionate effect on Race expected by this service review. However, the council will, as far as possible, monitor the use of the service to ensure no protected characteristic group (or other hard to reach or socially excluded group) is negatively impacted.</p>

	<p>Other ethnic group 5</p> <p>Prefer not to say: 28</p> <p>Question unanswered: 67</p> <p>The council is mindful that this figure may not be a full and true representation of usage.</p>	<p>The council will take appropriate action to communicate with all Black and minority ethnic (BME) people in their chosen language.</p>
Religion and belief	Impact or potential impact	Actions to mitigate
<p>Identify the impact/potential impact of the service on people of different religious and faith groups.</p>	<p>Breakdown of consultation respondents is:</p> <p>Christian: 659</p> <p>Hindu: 3</p> <p>Muslim 3</p> <p>No Religion 620</p> <p>Other religion or belief: 18</p>	<p>There is no potential negative or disproportionate effect on religion and belief expected by this service review. However, the council will, as far as possible, monitor the use of the service to ensure no protected characteristic group (or other hard to reach or socially excluded group) are negatively</p>

	<p>Prefer not to say: 101</p> <p>The council is mindful that this figure may not be a full and true representation of usage.</p>	impacted.
Sexual Orientation	Impact or potential impact	Actions to mitigate
Identify the impact/potential impact of the service on gay, lesbian and bisexual people.	<p>Breakdown of consultation respondents is:</p> <p>Gay man: 12</p> <p>Heterosexual: 1223</p> <p>Prefer not to say: 126</p> <p>Gay Women : 15</p>	There is no potential negative or disproportionate effect on sexuality expected by this service review. However, the council will, as far as possible, monitor the use of the service to ensure no protected characteristic group (or other hard to reach or socially excluded group) are negatively

	<p>Bisexual : 11</p> <p>Prefer not to say: 126</p> <p>The council is mindful that this figure may not be a full and true representation of usage.</p>	<p>impacted.</p>
Age	Impact or potential impact	Actions to mitigate
<p>Identify the impact/potential impact of the service on older people and younger people.</p>	<p>The analysis of respondents' age within the equality related questions within the consultation is outlined on page 16 of this Equality Impact Assessment. The council is mindful that this figure may not be a full and true representation of usage.</p>	<p>However the council will, as far as possible, monitor the use of the service to ensure no protected characteristic group (or other hard to reach or socially excluded group) is negatively impacted.</p> <p>The contract will make provisions for assisted collections for older</p>

		people who are unable to present their waste for collection this service will be managed by the incoming contractor.
Pregnancy & Maternity	Impact or potential impact	Actions to mitigate
Identify the impact/potential impact on pregnancy and maternity	<p>Breakdown of consultation respondents is:</p> <p>Currently pregnant: 20</p> <p>Not currently pregnant: 785</p> <p>Prefer not to say: 9</p> <p>Pregnant in last 26 weeks?: 29</p>	<p>There is no potential negative or disproportionate effect on pregnancy and maternity expected by this service review. However, the council will, as far as possible, monitor the use of of the service to ensure no protected characteristic group (or other hard to reach or socially excluded</p>

	<p>Not pregnant in last 26 weeks: 777.</p> <p>Prefer not to say: 6</p> <p>The council is mindful that this figure may not be a full and true representation of usage.</p>	<p>group) are negatively impacted.</p> <p>The council will be implementing an Absorbent Hygienic Product collection service at the commencement of the new contract on 1st April 2017, collection of the AHP will take place on a 2 weekly basis at the same time as the residual waste collection.</p>
Transgender	Impact or potential impact	Actions to mitigate
Identify the impact/potential impact of the service on transgender people	<p>Breakdown of consultation respondents is :</p> <p>Is your gender the same now as</p>	<p>There is no potential negative or disproportionate effect on Transgender expected by this service review. However, the</p>

	<p>that you were assigned at Birth.</p> <p>Yes: 1342</p> <p>No: 5</p> <p>Prefer not to say: 36</p> <p>There is no anticipated impact of gender dysphoria on individuals which may result in Trans people not wishing to use the service for fear of being a hate crime/incident target or harassment.</p>	<p>council will, as far as possible, monitor the use of the service to ensure no protected characteristic group (or other hard to reach or socially excluded group) are negatively impacted</p>
Marriage and Civil Partnership	Impact or potential impact	Actions to mitigate
Identify the impact/potential impact of the service on Marriage and Civil Partnership.	<p>Breakdown of consultation respondents is :</p> <p>Single: 131</p>	<p>There is no disproportionate or negative affect identified by this proposal in terms of marriage and civil partnership</p>

	Married: 891 Divorced: 81 Partnered: 174 Civil Partnered: 13 Widowed: 30 Prefer not to say: 76	
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It is essential that you now complete the action plan. Once your action plan is complete, please ensure that the actions are mainstreamed into the relevant Service Development Plan.

3. Action Plan

Action	Lead Person	Target for completion	Resources needed	Service Development plan for this action
Ensure that assisted collection service is included in contract documentation for the contractor to implement and the client to monitor.	Service manager	Completion by the issue of the contract document to procure the new waste collection contractor. This will be an ongoing situation during the contract period.	Only Staff time required will be to monitor the contractors systems and actions. This will only require the contractor's system to be monitored	The assisted collection service will be run by the incoming contractor and will be monitored by BCBC on a monthly basis.

			during the contract period.	This system will be in use for those people who suffer disabilities and age
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Please outline the name of the independent person (someone other the person undertaking the EIA) countersigning this EIA below:

Paul Williams, Equality Officer

Please outline how and when this EIA will be monitored in future and when a review will take place:

Should BCBC's cabinet approve proposals for change, they will be implemented on 1st April 2017 when the new Waste Collection Service contract comes into force. Following implementation the monitoring actions outlined above will be put into practice. Any suggestions for improvements that can be accommodated within financial constraints will be incorporated into the Streetworks Service Development plan.

Signed:

Date:

4. Publication of your results and feedback to consultation groups

It is important that the results of this impact assessment are published in a user friendly accessible format.

It is also important that you feedback to your consultation groups with the actions that you are taking to address their concerns and to mitigate against any potential adverse impact.

Please send completed EIA form to [Paul Williams, Equalities and Engagement Officer](#)

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