

Equality Impact Assessment (EIA)



1. Topic of assessment

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| EqlA title: | Proposed changes to Surrey's Community Recycling Centres (CRCs) |
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| EqlA author: | Nicholas Meadows – Change Consultant |
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2. Approval

| | Name | Date approved |
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| Approved by | Richard Parkinson | 17 January 2019 |

3. Quality control

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| Version number | V2.1 | EqlA completed | 17 January 2019 |
| Date Last saved | 17 January 2019 | EqlA published | 21 January 2019 |

4. EqlA team

| Name | Job title (if applicable) | Organisation | Role |
|-------------------|---|-----------------------|--|
| Nicholas Meadows | Change Consultant | Surrey County Council | Author |
| Steve Strickland | Waste Contract Manager | Surrey County Council | Reviewer |
| Richard Parkinson | Waste Operations Group Manager | Surrey County Council | Approver |
| Jay Ganesh | Senior Programme Officer | Surrey County Council | Reviewer (Directorate Equality Group Representative) |
| Adam Whittaker | Policy & Strategic Partnerships Manager | Surrey County Council | Reviewer |
| Janet Polley | Senior Principal Lawyer | Surrey County Council | Reviewer |

5. Explaining the matter being assessed

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| <p>What policy, function or service is being introduced or reviewed?</p> | <p>The council provides a network of 15 CRCs across the county, which help householders recycle waste from their homes. This EIA considers the impact of a reduction in the provision of CRCs and further changes to the charging waste and van permit schemes. .</p> |
| <p>What proposals are you assessing?</p> | <p>This equality impact assessment (EqIA) is seeking to understand what impact the following proposed changes would have on staff and users with protected characteristics:</p> <ol style="list-style-type: none"> a) The permanent closure of up to six smaller CRC sites located in Bagshot, Cranleigh, Dorking, Farnham, Lyne (Chertsey) and Warlingham. b) Further changes to the charging waste scheme to introduce wood and roofing felt to the scheme; c) Introduce a price increase for all materials in the charging waste scheme. d) Charge an annual application fee to residents for a van permit (owners of vans, trailers and pick-ups are currently required to register van permit before they can visit a CRC. This is provided free of charge and entitles them to 12 visits in a calendar year). |
| <p>Who is affected by the proposals outlined above?</p> | <p>The above recommendation will affect –</p> <ul style="list-style-type: none"> • Service users (residents) • Frontline service staff |

6. Sources of information

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| <p>Engagement carried out</p> |
| <p>A number of engagement exercises have already been carried out, as outlined in the timeline below:</p> <p>2014 A CRC site user survey of behaviours and attitudes was completed during 2014. Residents were asked about gender, work status and house type, but the survey did not seek to identify whether any residents had protected characteristics. A total of 3440 online interviews were achieved using a combination of recruitment techniques (cold mailing to 30k Surrey residents, cards handed out to users at all 15 sites, plus an e-mail invitation to the Surrey Matters database).</p> <p>2015/16 A public consultation ran from 17 July 2015 until 30 September 2015 regarding proposed changes to the CRC service including charging for non-household waste. This received a total of 4581 responses and informed the final recommendations for change that were approved on 24 November 2015 by Cabinet.</p> <p>2017/18 A public and staff consultation on further proposed changes to the CRC service including the permanent closure of CRC sites ran from 23 June 2017 to 7 August 2017. This received a total of 13,637 responses including 13,573 from residents and 64 responses from organisations/groups such as District/Borough and Parish/Town Councils. Respondents to this consultation in particular highlighted that any reduction to a CRC service especially permanently closing CRCs could have a negative impact on recycling, increase journey times to the nearest alternative CRCs, increase traffic/congestion and have a negative impact on the</p> |

environment including an increase in fly-tipping. The results of this consultation informed the final recommendations for change, which were approved by [Cabinet on 26 September 2017](#).

