

Equality Impact Assessment (Waste Management - Changes to Assisted Collections Policy)

Details

Service	Lead Officer	Date
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Summary

Outline of proposal
Revision to Assisted Waste and Recycling Collection Policy -to set out the proposed changes to the current Assisted Collection Policy, highlighting amendments to the eligibility criteria and the introduction of an administration and renewal fee.
Summary of objectives
To amend the current eligibility criteria so that the age of applicants is no longer considered as a determining factor To introduce an administration fee of £10 which will be applied to all new applicants and those renewing the service To undertake an annual refresh of the service delivery database to maintain accuracy and comply with Data Protection principles To introduce a revised application process for service users to reduce the time taken to determine applications
Reference
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Step 1

What are the key equality and diversity questions you would like to ask?

eg *Do some diverse groups experience poorer outcomes or barriers to access?*

Do some diverse groups experience greater need for services?

How can the investment the help improve outcomes for diverse groups?

How can the investment help to promote equal access / take-up of services for all sections of the community?

1 **How do you identify the people who are potentially eligible for support under the Assisted Collections Policy?**

2 **How will you make contact with these potentially eligible people to give them the opportunity to apply for Assisted Collections?**

3 **Have you identified other potential sources of support / routes for information sharing? (eg. council, voluntary and community services who have regular contact with older people)**

4 **What are the planned access channels for people who wish to apply?**

5 **What support is available for people to use the proposed access channels?**

6 **Do we know how many people in the target age group have internet access?**

7 **How will we ensure that eligible older people are not deterred by the application / assessment process?**

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Step 2

How will you find out the answers to these questions? (please include brief details of findings if already known)

eg Ask staff and other stakeholders what they know.

Discuss the issue with service users.

Meet with a relevant community group or forum.

Analyse service performance data and compare it with local demographic data.

	Who	When
1	Information is included on the council website, with an e-form to complete. Berneslai Homes and housing associations also know about the scheme so can inform their tenants. It is also included in information sent to residents about collection points, and the service talk it through with residents on home visits. Elected Members are also aware of the scheme and can publicise it with residents. Awareness and take-up is generally high among the target group of residents.	
2	Under the revised policy, the contact channels will be the same (see point 1 above), the information sent out will be amended and the payment facility will be built into the e-form. A communication plan will be done around this as well, in advance of the proposed implementation in December. Contact centres will be made aware of the changes, and they will be able to offer advice about alternatives if people are reluctant to pay the £10 charge (eg. potentially identifying family members or neighbours who could help out). Refuse vehicle crews also advise residents about the scheme if they see someone who appears to be struggling - they have information they can give out to residents.	Changes planned to be implemented from 1st December 2017.
3	See point 1 above. Awareness and information sharing routes about the scheme are already in place. Changes to the process are being kept as simple as possible, avoiding the resident having to provide a lot of information or imposing extra work on GPs in providing medical evidence. People applying will just need to get a form stamped by the GP practice.	
4	The initial request for service will be via a new e-form. People will also be able to call a telephone helpline.	
5	For people who are not able to complete the e-form (or do not have internet access) support is available over the phone. Help will also be given at Libraries, and discussions are taking place to enlist the support of the Digital Champions.	
6	We don't have easy access to comprehensive data about this, but in Barnsley internet take-up is likely to be relatively low among the target group. People tend to ask for assistance from family members, or access support on the phone helpline or at libraries, as outlined above. This is not thought to be a prohibitive issue in making sure eligible people access the service.	
7	The initial e-form is being kept as simple as possible - it won't ask for a lot of information - just enough to provide residents with information about how to apply and what evidence is needed. Also, as outlined above, support is available via other routes.	

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Step 3

Customer Access - How accessible is the service and how will this be affected by the budget efficiency?

Has the service been assessed for the Minimum Access Standard?

Yes

According to the MAS, what access priority level is your service?

Medium

How will the following groups of people with different access needs be affected by the proposal?

Deaf (BSL Users)	Physical Impairment	Visual Impairment	Hearing Impairment	Learning Difficulty	Community Language
<p><i>Not anticipating a major impact compared to current arrangements, unless people are also over 80 and have other medical issues.</i></p>	<p><i>This will be the main target group of residents - the changes to the policy will ensure that the assisted collections service focuses on assisting those most in need of support to get their waste collected.</i></p>	<p><i>Some people with visual impairments may not be able to use the e-form. They will be able to apply over the phone, or with support in libraries.</i></p>	<p><i>Not anticipating a major impact compared to current arrangements, unless people are also over 80 and have other medical issues.</i></p>	<p><i>Not anticipating a major impact compared to current arrangements, unless people are also over 80 and have other medical issues.</i></p>	<p><i>Some people whose first language is not English may be affected - however, the council website now has an auto-translate function into a wide range of different languages.</i></p>

Step 4

How can any potential adverse impacts be minimised?

As outlined earlier, the proposed implementation of this change to the Assisted Collections scheme will primarily be via a new e-form for residents to apply and make payment. This will however be supported by a phone helpline for people who are unable to access the service online, and arrangements are being made for face-to-face support where necessary.

Refuse collection crews, contact centre teams, social landlords and elected Members will continue to have the knowledge about the scheme to ensure that eligible residents know how to access it.

The auto-translate function on the council's website will assist any eligible residents who are not fluent in English - it is recommended that the e-form also has this functionality if feasible. Also, it is recommended that samples of the auto-translated text are 'sense-checked' to ensure that it provides clear instructions.

The Minimum Access Standard includes the suggestion of using a text message short-code number for use by people with hearing impairments. This could be a way of improving access for this group of people if it becomes apparent that accessing the service is a barrier for some eligible people with hearing impairments, although the service do not anticipate a major impact in this respect.

Consultation, Advice and Support

E+I Team Consulted	E+I Business Partner (Name / email)	Date of most recent contact
Yes	Sue Smith (suesmith@barnsley.gov.uk)	17th October 2017

Please email your completed EIA to:

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