

Colchester Borough Council

Equality Impact Assessment Form - An Analysis of the Effects on Equality

Section 1: screening stage

Name of policy, service or strategy to be assessed:

- Zones

1. What is the main purpose of the policy, service or strategy?

- To provide effective, efficient and community focussed street based services in all areas of the Borough

2. What main areas or activities does it cover?

- Community engagement, enforcement and education; litter picking; bin emptying; graffiti clearance and general street furniture maintenance

3. Who are the main audience, users or customers who will be affected?

- All residents, businesses and visitors to the Borough

4. What outcomes do you want to achieve from the policy, service or strategy?

- To improve the service in terms of customer experience, efficiency and effectiveness as part of the Fundamental Service Review (FSR) of Street Services. The specific outcomes identified are:
 - education and incentives delivered or, where necessary, enforcement undertaken so customer behaviour is changed
 - better organised services and customer contact through joined-up frontline delivery
 - planned and proactive services which are effective, efficient and sustainable so customers benefit now and in the future
 - the use of enabling technology to enhance frontline teams, back office support and service delivery
 - potential business opportunities developed to increase income and reduce operational costs

- a greater impact on the principles of a whole area approach to public services with customers at the heart of service design and provision

5. Are other service areas or partner agencies involved in delivery? If so, please give details below:

- Customer Service Centre
- Life Opportunities – Parks & Recreation Service
- Environmental & Protective Services
- Colchester Borough Homes and Registered Social Landlords
- Veolia
- Ward Councillors
- Town and Parish Councils
- Residents Associations and Community groups
- Police
- Essex County Council
- Essex Probation

6. Does the policy, service or strategy help to further or facilitate to our 'general duty'¹ to:

- (a) eliminate unlawful discrimination, harassment and victimisation?
- (b) advance equality of opportunity between people who share a 'protected characteristic'² and those who do not?
- (c) foster good relations between people who share a protected characteristic and those who do not?

Yes – see below.

If you have answered 'no', please give details of the reasons for this decision:

7. If you answered 'yes' to any of the sections in Question 6 (above), please complete the following in order to identify how the policy, practice or strategy furthers the aim of the 'general duty':

¹ these 3 points summarise the 'general duty' as it applies to public sector organisations in the Equality Act 2010

² The Equality Act's 'protected characteristics' include age, disability, gender reassignment, pregnancy and maternity, race, religion or belief and sex and sexual orientation. It also covers marriage and civil partnerships, but not for all aspects of the duty.

'Protected characteristic' group		How does it help to 'eliminate unlawful discrimination, harassment and victimisation'?	How does it help to 'advance equality of opportunity between people who share a protected characteristic and those who do not'?	How does it help to 'foster good relations between those who share a protected characteristic and those who do not'?
Age	Older people (60+)	Officers in Zones will be encouraged to address any incidents of unlawful discrimination, harassment and victimisation that they come across in the areas they work in involving any agencies that can assist or offer support.	Older people - Officers may arrange home appointments for vulnerable individuals to assist them in accessing Council services This group may be given additional support to attend and participate in community events (see third aim in column to right)	Officers facilitate community events such as Fun Days, coffee mornings or lunch clubs which can help to foster good relations by advancing understand and tackling prejudice.
	Younger people (17-25) and children (0-16)			
Disability	Physical	Officers in Zones will be encouraged to address any incidents of unlawful discrimination, harassment and victimisation that they come across in the areas they work in involving any agencies that can assist or offer support.	Officers may arrange home appointments for vulnerable individuals to assist them in accessing Council services This group may be given additional support to attend and participate in community events (see third aim in column to right)	Officers facilitate community events such as Fun Days, coffee mornings or lunch clubs which can help to foster good relations by advancing understand and tackling prejudice.
	Sensory			
	Learning			
	Mental health issues			
	Other – <i>please specify</i>			
Ethnicity ³	White	Officers in Zones will be encouraged to address any incidents of unlawful	not applicable	Officers facilitate community events such as Fun Days, coffee mornings or lunch
	Black			
	Chinese			
	Mixed Ethnic Origin			

³ Census 2011 categories are: Bangladeshi, Indian, Pakistani, Other Asian (Asian or Asian British); African, Caribbean, Other Black (Black or Black British); White and Black African, White and Asian, White and Black Caribbean (Mixed); British, Irish; Other White (White); Chinese, Other (Other ethnic group).

