

EQIA Submission – ID Number

Section A

EQIA Title

Household Waste Recycling Centres and Waste Transfer Station Operation and Management and Haulage services

Responsible Officer

Kay Groves - GT - ECE

Type of Activity

Service Change

No

Service Redesign

No

Project/Programme

No

Commissioning/Procurement

Commissioning/Procurement

Strategy/Policy

No

Details of other Service Activity

No

Accountability and Responsibility

Directorate

Growth Environment and Transport

Responsible Service

Resource Management and Circular Economy - Service Delivery

Responsible Head of Service

Susan Reddick - GT - ECE

Responsible Director

Matthew Smyth - GT - ECE

Aims and Objectives

The waste management service is carried out by KCC to meet the Statutory Obligation of Kent County Council as the Waste Disposal Authority.

It is intended to help people to manage their waste and encourages the use of waste as a resource in synergy with economic and housing growth in Kent plus ensure a robust, commercial approach to commissioning, performance and delivery throughout the service. The Service currently manage 19 Household Waste Recycling Centres (HWRCs) and 6 transfer stations and closed landfill sites across Kent. The sites are operated by contracting parties under the remit of Kent County Council.

This EQIA supports the proposals in the Cabinet Report for the HWRC and Waste Transfer Station contracts for Mid, East and West Kent sites.

HWRCs are open to all householders within the County (and cross border with a fee).

Customer Satisfaction surveys are carried out six monthly and customer feedback is gathered at that point.

The aims and objectives of the activity are to continue:

- To manage the disposal of waste in an efficient and effective manner whilst minimising risk to the

environment;

- To increase recycling and reuse rates;
- To avoid landfill as a disposal method;
- To realise commodity values;
- To operate the sites within the permitting and legislative framework.

There are also a whole array of projects, policies and procedures undertaken at the HWRCs which are subject to their own specific EQIAs.

Recommendation - There is identified potential for discrimination against certain protective characteristics, although there are mitigating actions also noted. Overall, the judgement is that the HWRC staff are trained to treat their customers fairly irrespective of their age, disability, sex, gender identity, race, religion and belief, sexual orientation or pregnancy/maternity or marriage/civil partnerships.

Section B – Evidence

Do you have data related to the protected groups of the people impacted by this activity?

Yes

It is possible to get the data in a timely and cost effective way?

Yes

Is there national evidence/data that you can use?

Yes

Have you consulted with stakeholders?

Yes

Who have you involved, consulted and engaged with?

There is continual engagement with staff and managers on policies and practices on site. Contract Management Review Group with cross party Members and Senior Officers reviewed the contract proposals. Contract and Compliance Officers meet to discuss operations on a daily basis, and manage the customer engagement aspect of the service. Commissioning Colleagues and Senior Officers have reviewed the contract proposals. Customer surveys are conducted every six months to gauge their satisfaction with the booking system and their customer experience.

Has there been a previous Equality Analysis (EQIA) in the last 3 years?

Yes

Do you have evidence that can help you understand the potential impact of your activity?

Yes

Section C – Impact

Who may be impacted by the activity?

Service Users/clients

Service users/clients

Staff

Staff/Volunteers

Residents/Communities/Citizens

Residents/communities/citizens

Are there any positive impacts for all or any of the protected groups as a result of the activity that you are doing?

Yes

Details of Positive Impacts

Having an HWRC in every district reduces travel time for a number of residents, which could benefit many individuals who have a protective characteristic this could aid, such as disability, maternity, pregnancy or age.

