

Appendix 3 (a) – Equality Assessment

Here is a list of the savings proposals considered relevant to equalities for 2012-13, details of each proposal and actions.

- Full** - a full impact assessment has taken place.
Short - a short or partial impact assessment has taken place
TBC - proposals that require further development prior to the commencement of an impact assessment.
NR - after investigation assessment no longer required.

Service Area	Proposal Number	Description of saving	Equality Impact Assessment
Care and Support	1	Low level preventative service	Short
Care and Support	3	Review charging policy – disability related care costs	Full
Care and Support	152	Supporting people	TBC
Care and Support	153	Development of home care package	NR
Care and Support	182	Review transport mobility arrangements	NR
Care and Support	183	Apply cap to costs of care packages	TBC
Care and Support	185	Personalised model	TBC
Environmental	24	Bulk collections	Full
Environmental	72	Increased recycling	Full
Environmental	159	Clinical waste	Full
Environmental	205	Rationalise the CRC	Full
Highways and transport	78	Replacement of some lit signs and bollards	NR
Highways and transport	200	Street Lighting – Energy Efficiency Programme	Full
Customer, Leisure and Libraries	9	Concessions Policy	TBC
Customer, Leisure and Libraries	14	10% increase in court costs	NR

Care and Support

Low Level Preventative Services

The Low Level Preventative Service (LLPS) is an in house service provided by Building Services, commissioned by Adult Social Care.

Approx 250 people use the service which provides basic house hold tasks such as cleaning washing gardening etc. It does not meet the care needs of individuals.

The service was established in a response to the need for adult social services to demonstrate that they were meeting a number of performance indicators such as help to live at home and preventative services. These indicators have now been abolished.

The service is only available to adults, primarily older people, who are below the Fair Access to Care Criteria, and are not in receipt of any other care package. The service is charged at £8 per hour full cost recovery would be approximately £15 per hour. There is currently a waiting list for this service.

It is proposed that the charges for this service be increased to £12 per hour.

Comparative local services, such as cleaning services and gardening, are competitively priced and likely to cost service users less although there should be recognition that the service does deliver some of the administrative aspects an individual would have to manage themselves.

A full impact assessment is not necessary as this change is not deemed relevant to equality - no differential impacts to service users will occur.

If we were to stop providing this service or charge at full cost recovery rate we will continue to provide a list of approved traders.

We will inform people of these changes by letter including those on the waiting list providing 1 months notice.

Prepared by Richard Smith, Service Delivery Manager - Access and Enablement

Charging Policy – for Non Residential Care Equality Impact Assessment

Section 1 – Overview

The objective is to detail the policy & process for establishing service users contributions to the cost of care. This enables clear understanding of how charges are established and fair and consistent assessments of contributions to the cost of care for service users.

Paying for your care (extract from our information leaflet on the internet)

Financial assessment

Everyone who has had a Community Care Assessment has a Financial Assessment. This looks at your individual financial situation and makes sure you are getting all the benefits and allowances that you are entitled to. It is your own financial circumstances that are assessed and not your partner's. During this financial assessment we have to follow the Department of Health statutory guidance. This is different depending on whether you receive care in your own home or whether you are living in a residential home. The statutory guidance called the Fairer Charging guidance details the charges for care you receive in your own home.

Care in your own home

The Financial Assessment will look at the savings you have in the bank or building society and shares. We will also look at any property you own other than the home you live in. We will not take into account the value of the home in which you live when working out how much you have to pay.

The assessment will make sure that the person receiving a service retains a basic living cost allowance plus a buffer of 25%. This is a level of protected income that will not be considered in the financial assessment.

We are looking to make some changes to the charging policy to increase the income we receive towards the cost of care so that we can continue to provide essential services to vulnerable people.

The proposed changes are:-

1. To remove the maximum charge

There is a maximum charge for care in the home for people who are eligible for help from social services.

This is currently £128.90. We are proposing to remove this limit so that people can pay what they can afford towards the cost of their care, even when the care costs more than £128.90.

2. To review how we allow for Disability Related Expenditure (DRE) as part of the financial assessment.

This is to make sure that we are not making allowances unnecessarily and that needs are considered fairly and consistently. The allowances are given for things like additional laundry costs and prescriptions charges related to a person's disability. We anticipate that many people affected by any changes will still be allowed some or all of the allowances for DRE currently claimed.

This policy affects;

- Customers/service-users and their Carers
- Partners and independent providers
- Employees
- Other (please specify) - Advocacy Groups

The last full review of the policy was 2009 and figures have been updated annually in accordance with benefit changes.

Consultation for the proposed changes is proposed to start in April 2012 with implementation from October 2012.

3. Your contact details:

Name of person completing impact assessment and their post	Frances Carron - Service Delivery Manager - Personalisation, Support & Service Provision
Telephone	01952 381203
Date started	7.11.2011
Other officers/Stakeholders involved	Richard Taylor- Murison - Equalities Officer

Section 2 – Impact Assessment

1. Will this policy have a significant impact on any of the following groups of people with regard to the General Equality Duty?

Positive and negative impacts should be assessed with regard to the General Equality Duty;

- eliminate unlawful discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations between different groups

The impacts have been assessed based on the original proposal and these are explained further in section 2.

All impacts are reviewed and actions are formulated to reduce or remove the effect if it is negative. We also look at how we can enhance positive impacts. These are shown in Section 3.

	Potential Impact after Section 3 actions			Potential Impact before section 3 actions		
	Positive	Negative	None	Positive	Negative	None
People of different ages			X			X
People with ill health or people with a disability			X		X	
People of different gender			X			X
People who are transgender			X			X
Different racial groups			X			X
People with different religion or beliefs			X			X
People of different sexual orientation			X			X
Women who are pregnant or breast-feeding			X			X
People that are married or in a civil partnership			X			X
People affected by deprivation			X	X		

There are a number of expected impacts;

Negative Impacts

People with ill health or people with a disability

The proposed changes may increase charges for some people. It is currently not clear the numbers of people who will be impacted.

No Impact

The ways that services are planned and delivered is personalised to take account of individual needs, beliefs, race, religion and sexual orientation. The existing financial assessments and charges and proposed changes will not affect this.

