



**WATFORD
BOROUGH
COUNCIL**

Equality Impact Analysis

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| Title of policy, function or service | Waste and recycling contract variations |
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| Person completing the EIA | Kathryn Robson |
| Type of policy, function or service: | Existing (reviewed) <input type="checkbox"/> New/Proposed <input checked="" type="checkbox"/> |
| Version & Date | 10 October 2019 V1 17 December 2019 V2 |

1. Background

Watford Borough Council undertakes Equality Impact Analyses (EIAs) to assess the impact of its decisions and potential changes to service delivery on its communities. The EIAs have particular reference to the council's duties under the Equality Act 2010 as a public sector organisation and the potential impact on those members of our communities with a protected characteristic (or characteristics). Furthermore, the council is committed to advancing equality of opportunity, removing barriers to accessing services and fostering relations that support and enhance the diverse and cohesive communities of Watford and recognises the importance that the challenge and insight of a robust EIAs plays in achieving this.

Waste and recycling contract variations

A report is to be presented to Watford Borough Council's Cabinet in January 2020. This report outlines proposals for change to the council's waste and recycling service. This EIA, therefore, considers these proposed changes in the context of the requirements of the Equality Act 2010 for the council to consider the following three areas:

1. **eliminate** discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act
2. **advance** equality of opportunity between people who share a relevant protected characteristic and people who do not share it
3. **foster** good relations between people who share a relevant protected characteristic and people who do not

Overview of the proposals

i. The council's waste and recycling duties

Watford Borough Council is the Waste Collection Authority for the Borough and has a legal duty under the Environmental Protection Act 1990 (as amended) (EPA) to make arrangements for the collection of household waste free of charge. Household waste is defined in section 75 of the EPA as waste from a building used wholly for the purpose of living accommodation.

Any other waste that a householder generates, such as garden waste, the Waste Collection Authority is not legally obliged to collect and, if requested by the householder to collect, can levy a charge for that collection.

ii. Proposals for change

The proposed changes to the waste and recycling service to Watford households comprise:

1. The introduction of a weekly food waste collection – based on recent sample analysis of residual waste from households in Watford which showed around 30% of the waste was food waste. A weekly food waste collection would remove the most unpleasant and potentially smelly waste and recent engagement indicates people are likely to recycle more if their food waste is taken away on a weekly basis
2. The introduction of a charge for a garden waste service – this is in recognition of the cost of the service, which, as outlined above, is not part of the council's statutory waste duties. The

council has faced a 70% reduction in government spending over the last decade and is having to take difficult decisions on service delivery. In terms of garden waste, only a proportion of households in Watford use the service (those in flats and without gardens currently subsidise those that use the service through their council tax) and, given its financial pressures, the council believes it should retain the service but that it is fairer to charge for it. Separating garden waste means that it is easier to process it for either compost or electricity. Research has shown that around two thirds of local authorities now charge to collect garden waste, helping to cover the cost of service delivery.

3. To encourage greater recycling of those items that can be recycled rather than thrown away, the residual waste collection will move to fortnightly. This aligns with the council's commitment to respond to the climate change emergency and feedback from residents that they value the opportunity to recycle to help both the local and global environment. Research has shown that over 75% of local authorities in England collect residual waste on a fortnightly (or even less frequent) basis.

lii **Who has been identified as potentially being impacted by the proposals?**

- All residents in Watford will be impacted
- Residents in the borough who currently use the service to dispose of their garden waste

2. Focus of the Equality Impact Analysis

This EIA, therefore, considers the potential equality related impacts, both positive and negative of the proposals for changes to the waste and recycling service for on the people in the groups or with the characteristics protected in the Equalities Act 2010.

These are:

1. Age
2. Disability
3. Gender Reassignment
4. Pregnancy and maternity
5. Race
6. Religion or belief
7. Sex (gender)
8. Sexual Orientation
9. Marriage and Civil Partnership.

3. Engagement and consultation

Over the summer of 2019, the council undertook two engagement exercises to gauge people's current perceptions of waste and recycling services. The engagement channels were an online survey (a more traditional approach) and a chatbot survey, through Facebook messenger. The reason for undertaking the two exercises was to reach a wider range of local people than a single approach would have achieved – with the relatively new chatbot approach consistently reaching a younger audience than that reached through an online survey. This was borne out by the demographics collected through both engagement exercises.

