



Equality Impact Assessment

Responsibility and Ownership

Name of policy, practice, service or function: **Joint Streetscene Policy**

Responsible department: **Operations**

Service area: **Streetscene Services**

Lead Officer: **Assistant Director Streetscene**

Other members of assessment team

Name	Position	Area of expertise
Darren Mitchell	Joint Grounds Maintenance & Cleansing Manager	Grounds Maintenance, Street Cleansing and Waste Management
Steve Jowett	Joint Grounds Maintenance & Cleansing Manager	Grounds Maintenance, Street Cleansing and Waste Management

Scope of the assessment

1	What are the main aims/objectives or purpose of the policy, strategy, practice, service or function?	To provide and maintain effective and efficient District wide Streetscene Services to meet customer expectations and aspirations by working closely with other key stakeholders and partners to deliver a high standards of Streetscene environmental maintenance.
2	Are there any external factors we need to consider like changes in legislation?	Streetscene services are undertaken by way of statutory duty (i.e. Environment Protection Act, Town and Country Planning Act) and other Acts and/or Regulation. Emerging Directives and Regulations impact on the way services are operated and/or delivered. Increasing public awareness and expectations for environmental cleanliness impacts on the requirement for continuous improvement.
3	Who implements the policy, strategy, practice, service or function?	Responsibility for the Policy is Streetscene Services; however, other key stakeholders (i.e. Environmental Health and Planning Teams) contribute significantly to the urban design and management of the District's Streetscene aesthetics.
4	Who is affected by the policy, strategy, practice, service or function?	<ul style="list-style-type: none"> • Residents – provided with services which keeps the District clean and safe and appropriately developed • Visitors – provided with a service which keeps the District clean and safe and appropriately developed • Businesses – provided with a service which keeps the District clean and safe and appropriately developed • Voluntary groups - provided with a service which keeps the District clean and safe and appropriately developed • Councillors - provided with a service which keeps the District clean and safe and appropriately developed

5	What outcomes do we want to achieve, why & for whom?	Provide valued services with high customer satisfaction, accessible to all members of our community; in particular: <ul style="list-style-type: none"> • Stewardship of the physical landscape • Look after our heritage for future generations • Work with our partners to reduce crime, the fear of crime and the problem of anti-social behavior • Reduce the inequalities in the health of our communities, focusing on vulnerable people • Deliver excellent customer service • Ensure the council is efficient and fit to meet future challenges
6	What existing evidence do you have on the impact of the policy, strategy, practice, service or function?	The Councils internal Audit Teams undertake regular (4 year plan) inspections of the service; whether in whole or specific elements/functions.
7	How is information about the policy, practice, service or function publicised?	Details about the service are: <ul style="list-style-type: none"> • Advertised via Council News Papers and Local Press. • Details shown on the Council's website • Leaflets available in area and central offices. • Individual correspondences to customers • The Council's Call Centre

Identifying Potential Equality Issues

Consider any impacts / barriers on each of the protected characteristics set out below and consider any that might cross over eg: between race / disability, gender / religion and belief, sexuality / age etc. Indicate where the policy, practice, service or function could have a positive or negative impact for different groups and your reasons. Specify which data sources have informed your assessment.

Race

8	Identify any adverse impacts/barriers of the policy or procedure on people who may be disadvantaged because of their race									
	White	<table border="1"> <tr> <td>English / Welsh / Scottish / Northern Irish / British</td> <td rowspan="4">Non-English speaking customers may have difficulty with understanding service information which the Council's interpretation service may address. The culture of travellers may increase incidence of fly tipping from their commercial activities unless sited in a permanent or semi-permanent mobile home facility. Planning and Environmental enforcement issues may also arise from unauthorised encampments</td> </tr> <tr> <td>Irish</td> </tr> <tr> <td>Gypsy or Irish Traveller</td> </tr> <tr> <td>Any other White background</td> </tr> </table>	English / Welsh / Scottish / Northern Irish / British	Non-English speaking customers may have difficulty with understanding service information which the Council's interpretation service may address. The culture of travellers may increase incidence of fly tipping from their commercial activities unless sited in a permanent or semi-permanent mobile home facility. Planning and Environmental enforcement issues may also arise from unauthorised encampments	Irish	Gypsy or Irish Traveller	Any other White background			
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Irish										
Gypsy or Irish Traveller										
Any other White background										
	Asian / Asian British	<table border="1"> <tr> <td>Indian</td> <td rowspan="4">Non-English speaking customers may have difficulty with understanding service information which the Council's interpretation service may address.</td> </tr> <tr> <td>Pakistani</td> </tr> <tr> <td>Bangladeshi</td> </tr> <tr> <td>Chinese</td> </tr> <tr> <td></td> <td>Any other Asian background</td> <td></td> </tr> </table>	Indian	Non-English speaking customers may have difficulty with understanding service information which the Council's interpretation service may address.	Pakistani	Bangladeshi	Chinese		Any other Asian background	
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Pakistani										
Bangladeshi										
Chinese										
	Any other Asian background									
	Black / African / Caribbean / Black British	<table border="1"> <tr> <td>African</td> <td rowspan="3">Non-English speaking customers may have difficulty with understanding service information which the Council's interpretation service may address.</td> </tr> <tr> <td>Caribbean</td> </tr> <tr> <td>Any other Black / African / Caribbean / Black British background</td> </tr> </table>	African	Non-English speaking customers may have difficulty with understanding service information which the Council's interpretation service may address.	Caribbean	Any other Black / African / Caribbean / Black British background				
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Caribbean										
Any other Black / African / Caribbean / Black British background										
	Any other ethnicity	<table border="1"> <tr> <td>Arab</td> <td rowspan="2">Non-English speaking customers may have difficulty with understanding service information which the Council's interpretation service may address.</td> </tr> <tr> <td>Any other ethnic group</td> </tr> </table>	Arab	Non-English speaking customers may have difficulty with understanding service information which the Council's interpretation service may address.	Any other ethnic group					
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Any other ethnic group										