2018/19

A public and staff consultation on the proposals outlined in section 5 of this EqiA ran from 30 October 2018 and to 4 January 2019 and received a total of 12,131 responses. The feedback submitted during this consultation has been used to update this EqiA, and has informed the final recommendations for change that will be put forward to Cabinet for approval in early 2019, with any agreed changes coming into effect from April 2019.

Data used

- Surrey-I (local data portal) which can be searched by protected characteristics.
- Feedback to the postcode, consultation and customer satisfaction surveys.
- Feedback from the contractor and complaints submitted to the SCC contact centre.
- Benchmark of other local authorities that have made changes to their Household Waste Recycling Centre (HWRC) services.
- Traffic count data, driving time catchments and waste tonnage information.

7. Impact of the new/amended policy, service or function

Council officers have developed the proposals outlined in section 5 alongside this EqiA to understand the impact on service users (residents) and staff.

Potential impacts **on service users and staff with protected characteristics** have been listed below in sections 7a and 7b.

7a. Impact of the proposals on service users with protected characteristics

| Protected characteristic ¹ | Potential positive impacts | Potential negative impacts | Evidence |
|---------------------------------------|--|---|---|
| Age | <p>The single level CRC sites in Bagshot, Cranleigh, Dorking and Farnham require service users to climb steps to access waste disposal containers. This is currently mitigated through assistance provided by staff. If these sites were closed in accordance with the recommendation, the nearby alternative sites are more accessible split level facilities that do not require the use of steps to access a waste container and so are more accessible..</p> | <p>Pedestrians (service users) are currently allowed to walk into Warlingham CRC to access this site. If this site were to close it would impact pedestrians who use this site and have no means of other transport to drive to an alternative CRC. This would in theory have a greater impact on pedestrians with limited physical mobility, who are unable to drive.</p> <p>Caterham CRC could become busier should the nearby Warlingham CRC close. Caterham CRC is a single level site which requires residents to climb steps to access waste containers. Service users with limited physical mobility might find it difficult to use steps, and therefore assistance is provided by on site staff. However staff may become less available should the site become very busy, which could have a greater impact on serving customers with limited physical mobility, and make it more difficult for them to dispose of their waste i.e. wait longer to be served.</p> <p>These identified impacts do not extend to any other CRC. The other CRC sites with pedestrian access are unaffected by the proposals, and all other single level sites are proposed for closure.</p> | <p>Feedback submitted during the consultation/observation from the project team/contractor.</p> |
| Disability | <p>The single level CRC sites in Bagshot, Cranleigh, Dorking and Farnham require service users to climb steps to access waste disposal containers. This is currently mitigated through assistance provided by staff. If these sites were closed in accordance with the recommendation, the nearby alternative sites are more accessible split level facilities that do not require</p> | <p>Pedestrians (service users) are currently allowed to walk into Warlingham CRC to access this site. If this site were to close it would impact pedestrians who use this site and have no means of other transport to drive to an alternative CRC. This would in theory have a greater impact on pedestrians with limited physical mobility, who are unable to drive.</p> <p>Caterham CRC could become busier should the nearby Warlingham CRC close. Caterham CRC is a</p> | <p>Feedback submitted during the consultation/observation from the project team/contractor.</p> |

¹ More information on the definitions of these groups can be found [here](#).