'Protected characteristic' group		How does it help to 'eliminate unlawful discrimination, harassment and victimisation'?	How does it help to 'advance equality of opportunity between people who share a protected characteristic and those who do not'?	How does it help to 'foster good relations between those who share a protected characteristic and those who do not'?
	Gypsies/ Travellers Other – <i>please state</i>	discrimination, harassment and victimisation that they come across in the areas they work in involving any agencies that can assist or offer support.		clubs which can help to foster good relations by advancing understand and tackling prejudice.
Language	English not first language	not applicable	Officers may arrange home appointments for people who do not have English as a first language to assist them in accessing Council services This group may be given additional support to attend and participate in community events (see third aim in column to right)	Officers facilitate community events such as Fun Days, coffee mornings or lunch clubs which can help to foster good relations by advancing understand and tackling prejudice.

'Protected characteristic' group		How does it help to 'eliminate unlawful discrimination, harassment and victimisation'?	How does it help to 'advance equality of opportunity between people who share a protected characteristic and those who do not'?	How does it help to 'foster good relations between those who share a protected characteristic and those who do not'?
Pregnancy and Maternity	Women who are pregnant or have given birth in last 26 weeks	not applicable	not applicable	not applicable
Religion or Belief	People with a religious belief (or none) ⁴	Officers in Zones will be encouraged to address any incidents of unlawful discrimination, harassment and victimisation that they come across in the areas they work in involving any agencies that can assist or offer support.	not applicable	Officers facilitate community events such as Fun Days, coffee mornings or lunch clubs which can help to foster good relations by advancing understand and tackling prejudice.
Sex	Men	Officers in Zones will be encouraged to address any incidents of unlawful discrimination, harassment and victimisation that they come across in the areas they work in involving any agencies that can assist or offer support.	not applicable	Officers facilitate community events such as Fun Days, coffee mornings or lunch clubs which can help to foster good relations by advancing understand and tackling prejudice.
	Women			
	Transsexual / gender reassignment			
Sexual Orientation	Lesbian, gay and bisexual			
Marriage and Civil Partnership ⁵	People who are single, married or in a civil partnership	not applicable	not applicable	not applicable

⁴ For example, Buddhist, Christian, Hindu, Jewish, Muslim, Sikh or no religious belief.

⁵ Our legal duty in respect of 'marriage or civil partnership' extends only to the need to eliminate unlawful discrimination.

8. Are there any concerns that the policy, service or strategy could have a differential impact in terms of equality?

- No negative impacts identified through internal consultations undertaken in introducing this service change during 2011; the overwhelming reaction from this consultation was positive in its support for the proposals.
- However we have identified potential negative impacts as identified in the table below.

Please use the table below to indicate how the policy, service or strategy could have a positive or negative effect on any of the following equality groups (known under the Equality Act as ‘protected characteristics’). Include reference to any consultation, data or information that you have used in making this assessment about positive or negative effects.

- Please see statement above

‘Protected characteristic’ group		Positive Impact	Explain how it could benefit the group	Negative Impact	Explain how it could disadvantage the group
Age	Older people (60+)	Yes	Zone Teams respond particularly to the needs of this group and engage with related organisations such as Age UK to ensure that individuals are aware / informed / supported to engage with us and the wider community in a way that suits them. Work has also been done with local schools to engage with children.	Yes	This group may find it more difficult to recycle as much as other groups.
	Younger people (17-25) and children (0-16)				
Disability	Physical	Yes	Zone Teams respond particularly to the needs of this group and engage with related organisations to ensure that individuals are aware / informed / supported to engage with us and the wider community in a way that suits them. Targeted work has also been done with local schools to engage particularly with disabilities.	Yes	People with a physical disability may find it more difficult to recycle as much as other groups. People with a sensory disability may find it more difficult to access available information provided by the service.
	Sensory				
	Learning				
	Mental health issues				
	Other – <i>please specify</i>				
	White		None identified	None identified	None identified
	Black		None identified	None identified	None identified