There has been significant consultation carried out prior to the last revision of the policy. We met with service users, Carers, advocacy groups and Partnership Boards sharing our proposals widely for comment through these avenues. These consultations led to positive changes for service users and carers including the consideration of income for couples and the exclusion of Carers allowance when considering available income.

On-going feedback is received in the form of complaints and compliments about the financial assessment and charging processes.

Our consultation for these proposed changes will use similar consultation methods and will be advised through the CARM process. CARM is based on a research governance framework which ensures that all consultation/research activity meets that required Department of Health standards. We will feedback both via our established consultation channels and through our internet site.

Section 3 – Mitigating Actions

Negative Impacts

People with ill health or people with a disability

The proposed changes may increase charges for some people. The consultation will help us to introduce these changes as fairly as possible and in a way that will enable people to continue to get the help they need. By increasing charges we will be able to continue to help a larger number of people to continue to live safely and independently at home.

Previous actions around couples and Carers Allowance (originally highlighted through our complaints procedure) have enabled us to eliminate discrimination and advance equality of opportunity in those areas.

The review of DREs offers us further opportunity to ensure equality of opportunity by considering individual circumstances in a more robust framework.

Section 4 – Review and Monitoring

Consultation will begin once the revised proposals have been fully developed. We aim to start consultation in April 2012, with proposed implementation of the new policy from October 2012

The impact of the changes will be monitored through the use of

- Customer feedback
- Regular reviews including business information
- Complaints / compliments.

Specific measurements will include;

- numbers of people affected
- savings achieved,
- complaints and compliments

A light touch review of the charging policy is also conducted on an annual basis to take account of fiscal adjustments such as inflation, inclusion of new statutory guidance, compliments and complaints.

The introduction of these changes will require a great deal of planning and consultation. Further actions include;

- The consultation plan and proposals will be scoped and drafted by April 2012.
- Consultation is currently expected to end in October 2012.
- A 6 month transition period is being built into to allow any adjustments to the policy which is expected to come into effect April 2013.

Supporting People services to achieve ongoing efficiency savings

Supporting People services provide housing related support with the aim of establishing or maintaining independence. The range of contracts in place provide a variety of short and long term services including sheltered housing, accommodation based services and floating support across all client groups.

We currently have approximately 40 contracts with a variety of service providers to cover the range of services detailed above. In order to achieve efficiency savings we are looking to review services holistically to explore the option of joining up services and using different delivery models to enable services to be delivered based on need (some services are currently linked to accommodation and the specifications of contracts do not support delivery based on need).

The aim of the review is to deliver services more efficiently and to use models that can help to deliver services based on need.

On this basis a positive impact is anticipated in terms of advancing equality of opportunity as services should be more accessible and suitable to all groups. However the review may also indicate that services are reduced in capacity in which could have limited negative impact.

Unfortunately as the review has not yet begun there is a lack of evidence to demonstrate any impact.

Once the options for future services have been decided a more thorough impact assessment against the chosen options for future delivery can be undertaken.

Options are expected to be developed by the end of January 2012. A more detailed and expansive impact assessment will take place at this time.

Action

January 2012 - The Equalities Officer will assist the lead officer to deliver a full impact assessment.

Prepared by Richard Smith, Service Delivery Manager - Access and Enablement

Development of Home Care Package

This is aimed primarily at providers i.e. developing standard contract terms and conditions linked to service specification, quality standards etc, as our current documentation is not wholly fit for purpose.

Part of this work will involve developing a standards unit cost framework which will generate savings as we currently have to a range of unit costs and prices charged by the sector.

The main link will be Shropshire Partners in Care (SPIC) who is the representative body for the sector and the providers themselves. There will be little impact on service users.

Prepared by Christine Harrison, Service Delivery Manager - Access and Enablement

Review transport mobility arrangements

This is about informing people in receipt of mobility allowance that this would be considered within assessments to be meeting transport needs unless certain other conditions applied.

Changes have already introduced and are based upon previous consultation work by the Putting People First Project. For this reason a full impact assessment will not be conducted.

For the small number of existing service users it is felt appropriate to notify them individually via reviews on a case management basis.

Confirmed by Paul Taylor, Social Care Specialist

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Care Costs Cap

Presently we operate no cap to the cost of care that an individual can receive. It is proposed that we implement a proposal to cap the costs of total care for an individual. This will develop a consistent and fair approach for those being cared for in residential and home settings.

Specifically, it will impact on all people in receipt of a care package which costs more than the agreed residential/nursing home rate. There will be variations across client groups because the cost of care is balanced against the complexity of an individual's care needs.

It is difficult to determine an exact figure at this time and significant financial modelling work will be required to calibrate the caps at appropriate levels so as not to introduce differential impacts.

Other considerations will be the legal background of such a change and transitional arrangements.

Due to the complexity of this proposal it is recommended that an impact assessment be completed for consultation when the legal position has been established and the scoping of the thresholds is beginning.

Action

The Equalities Officer will assist the lead officer to deliver a full impact assessment.

Prepared by Christine Harrison, Service Delivery Manager - Access and Enablement

Putting People First – Personalisation

The Putting People First Project (PPF) was a government funded project to transform how Adult Social Care services are delivered and re-focussed on the individual, sometimes known as personalisation. The project ran over a 3 year period and ended in July 2011.

It developed a range of suggested solutions and actions to change how we deal with people and their care needs. The project included a large consultation programme that identified specific issues people would like to be resolved.

Whilst the current financial savings proposals have indicated amounts that intend to be saved, how the proposals will express these savings has not been confirmed. It is proposed that as individual projects and actions develop to meet these savings targets appropriate impact assessment will take place for each. This will ensure that micro inequalities do not exist and that they continue to be sensitively developed around individual needs.

Action

The Equalities Officer will assist the Head of Care and Support / lead officer to deliver a full impact assessments on a case by case basis for each implementation project.

Prepared by Richard Smith, Service Delivery Manager - Access and Enablement

Bulk Waste Collection Policy – Equality Impact Assessment

Section 1 – Overview

Bulky waste collection is a non-statutory service. The system is operated on a diary and instruction system for TWS Ltd to collect listed items and dispose of them. Bulky items are classed as items which are too big to fit in to a standard 240 litre wheelie bin or over 25kg in weight and are not fixture and fittings. No collections from commercial premises are undertaken.