1. ONLINE SURVEY

IN FIELD: 30 July – 10 September 2019

RESPONSES: 398

2. CHATBOT SURVEY (DEPLOYED THROUGH FACEBOOK MESSENGER)

IN FIELD: 27 August – 6 September 2019

RESPONSES: 547

Age profile of respondents

The online survey received the most responses from those in the 35-44 age range (26%), followed by 45 -54 years at 24% whilst the chatbot survey was in the age group 18-30 years.

Sex of respondents

Unexpectedly, there was a very significant difference in the profile of those answering the online survey – with 75% of respondents coming from women. In contrast, the chatbot survey was much more in line with the profile of the Watford population – with 52% male (slightly high) and 48% female (slightly low).

Ethnicity of respondents

Only the online survey asked regarding people's ethnicity. 79% of respondents were White British, which is a higher percentage than in the population with the next highest category being 'White Other'. The EIA, therefore, needs to take into account what is known of the Watford population (see below) in considering ethnicity impacts as these will not necessarily be picked up through the views shared in the survey.

Health of respondents

15% of respondents declared their day to day activities are limited by disability / health related issues. Again, this EIA needs to take into account what is known of the Watford population (see below) in considering disability related impacts as these will not necessarily be picked up through the views shared in the survey.

4. What we know about the Watford population

Overall, Watford has a diverse, relatively young population who live in a variety of household types across the borough but with a noticeably large number living in rented accommodation. Whilst it is a prosperous town, it does, like most areas, have pockets of relative deprivation.

The waste and recycling service is what is known as a 'universal' service, one that all households receive. In terms of the current proposals, the changes are directed predominantly at 'low rise' households (i.e. not flats / apartments that have communal facilities) but the changes to garden

waste do impact all properties. Understanding the Watford population provides guidance on how the proposals will impact both positively and negatively.

Population

The current population of Watford is 96,800 (mid 2018 estimate). Government population growth estimates expect Watford to reach 100,000 by the end of 2025. From this date, it is expected to grow by about 500 people per year.

The population density for Watford is circa 4,500 people per square kilometre. This makes it the most densely populated district area in England and Wales. However, in comparison with some metropolitan boroughs, particularly those in and around the outskirts of London, the density is relatively low.

Ward level populations

Mid 2017 year population estimates show Central has the highest population of any ward in Watford and Tudor the lowest at 6,059 (mid 2018 estimates are due for publication in October 2019 but were not ready in time for this analysis).

| | 2017 |
|-------------|-------------|
| Callowland | 8,075 |
| Central | 9,201 |
| Holywell | 8,542 |
| Leggatts | 7,864 |
| Meriden | 7,944 |
| Nascot | 8,779 |
| Oxhey | 6,734 |
| Park | 8,731 |
| Stanborough | 7,488 |
| Tudor | 6,894 |
| Vicarage | 8,777 |
| Woodside | 7,646 |

This is ONS experimental data (Ward Level Mid-Year Population Estimates (experimental), Mid-2017)

Population projections

The 2016-based subnational population projections for local authorities are an indication of the future trends in population to 2041 – looking forward by 25 years.

- Watford’s population is projected to be 99,400 by 2024 (the next five years) with the population reaching 100,000 in 2025 and 107,400 by 2041. This is lower than previous government projections (2014) but still a significant challenge for a borough of the size of Watford

- The bulk of the estimated % increase for Watford until 20141 is expected to stem from natural change - more births than deaths - with a small increase due to net migration within the UK and net international migration. The level of natural change can be attributed to the relatively young age structure of the current population, with a high proportion of residents within the child bearing age ranges.

Households

The average household size in Watford is currently 2.45. This is average for the Eastern region.

Number of households

The ONS data, based on the census, says that there were 36,681 households in Watford at the time of the Census; as of 31 January 2019 the figure was 39,052, reflecting the growth in housing in the borough over this time period. This in itself is a significant challenge for the waste and recycling service and, for a district authority, it is known that the biggest pressure on future budgets is the need to deliver the service to a growing number of households

Household size

The 2016 projections estimate that, between 2016 and 2041:

- Watford's average household size will decrease from 2.45 to 2.33
- England's average household size will decrease from 2.37 to 2.26

Household Composition

From the 2014 household projections, one person households see the biggest increase in household growth in Watford, representing 44% of the total household growth. Smaller households will generate less waste on average.

