

## Equality (Impact) Assessment Form



<b>Organisation or Department</b>	<b>Environmental Services Department</b>
<b>Service Area / Section</b>	Waste Collection Service, Operations

Section	Date Started	Reviewing officers:	Name (alphabetic order)	Job Title	Date Completed
<b>Part A</b>		<b>Lead officer(s)</b>	Andrew Warburton	Waste Collection Manager	February 2008
		<b>Others on the review team</b>			
<b>Part B</b>		<b>Lead officer(s)</b>	Andrew Warburton	Waste Collection Manager	February 2008
		<b>Others on the review team</b>			
<b>Part C</b>		<b>Lead officer(s)</b>	Andrew Warburton	Waste Collection Manager	February 2008
		<b>Others on the review team</b>			
<b>Part D</b>		<b>Lead officer(s)</b>	Andrew Warburton	Waste Collection Manager	February 2008
		<b>Others on the review team</b>			
<b>Part E</b>		<b>Lead officer(s)</b>			
		<b>Others on the review team</b>			

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### Part A: Assessing Relevance and Prioritising Areas

List functions and policies	For which of the following parts of the general duty, in the areas of gender, disability and race does it apply? 1. Promoting equality of opportunity 2. Eliminating discrimination 3. Encouraging participation and positive attitudes and relations between groups			Are there other groups that need to be considered Age, class, faith, sexuality	Priority 1, 2 and 3 = high Any 2 = medium Any 1 = low
	Disability	Gender	Race	Please state which groups below:	
Customer Complaints	1,2	1	1	Age	Medium
Waste Collection	1		1	Age, Class	Low
Assisted Pull Out Service	1			Age	Low
Civic Collection	1,2		1,2	Age	Medium
Notification of specific collection dates	1,2		1,2		Medium

Go to part B

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### Part B: Assessment of services and policies

#### How is your service organised?

	Answer and evidence to show this	Action Points
1. Purpose of the service	To carry out a waste collection service for the residents living in the borough.	
2. List policies included in this assessment	All Corporate policies are adhered to.	
3. Please list your stakeholders and customers	Wigan Council and residents of the borough	
<p>4. Considering the type of service you provide and who your customers are, please outline how your service intends to communicate with different groups of people e.g. pictorial representations, tapes etc. Please ensure that priority is given to making services accessible rather than making information about services accessible.</p> <p>You should consider issues such as literacy, language and disability. Please refer to the Council's guidance on Plain English, Corporate standards and the Council's Translation and interpretation policy.</p>	<p>Information leaflets for collection dates to overcome language barriers.</p> <p>We do not lead in the above or other area as we are client led, but we do have input in the initial process,</p>	

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### Part B: Assessment of services and policies

#### Working in partnership working, procurement and commissioning

5. Please list any aspects of your functions or policies that are delivered externally or with external partners	All Corporate policies are shared with external partners.	
6. Has the procurement equality procedure been followed in each case?	Yes the procurement equality procedure has been followed.	
7. Please list any aspects of your functions or policies that are provided under contract for external organisations or partners	All Corporate policies are shared with external organisations or partners.	
8. Are you aware of the other organisation's/ partner's Procurement Equality Policy and how this differs from our own policy?	Yes the Waste Collection Service is aware.	
9. Has the procurement equality procedure been followed for items your service procures?	Yes the procurement equality procedure has been followed.	

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### Part B: Assessment of services and policies

#### Evidence to show whether the service is provided and accessed fairly

	<b>Answer and evidence to show this</b>	<b>Action Points</b>
<p>10. Please list all the information gathered that might help you decide whether or not the service is being applied fairly to all social identity groups</p> <p>If you do not have sufficient data or are not confident making decisions using the existing data please see the Equality Monitoring Guidance</p>	<p>Information leaflets for collection dates to overcome language barriers.</p> <p>Equal Opportunities and Customer Care training is also provided to all employees.</p> <p>All Corporate policies are followed.</p> <p>Access to our Customer Relations Officer</p>	

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### Part B: Assessment of services and policies

#### Is your service provided and accessed fairly?

Consider each equality group in turn and state which aspects of your work:

- Affect some groups differently, state how and why
- Promote equality and address unmet need
- Contribute to inequality
- Encouraging participation, and positive attitudes and relations between groups

		Answer and evidence to show this	Action Points
11. Age	Affect some groups differently	The service is not affected and is accessed fairly.	
	Promote equality and address unmet need	Additional support may be given to the elderly in terms of emptying their bins.	
	Contribute to inequality	The service does not contribute to inequality as far as we are aware.	
	Encourage participation, positive attitudes and relations between groups	Waste Collection Service encourage participation from all customers and partners via the Environmental Services Helpline and provides adequate provision for accessibility to the service	
12. Class	Affect some groups differently	The service is not affected and is accessed fairly.	
	Promote equality and address unmet need	Waste Collection Service advocates equality and would address any unmet needs accordingly. This has never been an issue.	
	Contribute to inequality	The service does not contribute to inequality.	