The aim of the service is to collect up to 6 large items from the household for a charge. Alternatively, residents can take their unwanted bulky goods to the Community Recycling Centres (CRC's) across the Borough or to use one of the charities such as Chairs & Spares who offer a free collection service for resalable goods. There are also alternative outlets e.g. websites such Freecycle and Freegle, which encourage householders to give items to others without charge.

Should residents wish to use the Council's collection service there will be a charge levied for the service.

The proposal is to increase the charge for the Bulk Waste Collection Service from £15 to £18 for removal of up to 6 items. This aims to generate circa £6,000.

This change in pricing policy is associated with the need to make financial savings of approximately £40 million over a three year period. If an increase in income is not generated from this service then other areas of the authority will need to find equal savings. This will have a knock on-effect to their service delivery and potentially a greater negative impact on vulnerable people.

There are currently no national guidelines or requirements for the bulk collection service provided by the Council, however as most other Local Authorities offer a similar service benchmarking can take place to establish best practice and to identify any pitfalls.

The policy change affects

- Customers/service-users

Likely to commence on 1st April 2012

1. Your contact details:

Name of person completing impact assessment and their post	Anne Tuckley, Waste Policy & Research Officer
Telephone	01952 384727

Date started	
Other officers/Stakeholders involved	Waste & Enforcement Manager and Team Customer Call centre Telford & Wrekin Services (TWS)

Section 2 – Impact Assessment

Positive and negative impacts should be assessed with regard to the General Equality Duty;

- eliminate unlawful discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations between different groups

The impacts have been assessed based on the original proposal and these are explained further in section 2.

All impacts are reviewed and actions are formulated to reduce or remove the effect if it is negative. We also look at how we can enhance positive impacts. These are shown in Section 3.

	Potential Impact after Section 3 actions			Potential Impact before section 3 actions		
	Positive	Negative	None	Positive	Negative	None
People of different ages			X		X	
People with ill health or people with a disability			X		X	
People of different gender			X			X
People who are transgender			X			X
Different racial groups			X			X
People with different religion or beliefs			X			X
People of different sexual orientation			X			X
Women who are pregnant or breast-feeding			X			X
People that are married or in a civil partnership			X			X
People affected by deprivation			X			X

No positive impact has been identified.

It is worth remembering that this change in pricing policy is associated with the need to make financial savings of approximately £40,000,000. The knock on-effect of not doing so will have a potentially greater negative impact on vulnerable people.

Negative impacts

People of different ages – older people
People with ill health or people with a disability
People affected by deprivation

The impact can be summarised as potentially having an effect on groups of people who may have a fixed low income.

Consultation

Charging for bulks has been reviewed previously both when the charge was introduced several years ago and last year as part of the budget process when the charge for all policy was introduced

No consultation is suggested as there is sufficient management information to identify impacts.

A communications campaign to inform potential users of the service is proposed. This will detail the increase in costs and clearly explain why. It will also promote voluntary sector organisations, such as Freecycle and Chairs and Spares, to ensure that service users are aware of free alternatives that may allow them to avoid any cost for removal. This may also improve uptake of the service increasing the income generated.

Section 3 – Mitigating Actions

People of different ages – older people
People with ill health or people with a disability
People affected by deprivation

Consideration was given to ability to pay last year but it was felt that a charge for all policy was fairest at the time.

Better promotion of other alternatives e.g. Freecycle should be promoted.

General Equality Duty

The bulk waste collection service seeks to advance equality of opportunity by providing a service that would not necessarily be available to individuals at a cost that is affordable.

Whilst alternatives have been looked at, a price increase is the only way of increasing the income generated the service and avoiding increasing savings targets for other services.

Section 4 – Review and Monitoring

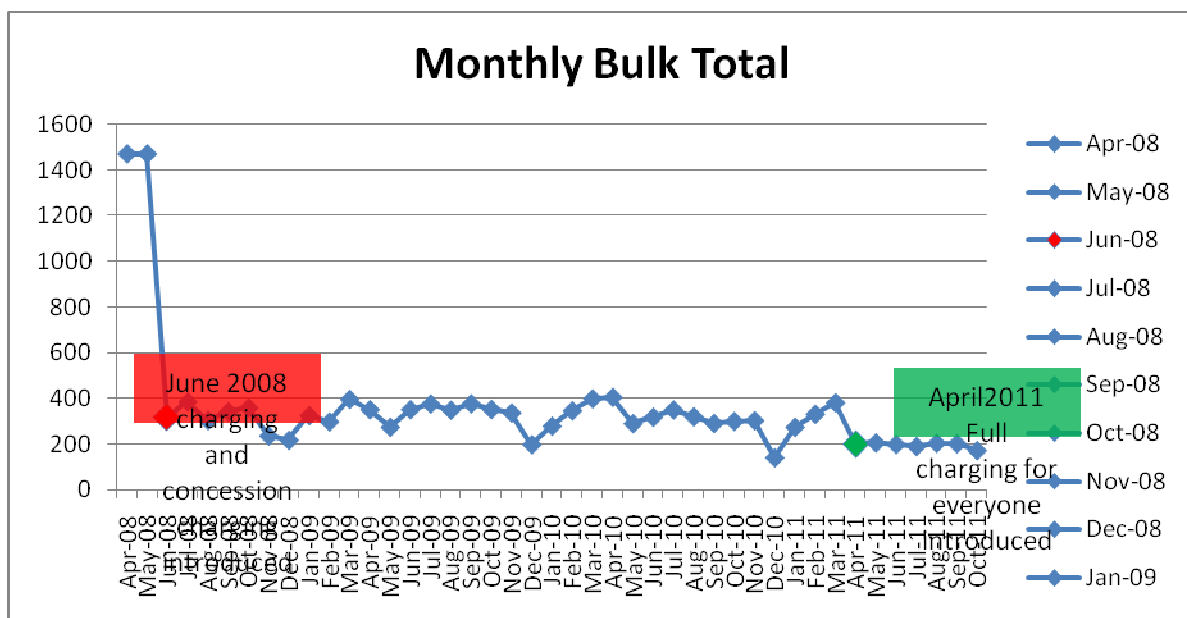
This policy will be implemented from 1st April 2012

Monitoring of the policy will include;

- Standard reporting on fly tipping and number of bulk collections will continue to be produced, highlighting any difficulties that may arise from Policy
- Number of formal customer complaints.

