

Impact Assessment



Version 2020.

Assessment of: Household Waste Recycling Centres (HWRCs)

Service: Highways, Infrastructure Development and Waste

Head of Service: Wendy Barratt (County Waste Manager)

Version / date of sign off by Head of Service: 03/09/2020

Assessment carried out by (job title): Chris Chandler (Senior Waste Manager – Operations)

1. Description of project / service / activity / policy under review

The provision and operation of Household Waste Recycling Centres across Devon for use by local residents (for the recycling/disposal of bulky household and garden waste)

2. Reason for change / review

Periodic Review

3. Aims / objectives, limitations and options going forwards (summary)

n/a

4. People affected and their diversity profile

All DCC Residents

5. Stakeholders, their interest and potential impacts

DCC Residents – provision of facilities to recycle/dispose of bulky household/garden waste

DCC – Service Provider

Waste Contractors - Facility operators

6. Research used to inform this assessment

Complaints/Compliments about the service are monitored. For 19/20, 169 complaints (131 not upheld & 38 upheld) were received (out of approximately 2 million visits/annum - this equates to 0.008%, or 1 per 12,000 visits). The majority of complaints are generally related to 'customer care/communication' issues between the public and site staff which are generally related to site operating rules and waste acceptance rules/criteria. No obvious equalities issues have been highlighted.

7. Description of consultation process and outcomes

n/a

8. Equality analysis

Giving Due Regard to Equality and Human Rights

The local authority must consider how people will be affected by the service, policy or practice. In so doing we must give due regard to the need to: eliminate unlawful discrimination, harassment and victimisation; advance equality of opportunity and foster good relations.

Where relevant, we must take into account the protected characteristics of age, disability, gender, gender reassignment, pregnancy and maternity, marriage and civil partnership, sexual orientation, race, and religion and belief. This means considering how people with different needs get the different services they require and are not disadvantaged, and facilities are available to them on an equal basis in order to meet their needs; advancing equality of opportunity by recognising the disadvantages to which protected groups are subject and considering how they can be overcome.

We also need to ensure that human rights are protected. In particular, that people have:

- A reasonable level of choice in where and how they live their life and interact with others (this is an aspect of the human right to 'private and family life').
- An appropriate level of care which results in dignity and respect (the protection to a private and family life, protection from torture and the freedom of thought, belief and religion within the Human Rights Act and elimination of discrimination and the promotion of good relations under the Equality Act 2010).
- A right to life (ensuring that nothing we do results in unlawful or unnecessary/avoidable death).
- The Equality Act 2010 and other relevant legislation does not prevent the Council from taking difficult decisions which result in service reductions or closures for example, it does however require the Council to ensure that such decisions are:
 - Informed and properly considered with a rigorous, conscious approach and open mind, taking due regard of the effects on the protected characteristics and the general duty to eliminate discrimination, advance equality and foster good relations.
 - Proportionate (negative impacts are proportionate to the aims of the policy decision)
 - Fair
 - Necessary
 - Reasonable, and
 - Those affected have been adequately consulted.

Characteristics	Potential or actual issues for this group. [Please refer to the Diversity Guide and See RED]	In what way will you: <ul style="list-style-type: none"> eliminate or reduce the potential for direct or indirect discrimination, harassment or disadvantage, where necessary. advance equality (to meet needs/ensure access, encourage participation, make adjustments for disabled people, 'close gaps'), if possible. foster good relations between groups (tackled prejudice and promoted understanding), if relevant? In what way do you consider any negative consequences to be reasonable and proportionate in order to achieve a legitimate aim? Are you complying with the DCC Equality Policy ?
All residents (include generic equality provisions)	<p>All new/proposed sites are being designed to allow for easy access for all users and eliminate the need to use steps to access waste containers. Disabled parking and welfare facilities are also being provided at all new sites</p> <p>Site staff undergo regular 'Customer Care' course.</p> <p>DCC information/education campaigns, roadshows etc along with Web sites, Call Centre and Social Media to enable widespread information dissemination regarding the service.</p> <p>Most sites open 7 days per week, 362 days per year to enable 'reasonable' accessibility.</p> <p>'Reasonable assistance' will be provided to any site user if requested (subject to Covid-19 Social Distancing requirements).</p>	
Age	Children (under the age of 16) are not permitted out of vehicles at sites for Health and Safety reasons.	
Disability (incl. sensory, mobility, mental health, learning disability, neurodiversity, long term ill health) and carers of disabled people	'Reasonable Assistance' is offered by site staff to all site users if requested . (subject to Covid-19 Social Distancing requirements). Prominent signs to this effect are placed around the facilities and in particular on access steps to waste skips/containers (if used). Assistance would include helping to carry waste up steps, helping to unload waste, helping with heavy items and filling out forms (subject to Covid-19 Social Distancing requirements).	