However, households with dependent children see the next biggest rise, with 35% of household growth; couples with other adults make up 9%; other (multi-person adult) households make up 7% and couple households (without children or other adults) make up the remaining 6% of all estimated growth.

Sex / gender of population

In terms of gender breakdown, there are estimated to be fractionally more female than male residents but the difference is not significant. Research tends to show females recycle more than males.

Ethnicity

Watford has a very diverse population, more so than the rest of Hertfordshire.

For Watford, the Census 2011 shows the following breakdown in terms of ethnicity: White British (61.9%), White other (7.7%), Pakistani (6.7%), British Indian (5.5%) and British other Asian 4.4%). Census information is now nearly 10 years old and it is likely that the ethnic profile of the borough has changed during this time. For example, it would not have captured the more recent EU arrivals to the borough (EU2 countries – Romania and Bulgaria, who were given residency rights in 2014).

National insurance registration: Census information is now nearly 10 years old and it is likely that the ethnic profile of the borough has changed during this time. For example, it would not have captured the more recent EU arrivals to the borough (EU2 countries – Romania and Bulgaria, who were given residency rights in 2014). We know from other data such as National Insurance Registration that Watford has experienced a relatively high increase in nationals from the EU2 countries applying for National Insurance registrations as Watford residents. This follows a period of a high number from EU8 countries (including Poland, Latvia, Lithuania) who were given freedom of movement to the UK from 2004. Throughout the period the arrival of new residents from south Asia (e.g. Pakistan / India) has remained relatively constant.

The statistics for 2019 – up to June 2019 – showed 2,141 registrations (the second highest in Hertfordshire). Of these: 661 of the registrations were from EU2 countries (Bulgaria and Romania) and 489 from South Asia. By comparison, EU8 countries had 192 registrations.

Language spoken at home: Other data sources, including school language survey on the languages spoken by Watford school children at home, endorse the National Insurance findings with English still the predominant language (at around 60%) followed by (in order of selection): Urdu, Polish, Tamil, Romanian, Gujarati, Pahari, Gujarati and Hindi.

Births and origin of parents: In 2018, nearly 60% (59.6%) of children born to Watford based parents, had one or both parents born outside of the UK, with 41.7% having both parents born outside of the UK. 52.3% of new mothers in Watford were born outside of the UK (1397 births in total, with 667 to mothers born in the UK and 73 born outside of the UK. Of these 252 mothers had been born in the Middle East and Asia and 257 in the ‘new’ EU countries – those that had joined since 2004, including Poland, Rumania and Bulgaria).

Electorate: The electorate on the electoral register (as published on 1 December 2018 was 70,544, with a further 3,642 identified as potential electors. The main ethnicity groups were identified as:

| Ethnicity | 2018/19 |
|------------------|----------------|
| British | 58,329 |
| Romanian | 1,842 |
| Polish | 1,560 |
| Rep of Ireland | 1,289 |
| Indian | 1,062 |
| Italian | 805 |
| Portuguese | 703 |
| Pakistani | 652 |
| Sri Lankan | 418 |
| Spanish | 364 |
| French | 337 |
| Bulgarian | 215 |

Numerous other nationalities with electorates totalling 1 or more but less than 200.

Age

The largest populations by age band in Watford in 2018 were:

- 35-39 (8,681)
- 30-34 (8,169)