Service will be reviewed in 1 years time.

App 1.



Increasing Levels of Household Recycling - Equality Impact Assessment

Section 1 – Overview

Overview of the service:

- Telford & Wrekin Council provide a household waste collection service that alternates between refuse collections one week and recycling material the next.
- Around 65,000 households receive this service.
- Around 49,000 tonnes of refuse is collected from Borough households and land filled each year. Based upon this figure it is estimated that the Council will be liable to £2.7 million Landfill Tax 2011/12 (excluding additional gate fees).

Objectives of the policy:

- Reduce the waste tonnages that end up in landfill collected from household grey rubbish bins, so as to reduce the landfill tax cost to the Authority.
- Increase the levels of recyclable materials collected from households.
- Promote the environmental benefits of recycling.
- Encourage the increased reuse of finite resources.
- Provide broader education and awareness on the wider benefits of recycling.

The policy affects;

- Customers/service-users – All Borough Householders
- Partners – Housing Trusts. Schools,
- Employees – All those living within the Borough
- Other (please specify) – TWS Contractors

This policy is ongoing until the time when the Councils waste contracts for both rubbish and recycling are renewed. Waste Contract renewal is expected to be sometime around 2014/15

Name of person completing impact assessment and their post	David Ottley Waste and Enforcement
Telephone	01952 382328
Date started	31/10/11
Other officers/Stakeholders involved	Environment and Open Space Waste Teams / TWS Ltd Contractor / Housing Trusts /

Section 2 – Impact Assessment

Positive and negative impacts should be assessed with regard to the General Equality Duty;

- eliminate unlawful discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations between different groups

The impacts have been assessed based on the original proposal and these are explained further in section 2.

All impacts are reviewed and actions are formulated to reduce or remove the effect if it is negative. We also look at how we can enhance positive impacts. These are shown in Section 3.

	Potential Impact after Section 3 actions			Potential Impact before section 3 actions		
	Positive	Negative	None	Positive	Negative	None
People of different ages			X		X	
People with ill health or people with a disability			X		X	
People of different gender			X			X
People who are transgender			X			X
Different racial groups			X			X
People with different religion or beliefs			X			X
People of different sexual orientation			X			X
Women who are pregnant or breast-feeding			X			X
People that are married or in a civil partnership			X			X
People affected by deprivation			X			X

There are a number of expected impacts detailed below;

Potential Negative impact on 'People with ill health or people with a disability' and 'People of different ages' in particular older people –

- (i) By encouraging more people to recycle and physically separate recycling materials and in particular the compressing (plastics) or shaping (cardboard) recycling materials to best fit into recycling containers, may present difficulties to people with ill health, people with a disability or elderly that previously had not recycled.
- (ii) In addition the need for recycling containers to be presented at the edge of their property (curtilage) for collection may be difficult for some with lifting or mobility problems.

We have already conducted a number of information gathering, engagement and consultation activities

Nationally

- DEFRA's figures showed Telford & Wrekin Councils' recycling levels improved compared to the same period last year, recycling 44 per cent of household waste in 2010/11 compared with 41.8 per cent during 2009/10.

Pre-Waste Education pilot development

- Locally a council run 'door knocking' survey (2,500 residents across the Borough spoken with) identified that over 30% of Telford and Wrekin residents didn't recycle at all.

Pre-Pilot launch

- Engagement with Members and Parish Councils.
- Public open sessions, provided local information that has informed the pilot roll-out

We will conduct a number of activities designed to inform the wider community and deliver educational benefits for sustained action. Below are some of the activities that will take place.

Wider engagement - Recycling Roadshow

- Park Lane – Pre activity session above, other 'open' session dates to be established. Madeley venue is to be established.

- Schools – 3 Primaries (one outside round but catchment), contacted to establish school daytime visits with children, then school closing time team members engage with parents, Jan/Feb 12.
- Groups /Organisations – Parish Council meeting agenda item, Neighbourhood groups being contacted
- PR – Developing Communications Plan

Main Pilot Programme Activity

- Assessment of recycling, additional bins, etc Waste Team (2 officers) travelling with crews and meeting the public
- Evaluation of data collected to provide engagement programme that will focus resources on working with low recyclers and those with additional bins
- Engagement with residents based upon findings
- Wider engagement throughout period as above

Section 3 – Mitigating Actions

Actions to mitigate previously identified negative impacts include;

- (i) Waste Officers to provide guidance information to explain how to manage recycling materials and containers if the public are finding recycling difficult. In addition to this it is important to note that recycling is encouraged but not compulsory.
- (ii) An additional 'pull out' service is available for those struggling to place their containers at the edge of their property for collection. Our contractors have a 'pull out' list of properties that receive this extra service, which means that our contractor's crews collect from a suitable place on their property agreed by the listed residents.

These actions will advance equality of opportunity and eliminate unlawful discrimination in the delivery of a public service.

Section 4 – Review and Monitoring

The pilot project has commenced in November 2011

By monitoring and evaluating this pilot we hope to roll out the programme across the borough.

These are some of the measures and actions we will be taking to evaluate the initial scheme and inform the on-going programme.

Monitoring, Evaluation and Borough Roll-Out Programme Development

Performance based upon:

- Customer Feedback
- Refuse tonnages (working with TWS to establish robust methods)
- Pilot Programme costs
- Assess increased use of containers, volume of recyclables
- Number of recycling container requests
- Number of Customers agreeing to release additional bins for recycling containers

Clinical Waste collections – Change to delivery

Equality Impact Assessment

Section 1 – Overview

A weekly clinical waste collection is presently provided to approx 324 households in the borough, collecting waste which is either Hazardous, collected in a yellow bag, or, Offensive (e.g. incontinence pads) which is collected in a tiger bag (yellow with black stripe). The service is intended to collect wastes from residents treating themselves at home and where wastes are non infectious and does not include drugs, body parts, sharps. The service can be requested by residents or health practitioners, through the Customer Call Centre. Residents using the service place their bags out on their day of collection, usually by their door or gate. The service is seen as 'sensitive' because of the nature of the Waste.

Changes in regulations in 2009 allowed collections to change from an all yellow bag collection service, to the present collection system. This meant offensive waste (Tiger bag) could be disposed of as landfill. This change allowed the authority to make 'savings' as landfill is currently cheaper than incineration, which is the disposal method that the smaller amount of yellow bag waste still has to follow.