Sex / gender

9	Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their gender	
	Female	N/A
	Male	N/A
	Transgender	N/A

Age

10	Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their age	
	0-9 years	Accessibility to the Council's Streetscene is not restricted to that of age; however, some physical barriers may arise through age related infirmity, for instance garden maintenance. Therefore, to meet this, the Council has schemes in place (i.e. assisted garden maintenance service) to meet those needs.
	10-15 years	
	16-18 years	
	19-24 years	
	25-34 years	
	35-44 years	
	45-54 years	
	55-59 years	
	60-64 years	
	65 years and over	

Disability		
11	Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their disability or long term ill health	
	Physical or mobility impairments	The positioning of, and/or access to some facilities may make it difficult for some disabled people to use them. Facility design and positioning aim to mitigate address such issues.
	Sensory (hearing, visual, speech)	The positioning of, and/or access to some facilities may make it difficult for some disabled people to use them. Facility design and positioning aim to mitigate address such issues.
	Mental health	Dependent upon the level of disability, some people may have difficulty understanding service information making service requests.
	Learning disabilities	Dependent upon the level of disability, some people may have difficulty understanding service information making service requests.
	Non-visible conditions such as epilepsy or diabetes	Dependent upon the level of disability, some people may have difficulty understanding service information making service requests.

Religion or belief

12	Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their religion or belief, including non belief	
	No religion	None indentified
	Christian	None indentified
	Buddhist	None indentified
	Hindu	None indentified
	Jewish	None indentified
	Muslim	None indentified
	Sikh	None indentified
	Any other religion	None indentified
	Any other philosophical belief	None indentified

Sexual orientation

13	Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their sexual orientation	
	Heterosexual	None indentified
	Lesbian	None indentified
	Gay	None indentified
	Bisexual	None indentified
	Prefer not to say	None indentified

Other categories

13	Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of other factors	
	Rural / urban	<ul style="list-style-type: none"> • Rural communities may have or be less accessible than urban dense communities. Cleansing frequencies are defined in accordance with the Code of Practice for Litter and Refuse (Environmental Protection Act). • The council utilise different vehicles and equipment to overcome access issues, in particular for pavement and carriageway cleansing. • Rural areas may be subject to higher levels of fly-tipping in country lanes and un-made lay-bys. • Rural communities require differing approaches to that of urbanised areas in respect of conservation and development design.
	Carers	None indentified
	Child poverty	None indentified
	Social value	None indentified
	Any other	It is an offence under the Environmental Protection Act 1990 to deposit litter (waste) on the ground. Residents who are found to have committed a littering offence may be subject to prosecution or a Fixed Penalty Notice fine. The Council sets out its arrangements for prosecution under its Enforcement Concordat which is subject to another EIA.