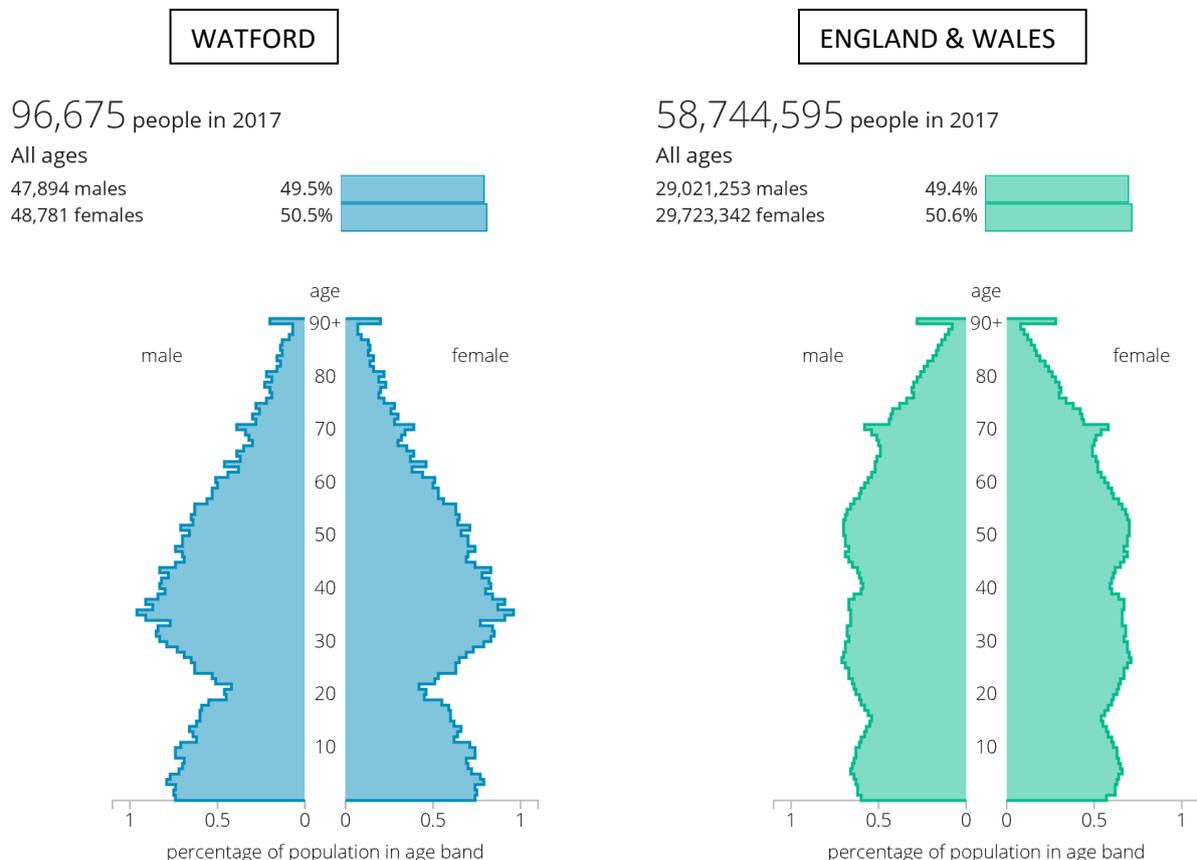
| Age | Total |
|------------|--------------|
| Age 0 - 4 | 7,108 |
| Aged 5-9 | 7,082 |
| Aged 10-14 | 6,247 |
| Aged 15-19 | 5,194 |
| Aged 20-24 | 4,820 |

| Age | Total |
|------------|-------|
| Aged 30-34 | 8,169 |
| Aged 35-39 | 8,681 |
| Aged 40-44 | 7,445 |
| Aged 45-49 | 6,756 |
| Aged 50-54 | 6,315 |
| Aged 55-59 | 5,325 |
| Aged 60-64 | 4,296 |
| Aged 65-69 | 3,467 |
| Aged 70-74 | 3,132 |
| Aged 75-79 | 2,285 |
| Aged 80-84 | 1,861 |
| Aged 85+ | 1,906 |

The numbers in each successive age-band fall progressively until there are estimated to be circa 7,000 who are 75+.

The average age in Watford in mid-2018 (ONS estimates) was 36.7. This is the second lowest in Hertfordshire after Welwyn Hatfield (35.9 years) but this would be expected given their student population. This compares to 39.9 years for England and 41.6 years for the East of England.

The graphic below shows Watford's population far more skewed toward 40 years and younger than England and Wales overall. Whilst single person households are increasing faster than households with families, there are a larger proportion of Watford residents in the ages where people are likely to be having families than in England and Wales overall.



Disability / Health

Around 85% of the population of Watford state that they have 'good health' and just under 14% record a disability. We do not have details as to what these disabilities are but they will include a wide range of physical and mental health disabilities or impairment.