The collection service is provided by TWS (Telford & Wrekin Services) as a separate service and vehicle to the residual waste collection service.

Subject to further discussion with TWS, it is proposed that the clinical waste element of the contract could be terminated and a significantly reduced 'specialist' collection service for the small amount of properties be tendered with a specialist contractor for the yellow bag waste.

Only Tiger bag type waste (and it no longer has to be in tiger bags) - can be collected via the residual waste collection service except in cases where high volumes of waste are produced where the specialist service may still be used.

To comply correctly with Duty of Care it is proposed that the PCT inform the authority as to the classification of waste that will be produced as only their staff are qualified to assess any hazardous nature of the wastes.

Customers who use tiger bags can in future wrap their waste and place in their domestic residual bin. An additional small residual bin will be provided where necessary, without charge.

Customers who use yellow bags will be provided with an improved service where they are provided with a 'hard' container, which should make their handling of their waste easier.

This policy affects;

- Customers/service-users
- Partners – Telford & Wrekin Services (TWS) PCT
- Employees – Customer Call Centre
- Shropshire Council (Indirectly)

It is intended that this change in policy start in April 2012 and will be reviewed April 2013.

Name of person completing impact assessment and their post	Waste Policy & Research Officer
Telephone	01952 384727
Date started	27 th October 2011
Other officers/Stakeholders involved	Strategic waste manager Waste & Enforcement Manager TWS Refuse Manager Customer Call centre Representative PCT Representative Equalities Officer

Section 2 – Impact Assessment

Will this policy have a significant impact on any of the following groups of people with regard to the General Equality Duty?

Positive and negative impacts should be assessed with regard to the General Equality Duty;

- eliminate unlawful discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations between different groups

The impacts have been assessed based on the original proposal and these are explained further in section 2.

All impacts are reviewed and actions are formulated to reduce or remove the effect if it is negative. We also look at how we can enhance positive impacts. These are shown in Section 3.

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	Positive	Negative	None	Positive	Negative	None
People of different ages			X		X	
People with ill health or people with a disability			X		X	
People of different gender			X			X
People who are transgender			X			X
Different racial groups			X			X
People with different religion or beliefs			X			X

	Potential Impact after Section 3 actions			Potential Impact before section 3 actions		
People of different sexual orientation			X			X
Women who are pregnant or breast-feeding			X			X
People that are married or in a civil partnership			X			X
People affected by deprivation			X			X

There are a number of impacts expected from this change of service.

Each customer who uses this service is currently expected to present their waste in bags outside their door or beside their gate. The presentation of these coloured bags is highly visible, and can be seen as making the householder seem 'vulnerable' and not protecting the privacy or dignity of the service user. A more discreet service is being offered, using 'hard' bins that can be kept inside, or in an outside position that is more appropriate for the service user.

If capacity is an issue i.e. more waste in a grey bin than it can hold, then an additional second bin can be considered (at no additional cost to the householder).

We have already consulted with Shropshire NHS, a number of other Local Authorities, our contractor and the driver of the present service.

A system needs to be agreed under which the NHS fulfil their obligations, other Authorities are also looking at ways of changing this service presently and provide it in a variety of ways.

We will have to work more closely with the Shropshire NHS, and improve the communication with our customers

We would expect to continue to review this service at a minimum of two year intervals.

In order to gauge the impact of the change of service it is proposed that an initial review be held with regards to satisfaction at the end of the initial 6 months. A short satisfaction survey will be sent to all using the service.

Section 3 – Mitigating Actions

No negative impacts have been identified.

In order to ensure the change of service goes smoothly and has a positive impact we will communicate directly with each household who are presently served by the service, explaining the reasons for changes, and providing information on what residents should do and expect in future.

This policy represent a positive step forward in the elimination of potential discrimination, harassment and victimisation by reducing the likelihood of someone being identified as having a long term limiting illness or disability.

This is a positive improvement of an individual's right to privacy, article 8 of the Human Rights Act (HRA) and right to freedom from discrimination, article 14 of HRA.

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Section 4 – Review and Monitoring

Information is held presently on the number of customers using service, the tonnages collected as tiger bags and yellow bag, and disposal costs. Information will be gathered giving comparison on activity, and presented to senior management.

It is intended that the changes to this service come into effect from April 2012

The timetable below is based on reaching agreement with Shropshire NHS trust that they can provide suitable information for the Council to fulfil its Duty of Care requirements.

- December 2011 new contract tendering documents prepared.
- December 2012 Advise TWS of termination of clinical element of contract
- January 2012 service tendered.
- January 2012 discussion with Customer call centre team re changes to internal communication
- February tenders evaluated
- Feb/ March 2012 service awarded
- March 2012 Members / customer call centre/ other staff advised of changes
- All customers advised of changes March 2012
- Service begins 1.4.2012
- November 2012 - All customers contacted re 6 month satisfaction survey.

Rationalisation of Community Recycling Centres Services (CRCs) - Equality Impact Assessment

Section 1 – Overview

The Council has a duty to provide a facility for residents to deposit household wastes that are not collected by the kerbside collection service. Such a facility has to be provided free of charge. In Telford this service is provided via the four CRCs which handle approximately 26% of the residual waste and recyclables that the council manages each year.

There are four sites, three being managed by TWS (Telford and Wrekin Services) – Ketley, Halesfield and Newport. The fourth is managed by SITA (Granville), which is the only site presently able to take a range of hazardous materials such as asbestos, chemicals and paint.

Halesfield is the most modern site, custom built approx 8 years ago, and Newport is the smallest, with limited space and capacity.

All sites are presently open every day of the year except Christmas Day, Boxing Day and New Years Day. Sites are most used on Friday, Saturday, Sunday and Monday, and collect a wide range of recyclable materials as well as residual waste which goes to landfill.

Access to the sites is available to all residents of the Borough, however trade waste is not allowed. A permit scheme is in operation to prevent people with 'trade' type vehicles depositing trade waste, however they can deposit household waste, so long as they hand over a permit.

It is known that residents from neighbouring Boroughs also use the sites, and since broadly this is balanced by Telford residents using sites operated by other authorities this use is not actively discouraged.

