

Equality Impact Assessment / Equality Analysis

(updated Dec 2022)

Title of service or policy	Keynsham Reuse Shop
Name of directorate and service	Place Management, Waste Services
Name and role of officers completing the EIA	Lisa Gore, Waste Strategy & Project Delivery Manager
Date of assessment	2 nd October 2023

Equality Impact Assessment (or ‘Equality Analysis’) is a process of systematically analysing a new or existing policy or service to identify what impact or likely impact it will have on different groups within the community. The main aim is to identify any discriminatory or negative consequences for a particular group or sector of the community, and also to identify areas where equality can be better promoted. Equality impact Assessments (EIAs) can be carried out in relation to services provided to customers and residents as well as employment policies/strategies that relate to staffing matters.

This toolkit has been developed to use as a framework when carrying out an Equality Impact Assessment (EIA) or Equality Analysis. **Not all sections will be relevant – so leave blank any that are not applicable.** It is intended that this is used as a working document throughout the process, and a final version will be published on the Council’s website.

1. Identify the aims of the policy or service and how it is implemented.		
	Key questions	Answers / Notes
1.1	<p>Briefly describe purpose of the service/policy e.g.</p> <ul style="list-style-type: none"> ● How the service/policy is delivered and by whom ● If responsibility for its implementation is shared with other departments or organisations ● Intended outcomes 	<p>Keynsham Reuse Shop aims to divert quality second hand items for second chance reuse via the shop and a range of local charity partners and internal council teams.</p> <p>This initiative will support our sustainability and climate emergency work, by diverting items which would otherwise be sent for recycling or disposal at our recycling centres.</p> <p>The waste strategy team will be responsible for the operation of the shop, working closely with operational colleagues in wider waste team.</p> <p>A network of partners is being established to ensure goods are diverted where most needed. This includes close working with internal teams such as Public Health and Welfare support, along with Share and Repair, Julian House and local furniture reuse charities.</p> <p>The Reuse Shop will strive to increase reuse levels, ensure close links with charity partners, generate income to support further growth whilst ensuring it does not negatively impact on queuing times and congestion at the public Recycling Centre.</p>

		We intend to PAT test small electricals in partnership with Share and Repair and are working closely with colleagues in trading standards to ensure all items resold and passed on are adequately checked and fit for use.
1.2	<p>Provide brief details of the scope of the policy or service being reviewed, for example:</p> <ul style="list-style-type: none"> ● Is it a new service/policy or review of an existing one? ● Is it a national requirement?). ● How much room for review is there? 	<p>The shop is a new service which will operate in conjunction with our public Reuse and Recycling Centre (RRC).</p> <p>Previously we have operated pop up sale days which were popular with the public. However, the new Keynsham RRC provides an opportunity to provide this service on a more permanent basis.</p> <p>In line with the national waste hierarchy, we need to do more to reuse items coming through our sites which still have a potential use. In diverting these items away from recycling and disposal bins, we could further support the circular economy and the Council's own Climate and Ecological Emergency.</p>
1.3	Do the aims of this policy link to or conflict with any other policies of the Council?	The provision links to Local Authority recycling and reuse targets, the Climate Emergency Strategy and the Council's vision of Improving Lives.
2. Consideration of available data, research and information		

Monitoring data and other information should be used to help you analyse whether you are delivering a fair and equal service. Please consider the availability of the following as potential sources:

- **Demographic** data and other statistics, including census findings
- Recent **research** findings (local and national)
- Results from **consultation or engagement** you have undertaken
- Service user **monitoring data** (including ethnicity, sex, disability, religion/belief, sexual orientation and age)
- Information from **relevant groups** or agencies, for example trade unions and voluntary/community organisations
- Analysis of records of enquiries about your service, or **complaints** or **compliments** about them
- Recommendations of **external inspections** or audit reports