The 2018 NHS Health Profile's summary conclusion is that the health of people in Watford is 'varied' compared with the England average. About 12% (2,300) of children live in low income families – this is an improvement on 2016 (14% / 2,700). Life expectancy for both men and women is similar to the England average, although life expectancy is 6.6 years lower for men and 3.4 years lower for women in the most deprived areas of Watford than in the least deprived areas.

The profile also shows that physically active adults (19 years +) is 68% for Watford compared to the England average of 66%. There has been a decrease from the 2017 profile in the percentage of adults classified as overweight / having excess weight from 60% to 55%, which is better than the England average of 61%. The percentage of obese children in Year 6 (aged 10-11) at 21% is significantly worse than in the 2017 Health Profile; the England average is 20%.

Religion / belief

The religious breakdown in the Census 2011 of the main religions in Watford was: Christian (54.1%), Muslim (9.8%), Hindu (4.8%), with no religion stated at 21.4%.

Sexual orientation / Transgender

- In 2014, 1.6% of adults in the UK identified their sexual identity as lesbian, gay or bisexual
- The likelihood of an adult identifying as lesbian, gay or bisexual decreased with age. Around 2.6% of adults aged 16 to 24 years identified themselves as lesbian, gay or bisexual. This decreased to 0.6% of adults aged 65 and over

Watford currently has no specific data on the LGBT community within the borough

Deprivation

The English Indices of Deprivation 2019 was published by the Government in September 2019, and updates the previous 2015 Indices, published in September 2015. The Indices of Deprivation measure relative levels of deprivation in 32,844 small areas or neighbourhoods, called Lower-layer Super Output Areas, in England

The IoD2019 is based on 39 separate indicators, organised across seven distinct domains of deprivation which are combined and weighted to calculate the Index of Multiple Deprivation 2019

The IoD2019 uses 39 separate indicators, grouped into seven domains (three of which contain sub-domains); the domains are Income; Employment; Health and Disability; Education, Skills and Training; Crime; Barriers to Housing and Services; and Living Environment. These are weighted to calculate the Index of Multiple Deprivations (IMD) 2019. In addition to the domains and their sub-domains there are two supplementary income deprivation Indices: Income Deprivation Affecting Children Index (IDACI) and Income Deprivation Affecting Older People Index (IDAOPI).

In the IMD 2019, Watford is ranked 195 out of 317 authorities, putting it in the 7th decile nationally. This means that, overall, Watford is less deprived than half the authorities in England.

Watford is the third most deprived authority in Hertfordshire. (Stevenage and Broxbourne are the most deprived.) However, three Hertfordshire authorities are among the 10% least deprived authorities in England (Three Rivers, East Herts and St Albans).

Overall, Watford is not an area with significant deprivation issues and the majority of the LSOAs

within the town are in the bottom 50% of LSOAs nationally for deprivation; the borough's position has improved relative to that of 2015.

The combined deprivation index, which weights income and employment more heavily than the other domains, obscures the more deprived areas in Watford, which are affected by crime, living environment deprivation and education, skills and training deprivation in particular. This is, at least in part, because income and employment deprivation are less of an issue for Watford than for other areas.

The ten most deprived LSOAs in Watford, as ranked in the IMD 2019 are as follows:

| Watford rank | Ward | LSOA code | Hertfordshire | | England | |
|--------------|--|---------------------|---------------|--|------------------|---------------------------------|
| | | | Rank | Decile in Herts (1st = most deprived) | Rank | Decile (1st = most deprived) |
| 1 (1) | Central (Water Lane, Gladstone Road, Grosvenor Road, part of Radlett Road, Brockleberry Close, Raphael Drive, top part of Queens Road) | E01023860 (009B) | 5 (5) | 1st (1st) | 5055 (5005) | 2nd (2nd) |
| 2 (3) | Holywell (Caractacus Green, part of Charlock Way, Moor View, Jellicoe Road, Stripling Way, Rose Gardens) | E01023865 (011C) | 21 (22) | 1st (1st) | 7239 (7800) | 3rd (3rd) |
| 3 (2) | Meriden (Garsmouth Way, Aldbury Close, Harvest End, part of York Way) | E01023876 (003D) | 26(19) | 1st (1st) | 7924 (7590) | 3rd (3rd) |
| 4 (4) | Holywell (Ascot Road, Greenhill Crescent, Caxton Way, Croxley View) | E01023866 (011D) | 27 (30) | 1st (1st) | 8294 (9203) | 3rd (3rd) |
| 5 (7) | Woodside (Haines Way, Queenswood Crescent, Sheriff Way, Nottingham Close) | E01023906 (001C) | 61 (41) | 1st (1st) | 10719 (10062) | 4th (4th) |
| 6 (10) | Oxhey (Deacons Hill, Blackwell Drive, Riverside Road, Eastbury Road, Thorpe Crescent) | E01023883 (012B) | 62 (49) | 1st (1st) | 10758 (10710) | 4th (4th) |
| 7 (13) | Callowland (Maude Crescent, St George's Road, Breakspeare Close, Nicholas Close) | E01023857 (006C) | 67 (56) | 1st (1st) | 10894 (10812) | 4th (4th) |
| 8 (9) | Meriden (Gaddesden Crescent, Bovingdon Crescent, Garston Lane) | E01023877 (003E) | 73 (75) | 2nd (2nd) | 11225 (11837) | 4th (4th) |
| 9 (12) | Leggatts (The Harebreaks, Chestnut Walk, Foxhill, Brushrise, Elm Grove) | E01023870 (004C) | 78 (52) | 2nd (1st) | 11515 (10734) | 4th (4th) |
| 10 (5) | Stanborough (Clarke Way, Rushton Avenue, Orbital Crescent, Harris Road) | E01023891 (002B) | 92 (31) | 1st (1st) | 11970 (9377) | 4th (3rd) |

MOSAIC profile

Our MOSAIC profiling of the borough enhances our understanding of our population and provides valuable context for our decision-making. MOSAIC types have different propensities in terms of recycling, with some types far more active recyclers than others

| | Mosaic Code | Name | Description | Number of Household | 2017 Watford % | 2016 Watford % | Difference | Trend | Rank (last year) |
|----|-------------|-----------------------|---|---------------------|----------------|----------------|------------|---|------------------|
| 1 | J40 | Career Builders | Singles and couples in their 20s and 30s progressing in their field of work from commutable properties | 4,045 | 12.5% | 11.9% | 0.6% |  | 1 |
| 2 | I36 | Cultural Comfort | Thriving families with good incomes in multi-cultural urban communities | 3,321 | 10.3% | 8.7% | 1.6% |  | 2 |
| 3 | D14 | Cafes and Catchments | Affluent families with growing children living in upmarket housing in city environs | 2,499 | 7.7% | 8.0% | -0.3% |  | 3 |
| 4 | D17 | Thriving Independence | Well-qualified older singles with incomes from successful professional careers living in good quality housing | 2,422 | 7.5% | 5.4% | 2.1% |  | 7 |
| 5 | M56 | Solid Economy | Stable families with children renting better quality homes from social landlords | 2,172 | 6.7% | 6.4% | 0.3% |  | 6 |
| 6 | J44 | Flexible Workforce | Young renters ready to move to follow worthwhile incomes from service sector jobs | 1,954 | 6.0% | 7.0% | -1.0% |  | 4 |
| 7 | H35 | Primary Ambitions | Forward-thinking younger families who sought affordable homes in good suburbs which they may now be out-growing | 1,550 | 4.8% | 6.8% | -2.0% |  | 5 |
| 8 | 808 | Premium Fortunes | Influential families with substantial income established in large, distinctive homes in wealthy enclaves | 1,237 | 3.8% | 3.2% | 0.6% |  | 10 |
| 9 | I37 | Community Elders | Established older households owning city homes in diverse neighbourhoods | 1,128 | 3.5% | 4.1% | -0.6% |  | 8 |
| 10 | I39 | Ageing Access | Older residents owning small inner suburban properties with good access to amenities | 1,099 | 3.4% | 3.4% | 0.0% |  | 9 |

Watford's MOSAIC profile (2018)

Career Builders tend to have less propensity to recycle than average as do Cultural Comforts, whereas Cafes and Catchments have a greater propensity. This provides useful insight into both the challenges the council faces in terms of encouraging greater recycle but also the opportunities in terms of increasing its current recycling rate of 45% and reducing the amount of waste that could be recycled that is being disposed of in black bins.

