



## Equality Impact Assessment

### What is an Equality Impact Assessment (EIA) and why does the County Council do them?

The [Public Sector Equality Duty](#) (PSED) is an obligation within the [Equality Act 2010](#) ("the Act"), which asks public authorities, like Hampshire County Council, to give 'due regard' to equality considerations, in particular to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

This includes assessing the impact of policies and practices on individuals and communities with a protected characteristic, as defined in the Act and some other specific groups. The County Council uses EIAs to ensure it has paid 'due regard' to equalities considerations when there are changes to a service or policy, a new project or certain decisions.

EIA author	Position & Department	Contact
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Title:	Household Waste Recycling Centres Booking System
Related EIAs:	None

EIA for Savings Programme:	No
Service affected	Waste and Resource Management
Description of the service/policy/project/project phase	Hampshire County Council has a statutory duty to provide places at which residents can deposit their bulky household and garden waste for free. This is delivered through the provision of 24 Household Waste Recycling Centres (HWRCs). Following a short period of closure during the first COVID19 lockdown, and a subsequent spike in customer demand on reopening, a booking system was introduced in June 2020 to manage demand and enable social distancing to be facilitated. Approval was given to retain the system from June 2021 for 9 months to assist with a gradual relaxation of restrictions and continue to provide a safe environment for customers and staff.
New/changed service/policy/project	Approval is sought to retain the booking system indefinitely. The system has proved adept at supporting site staff with managing and operating sites because throughput is consistent and temporary closures for activities such as bin changeovers can be planned accordingly. Queues and congestion outside sites have been eliminated providing a clear carbon benefit, and the public have largely embraced it as they perceive it makes their visit less stressful and more pleasant.

Engagement
A customer satisfaction survey has been conducted from November-December 2021 at the point of booking a slot for the HWRC to ascertain public satisfaction with the system. This is supported by a number of unsolicited compliments by members of the public supporting the system.

Equalities considerations - Impact Assessment

Age

Impact on public	Neutral
Impact on staff	Neutral
Rationale	The public and staff impact is neutral as the service provided is unaffected.
Mitigation	

## Disability

Impact on public	Neutral
Impact on staff	Neutral
Rationale	The public and staff impact is neutral as the service provided is unaffected, although arguably users with disabilities could experience a better service as site staff will be able to provide greater assistance if sites are not overly crowded.
Mitigation	

## Gender Reassignment

Impact on public	Neutral
Impact on staff	Neutral
Rationale	

	The public and staff impact is neutral as the service provided is unaffected.
Mitigation	

### Pregnancy and Maternity

Impact on public	Neutral
Impact on staff	Neutral
Rationale	The public and staff impact is neutral as the service provided is unaffected.
Mitigation	

### Race

Impact on public	Neutral
Impact on staff	Neutral
Rationale	The public and staff impact is neutral as the service provided is unaffected.
Mitigation	

### Religion or Belief

Impact on public	Neutral

Impact on staff	Neutral
Rationale	The public and staff impact is neutral as the service provided is unaffected.
Mitigation	

## Sex

Impact on public	Neutral
Impact on staff	Neutral
Rationale	The public and staff impact is neutral as the service provided is unaffected.
Mitigation	

## Sexual Orientation

Impact on public	Neutral
Impact on staff	Neutral
Rationale	The public and staff impact is neutral as the service provided is unaffected.
Mitigation	

## Marriage and Civil Partnership

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Impact on public	Neutral
Impact on staff	Neutral
Rationale	The public and staff impact is neutral as the service provided is unaffected.
Mitigation	

## Poverty

Impact on public	Neutral
Impact on staff	Neutral
Rationale	The public and staff impact is neutral as the service provided is unaffected.
Mitigation	

## Rurality

Impact on public	Neutral
Impact on staff	Neutral
Rationale	The public and staff impact is neutral as the service provided is unaffected.
Mitigation	

Geographical Impact:All Hampshire

## Equality Statement

### Additional information:

The booking system supports good customer service by allowing a fair opportunity for all residents to book a convenient slot to attend their local HWRC, with the confidence that they can attend and be in and out at a reasonable speed instead of having to wait in a long queue outside the site.

### Overview Statement:

Assessment to show that due regard has been given and that there is no requirement for a full EIA:

EIA reference number: 00165

Date of production of EIA for publication: 28/03/2022