Negative impacts and Mitigating Actions
19. Negative Impacts and Mitigating actions for Age
Are there negative impacts for age?
Yes
Details of negative impacts for Age
Data held about the HWRC customer base indicates that there are a significant number of people in the 55 year plus age brackets who utilise the HWRCs. Householders may struggle to dispose of waste over retaining walls or where steps are in place.
Mitigating Actions for Age
Older people may require assistance with unloading their vehicle, raising waste over a wall or navigating steps and site staff should be proactive in offering help.
Responsible Officer for Mitigating Actions – Age
Kay Groves
20. Negative impacts and Mitigating actions for Disability
Are there negative impacts for Disability?
Yes
Details of Negative Impacts for Disability
Customers with disabilities may require assistance to unload their vehicles. Customer may have difficulty communicating their needs or the help they require. Customers who are visually impaired may require careful direction or assistance.
Mitigating actions for Disability
Staff should be proactive in assisting people with a disability if they require help. Staff should be trained and skilled to communicate with customers who may have learning difficulties to ensure customer service standard is maintained for all visitors. KCC requires all its providers to ensure staff are adequately trained in Equality and Diversity to equip them to understand and respect differences without prejudice. KCC will not tolerate derogatory comments or actions.
Responsible Officer for Disability
Kay Groves
21. Negative Impacts and Mitigating actions for Sex
Are there negative impacts for Sex
Yes
Details of negative impacts for Sex
There is potential for prejudices and gender stereotype perspectives to be relayed by HWRC site staff, for example assumptions made about the customers abilities or access requirements based upon their assumed sex.
Mitigating actions for Sex
KCC Providers must ensure that site staff understand that they must not treat certain customers less favourably than others because of their sex.
Responsible Officer for Sex
Kay Groves
22. Negative Impacts and Mitigating actions for Gender identity/transgender
Are there negative impacts for Gender identity/transgender
Yes
Negative impacts for Gender identity/transgender
There is potential for prejudices and gender stereotype perspectives to be relayed by HWRC site staff, for example assumptions made about the customers abilities or access requirements based upon their assumed gender.

Mitigating actions for Gender identity/transgender
KCC Providers must ensure that site staff understand that they must not treat certain customers less favourably than others because of their gender.
Responsible Officer for mitigating actions for Gender identity/transgender
Kay Groves
23. Negative impacts and Mitigating actions for Race
Are there negative impacts for Race
Yes
Negative impacts for Race
Where individuals' accents (both customers, site staff colleagues and off-takers) may impact upon understanding and ability to meet the need of the individual,. E.g. understanding where to place an item, collect waste, site staff should communicate respectfully and with patience to meet the individual's needs where they have a low level of the English Language.
Mitigating actions for Race
KCC requires all its providers to ensure staff are adequately trained in Equality and Diversity to equip them to understand and respect differences without prejudice. KCC will not tolerate derogatory comments or actions.
Responsible Officer for mitigating actions for Race
Kay Groves
24. Negative impacts and Mitigating actions for Religion and belief
Are there negative impacts for Religion and belief
No
Negative impacts for Religion and belief
Not Applicable
Mitigating actions for Religion and belief
Not Applicable
Responsible Officer for mitigating actions for Religion and Belief
Not Applicable
25. Negative impacts and Mitigating actions for Sexual Orientation
Are there negative impacts for Sexual Orientation
No
Negative impacts for Sexual Orientation
Not Applicable
Mitigating actions for Sexual Orientation
Not Applicable
Responsible Officer for mitigating actions for Sexual Orientation
Not Applicable
26. Negative impacts and Mitigating actions for Pregnancy and Maternity
Are there negative impacts for Pregnancy and Maternity
Yes
Negative impacts for Pregnancy and Maternity
Depending on the stage of pregnancy, customers may require assistance with unloading their vehicle or navigating steps or over retaining walls.
Mitigating actions for Pregnancy and Maternity
Customers may require assistance with unloading their vehicle, raising waste over a wall or navigating steps and site staff should be proactive in offering help.
Responsible Officer for mitigating actions for Pregnancy and Maternity
Kay Groves
27. Negative impacts and Mitigating actions for Marriage and Civil Partnerships

Are there negative impacts for Marriage and Civil Partnerships
Yes
Negative impacts for Marriage and Civil Partnerships
There is potential for prejudices and stereotype perspectives to be relayed by HWRC site staff with regard to same sex marriage or civil partnerships which could negatively impact upon the customer experience.
Mitigating actions for Marriage and Civil Partnerships
KCC requires all its providers to ensure staff are adequately trained in Equality and Diversity to equip them to understand and respect differences without prejudice. KCC will not tolerate derogatory comments or actions
Responsible Officer for Marriage and Civil Partnerships
Kay Groves
28. Negative impacts and Mitigating actions for Carer's responsibilities
Are there negative impacts for Carer's responsibilities
No
Negative impacts for Carer's responsibilities
Not Applicable
Mitigating actions for Carer's responsibilities
Not Applicable
Responsible Officer for Carer's responsibilities
Not Applicable