



# **EQUALITY IMPACT ASSESSMENT**

## **WASTE MANAGEMENT**

**March 2007**

# EQUALITY IMPACT ASSESSMENT

Name of the policy or function being assessed: waste management

Directorate environment and culture

Date Impact Assessment completed March 2007

Is this a policy or function? Function

Is this a new or existing policy or function? Existing

**Names and roles of the people carrying out the Impact Assessment:**

1. *Kevin Crook, Waste Policy and Development Manager*

2.

3.

4.

5.

<b>Service Head</b>	John Palmer
<b>Signature</b>	
<b>Date</b>	

Once you have filled in this document please send a copy to the Equalities Team.

## **SECTION 1**

### **AIMS AND IMPLEMENTATION OF THE POLICY**

## Identifying the aims of the function

This is the first Equality Impact Assessment to be carried out for waste management services and was based on service provision at the end of 2006.

The waste management section covers a number of individual, but linked, services:

### Waste Prevention and Reuse

- The provision of advice and support to encourage residents to reduce and reuse waste
- Joint initiatives with the third sector to prevent and reuse waste

### Recycling

- The collection of recyclable materials either directly from individual properties and premises or from communal or public collection points
- Transportation of collected recyclables to sorting or bulking facilities

### Waste Education and Promotion

- The production of educational resources
- Publicity and promotional resources and campaigns

### Composting

- Provision of subsidised compost bins and wormeries to residents to encourage home composting
- Partnerships with residents associations and RSLs to establish community composting schemes at blocks of flats or on estates

### Refuse Collection

- A collection service to remove household waste from every domestic property either on an individual basis or from communal collection points
- Assisted collection service for infirm or disabled residents
- A free on-request collection service of bulky household waste
- A free collection service for household hazardous waste
- An on-request collection service from commercial premises

### Clinical Waste

- An on-request collection service for clinical waste from domestic and commercial premises
- A rapid response service to remove needles and syringes from public land

### Reuse and Recycling Centre (RRC)

- Provision and management of Northumberland Wharf RRC where residents and businesses can dispose of their waste, particularly items that cannot be collected through the regular refuse collection service
- Charities can deposit up to five tonnes of waste free of charge per annum

### Street Cleansing

- The regular removal of all litter and waste across the entire width of every public highway
- Additional cleansing operations following major events such as the London Marathon

and the Brick Lane Mela

### **Market Cleansing**

- Removal of all rubbish generated by street market traders
- Cleansing of street market areas

### **Litter Collection**

- Provision of litter bins and regular emptying
- Removal of dumped rubbish from public land and highways
- Provision of dog waste bins and regular emptying

### **Winter Maintenance**

- call out
- vehicle provision
- loading of rock salt
- mechanical and hand spreading
- clean and maintain grit bins

### **Graffiti Removal**

- Cleaning of graffiti from Public buildings and infrastructure
- Targeted removal of graffiti from private buildings in conjunction with specific campaigns

### **Cleansing of street furniture**

- Scheduled cleaning of litter bins, benches, signs and nameplates on main roads
- As required cleaning of above items on other roads

### **Provision of promotional and publicity materials**

- Website-based information
- Generic and tailored publicity through various media
- Waste education services

### **Customer Service**

- Response mechanisms for dealing with queries and complaints
- Mechanisms to generate customer feedback
- Published service standards

### **Waste Disposal**

- Bulking of municipal waste at Northumberland Wharf Waste Transfer Station
- Transportation of municipal waste to processing/disposal location
- Processing/final disposal

### **Public Conveniences**

- Open, close and clean three public conveniences owned by the Council

### **Service Delivery in Numbers**

- 95,500 – domestic properties provided with a refuse collection service (Sept. 2006)
- 91,000 – domestic properties provided with a collection of recyclables (April 2006)
- 26,000 – visits made to Northumberland Wharf Reuse and Recycling Centre (2005)

- 6,200 – waste-related calls received at the Customer Contact Centre (June 2006)
- 2,318 – commercial premises provided with a refuse collection service (March 2006)
- 643 – Litter bins across the Borough
- 462 – km of public highway to keep clean
- 150 – private properties helped with graffiti removal (June to September 2006).
- 24 – dog waste bins on public highways
- 11 – street markets cleaned daily.

**What is the aim, objective, or purpose of the policy?**

Waste Management shares the same vision as the Council's Community and Strategic Plan, namely to: 'improve the quality of life for everyone living and working within the Borough by providing a cleaner, greener, safer Tower Hamlets'. The Municipal Waste Management Strategy (MWMS) 2006-2020 builds on this vision by seeking to ensure Tower Hamlets becomes 'an exemplary provider of sustainable waste management services by 2010', to support the Mayor of London's Vision of London becoming a world-class sustainable city. The specific objectives contained within the MWMS are cited below.

## **Rationale behind the policy and its delivery**

There are several objectives of waste management service provision:

- Contribute appropriately to meeting the Council's corporate objectives of providing a cleaner, greener, safer Tower Hamlets and providing excellent public services.
- Comply with legislative requirements (ensure that the Council meets its statutory obligations under relevant legislation, e.g. Environmental Protection Act 1990 and the Waste and Emissions Trading Act 2003. For a more detailed analysis please refer to the Council's Municipal Waste Management Strategy - Baseline Report
- Move the management of waste up the waste hierarchy (change the way waste is managed in order to prioritise waste prevention and reuse, then recycling and composting, then the use of new and emerging technologies, then incineration and lastly landfill. For a more detailed interpretation please refer to the Council's Municipal Waste Management Strategy – Headline Strategy
- To have regard to regional waste policy (following the extension of the Mayor's powers in July 2006 London Boroughs must be in general conformity with the Mayor's waste strategies in formulating their own strategies and service provision)
- To manage waste in such a way to protect human health and the environment (the regular removal of refuse and litter is a fundamental service vital to protecting human health; the free collection of clinical waste also contributes to protecting human health; the provision of waste prevention, recycling and composting initiatives help to protect the environment by for example reducing use of virgin materials, reducing water and energy use in manufacture, reducing impacts from transportation of goods, reducing emission of greenhouse gases from landfill sites. The use of river transport to move municipal waste to its disposal location plays a significant role in reducing the adverse environmental impacts associated with transportation by road)
- Deliver services that offer Best Value and excellent customer service (all services are market tested through tendering. Excellence is sought in customer service through for example the provision of a customer contact centre; return to missed collections within 24 hours, assisted collections for those in need; an easy to use, weekly recycling collection service including a doorstep service to most residents in flats with a weekly service minimising the time recyclables need to be stored internally).

