

Date of EIA June 2005
 Directorate Environment and Leisure
 Function or policy to be assessed **Waste Management**

Is it a policy or function	Function - Waste Management comprises: Kerbside Collection of household waste from each household Civic amenity site for local residents to get rid of waste Recycling via kerbside collections and other locations Trade waste at the transfer station Removal of bulky waste from households
Is it a new or existing policy or function?	Existing
Aim / objective / purpose of the policy or function	To provide an effective and efficient waste management service for all of the residents of Bracknell Forest
Who is responsible for the policy or function?	The Head of Waste Management and her team oversee this work. Almost all of the day to day operational work is carried out by outside contractors, e.g. SITA
With regard to the equalities themes, which groups might be impacted by the policy or function?	Some people, because of their age or disability might not be able to place their household waste at the kerbside to be collected. Bracknell Forest therefore provides a free 'assisted collection' to approximately 1800 households. There are also three helpers at the Civic Amenity site to assist people. The Council charges residents to remove bulky items. All pensioners and people on benefits pay half price. The above services are advertised in a number of ways e.g. a twice yearly leaflet sent to all addresses in Bracknell Forest.
Which groups might be affected adversely ?	The steps outlined above have been put in place to help ensure there is no adverse impact. There is no evidence of adverse impact through complaints or other indicators or resident satisfaction.
What evidence has been found to indicate this? (include any consultation undertaken)	Waste Management regularly monitors the services provided by the contractors to local residents through spot checks, responding to complaints, monthly performance review meetings, questionnaires, comments received at road shows and other events. There is no evidence from these sources to indicate that people in any of the equalities groups have been adversely affected in how the Council provides its waste management service.
On what grounds can adverse or differential	Not applicable

impact be justified?	
What changes are proposed to the policy or function to reduce or remove adverse or differential impact?	None required at this stage
In to which plan or strategy has the necessary action been incorporated?	Will be included in the new Waste Strategy 2006/07
What monitoring arrangements have been put in place?	<p>See above for current monitoring arrangements.</p> <p>Corporate Services collect information about residents' satisfaction with the waste management and other services provided. This does not include information about respondents' age, gender etc. which would be useful.</p> <p>Waste Management team carries out annual surveys of residents into the recycling services provided and this includes information about age and gender. Latest survey Nov/Dec 2005 – door to door 5000 residents various areas. Waste management questions are also included in corporate surveys carried out every 3 years plus Resident's Panel of 1500 people - next survey with Waste & Recycling questions - January 2006.</p>
What conclusions have been drawn or recommendations have been made?	<p>Waste Management will continue to monitor the services provided to ensure that all residents receive an effective and efficient service.</p> <p>Waste Management does take up individual complaints about employees as they arise but there is no evidence that the contractors' overall performance as an equal opportunities employer is being monitored. New contracts will be awarded in 2006 and this gives an opportunity to formally include contractor's equal opportunities performance monitoring at quarterly meetings</p> <p>The Council does not have a policy to provide information in Plain English. Waste Management tries to do this but would welcome a council wide policy and advice to do this.</p>
Has the information in this EIA been made publicly available?	Not yet