'Protected characteristic' group		Positive Impact	Explain how it could benefit the group	Negative Impact	Explain how it could disadvantage the group
	Chinese	Yes	None identified		None identified
	Mixed Ethnic Origin		None identified		None identified
	Gypsies/ Travellers		Zone Teams respond particularly to the needs of Gypsies and Travellers to ensure that individuals are aware / informed / supported to engage with us and the wider community in a way that suits them. Special effort is made to work flexibly with this group to maximise refuse collection, and individuals may be signposted to other services and/or the Council's Travellers Officer.	Yes	This group may find it more difficult to recycle as much as other groups.
	Other – <i>please state</i>		None identified		None identified
Language	English not first language	Yes	Zone Teams target these 'protected characteristics' including through organisations which act on their behalf to ensure they are aware / informed / supported to engage with us and the wider community in a way that suits them.	Yes	This group may find it more difficult to recycle as much as other groups. Communication about the recycling calendar may be less effective.
Pregnancy and Maternity	Women who are pregnant or have given birth in last 26 weeks		None identified		None identified
Religion or Belief	People with a religious belief (or none)		None identified		None identified
Sex	Men		None identified		None identified
	Women		None identified		
	Transsexual / gender reassignment		None identified		
Sexual Orientation	Lesbian, gay and bisexual		None identified		None identified
Marriage and	People who are single,		None identified		None identified

'Protected characteristic' group		Positive Impact	Explain how it could benefit the group	Negative Impact	Explain how it could disadvantage the group
Civil Partnership	married or in a civil partnership				

9. Could the policy, service or strategy discriminate⁶ against any 'protected characteristic', either directly or indirectly?

- No

10. If you have identified any negative impacts above, have you been able to minimise or remove them, and if so, how?

Age: **This group may find it more difficult to recycle as much as other groups because of age related reduced mobility. .**

There is an assisted collection service available free of charge which allows recycling to be collected from any part of a property (rather than on the boundary only).

Disability: **People with a physical disability may find it more difficult to recycle as much as other groups. People with a sensory disability may find it more difficult to access available information provided by the service.**

There is an assisted collection service available free of charge which allows recycling to be collected from any part of a property (rather than on the boundary only). Information on the website is available in alternative formats through Browse-Along and various accessibility options are available for people with a visual impairment. Our customer service centre is able to provide copies of publications in alternative formats.

Gypsies **This group may find it more difficult to recycle as much as other groups.**

⁶ Direct discrimination occurs when a person is treated less favourably than another in a comparable situation because of their 'protected characteristic' whether on grounds of age, disability, pregnancy and maternity, ethnicity; religion or belief; sex (gender), sexual orientation, or Marriage and Civil Partnership. Indirect discrimination occurs when an apparently neutral provision or practice would nevertheless disadvantage people on the grounds of their 'protected characteristic' unless the practice can be objectively justified by a legitimate aim.

When the council becomes aware of an encampment, the council will visit and provide black and clear sacks and arrange to collect.

Language:

This group may find it more difficult to recycle as much as other groups. Communication around the recycling calendar may be less effective.

Our customer service centre will assist customers in translating information through Google translate.

In 2013-14 a review of Zones is taking place which will determine how successful implementation has been against the original objectives. This will be an opportunity for further improvements which could benefit groups within the 'protected characteristics'.

Summary and findings of Initial Equality Impact Assessment – screening stage

11. Please put a tick in the relevant box to confirm your findings, and what the next step is:

Findings	Action required
No likely negative impacts have been identified and this has been justified with reference to consultation, data or information. <input type="checkbox"/>	Sign off screening and finish.
Likely negative impacts have been identified but have been minimised or removed. X	Sign off screening and finish.
Likely negative impacts were identified but have not been minimised or removed. <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.
There is insufficient evidence to make a judgement. <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.

12. Name and job title of person completing this form:

- Lucie Breadman, Head of Community Services
- Cassandra Clements, Group Manager - Zones

13. Date of completion:

- October 2013

14. Date for update or review of this screening:

- October 2016