### **What outcomes do we want to achieve from this Policy?**

The Municipal Waste Management Strategy provides an opportunity for the Council to set out its long-term vision for waste management services. The objectives have been outlined above, and the Strategy focuses on making the management of the Borough's municipal waste much more sustainable so that statutory targets can be met.

The Strategy contains targets for the recycling and composting of household waste. These are: 30% by 2010 and 60% by 2020.

### **What factors could contribute/detract from the outcomes?**

The Municipal Waste Management Strategy provides a clear, public statement of Tower Hamlets' strategic waste management priorities. An annual Action Plan forms part of the Strategy, will be updated each year and its successful implementation will ensure the

objectives, policies and targets are met. Some elements of the Action Plan will require additional funding being made available either from internal or external sources. In order to reach the targets the Council is heavily reliant on the success of its new waste treatment facilities which are to be provided through the new waste disposal contract.

### Who is affected by the policy? Who is intended to benefit from it and how?

Waste management services affect every single resident of the Borough and many businesses on a regular basis, often several times a week. They also affect visitors to the Borough.

The policy is intended to benefit the following main stakeholder groups in the following ways:

- **Residents** – regular collection of refuse for all residents; free collections of clinical waste; two free collections of bulky waste per annum; litter bins; dog waste bins; regular collection of mixed recyclables for most residents; provision of recycling bring sites; additional disposal facilities at Northumberland Wharf; improvements to street scene through high frequency street cleansing,
- **Local businesses** – provision of a very competitive commercial waste service which is very flexible in terms of frequency of collection and container options; opportunity to dispose of waste at Northumberland Wharf; market cleansing and waste removal
- **Visitors** – improved perception of the area and quality of experience due to high frequency street cleansing, provision of litter bins, removal of fly-tipping, litter, graffiti and abandoned vehicles
- **Landlords, Managing Agents and Developers** – guidance on the provision of storage capacity for refuse and recyclables; collection service for refuse and recyclables for their tenants.

There is no evidence that any particular groups of stakeholders that might be expected to benefit from the intended outcomes do not. Collection of refuse is provided to all domestic properties without reference to the occupiers. This includes the official traveller site at Bow Triangle. Assisted collections are available for those residents unable to carry their rubbish or recyclables out. Street cleansing is carried out at a frequency determined by road category not geography or demographics. Even Highways classed as Zone 3 are all cleaned at least twice a week regardless of which part of the Borough they are in.

However, the Council is aware of some potential inequalities:

- In blocks with a communal collection service for recyclables it might be that elderly, or disabled residents would find it difficult or impossible to carry their recyclables down to the containers. Communal containers and those at local recycling points may be difficult or impossible for some elderly, infirm or disabled residents to use. However, no research has been carried out to determine whether elderly or disabled residents feel their access to waste-related services is restricted
- The Council has not provided information about its services tailored to those residents who are blind or partially-sighted, nor contacted representative

organisations

- There may be communication issues with some residents who do not speak or read English, for example in relation to the free bulky waste collection service
- The Council only has one reuse and recycling centre (Northumberland Wharf), which is situated in the far SE corner of the Borough, making it relatively inaccessible. However, the Council provides a number of alternatives:
  - Garden waste is taken on the regular refuse collection service
  - All residents are entitled to two free collections of up to five bulky items per year. Disabled and elderly residents (above pensionable age) get unlimited free collections
  - A free collection service for household hazardous waste is provided via a Pan-London scheme
  - Most recyclable items are collected on the doorstep/communal service or via the dozens of on-street recycling points
  - Furniture suitable for reuse can be collected from residents' homes by QSA Homestore
  - The D6 and D7 buses have stops very close to the site
- There is a need to produce tailored information and publicity that is appropriate for particular communities and ethnic groups where conventional methods of publicity have low penetration
- There is evidence from other areas that some recycling facilities might be deemed unsafe to use by people in general and women in particular, although this concern has not been raised in Tower Hamlets
- Some estates / blocks of flats do not have any sort of recycling service (this may be due to one of several reasons)
- Many businesses have requested a recycling service, however the Council does not offer this service at present
- The official Traveller's site at Bow Triangle has not been provided with recycling facilities
- Users and potential users of the clinical waste service may need help in understanding the service. There may be language barriers at GP surgeries and instructions on sharps boxes are printed in English only
- Containers at recycling points are not easily accessible to disabled people and are probably impossible for wheelchair-bound people to use
- The mechanism under the bulky waste service to provide free collections is very blunt and disadvantages larger families. It also discriminates in favour of older people whatever their financial status
- Non-LBTH schools have not been provided with resources from the Waste Education Project
- Differences exist in terms of recycling provision with some blocks receiving a doorstep service, in others residents have to carry recyclables down to a collection point, then try and retrieve their empty bag after collection

- Assisted collections for disabled or infirm residents are a contractual requirement for refuse, but not recycling, and are not publicised. Contract staff are not aware of any assisted collections that have been set up
- The public conveniences at Leyden Street are underground and accessed via a flight of steep steps. They are inaccessible to disabled and infirm residents and probably anyone with babies/young children
- The public conveniences at Manchester Road advertise facilities for the disabled – but there aren't actually any specific adaptations.

### **Promotion of good relations between different communities**

*(How does the policy or function contribute to better Community Cohesion?)*

*How do you promote good relations between different communities you serve based on mutual understanding and respect?*

*What opportunities are there for positive cross cultural contact between these communities to take place e.g. between younger and older people, or between people of different religious faiths?*

To an extent the need to improve recycling within the Borough and the constant campaigns encouraging this and the feedback on successes provides a platform for community cohesion on one common issue.

The work of the waste education project has provided several opportunities for cross cultural contact. For example, during the last 12 months the Waste Education Project (WEP) has worked with adults with learning difficulties who produced an animated film on recycling which will be disseminated to all the schools in the borough. WEP also worked with children with physical and learning difficulties, held workshops with children at the Royal London Hospital and children with learning disabilities did workshops at the One World, One Environment exhibition. The recycling project / film at Spitalfields Farm worked with children with behavioural difficulties.

The different films produced by the project attempt to showcase / promote community cohesion by including representatives from the different communities in the borough. Learning materials have references which link in with different cultural traditions in the borough. The project has participated in / contributed to a number of community festivals / events designed to draw different communities in the borough together such as the St. Barnabas community festival and the Spitalfields eco fair.