	Key questions	Data, research and information that you can refer to
2.1	What equalities training have staff received to enable them to understand the needs of our diverse community?	The waste strategy team received Equalities and Inclusion Training on a periodic basis. Front line staff receive training for assisting members of the public when using the site
2.2	What is the equalities profile of service users?	The Public RRC is open to all members of the public who are B&NES residents, largely vehicle users who attend site loaded with materials for recycling or disposal. Cycling is also encouraged. Communications on the Reuse Shop will be targeted at the local community and ensure quality items are accessible to all.
2.4	Are there any recent customer satisfaction surveys to refer to? What were the results? Are there any gaps? Or differences in experience/outcomes?	Voicebox survey was carried out in 2022. Survey specific to the customer experience at this Reuse Shop will be undertaken post opening.
2.5	What engagement or consultation has been undertaken as part of this EIA and with whom? What were the results?	There is continual engagement with staff and managers on policies and practises on site. The operation and offer of the shop is discussed with front line teams, in project meetings and will meet with on-going review as part of our combined quarterly disposal meetings with service managers.

2.6	If you are planning to undertake any consultation in the future regarding this service or policy, how will you include equalities considerations within this?	Customer feedback will be sought via various channels within the shop – initially via verbal feedback with the shop team engaging daily with customers. In time, customer satisfaction surveys will be devised in a way to ensure inclusion of customers and wider B&NES public through variety of channels.
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3. Assessment of impact: 'Equality analysis'

Based upon any data you have considered, or the results of consultation or research, use the spaces below to demonstrate you have analysed how the service or policy:

- Meets any particular needs of equalities groups or could help promote equality in some way.
- Could have a negative or adverse impact for any of the equalities groups

		Examples of what the service has done to promote equality	Examples of actual or potential negative or adverse impact and what steps have been or could be taken to address this
3.1	Issues relating to all groups and protected characteristics	The Reuse Shop will be available to all users of the public recycling centre in Keynsham.	All residents of B&NES will be able to visit. It's unfortunate there is no space to provide a shop provision at our Bath or Radstock recycling centres. An aspiration of the project is to make items available for online purchase as the initiative develops to address this.
3.2	Sex – identify the impact/potential impact of the policy on women and men.	The Reuse Shop is available to all members of the public and assistance is available to customers who request this.	
3.3	Pregnancy and maternity	The Reuse Shop is available to all members of the public and assistance is available to customers who request this	The operating procedures allow for providing assistance to pregnant customers on site to

			ensure all staff are consistent in the appropriate level of assistance being offered
3.4	Gender reassignment – identify the impact/potential impact of the policy on transgender people	The Reuse Shop is available to all members of the public and assistance is available to customers who request this	
3.5	Disability – identify the impact/potential impact of the policy on disabled people (ensure consideration both physical, sensory and mental impairments and mental health)	<p>The Reuse Shop is available to all members of the public and assistance is available to customers who request this.</p> <p>A disabled parking bay is available in front of the Reuse Shop and will be promoted in communication on this new service.</p> <p>Items will be placed to ensure there is sufficient space to move around the shop for wheelchair users and those with mobility aids. Chairs available for sale can be used by those needing to rest.</p> <p>The shop is on the ground floor, with no steps. All signage will be in accessible fonts and graphics.</p> <p>An accessible toilet is available for staff, and customers as needed.</p>	<p>Staff are on hand to offer guidance to customers with limited literacy skills or literacy learning disabilities who require assistance to make self-serve card payments for items within the shop.</p> <p>The operating procedures allow for providing assistance to customers with disabilities on site to ensure all staff are consistent in the appropriate level of assistance being offered.</p> <p>For unseen disabilities, customers can request assistance if required to the meet and greet member of staff at the main gate, where front line staff are notified via radio communications.</p> <p>Fire doors into the shop can be heavy, staff will be vigilant to those requiring assistance.</p>
3.6	Age – identify the impact/potential impact of the policy on different age groups	The Reuse Shop is available to all members of the public and assistance is available to customers who request this	The operating procedures allow for providing assistance to elderly residents on site to ensure all staff are consistent in the appropriate level of assistance being offered. Seating is available around the shop as needed for the elderly.

