

**Kent County Council  
Equality Analysis/ Impact Assessment (EqIA)**

**Directorate/ Service: Growth, Environment and Transport**

**Name of decision, policy, procedure, project or service: Kent County Council's Household Waste Recycling Centre and Transfer Station Service**

**Responsible Owner/ Senior Officer: Kay Groves (Waste Services Manager)**

**Version: 1**

**Author: Caroline Wright**

**Summary and recommendations of equality analysis/impact assessment.**

- **Context**  
Contractual arrangements for the management of Household Waste Recycling Centres and Transfer Stations in Kent
- **Aims and Objectives**  
No change – re-procurement of a statutory requirement
- **Summary of equality impact**

**Adverse Equality Impact Rating** **Low** / **Medium** / **High**

**Attestation**

I have read and paid due regard to the Equality Analysis/Impact Assessment concerning **the re-procurement of Household Waste Recycling Centres and Transfer Stations in Kent**. I agree with risk rating and the actions to mitigate any adverse impact(s) that has /have been identified.

**Head of Service**

Signed: *David Beaver*

Name: David Beaver

Job Title: Head of Waste Mgmt and Business Services

Date: 14/11/2019

**DMT Member**

Signed:

Name:

Job Title:

Date:

**Part 1 Screening**

Could this policy, procedure, project or service, or any proposed changes to it, affect any Protected Group (listed below) less favourably (negatively) than others in Kent? Could this policy, procedure, project or service promote equal opportunities for this group?

Protected Group	Please provide a brief commentary on your findings. Fuller analysis should be undertaken in Part 2.			
	High negative impact EqIA	Medium negative impact Screen	Low negative impact Evidence	High/Medium/Low Positive Impact Evidence
<b>Age</b>	None	None	None	<p><b>Medium</b></p> <p>Data held about the HWRC customer base indicates there are a significant number of people in the 50–70 year age bracket who utilise the HWRCs. Older people may require assistance with unloading their vehicle and site staff should be proactive in offering help. This may help to prevent a delay in unloading vehicles which will limit disruption to other site users. Assistance is also available to aid householders to dispose of waste over retaining walls or where steps are in place.</p>
<b>Disability</b>	None	None	None	<p><b>Medium</b></p> <p>Having an HWRC in every district reduces travel times for a number of residents, which could be beneficial for many individuals, including those customers with a disability.</p> <p>Staff should be trained and skilled to communicate with customers who may have learning difficulties to ensure high quality customer service is provided to these individuals. Staff should be aware that people with a disability may require assistance with unloading their vehicle and site staff should be proactive in offering help.</p> <p>KCC requires its providers to ensure staff are adequately trained in the field of equality and diversity, to equip them to respect differences without prejudice. KCC will not tolerate derogatory comments or actions.</p>

<b>Gender</b>	None	None	None	<p><b>Low</b></p> <p>There is potential for prejudices and gender stereotype perspectives to be unchecked by HWRC site staff, e.g.; assumptions being made about the customer's abilities or access requirements based upon their assumed gender.</p> <p>The practices of KCC providers must not treat certain customers less favourably than others because of Protected Characteristic.</p> <p>KCC requires its providers to ensure staff are adequately trained in the field of equality and diversity, to equip them to respect differences without prejudice. KCC will not tolerate derogatory comments or actions.</p>
<b>Gender identity/ Transgender</b>	None	None	None	<p><b>Low</b></p> <p>There is potential for prejudices and gender stereotype perspectives to be unchecked by HWRC site staff, e.g.; assumptions being made about the customer's abilities or access requirements based upon their assumed gender.</p> <p>The practices of KCC providers must not treat certain customers less favourably than others because of Protected Characteristic.</p> <p>KCC requires its providers to ensure staff are adequately trained in the field of equality and diversity, to equip them to respect differences without prejudice. KCC will not tolerate derogatory comments or actions.</p>
<b>Race</b>	None	None	None	<p><b>Low</b></p> <p>Where individual's accents (both the customers' and site staff) may impact upon understanding and ability to meet the customer needs at the sites e.g. understanding where to place an item. In this circumstance, site staff should communicate respectfully and with patience to meet the customers' needs where they have a low level of English language.</p> <p>KCC requires its providers to ensure staff are adequately trained in the field of equality and diversity, to equip them to respect differences without prejudice. KCC will not tolerate derogatory comments or actions.</p>