Through the use of learning materials such as the Rumi and Rosy big books children are encouraged to talk to their parents and grandparents about waste and environmental issues and play a part in persuading them to recycle or to recycle more. This has been evidenced recently by a focus group held as part of the waste strategy consultation. Some of the comments made are quoted below:

*“I think a lot of young people are environmentally aware, I’m eighteen and I did a lot at school about the effects of global warming and my brothers are doing the same now at school. I actually feel guilty if I don’t recycle especially paper because I use so much because of my studies, my mum has started to recycle because of me.”*

*“My son, he’s always bugging me about wasting things, e.g. letting the tap run and he say’s my teachers says you mustn’t do this or that and recycling is helping the next generation and the environment.”*

*“I’m the same, my son he always says please do this or please do that; I think it’s important for the environment.”*

*“I do it to help the environment and my grandkids go on about it quite a lot.”*

*“My son - he comes home from school talking about the environment, the schools educate them and they bring it home which has an impact on the whole family.”*

The recent faith recycling project sought to work with the Muslim community and to build bridges within the Muslim community to encourage greater recycling. Working in partnership with the London Sustainability Exchange, Islamic Foundation for Ecology and Environmental Sciences, London Islamic Network for the Environment, and Tower Hamlets' Council of Mosques, the Council delivered a programme to five Mosques consisting of:

- An Imam recycling toolkit to support the delivery of a Friday sermon
- A staffed information stall after Friday prayers with freebies and leaflets
- An Islam and the Environment lecture
- 2 x 2 hour arts and recycling sessions for young people
- information booklets in key Muslim languages linking to relevant messages in the Qur'an
- PR support to communicate the positive role the Mosques are playing in the community

Six themed coffee mornings were also held at Muslim women's groups meetings to talk about recycling, provide information leaflets and goody bags. The project reached approximately 20,000 people over eight weeks.

Waste Management are currently working with the Tower Hamlets Inter-faith Forum to offer a free recycling service to all places of worship within the Borough. Follow-up publicity and information will be able to highlight a unity of purpose across different faiths to tackle this key environmental issue.

A recent women-only focus group brought together women from different faiths and ethnic backgrounds to discuss recycling provision within the Borough; the barriers residents face to recycling and possible ways of improving.

The waste management team has recently started working with Somali Voice and Somali Eye to bring the recycling message to the Somali community in a targeted campaign involving features in Somali, a translated radio phone-in and a DVD in Somali.

A recent initiative took place with the Tower Hamlets Youth Partnership where members of the Partnership with an interest in recycling and local environmental issues were invited to an evening session with the Council's Waste Policy Manager and given the opportunity to interview him. Six of the teenagers attended and the 45-minute interview will form part of an article in Eastendlife.

During the winter of 2005/06 a large team of bi-lingual Bangladeshi students were employed via the THCDA to carry out a door stepping campaign on several large estates across the Borough. They spoke to 15,000 residents from a wide range of backgrounds and faiths about the Council's recycling services and how they could participate to the full and address any concerns they had or problems they had encountered with the service.

The waste management team has recently established a community composting initiative which is believed to be unique in London. Residents keen to compost at blocks of flats are offered support through the provision of compost bins, kitchen caddies and composting advice. To date one pilot has been established with several others under development. These projects will unite neighbours from different backgrounds and cultures in a joint purpose, not just to produce compost, but in using it on their communal gardens, or to

create new flower beds etc.

The Council’s two main waste contractors – Veolia and THCRC both have a multi-race workforce where it is commonplace for employees from different faiths and ethnic backgrounds to be working together in the same crews.

If users of the clinical waste service have any sort of impairment/condition or language need, this information is added to the relevant consignment note by the Client Officer. This information will then be seen by the collector and acted upon. For example, extra time may be needed to allow residents to respond to the doorbell.

**(Specifically identify the relevance of the aims of the policy to the equality target groups and the Council’s duty to eliminate unlawful racial discrimination, promote equality of opportunity and good relations between people of different racial groups).**

Waste Management services are effectively generic services provided to all residents or across the Borough with no reference to race, gender, social class etc. In this way they are relevant to everyone in the Borough, but generally irrelevant to specific groups under any of the equality strands. Service adjustments are generally made where inequalities might exist, i.e. free bulky and clinical waste collections, assisted refuse collections. There are some differences in the provision of recycling services to be addressed, but the vast majority of residents have equal access to waste management services. The Council’s two contractors have robust equal opportunities policies in place and diverse workforces. Some elements of the services promote good relations between people of different racial groups and collection crews generally contain people from a mix of racial backgrounds.

**Policy Priorities:**

(How do waste management services fit in with the council’s wider aims? Include Corporate and Local Strategic Partnership Priorities)

Waste Management services seek to achieve the priority outcomes agreed by the Local Strategic Partnership. Waste Management services contribute to meeting the following Strategic Plan priorities:

<b>Community Plan Theme</b>	<b>Priority Outcome</b>
Living Safely	A cleaner, greener, safer Tower Hamlets
Living Well	Healthier Communities
Creating and Sharing prosperity	Securing sustainable communities Increased local employment
Excellent public services	Efficient and effective services Local focused services employing local people Stronger and more cohesive communities Improved equality of opportunity

**How does the policy relate to other policies and practices within the council?**

**Draft air quality action plan** – waste management services contribute to some of the key aims of the draft action plan through the use of the River Thames for transporting municipal waste for disposal, and stipulating minimum standards required for contractors' vehicles.

**Environmental strategy** – meeting the following aims relies wholly or partly on waste management services:

- Reduce waste generation in all Council owned and managed offices
- Increase waste recycling in Council offices
- Increase supplies from recycled materials.

**Local Area Agreement** – one of the priorities is to create cleaner, safer and higher quality public spaces with less litter and graffiti. Meeting recycling targets is also an important aim.

**Open spaces strategy** – waste management services contribute to increasing recycling and composting of waste arising from Parks and Gardens.

**Cultural strategy** – waste management contributes towards cultural events in the Borough, mainly through the Waste Education Project. For example film-making with young people, workshops and exhibitions of children's photography and craft activities for children.

**Third Sector Strategy** – the Council works with several third sector organisations to deliver its waste management services, for example Tower Hamlets Community Recycling consortium is a major contractor. Other partners are listed in the Municipal Waste Management Strategy.

**Regeneration Agenda** – the Council encourages community empowerment and cohesion through initiatives such as community composting.

#### **What factors/forces could contribute/detract from the outcomes?**

The key factors are the availability of additional funding and the diversion delivered by the new waste treatment facilities to be delivered through the Council's new waste disposal contract.

#### **How do these outcomes meet or hinder other policies, values or objectives of the council?**

The outcomes from the Municipal Waste Management Strategy and overall service provision support key parts of the Community and Strategic Plans and contribute towards the aims of other Council Strategies and policies.