The objectives of this proposal are to achieve savings from the CRC service which will support the overall council budget savings target and to promote better use of the kerbside recycling service.

The table below shows the relative throughputs from each site.

Site	Throughput Actual tonnes (residual + recyclable)	Proportion of total CRC throughput as a %
Granville	6347	30.34
Halesfield	6034	28.61
Ketley	5986	28.84
Newport*	2555	12.21

* previous surveys suggest that 13.5% of usage is from people who reside outside the Borough

A number of options were considered and the following is to be consulted on

- Close Newport and close the other 3 sites for two weekdays per week

The closure of Newport would have an impact on the residents living closest to that site as their nearest site would be further away. However distance to a site is not the only criteria residents use in their choice of which site to use. Residents will use sites that are most convenient to them in their daily lives, such as closest to where they work, or where they shop. They will also use sites that are a distance away if they favour the layout, access or other facilities e.g. some Authorities have sites which are under cover and it is known that their residents will travel a distance to use them.

Closing the 3 remaining sites or two weekdays would be done so that at least one site would be open each day but residents may have to travel further to an open site but when compared to distances travelled to sites in other Council's areas this is reasonably practical.

It is proposed to close the sites on Tuesday, Wednesday and Thursday which are traditionally the quieter days of the week and therefore all 3 sites will be open on Mondays and Fridays.

This policy affects;

- Local residents within the Borough
- Residents outside the Borough
- Employees of Telford & Wrekin Services (TWS) and SITA

The changes are intended to be implemented from April 2012, with the first review date April 2013.

3 Your contact details:

Name of person completing impact assessment and their post	Anne Tuckley, Waste Policy & Research Officer
Telephone	01952 384727
Date started	2011
Other officers/Stakeholders involved	Telford & Wrekin services (TWS) SITA Customer call centre Enforcement & Refuse Team Waste Strategy Team

Section 2 – Impact Assessment

Positive and negative impacts should be assessed with regard to the General Equality Duty;

- eliminate unlawful discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations between different groups

The impacts have been assessed based on the original proposal and these are explained further in section 2.

All impacts are reviewed and actions are formulated to reduce or remove the effect if it is negative. We also look at how we can enhance positive impacts. These are shown in Section 3.

	Potential Impact after Section 3 actions			Potential Impact before section 3 actions		
	Positive	Negative	None	Positive	Negative	None
People of different ages			X		X	
People with ill health or people with a disability			X		X	
People of different gender			X			X
People who are transgender			X			X
Different racial groups			X			X
People with different religion or beliefs			X			X
People of different sexual orientation			X			X
Women who are pregnant or breast-feeding			X			X
People that are married or in a civil partnership			X			X
People affected by deprivation			X			X

Negative impacts

It is possible that some customers who are retired or disabled may be using the sites at times which are quieter but it is these times that are most likely to be affected. However the only evidence of this pattern is anecdotal.

Users from the geographical area of Newport could be negatively impacted on with the permanent closure. Though ongoing site provision across the Borough fairs well against comparable council's

There is no information to suggest a positive or negative impact on;

- People of different gender
- People who are transgender
- Different racial groups
- People with different religion or beliefs
- People of different sexual orientation
- Women who are pregnant or breast-feeding
- People that are married or in a civil partnership
- People affected by deprivation

A number of sources of information have been used to develop these options they include;

- Officer Waste Steering Board
- Member Policy Forum
- Telford & Wrekin Services(TWS) and SITA
- Previous CRC site user surveys

Ongoing survey work shows that generally Tuesdays, Wednesdays and Thursdays are the quietest days.

Section 3 – Mitigating Actions

Current benchmarking demonstrates that Telford & Wrekin provides a service significantly higher than the statutory duty demands and it is expected that many Council's with lower provision than we provide will also be looking at a reduction of service. In turn, any future comparisons will be at a lower level than the current benchmarking standards

Comparison with other Councils shows that the Telford & Wrekin service is good in terms of the number of sites and their accessibility. Telford & Wrekin currently provides 2.53 sites for every 100,000 population. Within the family group the average provision is 1.35 sites while in Shropshire the provision is 2.1 sites and the English average is 1.45 sites.

There are a good number of sites relative to population and in terms of their proximity for residents in comparison with other local authorities would still be provided following a site closure or reduction in hours.

The compact geographic nature of the Borough means, the distance between sites is relatively short, therefore re-routing to another site does not add significantly to journey times. At the moment all but a very few households in the Borough are within 0 and 15 minutes travel time of a CRC site. Travel time is a more accurate assessment than distance as it accounts for the actual journey rather than a simplistic 'as the crow flies' assessment.

All changes to times or days of opening will be promoted on the Council website, by signage at the CRCs with press advertisements and through the Senior Citizen Forum.

Staff members on site are willing to assist residents, with discussion with TWS Management, this could be carefully promoted.

This proposal indirectly supports the general equality duty by making savings that would have to be found in other areas. In doing so they would have a potentially greater negative impact on protected groups and individuals.

Section 4 – Review and Monitoring

This policy will be implemented from 1st April 2012. It will be monitored in a number of ways and will include;

- Monthly reports will be produced allowing us to compare previous information with current.
- An annual review to place in line with normal business planning practice.

These will feature;

- Fly-tipping tonnages
- usage of sites
- number of complaints

Replacement of some lit signs and bollards

This relates to lit road signage and traffic bollards only (not pedestrian lighting) and action is limited by legislation. Consequently it has no relevance to equality.

Confirmed by Stuart Freeman, Service Delivery Manager Highways & Transport

Street Lighting – Energy Efficiency Programme Equality Impact Assessment

Section 1 – Overview

Telford & Wrekin Council is responsible for the management of over 26,000 street lights in the borough, to light sections of highway and footpaths for road and footpath users. The provision of street lights tends to be focussed on roads in urban areas including for town centres, employment areas and residential areas. The provision of street lighting can improve road safety and reduce crime and the fear of crime.

The key aims of this service are:

- To provide street lighting to help improve road safety on the highway network in the borough
- To provide street lighting to reduce crime and the fear of crime in the borough.
- To ensure that street lights work and are maintained in safe condition
- To ensure that any lighting provided is done so in accordance with relevant legislation and regulations regarding the provision of lighting on the highway
- To ensure that the provision of street lighting is done in such a way that it minimises its impact on the environment in terms of light pollution and carbon dioxide emissions from the energy used to power street lights.