5. How will the council ensure equality is promoted through the proposed changes to the waste and recycling service in Watford

Under the Equality Act 2010, three areas need to be considered when analysing the equality impact of the Statement of Community Involvement:

4. **eliminate** discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act
5. **advance** equality of opportunity between people who share a relevant protected characteristic and people who do not share it
6. **foster** good relations between people who share a relevant protected characteristic and people who do not

A. Positive impacts

- The council is clear that it needs to encourage more recycling and reduce the amount of waste and rubbish that currently needs to be disposed of or sent to landfill. Reducing the borough's impact on the environment and use of natural resources is beneficial to all our population and is a positive response to the council's declaration of a climate emergency
- Facilitating easier recycling of food waste will have a positive impact on all households as it ensure that this type of waste, that tends to be more unpleasant / smelly and prone to rotting is removed on a weekly basis. Research also shows that when people realise how much food waste is being disposed of, they tend to take steps to reduce how much their household is throwing away – which is beneficial in terms of the environment but also people's personal spending. This could be of particular benefit to those with larger households / families and greater call on their disposable income
- Separating garden waste means that it will be processed for compost and / or electricity – again a positive benefit to the local environment
- It is expected that most residents will be positively affected by the introduction of a subscription charge. A direct charge so that only those that use the garden waste collection service pay for it will prevent a scenario where an increase in council tax for all residents is required for the service to continue. Given the pressure on council budgets, the current service is unaffordable and unsustainable

B. Negative impacts

The analysis of the Watford population shows the diversity of the borough and highlights a number of potential impacts the changes could have on Watford residents. In addition, the responses to the engagement activities shows that there is less positive feedback about some of the proposals from different parts of the Watford community. In particular, there is a correlation between age and the responses to change, with those of a younger profile more open to change.

In response to the needs of its communities and the feedback on the changes, the council has in place a range of support for those who might be more significantly impacted.

- Larger families with children
There is a potential negative impact on those with larger families with children in relation to the move to a fortnightly residual collection. This is because the council acknowledges that the more people in a home, the more waste is generated. In these cases the council offers: larger bins on proof of a household of five or over, excess waste sacks and nappy sacks
- Families with babies / children in nappies
The protected characteristic of pregnancy and maternity could be negatively impacted given the additional waste that is generated by disposable nappies. The council does offer nappy sacks in these circumstances and can advise on the use of more eco-friendly alternatives to disposable nappies if required
- Older people and people with disabilities
The proposed garden waste service will be by subscription and so no one needs to pay for it unless they choose to do so. For those with garden waste that do not wish to pay for the

service, there are alternatives. Garden waste can be composted within their gardens (and a subsidised compost bin is offered for those wanting to pursue this option) or it can be driven to a waste disposal site. We acknowledge that older people and people with a disability are less likely to drive and so the option of the waste disposal site may not be open to everyone – a potential negative impact. However, the council is offering a reduced cost for the green bin for those on council recognised concessions which include: Housing Benefit, or Rent Allowance/Local Housing Allowance for people living in rented accommodation, Council Tax Benefit, Income Support, Job Seekers Allowance (income based), Working Tax Credit, Child Tax Credit, Guaranteed Pension Credit (not 'Savings Pension Credit'), Employment and Support Allowance (income based) and Universal Credit. In addition, the council is encouraging people to share the green bin if they do not feel they will fill a bin every fortnight – this could help with the cost and with managing the bin / service if this is difficult for a householder.

The council also offers an assisted waste collection and this will continue to apply to the garden waste bin.

The garden waste subscription service will, predominantly, be accessed online and there will be a focus on electronic payments. However, to respond to the needs of those who do not have access to online technology or who are less comfortable with using it (which tends to be older people or people with some specific disability related issues) telephone payments will also be taken. Wherever possible, adjustments will be made for customers having particular difficulties with these payment methods.

Clinical waste collections will also continue for those with needs around items such as incontinence pads / needles etc.

- BAME communities

Standard bins may not be large enough larger households / families. Certain BAME families have a higher likelihood of living in a larger family. Therefore, a change in collection frequency may impact negatively on some of Watford BAME communities.