**How the policy is implemented**

*(How is, or will, the policy be put into practice and who is, or will be, responsible for it?)*

*Who defines or defined the policy?*

*Who implements the policy?*

The Council's waste management services have evolved over many years as a result of compliance with various pieces of primary legislation as well as internal policy development. The current services are defined, in terms of delivery, through a number of contracts with external partners. The Council's waste management team have a client role in managing the contracts and also a direct role in terms of developing policy and practice and publicising and promoting the services. Responsibility for waste management lies with the Director, Environment and Culture.

*How does the council interface with other bodies in relation to the implementation of this policy?*

The waste management team interfaces with numerous other bodies in relation to the implementation of waste management services:

**Contractors providing the services on the ground**

- Veolia – monthly contact meetings; regular policy discussions between management; daily liaison at supervisory level
- Tower Hamlets Community Recycling Consortium – monthly contact meetings; regular policy discussions between management; daily liaison at supervisory level

**Customers**

- Residents
- Managing Agents
- landlords, Residents Associations
- businesses

**Internally**

- LETS
- CCC – monthly review meetings at management level; daily contact between CSAs and waste management officers
- Finance
- Markets
- Housing

**Governmental organisations, particularly in relation to boosting recycling levels**

- Defra – review meetings at least twice a year
- GLA – review meetings at least twice a year; more frequent informal liaison over strategic direction; contract procurement and Pan-London initiatives
- GoL – review meetings at least twice a year
- WRAP – regular liaison regarding grants and funding

*Is the service provided solely by the Department or in conjunction with another department, agency or contractor?*

Waste Management services are not provided solely by the council's waste management team, but in conjunction with a wide range of departments and external partners as shown in the table below.

<b>PROVIDER</b>	<b>SERVICE ELEMENT</b>
Waste Management Section, LBTH	Client for Veolia and THCRC contracts; policy and strategy; waste education, promotion and publicity
Housing, LBTH	Caretaking services relating to waste management
Market Services, LBTH	Liaison over waste disposal, some cleansing functions
LETS, LBTH	Waste enforcement
Veolia Environmental Services	Provision of refuse collection, street cleansing and associated services and some recycling services
Tower Hamlets Community Recycling Consortium	Recycling from high rise properties with associated outreach and education
City of London	Partnership for elements of waste disposal and bulking
Clifford Devlin Ltd	Remove large flytips
Cory Environmental	Sub-contractors providing river lightage services

*If external parties are involved then what are the measures in place to ensure that they comply with the Council's Equal Opportunities policy?*

The contract tendering process is used to ensure that contractors comply with the Council's Equality & Diversity Policy. As part of the pre-qualification questionnaire (PQQ) stage, tenderer's are required to submit their equal opportunities policy. Companies without an adequate EO policy will not be invited to tender.

## **Veolia Environmental Services**

### **Equal Opportunities Statement**

*Cleanaway Limited ("the company") is committed to ensuring equality of opportunity and fair treatment in employment and to avoiding any form of unlawful discrimination, in line with the Equal Opportunities Legislation and Codes of Practice.*

*It is intended that the company will promote equal opportunities to all its existing and prospective employees irrespective of gender, sexual orientation, marital status, colour, race, nationality, religion or belief, ethnic origin, age, disability or any other irrelevant personal factor or quality.*

Employees that have made their faith known are afforded flexible working hours where necessary to allow them time for worship and/or fasting if it does not have an impact on operations.

It is commonplace for teams to be multi racial however there is no information on whether teams are multi faith.

The company's disciplinary procedure lists: '*Sexual, racial or other serious harassment of another employee, contractor or customer*' as one example of gross misconduct.

**Tower Hamlets Community Recycling Consortium**

Please refer to Appendix 1 for THCRCs Equal Opportunities Policy.

## SECTION 2

### CONSIDERATION OF DATA AND RESEARCH

**List all examples of quantitative and qualitative data available that will enable the impact assessment to be undertaken** (include information where appropriate from other directorates, Census 2001 etc.)

There are very few data available which are relevant to the impact assessment. Many waste management services are provided on a generic basis, either to all residents (e.g. refuse collection) or to set standards across the Borough (e.g. street cleansing), therefore it has not been seen as particularly useful to gather data on usage by the target groups. No research has been undertaken into usage of the Council's recycling services by different target groups.

The Council's BVPI survey conducted in 2006 provides good quality data on residents' attitudes towards a number of waste management services. Respondents were asked to state their age, gender, ethnicity and whether they considered they had a disability. So there is extensive data differentiated across most of the target groups. Around 25 questions related to waste management services so the results are too extensive to replicate, but the full survey results are shown at Appendix 3. The results from three key questions are summarised below.

Question 7d asked how satisfied residents were with the waste collection service overall. In terms of seeking inequality it is useful to look at those residents who are very dissatisfied. Results are replicated below:

Male	Female	18-24	25-34	35-54	55-64	65+	white	black	Bangladeshi	Asian	BME	disabled	not disabled
5%	6%	2%	6%	7%	3%	5%	4%	8%	8%	8%	8%	10%	4%

These results suggest that disabled residents may be experiencing some inequalities in service provision. Extreme dissatisfaction is also twice as high among BME residents than white residents.

Question 8c asked how satisfied residents were with the recycling collection service overall. The results under 'very dissatisfied' were:

Male	Female	18-24	25-34	35-54	55-64	65+	white	black	Bangladeshi	Asian	BME	disabled	not disabled
11%	7%	8%	12%	11%	4%	1%	10%	10%	8%	8%	8%	8%	9%

This is more encouraging and gives no cause for concern in terms of inequalities.

Question 10e asked how residents rated the friendliness of staff at Northumberland Wharf. The results under 'dissatisfied' were:

Male	Female	18-24	25-34	35-54	55-64	65+	white	black	Bangladeshi	Asian	BME	disabled	not disabled
14%	13%	56%	7%	9%	5%	-	4%	-	27%	25%	21%	11%	13%

These results are interesting and reveal an extremely high level of dissatisfaction among younger users compared to other age groups. Dissatisfaction with staff friendliness is also significantly higher among Asian users than other racial groups.

**Equalities profile of users or beneficiaries**

*(Use the Council's approved diversity monitoring categories and provide data by target group of users or beneficiaries to determine whether the service user profile reflects the local population or relevant target group or if there is over or under representation of these groups)*

Several of the services provided by Waste Management (e.g. refuse collection and street cleansing) are provided equally to all residents, therefore the equalities profile of users matches that of the overall Borough profile. In terms of opt-in services such as recycling and bulky waste collection there is very little data. The Annual Residents Survey 2005/06 contains data on usage of recycling services – 81% of residents claim to use them, but there is no split of results by target group.