However, due to the budgetary demands on the council, it has been decided to undertake a review of the street lighting service the Council provides.

The Council manages around 26,000 street lights (of which around 23,000 are located on lamp columns), the street lighting service is provided 365 days a year, although lights are on for longer periods during the autumn and winter months. The Council spends around £1m per year on street lighting energy. At present the Council operates a programme where around 2,000 lights are turned off between midnight and 5.30a.m. To date these columns have been selected due to their location on roads away from town centres, employment areas and residential areas and away from road junctions and key pedestrian routes. The lights are controlled remotely by the Council's street lighting management system and provisions are in place that lights included in the part night switch off programme can be switched back on at short notice in response to road safety or crime/ anti-social behaviour issues.

As part of the programme of identifying further savings it is proposed to develop a Street Lighting Energy Efficiency Programme to provide a more energy efficient lighting stock in the borough. The components of this programme would include:
1 – Using more efficient light sources which may allow for a reduction in the total number of lamps required

- 2 – Using white light sources where possible which may allow for dimming the level of lighting but still providing lighting to levels set out in street lighting guidance
- 3 – Reviewing the reactive repairs and inspection regime for street lights to see if efficiencies can be made
- 4 – Possible extension of the part-night switch-off programme (midnight – 5.30) as a last resort if other efficiency measures cannot be identified
- 5 – Working with communities to identify any local areas where there is a request to turn off a light / lights.

This proposal may affect some protected groups in different ways; the impacts of these proposals on the protected characteristics are difficult to identify at this stage as the detail of the Street Lighting Energy Efficiency Programme have not been finalised. Possible impacts are discussed in more detail in the sections below.

This proposal may increase known inequalities for certain communities, e.g. access to public transport, access to council services and other public services, access to employment and access to local amenities.

The proposal currently delivers on the following aims of the General Equality Duty:

Eliminate discrimination, harassment and victimisation – it continues to provide street lighting at times that streets are used by the majority of road and footpath users. The proposal also takes account of crime and anti-social behaviour information in identifying any energy efficiency measures to ensure that proposals do not inadvertently lead to increases in levels of crime and anti-social behaviour (ASB) where information is available to show there are existing crime and ASB issues. The most significant impact would be from the permanent or part night switching off of street lights; for part-night switching off there would be the provision for lights to be turned back on at short notice if issues arise.

Advance equality of opportunity – by taking account of the location of any measures implemented as part of the programme to ensure that they do not have a negative impact on key facilities that all members of the community are likely to access or in locations where particularly vulnerable members of the community are likely to be using roads and footpaths.

Foster good relations – Through consulting with local communities likely to be affected by proposals to explain how the particular energy efficiency measures will be operated and measures that can be put in place to deal with concerns regarding road and personal safety.

This impact assessment will be looking at the three potential options for changing this service:

1. **Stay the same. No impact.**
2. **Implement the Street Lighting Energy Efficiency Programme** – including more energy efficient forms of street lighting and last resort of switching off columns permanently or part-night

3. **Turn off street lights permanently** - This would have a large impact on the locations where lights would be turned off with significant costs for implementation.

This policy affects;

- Customers/service-users
- Partners

What period does the policy cover?

Policy cover - April 2012 – ongoing

Review date within 12 months of implementation – **April 2013**

2. Your contact details:

Name of person completing impact assessment and their post	Stuart Freeman Service Delivery Manager Highways & Transport
Other key Officers / Stakeholders	Chris Butler – Service Delivery Manager – Highways & Engineering Amanda Roberts – Team Leader Highways Capital Programmes Keith Harris - Group Manager Traffic Management & Transport Planning Plus two Street Lighting Technicians and Principal Engineer
Telephone	01952 384601
Date	18 th November 2011

Option 2 – Expand Part Night Switch Off Programme

	Potential Impact after Section 3 actions			Potential Impact before section 3 actions		
	Positive	Negative	None	Positive	Negative	None
People of different ages			X		X	
People with ill health or people with a disability			X		X	
People of different gender			X		X	
People who are transgender			X			X
Different racial groups			X			X
People with different religion or beliefs			X			X
People of different sexual orientation			X			X
Women who are pregnant or breast-feeding			X			X
People that are married or in a civil partnership			X			X
People affected by deprivation			X		X	

Details of potential impacts are shown below.

Age

Option 1 – None – The service continues to provide the current level of lighting across the borough for all road and footpath users regardless of age.

Option 2 – None (Possible Negative) – The Energy Efficiency Programme is intended to deliver savings without any reduction in service. However, if no further efficiencies can be identified savings will be made through extending the part-night switch-off programme which will mean no street lighting in the locations selected between midnight and 5.30a.m. This is likely to have a greater effect on people of working age who work late shifts or irregular working patterns and therefore likely to be travelling between these times.

Disability

Option 1 – None - The level of service for all road and footpath users would remain the same including for disabled users.

Option 2 – None (Possible Negative) – The Energy Efficiency Programme is intended to deliver savings without any reduction in service. However, if no further efficiencies can be identified savings will be made through extending the part-night switch-off programme which will mean no street lighting in the locations selected between midnight and 5.30a.m. This is likely to have a greater effect on people with disabilities, particularly visual and hearing impaired people who are particularly reliant on lighting.

Gender

Option 1 – None - The level of service for all road and footpath users would remain the same for all.

Option 2 – None (Possible Negative) – The Energy Efficiency Programme is intended to deliver savings without any reduction in service. However, if no further efficiencies can be identified savings will be made through extending the part-night switch-off programme which will mean no street lighting in the locations selected between midnight and 5.30a.m. This is likely to have a greater effect on women regarding fear of crime and anti-social behaviour when using roads and footpaths at these times.

Race

Option 1 & 2 – None - There is insufficient information to identify an impact. Consultation and monitoring may identify if streets with communities from particular ethnic backgrounds are affected.

Religion or Belief

Option 1 & 2 – None. There is insufficient information to identify an impact. Consultation and monitoring may identify if streets with communities with particular beliefs or religions are affected.

Deprivation

Option 1 – None – There would be no change from current service levels..