Analysing the information and setting equality objectives and targets

Service or function	Policy or practice	Findings	Which groups are affected and how	Whose needs are not being met and how?
Street Cleansing	Joint Streetscene Policy	As set out in EIA	As set out in EIA	As set out in EIA
Grounds Maintenance	Joint Streetscene Policy	As set out in EIA	As set out in EIA	As set out in EIA
Environmental Health	Enforcement Concordat	As set out in EIA and separate assessment for enforcement concordat	As set out in EIA	As set out in EIA
Planning	Planning Policies and Design Statements	As set out in EIA and separate assessment for Planning policies.	As set out in EIA	As set out in EIA

Document the evidence of analysis

Data or information	When and how was it collected?	Where is it from?	What does it tell you?	Gaps in information
Customer feedback and complaints	Corporate Complaints System	Customers, service users	Satisfaction/dissatisfaction level with service and accessibility issues for individuals or groups.	None identified
Consultation and community involvement	Citizen Panel Surveys undertaken every 2 years	Customers, service users	Satisfaction/dissatisfaction level with service and accessibility issues for individuals or groups.	None identified
Performance information including Best Value	Corporate and Local Performance Indicators Cipfa statistical information	Internal\External Audit Cipfa Association of Public Service Excellence	Service costs / management performance information measured with other like authorities.	Continuous requirement for updated information to give meaningful comparison

Data or information	When and how was it collected?	Where is it from?	What does it tell you?	Gaps in information
	APSE Performance Networks Data Scrutiny, Overview and Audit arrangements	(APSE)		
Take up and usage data	Statutory service to households	Customers, service users	None identified	None identified
Comparative information or data where no local information available	Corporate and Local Performance Indicators Cipfa statistical information APSE Performance Networks Data Scrutiny, Overview and Audit arrangements	Internal\External Audit Cipfa Association of Public Service Excellence (APSE)	Service costs / management performance information measured with other like authorities.	Continuous requirement for updated information to give meaningful comparison
Census, regional or national statistics	Corporate and Local Performance Indicators Cipfa statistical information APSE Performance Networks Data Scrutiny, Overview and Audit arrangements	Internal\External Audit Cipfa Association of Public Service Excellence (APSE)	Service costs / management performance information measured with other like authorities.	Continuous requirement for updated information to give meaningful comparison
Access audits or other disability assessments	External\Internal audit inspections (As and When Targeted) Disabled Access Audits	Service and/or departmental specific.	Performance and standards measured against Key Lines of Enquiry and / or set	Systems to manage high volumes of data and organise it in a standard format and

Data or information	When and how was it collected?	Where is it from?	What does it tell you?	Gaps in information
	(As and When)		criteria.	avoid duplication of same information for similar like processes and / or requirements.
Workforce profile	Service Plans (annual) Training Plan (annual)	Internal planning process. Staff resource and workforce planning processes	Service aims set against corporate aims/objectives. Service aims and vision Resource requirement to meet service demand.	Systems to manage high volumes of data and organise it in a standard format and avoid duplication of same information for similar like processes and / or requirements.
Where service delivered under procurement arrangements – workforce profile	Streetscene functions delivered by in-house team	N/a	N/a	N/a
Monitoring and scrutiny arrangements	External\Internal audit inspections (As and When targeted) Disabled Access Audits (As and When) Service reviews of data system to ensure up to date and relevant for service needs	Service and / or departmental specific.	Performance and standards measured against Key Lines of Enquiry and / or set criteria.	Systems to manage high volumes of data and organise it in a standard format and avoid duplication of same information for similar like processes and / or requirements.

Recommendations and Decisions

Take immediate action by:

Amending the policy, strategy, practice, service or function	This is a new policy with 3 year review timeframe
Use an alternative policy, strategy, practice, service or function	This is a new policy with 3 year review timeframe
Develop equality objectives and targets for inclusion in the service plan	N/A
Initiate further research	This is a new policy with 3 year review timeframe
Any other method (please state)	N/A

All actions must be listed in the following Equality Impact Assessment Improvement Plan Summary

Equality Impact Assessment Improvement Plan Summary

Name of policy, practice, strategy, service or function: Joint Streetscene Policy

Department: Operations

Date of assessment: 1st December 2014

Please list all actions, recommendations and/or decisions you plan to take as a result of the equality impact assessment.

Recommendation/Decision	Action Required	Responsible Officer	Target Date	Resources	Progress	Actual Outcome
Policy to be presented to Council decision body in February 2015 for approval/adoption	Recommend policy adoption	Assistant Director Streetscene	Feb 2015	Officer Time	Draft Policy and EIA prepared	

Please state where the departmental electronic assessment will be kept: Operations (Streetscene Services) shared network drives

Assessment Group

Date of assessment		
Sub group approval	Yes / No	
Subject to minor amendments	Yes / No	
Date published on corporate website		

Copies of all EIAs are stored on PERFORM.

The Council publishes its Equality Impact Assessments as evidence of the analysis that it undertook to establish whether its policies, strategies, practices, services and functions would further or would have furthered the 3 aims of the general equality duty, details of the information that it considered and details of engagement undertaken when doing the analysis.

The general duty requires the council to:

- Eliminate discrimination, harassment & victimisation
- Advance equality
- Foster good relations between different groups