**Equalities profile of staff**

*(Indicate profile by target groups and assess relevance to policy aims and objectives e.g. Workforce to Reflect the Community. Identify staff responsible for delivering the service including where they are not directly employed by the council).*

**Veolia Environmental**

Veolia is contracted by the Council to provide refuse collection, cleansing and some recycling functions. The company employs 285 staff to service the Tower Hamlets contracts.

Employee information for Tower Hamlets contract (December 2006):

**GENDER**

Male members of staff	95%
Female members of staff	5%

**ETHNICITY**

White British	69%
Maltese	2.5%
British Asian	2%
Afro Caribbean	8.5%
Black African	11%
Eastern European	7%

Overall 31% of staff consider themselves as non White British.

Veolia do employ staff that consider themselves to have learning difficulties on this contract.

**Tower Hamlets Community Recycling Consortium (THCRC)**

THCRC is contracted by the Council to provide some recycling services. The company won't reveal how many staff it employs to service the Tower Hamlets contract. However, the breakdown was as follows in December 2006:

**GENDER**

Male members of staff	80%
Female members of staff	20%

**ETHNICITY**

Bangladeshi	47%
White	20%
Black	8%
Mixed	8%
White – other	7%
Asian – other	5%
Black – other	3%
Black – Caribbean	2%

**Ethnic composition of front-line staff working in waste management**

Declared Ethnic Group	% of employees	
	Veolia (October 2006)	THCRC (June 2006)
White British	69	20
White – Other	9.5	7
British Asian	2	52
Afro Caribbean	8.5	2
Black African	11	8
Black – Other	0	3
Mixed Race	0	8
TOTAL	100	100

**NB** some categories supplied by the two companies have been altered slightly to enable the two sets of figures to match.

Veolia have found it very difficult to recruit from the Asian community as working in this field is viewed as highly undesirable within the Asian culture.

**Tower Hamlets Waste Management Section**

The waste management team consists of ten members of staff (December 2006) with the following equalities profile:

**GENDER**

Male members of staff: 60%  
Female members of staff: 40%

**ETHNICITY**

White British: 90%  
Asian: 10%

**Evidence of Complaints against the service on grounds of discrimination**

*(Is there any evidence of complaints either from customers or staff (Grievance) as to the delivery of the service, or its operation, on the equality target groups?)*

**Customer Contact Centre**

There is no data held by the Customer Contact Centre. (Karen Dickens)

**Corporate Complaints Team**

None of the complaints under waste management for any period of time mention racial incident. (I have had a separate check for this since 2004). Ruth Dowden.

Where gender was indicated on the 58 corporate complaints about waste management received between 1 April 2005 and 31 September 2006 the gender split was exactly 50:50.

The results for ethnicity are not reliable as so many complainants did not state their ethnicity. Between 1 April 2005 and 31 September 2006 58 corporate complaints about waste management were received, 5.17% were from Asian residents, 3.45 were from black residents and 46.55% were from white residents.

**Barriers**

*(What are the potential or known barriers to participation for the different equality target groups?)*

There is no evidence of barriers to participation in waste management services in Tower Hamlets. However, the following are potential barriers that need to be kept in mind and pro-actively addressed:

- **Language** – residents with poor or no English or who are illiterate may suffer in terms of understanding written information
- **Physical impairment** – residents may find it difficult to place refuse or recyclables out for collection; use containers at recycling points or use communal containers
- **Visual impairment** – residents will find it difficult to utilise written information
- **Age** – some older residents may find it difficult to place refuse or recyclables out for collection; use containers at recycling points or use communal containers.

**Recent consultation exercises carried out**

*(Detail consultation with relevant interest groups, other public bodies, voluntary organisations, community groups, trade unions, focus groups and other groups, surveys and questionnaires undertaken etc. Focus in particular on the findings of views expressed by the equality target groups)*

On the 26 September 2006 a focus group was held as part of the waste management strategy consultation. Invitees were selected from the Residents Panel and the focus group was organised by SMSR. Attendance was restricted to females and nine women attended. In terms of ethnicity – 6 attendees were Bengali, and 3 were 'White British'. Please see Appendix 2 for a copy of the report from the focus group.

A Tower Hamlets Community Safety Campaign Survey was carried out in two stages with a pre-campaign survey in October 2005 and a post-campaign survey in May 2006. This included questions on residents' awareness of the recycling and bulky waste services.

The BVPI General survey, carried out in 2006 included comprehensive data on residents' attitudes and opinions. Results are broken down by age, disability, ethnicity and gender (among other categories), so this provides valuable information relating to some waste management services.

**Identify areas where more information may be needed and the action taken to obtain this data.**

*(You will need to consider data that is monitored but not reported, data that could be monitored but is not currently collected and data that is not currently monitored and would be impossibly/extremely difficult to collect).*

**Gaps in information:**

There is no data on usage of opt-in services such as recycling and bulky waste collection that is differentiated by the target groups.

Explain why lack of information

Because the service is provided to all properties it has not been felt necessary to gather this information.

**Action needed:**

*(Include short-term measures to be taken to provide a baseline where no or little information is available)*

## SECTION 3

### ASSESSMENT OF IMPACT

#### Race – testing of disproportionate or adverse impact

Identify the effect of the policy on different **race** groups from information available above.

From the information available there is very little evidence of any disproportionate or adverse impact on different race groups. The 2006 BVPI survey identifies a higher level of dissatisfaction with staff friendliness among BME users than among white users, although the base is too low for significance testing.

How is the race target group reflected in the take up of the service?

Waste management services are provided to all residents regardless of race. There is no data available relating to the take-up of recycling services among different race groups.

From the evidence above does the policy affect, or have the potential to affect, racial groups differently and if so do any of the differences amount to adverse impact or unlawful discrimination?

There is no evidence to this effect.

If there is an adverse impact, can it be justified on the grounds of promoting equality of opportunity for one racial group or for another legitimate reason?

Could the policy discriminate, directly or indirectly and if so is it justifiable under legislation?

Waste management services are provided to all residents regardless of race.

*(Include information on adverse impact between different racial groups)*

## Gender – testing of disproportionate or adverse impact

Identify the effect of the policy on **gender** groups from information available above.

From the information available there is no evidence of any disproportionate or adverse impact in terms of gender.

How are the gender groups reflected in the take up of the service?

Waste management services are not provided on the basis of gender.

From the evidence above does the policy affect, or have the potential to affect, gender groups differently and if so do any of the differences amount to adverse impact or unlawful discrimination?

There is no evidence to this effect.

If there an adverse impact, can it be justified on the grounds of promoting equality of opportunity for one gender group or for another legitimate reason?

Could the policy discriminate, directly or indirectly and if so is it justifiable under legislation?