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| | the use of steps to access a waste container and so are more accessible.. | <p>single level site which requires residents to climb steps to access waste containers. Service users with limited physical mobility might find it difficult to use steps, and therefore assistance is provided by on site staff. However staff may become less available should the site become very busy, which could have a greater impact on serving customers with limited physical mobility, and make it more difficult for them to dispose of their waste i.e. wait longer to be served.</p> <p>These identified impacts do not extend to any other CRC. The other CRC sites with pedestrian access are unaffected by the proposals, and all other single level sites are proposed for closure.</p> | |
| Gender reassignment | None | None | Screening- There is no differential impact on this protected characteristic. |
| Pregnancy and maternity | The single level CRC sites in Bagshot, Cranleigh, Dorking and Farnham require service users to climb steps to access waste disposal containers. This is currently mitigated through assistance provided by staff. If these sites were closed in accordance with the recommendation, the nearby alternative sites are more accessible split level facilities that do not require the use of steps to access a waste container and so are more accessible. | <p>Pedestrians (service users) are currently allowed to walk into Warlingham CRC to access this site. If this site were to close it would impact pedestrians who use this site and have no means of other transport to drive to an alternative CRC. This would in theory have a greater impact on pedestrians with limited physical mobility, who are unable to drive.</p> <p>Caterham CRC could become busier should the nearby Warlingham CRC close. Caterham CRC is a single level site which requires residents to climb steps to access waste containers. Service users with limited physical mobility might find it difficult to use steps, and therefore assistance is provided by on site staff. However staff may become less available should the site become very busy, which could have a greater impact on serving customers with limited physical mobility, and make it more difficult for them to dispose of their waste i.e. wait longer to be served.</p> <p>These identified impacts do not extend to any other CRC. The other CRC sites with pedestrian access are</p> | Feedback submitted during the consultation/observations from the project team/contractor. |

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| | | unaffected by the proposals, and all other single level sites are proposed for closure. | |
| Race | None | None | Screening- There is no differential impact on this protected characteristic. |
| Religion and belief | None | None | Screening- There is no differential impact on this protected characteristic. |
| Sex | None | None | Screening- There is no differential impact on this protected characteristic. |
| Sexual orientation | None | None | Screening- There is no differential impact on this protected characteristic. |
| Marriage and civil partnerships | None | None | Screening- There is no differential impact on this protected characteristic. |
| Carers² | None | None | Screening- There is no differential impact on this protected characteristic. |

² Carers are not a protected characteristic under the Public Sector Equality Duty, however we need to consider the potential impact on this group to ensure that there is no associative discrimination (i.e. discrimination against them because they are associated with people with protected characteristics). The definition of carers developed by Carers UK is that 'carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid. This includes adults looking after other adults, parent carers looking after disabled children and young carers under 18 years of age.'

7b. Impact of the proposals on staff with protected characteristics

| Protected characteristic | Potential positive impacts | Potential negative impacts | Evidence |
|--|-----------------------------------|-----------------------------------|--|
| Age | None | None | Screening- There is no differential impact on this protected characteristic. |
| Disability | None | None | Screening- There is no differential impact on this protected characteristic. |
| Gender reassignment | None | None | Screening- There is no differential impact on this protected characteristic. |
| Pregnancy and maternity | None | None | Screening- There is no differential impact on this protected characteristic. |
| Race | None | None | Screening- There is no differential impact on this protected characteristic. |
| Religion and belief | None | None | Screening- There is no differential impact on this protected characteristic. |
| Sex | None | None | Screening- There is no differential impact on this protected characteristic. |
| Sexual orientation | None | None | Screening- There is no differential impact on this protected characteristic. |
| Marriage and civil partnerships | None | None | Screening- There is no differential impact on this protected characteristic. |
| Carers | None | None | Screening- There is no differential impact on this protected characteristic. |

8. Amendments to the proposals

| Change | Reason for change |
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| <p>Following the closure of the consultation the service have recommended that the recycling centres at Farnham and Lyne (Chertsey) are retained, and the current prices for materials in the charging waste scheme remain the same.</p> <p>The service have recommended that all other proposals in section 5 of this EqIA are introduced in light of the requirement for the county council to make important savings.</p> | <p>None of these amendments to the proposal arise from the impacts identified on those with protected characteristics but relate to review of the proposals in light of consultation responses.</p> |