Characteristics	Potential or actual issues for this group. [Please refer to the Diversity Guide and See RED]	In what way will you: <ul style="list-style-type: none"> eliminate or reduce the potential for direct or indirect discrimination, harassment or disadvantage, where necessary. advance equality (to meet needs/ensure access, encourage participation, make adjustments for disabled people, 'close gaps'), if possible. foster good relations between groups (tackled prejudice and promoted understanding), if relevant? In what way do you consider any negative consequences to be reasonable and proportionate in order to achieve a legitimate aim? Are you complying with the DCC Equality Policy ?
Culture and ethnicity: nationality/national origin, ethnic origin/race, skin colour, religion and belief	For people whom English is not their first language, pictorial signs are in place across the sites to indicate what type of material goes where.	
Sex, gender and gender identity (including men, women, non-binary and transgender people), and pregnancy and maternity (including women's right to breastfeed)	Not Relevant	
Sexual orientation and marriage/civil partnership	Not Relevant	
Other relevant socio-economic factors such as family size/single people/lone parents, income/deprivation,	For people who have difficulty reading, pictorial signs are in place across the sites to indicate what type of material goes where. HWRC's are located across Devon, 17 out of 19 sites are accessible 362 days a year, whilst two have restricted opening times.	

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<p>housing, education and skills, literacy, sub-cultures, 'digital exclusion', access to transport options, rural/urban</p>	<p>The Recycling Centres are open to all residents, but the main means of the public delivering waste to the sites is by car or van. People who do not/cannot drive or do not have access to a car/vehicle or have bulky waste that will not fit in their vehicle would have difficulty using the service. However, the District Councils provide a 'Bulky Waste' collection service that enable residents to have bulky waste removed from their property if they cannot take it themselves to a site.</p>	

9. Human rights considerations:

Not Relevant

10. Supporting independence, wellbeing and resilience. Give consideration to the groups listed above and how they may have different needs:

In what way can you support and create opportunities for people and communities (of place and interest) to be independent, empowered and resourceful?

Not Relevant

In what way can you help people to be safe, protected from harm, and with good health and wellbeing?

Sites are assessed for health and safety compliance. Risk assessments and safe systems of work are in place to minimise risks to all site users

In what way can you help people to be connected, and involved in community activities?

Not Relevant

11. Environmental analysis

An impact assessment should give due regard to the following activities in order to ensure we meet a range of environmental legal duties. The policy or practice does not require the identification of environmental impacts using this Impact Assessment process because it is subject to (please mark X in the relevant box below and proceed to the 4c, otherwise complete the environmental analysis table):

Devon County Council's Environmental Review Process	X
Planning Permission	X
Environmental Impact Assessment	X
Strategic Environmental Assessment	

	Describe any actual or potential negative consequences. (Consider how to mitigate against these).	Describe any actual or potential neutral or positive outcomes. (Consider how to improve as far as possible).
Reduce, reuse, recycle and compost:	N/A – HWRC’s offer a positive impact.	The majority of waste brought to HWRC will be re-used, recycled or recovered with only a very small quantity of waste directed to landfill. HWRC’s have re-use shops for the sale of recovered goods. The provision of this service provides a facility for the appropriate, safe disposal of waste negating the need for householders to dispose of their waste illegally.
Conserve and enhance wildlife:	Not relevant	Modern sites contribute to local biodiversity through the provision of a range of habitats including trees, landscaped areas, wetland planting etc
Safeguard the distinctive characteristics, features and special qualities of Devon’s landscape:	The development of all sites must comply with the planning application process which considers these issues.	The development of all sites must comply with the planning application process which considers these issues.
Conserve and enhance Devon’s cultural and historic heritage:	The development of all sites must comply with the planning application process which considers these issues.	The development of all sites must comply with the planning application process which considers these issues.
Minimise greenhouse gas emissions:	Not Relevant	The facilities promote re-use and recycling and contribute towards Devon achieving net zero carbon emissions.

Minimise pollution (including air, land, water, light and noise):	The development of all sites must comply with the planning application process which considers these issues.	All sites have Environmental Permits regulated by the Environment Agency which controls these issues. The provision of this service provides a facility for the appropriate, safe disposal of waste negating the need for householders to dispose of their waste illegally.
Contribute to reducing water consumption:	Not Relevant	Modern sites have greywater/roofwater harvesting technology for the flushing of site toilets, and non-flush urinals
Ensure resilience to the future effects of climate change (warmer, wetter winters; drier, hotter summers; more intense storms; and rising sea level):	Not Relevant	Modern sites are designed with the effects of climate change in mind
Other (please state below):		

12. Economic analysis

	Describe any actual or potential negative consequences. (Consider how to mitigate against these).	Describe any actual or potential neutral or positive outcomes. (Consider how to improve as far as possible).
Impact on knowledge and skills:	Not relevant	Not relevant
Impact on employment levels:	Not relevant	Staff are required to operate the HWRCs
Impact on local business:	Not relevant	Waste not permitted to be deposited at HWRCs should flow towards commercial/private service providers e.g. skip providers which benefits local companies. Small quantities of green and cardboard waste are permitted to be deposited through the 'Trade Waste Scheme' at a number of sites.

13. Describe and linkages or conflicts between social, environmental and economic impacts (Combined Impacts):

None - the HWRC service provides a positive service to the public

14. How will the economic, social and environmental well-being of the relevant area be improved through what is being proposed? And how, in conducting the process of procurement, might that improvement be secured?

The HWRC service enables residents to dispose of their bulky household waste in a safe and compliant manner to ensure that waste is managed appropriately in line with the waste hierarchy. The service is procured on a regular basis following standard procurement processes

15. How will impacts and actions be monitored?

Impacts and actions will be monitored by the DCC Waste Management Operations team.