It is not possible for the provision of waste management services to be discriminatory in terms of gender.

## Disability – testing of disproportionate or adverse impact

Identify the effect of the policy on the **disability** strand from information available above.

From the information available there is no evidence of any disproportionate or adverse impact in terms of gender.

How are disabled people reflected in the take up of the service?

There are no data pertaining to the take-up of waste management services among disabled people. (individual service area such as housing & social care will have data around households with disabled individuals)

From the evidence above does the policy affect, or have the potential to affect, disability groups differently and if so do any of the differences amount to adverse impact or unlawful discrimination?

There is no evidence that waste management services affect disabled people differently. However, the potential is there in terms of adaptability of public conveniences, awareness of the assisted collection option and provision of information in suitable formats.

If there is an adverse impact, can it be justified on the grounds of promoting equality of opportunity for one group or for another legitimate reason?

Could the policy discriminate, directly or indirectly and if so is it justifiable under legislation?

The provision of waste management services could discriminate against disabled people if certain adjustments were not provided.(e.g)

## Age – testing of disproportionate or adverse impact

Identify the effect of the policy on different **age** groups from information available above.

From the information available there is no evidence of any disproportionate or adverse impact in terms of age. The 2006 BVPI survey identified a very high level of dissatisfaction with staff friendliness at Northumberland Wharf among 18-24 year old users, although the base was too low for significance testing.

How are young and old people reflected in the take up of the service?

Waste management services are provided to all residents regardless of age.

From the evidence above does the policy affect, or have the potential to affect, age groups differently and if so do any of the differences amount to adverse impact or unlawful discrimination?

There is no evidence that waste management services affect age groups differently. There is the potential for elderly people to find it harder to lift the lids on lidded refuse or recycling containers.

If there is an adverse impact, can be justified on the grounds of promoting equality of opportunity for one group or for another legitimate reason?

Could the policy discriminate, directly or indirectly, and if so is it justifiable under legislation?

## Lesbian, gay bisexual – testing of disproportionate or adverse impact

Identify the effect of the policy on **lesbian, gay and bisexual** (LGB) groups from information available above.

From the information available there is no evidence of any disproportionate or adverse impact in terms of sexuality.

How are LGB groups reflected in the take up of the service?

There are no data relating to the sexual orientation of people using the recycling service.

From the evidence above does the policy affect, or have the potential to affect LBG groups differently and if so do any of the differences amount to adverse impact or unlawful discrimination?

There is no potential for waste management services to adversely impact LBG groups differently.

If there is an adverse impact which, can it be justified on the grounds of promoting equality of opportunity for one group or for another legitimate reason?

Could the policy discriminate, directly or indirectly and if so is it justifiable under legislation?

No, waste management services could not discriminate on the basis of sexual orientation.

## Religion/Belief – testing of disproportionate or adverse impact

Identify the effect of the policy on different **religious/belief** groups from information available above.

From the information available there is no evidence of any disproportionate or adverse impact in terms of religion/belief.

How are the religious/belief groups reflected in the take up of the service?

There are no relevant data except for the provision of a free recycling service to places of worship. So far this service is in its infancy, but take-up to date has been far higher among the Christian community than any other. The service has been taken up by the Buddhist and Muslim communities as well.

From the evidence above does the policy affect, or have the potential to affect, religious or belief groups differently and if so do any of the differences amount to adverse impact or unlawful discrimination?

There is very little potential for waste management services to affect religious groups differently. Ablution jugs are not provided at the public conveniences.

If there is an adverse impact, can it be justified on the grounds of promoting equality of opportunity for one group or for another legitimate reason?

Could the policy discriminate, directly or indirectly, and if so is it justifiable under legislation?

Waste management services could discriminate, for example if refuse or recycling collections were not made available to places of worship belonging to all religious groups. This would not be justifiable under legislation.

## Health Impact – testing of disproportionate or adverse impact

Identify the effect of the policy on physical or mental **health** of service users and the wider community from any information that is available. (This might include an increased risk to health for some groups in the community, which although not intended, may have still occurred. The impact on health might include: increased mental stress, greater risk of accident or injury, reduced opportunities to have a quality diet, reduced opportunity for physical exercise, or greater incidence of diseases such as heart disease and diabetes. )

The provision of waste management services does not have any effect on people's mental health.

The provision of refuse collection and street cleansing plays an important part in maintaining public health.

From the evidence above does the policy affect, or have the potential to affect the health of groups differently? If so, which groups and how does the impact occur?

There is no evidence that the provision of waste management services affects, or has the potential to affect, the health of different groups differently.

## **Additional groups which may experience a disproportionate or adverse impact**

Identify if there are groups, other than those already considered, that may be adversely affected by the policy?

*For example those in poverty may be adversely impacted by the policy and it might be useful to consider them as a separate group in the light of the Council's overall policy objectives.*

- At present residents at the Travellers site at Eleanor Street are not provided with a recycling collection.
- To date recycling services have not been available to the business community.
- To date the waste education service has not offered its resources to private schools.

## **Additional factors which may influence disproportionate or adverse impact**

### **Management Arrangements**

*(How is the Service managed, are there any management arrangements which may have a disproportionate impact on the equality target groups?)*

The client team is managed by Fiona Heyland, Group Manager, Waste Services according to the management principles dictated by the Council.

The various contractors employed by the Council have their own management arrangements and are accountable to the client team and their own Directors or group management hierarchy. Some elements of how the services are managed are dictated via the Conditions and Specifications laid down in the contracts.

There is no evidence, or any reason to believe, that the existing management arrangements may have a disproportionate impact on the equality target groups.

### **What is the custom and practice in the provision or allocation of this service?**

*(Could these have a disproportionate impact on the equality target groups?)*

Custom and practice such as task and finish will not have a disproportionate impact on the equality target groups. Where services are allocated on request – such as providing a free clinical waste collection; a bulky collection; or setting up a new recycling collection – strict procedures are laid down and followed and there is no potential for custom and practice to impact on equitable service provision.

## **The Process of Service Delivery**

*(In particular look at the arrangements for the service being provided).*

### **Waste Prevention and Reuse**

- Services are provided on a generic basis on-demand to all residents. The new Recycling Guide gives details of the services on offer and will be distributed to all households in four language editions.

### **Recycling**

- Services are provided under contract by Veolia Environmental and Tower Hamlets Community Recycling Consortium
- Local recycling points are provided across the Borough in convenient locations. They are available for all residents to use. Containers are emptied weekly
- Doorstep, kerbside and communal collections are provided weekly to all properties. Specific arrangements depend on property type but the service is offered to all residents and the same materials are collected from all property types.