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	Encourage participation, positive attitudes and relations between groups	Waste Collection Service encourage participation from all customers via the Environmental Services Helpline and provides adequate provision for accessibility to the service	
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### Part B: Assessment of services and policies

#### Is your service provided and accessed fairly? Continued...

		Answer and evidence to show this	Action Points
13. Disability	Affect some groups differently	The service is not affected and is accessed fairly.	
	Promote equality and address unmet need	Waste Collection Services advocates equality and would address any unmet needs accordingly. This has never been an issue.	
	Contribute to inequality	The service does not contribute to inequality.	
	Encourage participation positive attitudes and relations between groups	Waste Collection Service encourage participation from all customers via the Environmental Services Helpline and provides adequate provision for accessibility to the service	
14. Ethnicity	Affect some groups differently	The service is not affected and is accessed fairly.	
	Promote equality and address unmet need	Waste Collection Service advocates equality and would address any unmet needs accordingly. This has never been an issue.	
	Contribute to inequality	The service does not contribute to inequality.	
	Encourage participation, positive attitudes and relations between groups	Waste Collection Service encourage participation from all customers via the Environmental Services Helpline and provides adequate provision for accessibility to the service	

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### Part B: Assessment of services and policies

#### Is your service provided and accessed fairly? Continued...

15. Gender	Affect some groups differently	The service is not affected and is accessed fairly.	
	Promote equality and address unmet need	Waste Collection Service advocates equality and would address any unmet needs accordingly. This has never been an issue.	
	Contribute to inequality	The service does not contribute to inequality.	
	Encourage participation, positive attitudes and relations between groups	Waste Collection Service encourage participation from all customers via the Environmental Services Helpline and provides adequate provision for accessibility to the service	
16. Religion	Affect some groups differently	The service is not affected and is accessed fairly.	
	Promote equality and address unmet need	Waste Collection Service advocates equality and would address any unmet needs accordingly. This has never been an issue.	
	Contribute to inequality	The service does not contribute to inequality.	
	Encourage participation, positive attitudes and relations between groups	Waste Collection Service encourage participation from all customers via the Environmental Services Helpline and provides adequate provision for accessibility to the service	

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17. Sexuality	Affect some groups differently	The service is not affected and is accessed fairly.	
	Promote equality and address unmet need	Waste Collection Service advocates equality and would address any unmet needs accordingly. This has never been an issue.	
	Contribute to inequality	The service does not contribute to inequality.	
	Encourage participation positive attitudes and relations between groups	Waste Collection Service encourage participation from all customers via the Environmental Services Helpline and provides adequate provision for accessibility to the service	
18. Other Groups e.g. carers, homeless	Affect some groups differently	The service is not affected and is accessed fairly. Due to the nature of the business. Waste Collection Service do not get involved with homelessness.	
	Promote equality and address unmet need	Waste Collection Service advocates equality and would address any unmet needs accordingly. This has never been an issue. The service does not get involved with homelessness.	
	Contribute to inequality	The service does not contribute to inequality. Waste Collection Service does not get involved with homelessness.	

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	Encourage participation positive attitudes and relations between groups	Waste Collection Service encourage participation from all customers via the Environmental Services Helpline and provides adequate provision for accessibility to the service. Waste Collection Service does not get involved with homelessness.	
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Go to part C

### Part C: Consultation

Please see the Plain English Guidance and Consultation Toolkit for advice. Please try to organise your consultation in partnership with other departments/sections and remember to feedback afterwards.

	Answer and evidence to show this	Action Points
1. Who will you consult with?	Please refer to Client Departments	
2. What consultation method/s will you use?	Please refer to Client Departments	
3. Are any groups of people likely to be missed out of the consultation? What can we do to prevent this happening?	Please refer to Client Departments	
4. Are there effective mechanisms to record and analyse the consultation responses?	Please refer to Client Departments	
5. Date (and place if applicable) of consultation	Please refer to Client Departments	
6. Can you prove who you consulted with?	Please refer to Client Departments	

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7. Summary of consultation findings	Please refer to Client Departments	
8. Where can full details of the consultation findings be found?		

Go to part D

### Part D: Action Plan

Organisation/ Department	Environmental Services Department
Service Area	<i>Waste Collection Service</i>
Responsible Officer	Andrew Warburton

Transfer the action points identified whilst completing the previous sections, from the consultation and any rolled over from the previous Equality (Impact) Assessment into the first column. Using the test for relevance in part A indicate a level of importance for each action point in the second column. Complete the rest of the columns outlining who will complete the task and when and how this will be measured.

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Action Points	Importance	Person responsible	Start and end date	Resources (approved?)	Measure	Target
Ensure regular representation with the Client with reference in particular to Equality & Diversity						

Completed by		Date	
Has the action plan been ratified? E.g. Cabinet, DMT		Date	
Have the actions been mainstreamed into the service plan?		Date	
Who will the results of the Equality (Impact) Assessment be shared with?		Date	
How will the Equality (Impact) Assessment be published?		Date	
How and when will the action plan be monitored?			
Date of the next assessment			

Please email your completed Equality (Impact) Assessment to the Equality Policy Officer.

### Part E: How do changes or new policies affect different groups?

	Answer and evidence to show this	Action Points
1. Function/policy	Please refer to Client Departments	

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2.	Have you reviewed Parts A & B	Please refer to Client Departments	
3.	Outline any proposed changes to the policy or service	Please refer to Client Departments	
4.	How will service users be affected by these changes	Please refer to Client Departments	
5.	Who is better off because of these changes	Please refer to Client Departments	

### Part E: How do changes or new policies affect different groups? Continued...

	Answer and evidence to show this	Action Points

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6.	Who is worse off because of these changes?	Please refer to Client Departments	
7.	Who else do the changes affect?	Please refer to Client Departments	
8.	Will these changes affect the social identity groups differently? If yes please explain how and why this is appropriate.	Please refer to Client Departments	
9.	Can any adverse impact be justified in relation to the wider aims of policy? If so explain why.	Please refer to Client Departments	
10.	What is the potential effect on community cohesion?	Please refer to Client Departments	

Go to part C, then update part D.