Option 2 – Negative – Areas of deprivation are more likely to be subject to issues relating to crime and anti-social behaviour. In addition areas of deprivation are likely to have greater proportions of the community without access to a car meaning more people having to walk or use public transport to access services and amenities. Part night switch off of street lights in these areas would have a disproportionate effect compared to other areas of the borough, although the times of operation mean that there are unlikely to be significant numbers of residents wishing to use roads and footpaths at the times street lights are proposed to be turned off.

No impact

There is no indication that options 1,2 or 3 would have a differential impact for people who share the protected characteristics of sexual orientation, pregnancy and maternity, marriage and civil partnership or transgender.

The following engagement and consultation has already been carried out;

As part of the Council's budget consultation all parish and town councils have been written to asking for any suggestions for streets in their area where they would like to proactively consider turning lights off.

We plan to carry out further engagement/consultation;

Further engagement work around the proposals is to be done as part of the Council's consultation on the budget, to identify if there are any areas of the borough where residents positively want to switch-off street lights. A short-list of energy efficiency proposals will be developed and informed by feedback from parish and town councils and other community groups.

Once a short-list of proposals is known it will be cross-checked for the following;

- 1) Any information on crime and anti-social behaviour related to incidents at night/ in the dark
- 2) Any community facilities for particular groups such as those with disabilities, or venues such as places of worship or community centres which may impact on particular religious groups or minority ethnic groups.
- 3) Any impact on access to public transport services or walking routes to key employment sites where consultation feedback identifies that the employment areas operate late night working shift patterns.

Further information about mitigating actions and review and monitoring will be developed when the results of the consultation work have been considered.

Action

- **Service Delivery Manager - Highways & Transport to develop mitigations and monitoring as engagement and consultation progresses.**
- **Full Impact assessment to be completed prior to extension of programme.**

Leisure Concessions Policy

This is a review of the leisure concessions policy that has been identified as 'generous' during a recent external inspection.

Co-Operative and Communities Scrutiny Committee have indicated that a further range of financial models should be considered, widening the variety of options available to meet the savings proposal.

This information will be fed into a full impact assessment.

Action

Equalities Officer to assist Leisure Services Delivery Manager to complete full impact assessment.

Confirmed by Angie Astley, Head of Leisure, Libraries & Customer Services

Council Tax Non-Payment Court Cost Increase

Currently £45 costs are added to the council tax which is due following the issue of a summons. Once the Liability Order is gained we apply an additional £15.

The table below shows the charge which is levied by TWC, and the average charge from other authorities as per the CIPFA benchmarking statistics:

	TWC charge	Average for Council tax	Average for Non Domestic Rates
Issue of a summons	£45	£61	£82
Issue of a Liability Order	£15	£20	£31
Total	£60	£81	£106

Table: Benchmark illustration of current council tax and non domestic rates non-Payment Court Cost

This table illustrates that even with a £10 increase, the TWC charge will be significantly less than benchmarking averages. Last year we sent approx 6000 summons for Council Tax, and 700 for Non Domestic Rates. An increase by £10 could generate an additional £67k.

The costs for the issue of a summons and liability order are applied automatically by system processes where an account remains unpaid at a certain stage of recovery.

The Council encourages contact from customers if they are having difficulty paying and will take into account their personal and financial circumstances in making arrangements to pay.

In particular we encourage and facilitate applications for benefit where people are on low income, and make special payment arrangements with customers who are experiencing difficulties paying any monies due.

This proposal has no differential impact and mitigations are in place to assist people on low incomes.

Summary of Equality Actions

Ref Nos	Description of saving	Action
Care and Support		
1	Low level preventative service	<ul style="list-style-type: none"> • If we were to stop providing this service or charge at full cost recovery rate we will continue to provide a list of approved traders. • We will inform people of these changes by letter including those on the waiting list providing 1 months notice.
3	Review charging policy	<ul style="list-style-type: none"> • The consultation plan and proposals will be scoped and drafted by April 2012. • Consultation is currently expected to end in October 2012. • A 6 month transition period is being built in to allow adjustments for those people affected by the change in policy which is expected to come into effect April 2013.
152	Supporting people	<ul style="list-style-type: none"> • January 2012 - The Equalities Officer will assist the lead officer to deliver a full impact assessment.
183	Apply cap to costs of care packages	<ul style="list-style-type: none"> • January 2012 - The Equalities Officer will assist the lead officer to deliver a full impact assessment.
185	Personalised model - Delivery	<ul style="list-style-type: none"> • The Equalities Officer will assist the Head of Care and Support / lead officer to deliver full impact assessments on a case by case basis for each implementation project. Scoping January 2012 – ongoing project work, IAs will be grouped under Personalised Model Delivery
Environmental		
24	Bulk collections.	<ul style="list-style-type: none"> • Standard reporting on fly tipping and number of bulk collections will continue to be produced. Review to include complaints.
72	Increased recycling.	<p>Monitoring to include;</p> <ul style="list-style-type: none"> • Customer feedback • Refuse tonnages (working with TWS to establish robust methods) • Pilot programme costs • Assess increased use of containers, volume of recyclables

Ref Nos	Description of saving	Action
		<ul style="list-style-type: none"> • Number of recycling container requests • Number of Customers agreeing to release additional bins for recycling containers
159	Clinical waste.	<ul style="list-style-type: none"> • A sensitive communication programme should be followed in co-operation with NHS health services.
205	Rationalisation of Community Recycling Centres Services (CRCs)	<ul style="list-style-type: none"> • All changes to times or days of opening will be promoted on the Council website, by signage at the CRCs with press advertisements and through the Senior Citizen Forum. • Staff members on site are willing to assist residents, with discussion with TWS Management, this could be carefully promoted. • Monthly reports will be produced allowing us to compare previous information with current. • An annual review to place in line with normal business planning practice.
Highways and Transport		
200	Street Lighting – Energy Efficiency Programme	<ul style="list-style-type: none"> • Service Delivery Manager - Highways & Transport to develop mitigations and monitoring as engagement and consultation progresses. • Full Impact assessment to be completed prior to extension of programme.
Customer, Leisure and Libraries		
9	Concessions Policy.	<ul style="list-style-type: none"> • Equalities Officer to assist Leisure Services Delivery Manager to complete full impact assessment. Awaiting Scrutiny panel feedback. Likely to commence January 2012