<b>Religion and Belief</b>	None	None	None	<p><b>None</b> A customer's religion or belief is not obvious or to be assumed from physical appearance. There is potential for prejudices and stereotype perspectives to occur by HWRC site staff towards customers and vice versa.</p> <p>KCC requires its providers to ensure staff are adequately trained in the field of equality and diversity. KCC will not tolerate derogatory comments or actions.</p>
<b>Sexual Orientation</b>	None	None	None	<p><b>None</b> A customer's sexual orientation is not relevant to the nature of customer service provided at HWRCs.</p> <p>KCC requires its providers to ensure staff are adequately trained in the field of equality and diversity, to equip them to respect differences without prejudice KCC will not tolerate derogatory comments or actions.</p>
<b>Pregnancy and Maternity</b>	None	None	None	<p><b>None-Low</b> Depending on their stage of pregnancy, customers may require assistance with unloading their vehicle and site staff should be proactive in offering help. Assistance is also available to aid such customers to place materials over any retaining walls or up steps where applicable.</p>
<b>Marriage and Civil Partnerships</b>	None	None	None	<p><b>Low</b> There is potential for prejudices and stereotype perspectives to be unchecked by HWRC site staff with regard to same sex marriage / civil partnership and negatively impact upon the customer experience.</p> <p>KCC requires its providers to ensure staff are adequately trained in the field of equality and diversity, to equip them to respect differences without prejudice. KCC will not tolerate derogatory comments or actions.</p>
<b>Carer's Responsibilities</b>	None	None	None	<p><b>None</b> It is possible that a carer may need to bring household waste to an HWRC on behalf of an individual that they are caring for. Arrangements would be put in place to ensure the individual's waste can be disposed of.</p>

## Part 2

### Equality Analysis /Impact Assessment

This assessment has been refreshed from the May 2015 full EQIA assessment, conducted by Melanie Price and Hannah Allard. The refresh has not realised any changes to the risk to the Protected Groups

#### **Protected groups**

No change

#### **Information and Data used to carry out your assessment**

No change

#### **Who have you involved, consulted and engaged?**

No change

#### **Analysis**

No change

#### **Adverse Impact,**

No change

#### **Positive Impact:**

No change

### **JUDGEMENT**

No major change

- **No major change** - no potential for discrimination and all opportunities to promote equality have been taken
- **Adjust and continue** - adjust to remove barriers or better promote equality
- **Continue the policy** - despite potential for adverse impact or missed opportunity. Set out the justifications: there is no justification for direct discrimination; and indirect discrimination will need to be justified according to the legal requirements.
- **Stop and remove the policy** – policy shows actual or potential unlawful discrimination it must be stopped and removed or changed

#### **Internal Action Required**                    ~~YES~~/NO

There is potential for adverse impact on particular groups and we have found scope to improve the proposal...

### Equality Impact Analysis/Assessment Action Plan

Protected Characteristic	Issues identified	Action to be taken	Expected outcomes	Owner	Timescale	Cost implications

Have the actions been included in your business/ service plan? **NO – the actions form part of the contractual obligations of the Provider.**

#### Appendix

Please include relevant data sets

Please forward a final signed electronic copy and Word version to the Equality Team by emailing [diversityinfo@kent.gov.uk](mailto:diversityinfo@kent.gov.uk)

If the activity will be subject to a Cabinet decision, the EqIA must be submitted to committee services along with the relevant Cabinet report. Your EqIA should also be published.

The original signed hard copy and electronic copy should be kept with your team for audit purposes.