The diversity of Watford means that for a significant proportion of the Watford community, English is not the first language. This could be a barrier to understanding the service changes should they be endorsed. We will ensure that communication and publicity materials illustrate diversity in a positive way and promote participation across all ethnic groups. The communications will be highly visual to reduce the need for large explanatory notes and the council's own website will offer the basic information on service changes – this features the browsealoud function that translates information into a variety of languages. The dedicated website also allows for some translation functionality, although does not offer the variety of languages available on browsealoud.

- Females

It is recognised that females / women within certain age parameters may be negatively impact because of the need to dispose of sanitary waste products, which are disposed of in residual waste. The aim of the service change is to reduce the amount of recycled waste that is put in the black bin, leaving more space for items that cannot be recycled. Where women

have a significant issue they can contact the council for advice on other ways of getting rid of sanitary waste e.g. excess waste sacks (albeit this would be at a charge)

- People in flats of blocks of six properties or above

There is a potential for those living in flats of blocks of six properties or above to be disadvantaged through the proposed changes if the managing agents do not engage and fully understand and act on the information they are provided. Data shows that these properties tend to be occupied by younger residents. The council is actively working with all known managing agents to keep them informed of the changes and to encourage them to communicate with their tenants.

6. Overall conclusion

The changes to the waste and recycling service have both positive and negative impacts for those affected residents.

Overall, the council believes that the changes will support an increase in recycling across the borough, which is of benefit to everyone given the acknowledged impact on the environment of items such as single use plastics. The introduction of garden waste subscription is a direct response to the financial challenges the council faces and, by charging those who receive the service, protects it for those who want it but also other service areas which the council is responsible for delivering.

There are negative impacts of the changes, which the council is taking steps to mitigate through careful targeting of support and advice. It is recommended the council keeps these under review during the implementation of the changes to assess whether the impacts are sufficiently mitigated or whether it needs to assess if further interventions are required.

Summary of potential positive impacts and ways in which they can be ensured

| Positive Impact | Protected characteristics | Ways to ensure the positive impact |
|---|---------------------------|--|
| Increased recycling and reduction in the waste and rubbish that needs disposal or sending to landfill | All | <p>Maintain a positive and engaging communications and engagement campaign for residents to highlight the benefits of recycling more for them and the wider, global community.</p> <p>Undertake targeted campaigns in areas where recycling rates are known to be lower.</p> |
| Separate food waste collection | All | <p>Maintain a positive and engaging communications and engagement campaign for residents to embed the positive outcomes of food waste recycling – including the use made of the recyclable material.</p> |
| Impact on council budget of not subsidising the garden waste service | All | <p>Ensure that people understand the council’s financial pressures and how the subscription service reduces this pressure (particularly given it is not a statutory service).</p> |

Summary of potential negative impacts and ways in which they can be removed or mitigated

| Negative Impact | Protected characteristics | Ways to mitigate the negative impact |
|--|--|--|
| <p>Alternatives to subscription service for garden waste might not be available to some households (particularly if they cannot drive)</p> | <p>Disability Age (older people)</p> | <p>Ensure people are aware of composting as an alternative solution + the availability of subsidised compost bins.</p> <p>Promote the concessions available to those on income related benefits</p> |
| <p>Larger families / individuals generating more residual waste over the fortnight collection period</p> | <p>Age (those with families) BAME Pregnancy and maternity Females Disability</p> | <p>A larger bin is available for households of five plus (on submission of proof)</p> <p>Nappy sacks are available for those producing a large number of disposable nappies or people can use more eco-friendly alternatives</p> <p>Excess waste sacks are also available</p> <p>Clinical waste collections are unchanged</p> <p>Maintain a positive and engaging communications and engagement campaign for residents to embed the positive outcomes of recycling to reduce the amount of residual waste that is put in the black bin</p> |

| Negative Impact | Protected characteristics | Ways to mitigate the negative impact |
|---|---|---|
| Lack of understanding / confusion about the service changes | All but possibly more likely to be: Ethnicity Disability (learning related) | Ensure the communications and engagement campaigns are attractive, very visual and target areas where we know there might be more people where English is not a first language – directing them to the council’s website where translations are available |
| Managing agents not engaged with the changes | Age (those in their 20’s and 30’s who are more likely to be part of Watford’s rental community in flats / apartments) | Early and ongoing engagement with managing agents to keep them informed and to encourage them to deliver a positive and sustainable recycling solution for their properties. |

This EIA has been approved by:

Kathryn Robson Date 17 December 2019