9. Action plan

| Potential impact (positive or negative) | Action needed to maximise positive impact or mitigate negative impact | By when | Owner |
|---|--|---|--------------------------|
| <p>Negative – Caterham CRC could become much busier should the nearby Warlingham CRC close. Caterham CRC is a single level site which requires residents to climb steps to access waste containers. Service users with limited physical mobility might find it difficult to use steps, and therefore assistance is provided by on site staff. However staff may become less available should the site become very busy, which could have a greater impact on serving customers with limited physical mobility, and make it more difficult for them to dispose of their waste i.e. wait longer to be served.</p> | <p>Suez to ensure site staff are given guidance to prioritise service users with limited mobility.</p> | <p>Policy already in operation at all single level sites, but will be reinforced for Caterham CRC</p> | <p>Richard Parkinson</p> |

10. Potential negative impacts that cannot be mitigated

| Potential negative impact | Protected characteristic(s) that could be affected |
|--|--|
| <p>Pedestrians (service users) are currently allowed to walk into Warlingham CRC to access this site. If this site were to close it would impact pedestrians who use this site and have no means of other transport to drive to an alternative CRC. This</p> | <p>Age, Disability, Pregnancy and Maternity</p> |

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| <p>would in theory have a greater impact on pedestrians with limited physical mobility, who are unable to drive.</p> <p>Staff and Contractors indicate that most pedestrians who use the Warlingham CRC actually park their car outside the site and then walk in, so the impact that these pedestrians will have is having to drive further to reach an alternative site, which has no differential impact on protected characteristics. However the service does acknowledge that some pedestrians who live locally will walk into the site, and whilst it's not aware that there are many of these pedestrians with limited physical mobility, it does recognise the greater impact that it could have on them especially if they are unable to drive to an alternative CRC because of their condition. The service considers those affected will be able to use alternative methods of disposal available at the kerbside or commercially.</p> | |
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11. Summary of key impacts and actions

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| <p>Information and engagement underpinning equalities analysis</p> | <ul style="list-style-type: none"> • Surrey-i, our local data and information portal, which can be searched by protected characteristics. • Feedback to the postcode, consultation and customer satisfaction surveys. • Feedback from the contractor and complaints submitted to the SCC contact centre. • Benchmark of other local authorities that have made changes to their Household Waste Recycling Centre (HWRC) services. • Traffic count data, driving time catchments and waste tonnage information. |
| <p>Key impacts (positive and/or negative) on people with protected characteristics</p> | <p>Pedestrians (service users) are currently allowed to walk into Warlingham CRC to access this site. If this site were to close it would impact pedestrians who use this site and have no means of other transport to drive to an alternative CRC. This would in theory have a greater impact on pedestrians with limited physical mobility, who are unable to drive.</p> <p>Caterham CRC could become busier should the nearby Warlingham CRC close. Caterham CRC is a single level site which requires residents to climb steps to access waste containers. Service users with limited physical mobility might find it difficult to use steps, and therefore assistance is provided by on site staff. However staff may become less available should the site become very busy, which could have a greater impact on serving customers with limited physical mobility, and make it more difficult for them to dispose of their waste i.e. wait longer to be served.</p> |
| <p>Changes you have made to the proposal as a result of the EqIA</p> | <p>None</p> |

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| Key mitigating actions planned to address any outstanding negative impacts | <p>Suez to ensure site staff are given guidance to prioritise users with limited mobility.</p> |
| Potential negative impacts that cannot be mitigated | <p><u>Pedestrians with limited physical mobility that currently walk into Warlingham CRC</u></p> <p>Staff and contractors indicate that most pedestrians who use the Warlingham CRC actually park their car outside the site and then walk in, so the impact that these pedestrians will have is having to drive further to reach an alternative site, which has no differential impact on protected characteristics. However the service does acknowledge that some pedestrians who live locally will walk into the site, and whilst it's not aware that there are many of these pedestrians with limited physical mobility, it does recognise the greater impact that it could have on them especially if they are unable to drive to an alternative CRC because of their condition. The service considers those affected will be able to use alternative methods of disposal available at the kerbside or commercially.</p> |