

Impact Assessment



Assessment of: Household Waste Recycling Centre Service Review and Future Service Commissioning

Service: Waste Management

Head of Service: Wendy Barratt

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

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

A review of the provision, operation and commissioning of Household Waste Recycling Centres (HWRCs) across Devon for use by local residents (for the recycling/disposal of bulky household and garden waste).

2. Proposal, aims and objectives, and reason for change or review

As (1) above.

3. Risk assessment, limitations and options explored (summary)

Overall, the HWRC Service is provided to all DCC residents on an equal basis and does not disadvantage any particular protected group.

However, whilst the Recycling Centres are open to all residents, the main means of the public delivering waste to the sites is by motor vehicle. 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.

Equalities and Environmental impacts of the HWRC service will continue to be monitored by the DCC Waste Management Operations team and action taken as appropriate.

4. People affected, diversity profile and analysis of needs

All DCC Residents

5. Stakeholders, their interest and potential impacts

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

DCC – Service Provider.

Waste Contractors - Facility operators.

6. Additional relevant research used to inform this assessment

Internal Service Review including public survey and analysis of complaints/compliments received.

7. Description of consultation process and outcomes

A survey of HWRC site users was undertaken between May and June 2024 with over 1000 responses received.

- 73% of respondents were satisfied/very satisfied with the overall service.
- 85% of residents satisfied/very satisfied with the location of their most used HWRC.
- 78% of residents satisfied/very satisfied with the range of recycling facilities.
- 71% of residents satisfied/very satisfied with staff helpfulness.
- 84% of residents satisfied/very satisfied with site cleanliness.

The HWRC facilities receive an estimated 1.6 million visits from residents per year. A complaint rate of approximately 1 complaint per 9,700 visits is received. The majority of complaints are generally received in relation to DCCs waste restriction, vehicle restriction and site safety policies/procedures and interactions with site staff who have to enforce such rules.

Background information

8. Equality analysis

Under the Equality Act 2010, the local authority must consider how people will be affected by a 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 across protected characteristics of age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership (for work), sex, sexual orientation, race, and religion and belief. 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.

- a) Is this group negatively or potentially negatively impacted, and in what way?
- b) What could be done or has been done to remove the potential for direct or indirect discrimination, harassment or disadvantage and inequalities?
- c) In what way do you consider any negative consequences to be reasonable and proportionate in order to achieve a legitimate aim?
- d) What can be done to advance equality further? This could include meeting specific needs, ensuring equality of opportunity and access, encouraging participation, empowering people, making adjustments for disabled people and action to reduce disparities and inequalities.
- e) Is there a need to foster good relations between groups (tackled prejudice and promote understanding) and help people to be safe and protected from harm? What can be done?

All residents by geographic area

The DCC HWRC service is available for use by all Devon residents and comprises 19 facilities across the County area to ensure that they are reasonably accessible to everyone. The service is open to all and does not disadvantage any particular protected group.

Age

The HWRC service is available for use by all Devon residents of all ages (with the exception of children under the age of 16 who are not permitted to leave their vehicle whilst at HWRCs due to Health and Safety risks).

Disability (includes sensory, mobility, mental health, learning disability, neurodiversity, long term ill health) and carers of disabled people

The HWRC service is provided to all DCC residents on an equal basis and does not disadvantage any particular protected group.

'Reasonable Assistance' is offered by site staff to all site users if requested . 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 with heavy items etc.

However, whilst the Recycling Centres are open to all residents, the main means of the public delivering waste to the sites is by motor vehicle. 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.

Race and culture: nationality/national origin, ethnic origin, skin colour, religion and belief, asylum seeker and refugee status, language needs

The HWRC service is provided to all DCC residents on an equal basis and does not disadvantage any particular protected group.

Sex and gender identity and reassignment (including men, women, non-binary and transgender people), and pregnancy and maternity (including women's right to breastfeed)

The HWRC service is provided to all DCC residents on an equal basis and does not disadvantage any particular protected group.

Sexual orientation, and marriage/civil partnership if work related

The HWRC service is provided to all DCC residents on an equal basis and does not disadvantage any particular protected group.

Other relevant socio-economic factors and intersectionality

This includes:

- people on low incomes, children in care and care experienced people, armed services veterans, family background (size/single people/lone parents/family carers etc.), sub-cultures, refugee status, asylum seeker no recourse to public funds.
- housing quality and tenure, education and skills, language and literacy skills, health and wellbeing.
- rural isolation, access to services and transport, access to ICT/Broadband, social connectivity.

Also consider intersectionality with other characteristics.

The HWRC service is provided to all DCC residents on an equal basis and does not disadvantage any particular protected group.

9. Human rights considerations:

We 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 HWRC service is provided to all DCC residents on an equal basis and does not disadvantage any particular protected group.

10. 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 11, otherwise complete the environmental analysis information below):

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

The HWRC facilities are subject to Planning Permission (which may include Environmental Impact Assessment depending on the scale/nature of the facility); Environmental Permits (Regulated by the Environment Agency) and water Discharge Consents/Trade Effluent Agreements (through either the Environment Agency or South West Water).

- a) Description of any actual or potential negative consequences and consider how to mitigate against these.

b) Description of any actual or potential neutral or positive outcomes and consider how to improve as far as possible.

[If carrying out an options appraisal, explore the pros and cons of each option for each area]

Reduce, reuse, recycle and compost

The HWRC service is provided in order for the public to Re-use, recycle and compost as much as possible (positive outcome).

Conserve and enhance wildlife

The development of all sites must comply with the planning application process which considers these issues.

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.

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.

Minimise greenhouse gas emissions

The facilities promote re-use and recycling and contribute towards Devon achieving net zero carbon emissions.

In addition, the provision of a good network of facilities across the County correspond with the main towns/centres of population. This is in accordance with the 'Proximity Principle' whereby waste should generally be managed as near as possible to its place of production. This ensures that HWRC facilities are reasonably accessible to everyone which minimises the need to travel further to dispose of/recycle waste – hence minimising carbon emissions from travelling.

Minimise pollution (including air, land, water, light and noise)

The HWRCs are regulated through Planning Permissions and Environmental Permits which control pollution.

Contribute to reducing water consumption

Not relevant

Ensure resilience to the future effects of climate change (warmer, wetter winters; drier, hotter summers; more intense storms; and rising sea level)

Not relevant

Other (please state below)

Not relevant

11. Economic analysis

- a) Description of any actual or potential negative consequences and consider how to mitigate against these.
- b) Description of any actual or potential neutral or positive outcomes and consider how to improve as far as possible.

[If carrying out an options appraisal, explore the pros and cons of each option for each area]

Impact on knowledge and skills

The HWRCs contribute towards supporting the Green Economy, developing skills and offering employment opportunities across Devon.

Impact on employment levels

The HWRCs contribute towards supporting the Green Economy, developing skills and offering employment opportunities across Devon.

Impact on local business

The HWRCs contribute towards supporting the Green Economy, developing skills and offering employment opportunities across Devon.