### **Waste Education and Promotion**

- Schools are contacted in the Autumn term with details of the services available
- Projects are undertaken according to demand or funding availability
- Resources are produced when funding can be sourced.

### **Composting**

- Compost bins and wormeries (suitable for flats) are available at an extremely low price on request to all residents to encourage home composting, and are delivered free
- Community composting schemes are available to anyone living in a blocks of flats or on estates.

### **Refuse Collection**

- Services are provided under contract by Veolia Environmental
- Collections are made weekly or more frequently from every domestic property either on an individual basis or from communal collection points
- Assisted collections are available for infirm or disabled residents
- A free on-request collection service of bulky household waste operates via the Contact Centre
- A free collection service for household hazardous waste is provided – collections are arranged over the phone
- An on-request, chargeable collection service from commercial premises is provided.

### **Clinical Waste**

- An on-request collection service for clinical waste from domestic and commercial (chargeable) premises is provided under contract by Veolia
- A rapid response service to remove needles and syringes from public land is also provided.

### **Reuse and Recycling Centre (RRC)**

- The management of Northumberland Wharf RRC where residents and businesses can dispose of their waste, particularly items that cannot be collected through the regular refuse collection service, is provided under contract by Veolia
- Charities can deposit up to five tonnes of waste free of charge per annum

**Street Cleansing**

- Cleansing services are provided under contract by Veolia
- Every road is categorised and cleaned across the entire width of the highway at a frequency determined by the category it falls into
- Additional cleansing operations follow major events such as the London Marathon and the Brick Lane Mela.

**Market Cleansing**

- Services to remove all the rubbish generated by street market traders and clean street markets are provided under contract by Veolia

**Litter Collection**

- These services are provided under contract by Veolia. Litter bins are installed at locations where litter is likely to be generated and they are emptied regularly.
- Dumped rubbish is removed from public land and highways
- Dog waste bins are installed at locations where a need has been identified and are emptied regularly.

**Winter Maintenance**

- Services (vehicle provision, loading of rock salt, mechanical and hand spreading, cleaning and maintenance of grit bins) are provided under contract by Veolia. Actual service delivery is determined by the Council's Highways team.

**Graffiti Removal**

- Cleaning of graffiti from Public buildings and infrastructure is provided as and when the need is identified by the LETS officers or members of the public.

**Cleansing of street furniture**

- Scheduled cleaning of litter bins, benches, signs and nameplates on main roads is provided under contract by Veolia
- Cleansing of street furniture on other roads is carried out as required on an infrequent basis.

**Customer Service**

- Responses to customers are carried out under the Council's procedures.

**Public Conveniences**

- Cleansing, opening and closing is provided under contract by Veolia.

**Operation Times**

*(When is the service provided; are there seasonal issues; are there barriers to the service based on the time and delivery of the service which may affect the target groups?)*

Most services are provided between 7am and 5pm. Some services such as street cleansing continue through the night. There are no seasonal issues. Most services are provided without the need for customers to be present at any particular time.

**Methods of communication to the public and internally**

*(What methods do you use to communicate this service? Include review and assessment of methods, media, translations, interpretation etc. bearing in mind the extent to which these media forms are accessible to all sections of the community)*

Externally

Mailouts, hand delivered leaflets, face to face canvassing, outreach workers, wraps around eastendlife, educational resources, website, adverts in East London Advertiser, jingles on local radio, leaflets and displays at Idea Stores, One Stop Shops, Council offices and also planned for major supermarkets.

Publications always carry the Council's standard offer of a translated copy or provision in Braille or audio. A new booklet summarising recycling and waste prevention services is being produced in three different language versions – English, Bengali and Somali.

A current project working with the Somali community will involve a bi-lingual article in Somali Eye magazine, a translated radio broadcast and a DVD produced in Somali and distributed to all Somali households.

Educational materials are aimed at the younger elements of the community and are always sympathetic to the diverse nature of the Borough.

Face to face canvassers are always bilingual.

Internally

Intranet, Pulling Together, emails.

**Awareness of Service by Local People**

*(Assessment of the extent to which local people are aware of the service based on available data. What measures do you undertake to reach traditionally excluded communities?)*

The level of awareness will vary by service. Every resident produces and disposes of rubbish so awareness of refuse collection will be universal.

The only data on awareness levels comes from the Cleaner, Safer Tower Hamlets Surveys.

Q1b asked if residents were aware that the Council offered a free collection of bulky waste. Pre-campaign results (October 2005, 1001 residents surveyed) - 81.7% of respondents were aware.

Post-campaign results (May 2006, 1032 residents surveyed) – 79.9% of respondents were aware.

Q1C asked if residents were aware that the Council offered a free doorstep collection of recyclables.

Pre-campaign results (October 2005, 1001 residents surveyed) – 85.8% of respondents were aware.

Post-campaign results (May 2006, 1032 residents surveyed) – 90.4% of respondents were aware.

Residents were also asked (Q2) if they knew they could report various problems to the Council. The relevant responses were:

Q2A - dumped rubbish – 2005 (805 respondents) - 82.3%; 2006 (866 respondents) - 85.2%

Q2E - flyposting – 2005 (439 respondents) - 44.9%; 2006 (552 respondents) - 54.3%

Q2F - graffiti – 2005 (686 respondents) - 70.1%; 2006 (740 respondents) - 72.8%

Q2J - needles – 2005 (513 respondents) - 52.5%; 2006 (551 respondents) - 54.2%.

These results show that apart from bulky waste, awareness of those waste management services selected for the survey is increasing. The Council is working to increase awareness of the bulky waste service.

In terms of reaching traditionally excluded communities, face to face canvassing and the outreach services provided by one of our contractors utilise bilingual workers who speak to residents on a one-to-one basis and can speak one of the main community languages. The new service guide will be distributed in three different language editions, mainly via face to face canvassing. Canvassers and outreach workers often target non-participating households.