			Children are requested to be supervised at all times within the shop and remain in the car whilst using the wider recycling centre.
3.7	Race – identify the impact/potential impact on across different ethnic groups	The Reuse Shop is available to all members of the public and assistance is available to customers who request this	
3.8	Sexual orientation – identify the impact/potential impact of the policy on lesbian, gay, bisexual, heterosexual people	The Reuse Shop is available to all members of the public and assistance is available to customers who request this	
3.9	Marriage and civil partnership – does the policy/strategy treat married and civil partnered people equally?	The Reuse Shop is available to all members of the public and assistance is available to customers who request this	
3.10	Religion/belief – identify the impact/potential impact of the policy on people of different religious/faith groups and also upon those with no religion.	The Reuse Shop is available to all members of the public and assistance is available to customers who request this	
3.11	Socio-economically disadvantaged* – identify the impact on people who are disadvantaged due to factors like family background, educational attainment, neighbourhood, employment status can influence life chances	<p>The Reuse Shop is available to all members of the public and assistance is available to customers who request this.</p> <p>It is intended to actively encourage socio-economically disadvantaged to visit the reuse shop via signposting and referrals from partner organisations.</p>	<p>Staff are on hand to offer support and guidance to any customers with limited literacy skills or literacy learning disabilities</p> <p>Signage will be clear, plain English and largely pictorial. There is also pedestrian and bicycle access with walkways and places to lock bicycles on site for those visiting without a car.</p>

	(this is not a legal requirement, but is a local priority).	The nearest bus routes would be on the nearby main A4, in walking distance to the shop.	
3.12	Rural communities* identify the impact / potential impact on people living in rural communities	The Reuse Shop is available to all members of the public and assistance is available to customers who request this	Future scoping of online platform for the Reuse Shop will be explored to provide increased access to this service.
3.13	Armed Forces Community ** serving members; reservists; veterans and their families, including the bereaved. Public services are required by law to pay due regard to the Armed Forces Community when developing policy, procedures and making decisions, particularly in the areas of public housing, education and healthcare (to remove disadvantage and consider special provision).	The Reuse Shop is available to all members of the public and assistance is available to customers who request this	

*There is no requirement within the public sector duty of the Equality Act to consider groups who may be disadvantaged due to socio economic status, or because of living in a rural area. However, these are significant issues within B&NES and have therefore been included here.

** The Equality Act does not cover armed forces community. However, the Armed Forces Bill (which came in on 22 Nov 2022) introduces a requirement to pay 'due regard' to make sure the Armed Forces Community are not disadvantaged when accessing public services.

4. Bath and North East Somerset Council & NHS B&NES

Equality Impact Assessment Improvement Plan

Please list actions that you plan to take as a result of this assessment/analysis. These actions should be based upon the analysis of data and engagement, any gaps in the data you have identified, and any steps you will be taking to address any negative impacts or remove barriers. The actions need to be built into your service planning framework. Actions/targets should be measurable, achievable, realistic and time framed.

Issues identified	Actions required	Progress milestones	Officer responsible	By when
Confirmation of policy and procedures in the level of assistance offered to elderly and disabled residents.	Reiterate to staff via training and inductions	Signed copies of training	Service managers	20/10/23
Potential differences in staff understanding of equalities issues	Equalities training given to all front line operational staff who deal with members of the public	Signed training records	Service managers	20/10/23
Service is limited to users of one of three public Recycling Centres in B&NES	Scope online platform to increase accessibility of items available in the Reuse Shop	Costed plan	Service managers	31/01/24

5. Sign off and publishing

Once you have completed this form, it needs to be 'approved' by your Divisional Director or their nominated officer. Following this sign off, send a copy to the Equalities Team (equality@bathnes.gov.uk), who will publish it on the Council's and/or NHS B&NES' website. Keep a copy for your own records.

A handwritten signature in black ink, appearing to be 'M. J. ...', located above the 'Signed off by' text.

Signed off by:
Date: 03/10/2023

(Divisional Director or nominated senior officer)