**Evidence of disproportionate or adverse impact**

*(Is there any evidence or view that suggests that different equality, or other, target groups in the community have either a disproportionately high or low take up/impact of/from this service/function?)*

yes

no ✓

*If yes, what and why (State below)*

## SECTION 4

### MEASURES TO MITIGATE DISPROPORTIONATE OR ADVERSE IMPACT

**Specify measures that can be taken to remove or minimise the disproportionate impact or adverse effect identified at the end of Section 3. If none were identified in Section 3, identify how disproportionate impact or adverse effect could be avoided in the future. (Consider measures to mitigate any adverse impact and better achieve the promotion of equality of opportunity).**

Although no disproportionate impacts or adverse effects were identified at the end of Section 3 the following measures will help to better achieve the promotion of equality of opportunity:

- ensure that residents living in flats are consulted over the proposed move away from doorstep services, particularly to ensure that the containers installed do not discriminate against particular groups, e.g. elderly or disabled residents because of their size and design
- ensure that service information is available in Braille and audio formats and groups representing visually impaired residents are contacted and engaged to ensure that the Council is doing everything that is reasonably practicable to ensure equality of service provision to visually impaired residents
- contact and engage with groups representing other disabled residents to ensure that the Council is doing everything that is reasonably practicable to ensure equality of service provision to disabled residents
- provide service information in the top community languages
- tailor service information for particular communities / estates for example by using non-traditional methods of communication
- ensure all households are provided with a recycling service
- introduce a recycling service for business customers
- introduce a recycling service into the Travellers site at Eleanor Street
- look at ways of overcoming potential language barriers for the clinical waste service, including printing instructions onto sharps boxes in key community languages and providing translated copies of the service standard for the clinical waste service at GP surgeries and Health Centres; and introducing service improvements to take account of the large number of elderly residents using the service
- examine ways of making recycling points accessible to disabled residents and in particular wheelchair-bound residents
- provide educational resources to all schools in the Borough, not just LBTH-funded schools
- move towards standardising the types of recycling collection provided
- ensure that the public conveniences meet current DDA guidelines where practicable. However, the remit of the waste management team is at present confined to cleaning the conveniences

- clarify the provision of assisted collections with contractors and publicise where appropriate
- ensure staff at Northumberland Wharf treat all users with the same level of respect and courtesy.

## SECTION 5

### CONCLUSIONS AND RECOMMENDATIONS

***Does the policy comply with equalities legislation, including the duty to promote race equality? Take into account your findings from the impact assessment and consultations and explain how the policy was decided upon its intended effects and its benefits.)***

yes  no

**What are the main areas requiring further attention? And summary of recommendations for improvement**

- Provision of information tailored towards target groups
- Engagement with representatives of disabled residents
- Ensure assisted collection service is publicised where appropriate to target groups
- Expansion of recycling service to cover all domestic properties, businesses and Travellers Site.

**How will the results of the IA feed into the performance planning process?**

The items included in the Action Plan will be included within the Team Plan for Waste Management 2007-08 and will be performance managed accordingly.

## Future Monitoring and Consultation

### How and when will the policy be monitored?

*Inbuilt inservice plans, review every two years*

The Waste Policy and Development Manager will be responsible for monitoring waste management services to ensure they continue to provide an equitable service, free from discrimination that promotes equality of opportunity for all sections of the community.

An annual review of corporate complaints will be conducted to assess any alleged discrimination. Wherever possible, consultation activities carried out on behalf of the waste management section will incorporate questions relating to equitable service provision.

This Impact Assessment will be reviewed every two years.

### Suggested consultation for the future.

(Identify areas for future consultation and any barriers to participation in consultation with proposals to overcome these).

It would be valuable to carry out consultation with residents in the following target groups to ensure service equality:

- disabled residents
- elderly residents
- specific race groups, particularly from the smaller communities.

## SECTION 6 – ACTION PLAN

Recommendation	Key activity	Progress milestones	Officer Responsible	Progress
Consult residents on future shape of communal recycling schemes	Five focus groups to be held across the Borough	March 2007	Kevin Crook	
Improve provision of information to visually impaired residents	<ul style="list-style-type: none"> <li>• Produce Braille and audio copies of new 'Recycling and Waste Prevention in Tower Hamlets' booklet</li> <li>• Contact groups representing visually impaired residents to gain advice on distributing Braille and audio copies</li> </ul>	<p>April 2007</p> <p>April 2007</p>	Kevin Crook	
Ensure equitable level of service provision to disabled residents	<ul style="list-style-type: none"> <li>• Begin engagement with groups representing the full spectrum of disabled residents to ensure that the Council is doing everything reasonable to provide visually impaired residents with an equitable level of service provision</li> </ul>	April 2007	Kevin Crook	
Ensure major publications are produced in major community languages	<ul style="list-style-type: none"> <li>• Produce the new Guide to recycling and waste prevention booklet in Bengali and Somali as well as English</li> <li>• Produce a new guide to service standards in the top</li> </ul>	March 2007	Kevin Crook	

	community languages	July 2007		
Ensure all households are provided with a recycling service	<ul style="list-style-type: none"> <li>• Complete new recycling schedule so that all properties without a collection can be identified</li> <li>• Introduce collections to all outstanding properties</li> </ul>	<p>April 2007</p> <p>March 2008</p>	Fiona Heyland	
Introduce a recycling service for businesses	<ul style="list-style-type: none"> <li>• Publicise service to existing trade customers</li> <li>• Introduce service</li> </ul>	<p>March 2007</p> <p>April 2007</p>	Fiona Heyland	
Introduce a recycling service onto the Travellers site at Eleanor Street	<ul style="list-style-type: none"> <li>• Consult with Environmental Health and Veolia over service introduction</li> <li>• Deliver pink sacks to all residents</li> <li>• Commence weekly collection service</li> </ul>	<p>April 2007</p> <p>May 2007</p> <p>May 2007</p>	Kevin Crook	
Improve accessibility of clinical waste service	<ul style="list-style-type: none"> <li>• Introduce individual calendars for all residents on the service showing their collection dates</li> <li>• Provide translated calendars as need is identified</li> <li>• Provide translated copies of the clinical waste service standard to all GP surgeries and health centres</li> <li>• Investigate the possibility of translated instructions being added to sharps boxes</li> </ul>	<p>June 2007</p> <p>June 2007</p> <p>July 2007</p> <p>May 2007</p>	Fiona Heyland	

Provide educational resources to all schools	<ul style="list-style-type: none"> <li>• Include non-LBTH schools on the annual mailing to all schools from the Waste Education Project</li> </ul>	September 2007	Kevin Crook	
Ensure assisted collections are offered to those needing the service	<ul style="list-style-type: none"> <li>• Clarify protocol for setting up assisted collections with Veolia</li> <li>• Ensure Contact Centre staff are aware of the procedure</li> <li>• Ensure the service is publicised among target groups</li> </ul>	<p>April 2007</p> <p>May 2007</p> <p>May 2007</p>	Fiona Heyland	
Ablution jugs at public conveniences	<ul style="list-style-type: none"> <li>• Investigate whether the provision of ablution jugs at public conveniences is appropriate and practical</li> </ul>	June 2007	Fiona Heyland	
Ensure equitable customer service at Northumberland Wharf	<ul style="list-style-type: none"> <li>• Discuss customer service / equalities training with Veolia for staff at Northumberland Wharf</li> </ul>	April 2007	Fiona Heyland	

