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<b>Date</b>	4 May 2021	<b>Service</b>	Street Environment (Public Realm)

1. The project or decision that this assessment is being undertaken for:  
Lewisham Waste Strategy 2021 - 2031  
Reports for: Sustainable Select Development Committee  
Mayor and Cabinet  
The project is developing a waste strategy that reflects Lewisham’s waste reduction, re-use and recycling objectives for residents and businesses over the next 10 years.

2. The protected characteristics or other equalities factors potentially impacted by this decision

<input checked="" type="checkbox"/> Age	<input type="checkbox"/> Ethnicity	<input type="checkbox"/> Maternity	<input checked="" type="checkbox"/> Language spoken	<input type="checkbox"/> Other, please define:
<input type="checkbox"/> Gender	<input type="checkbox"/> Gender identity	<input checked="" type="checkbox"/> Disability	<input checked="" type="checkbox"/> Household type	
<input type="checkbox"/> Religion	<input type="checkbox"/> Carer status	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Income	

Lewisham is developing a waste strategy that will determine how waste reduction, re-use and recycling is managed within the borough for the next 10 years. Waste and recycling services are universal and provided to all residents, although the collection method may be different depending on the property type and the collection method used. Wheelie bins and food caddies for street properties, large wheeled containers in bin stores, or near entry points for blocks of flats, and variations of both for those living in flats above shops.

When considering the protected characteristics or other equality factors that may be affected by this decision, account has been taken of the 6 Waste Strategy objectives and how they may impact on those with disabilities, the household type – low income families for example, the health and equality of the elderly and also younger people, ethnicity and the language spoken and how this may present a barrier to accessing services.

The reason why these characteristics have been selected include:

Those with disability may not able to access larger wheeled containers, or be able to lift the heavy lids on the containers, or move the caddy or wheelie bin to the curtilage or property access point for collection.

We considered the socio-economic impact - those families with less income may have less money to buy fresh food with an increase in the amount of non-recyclable packaging from fast food outlets for example.

Language barriers/Ethnicity – recycling operations in other countries may be different to those in Lewisham, the requirements may be harder to understand if English is not the first language, as most of our information is given in English.

Elderly people may be disadvantaged because of mobility issues that prevent them from accessing the Recycling centre at Landmann Way, or the on street recycling points, there may be a lack of understanding about the different types of recyclable material, or lack of IT equipment preventing them accessing information on the council’s website (main source of information about waste management) .

About 40% of households are within flats - either above shops, in blocks or on larger estates. People who live in flats often stay on a short term contract and this can often lead to marginalisation as they don’t have time to become part of the local community. The transient nature of this cluster means that new ways of engagement and information sharing needs to be found so that people moving into accommodation of this type have access to the council’s services and relevant information that will enable them to follow the correct procedures for waste and recycling collections and not fall foul of regulatory enforcement.

Reducing carbon emissions to improve air quality is very important and the impact on health and well-being for the elderly, younger people and the disabled has been taken into account by the purchase of modern EURO 6 collection vehicles that have the least impact on air quality when vehicles are collecting refuse and recycling, or stationary held up in traffic congestion.

3. The evidence to support the analysis

The council undertook a consultation ‘Barriers to disposing of Waste’ in Feb – April 2019 to gather information from residents on 3 key areas – Knowledge, Views and Experience to enable collection services to be tailored to service users and lead to a reduction in waste and an increase in recycling. The council received over 5500 responses to the

consultation. The consultation consisted of a variety of methods to engage with residents including attendance at Assemblies, Drop Ins at libraries/community centres, JCD advertising boards, council website, social media and emails via Lewisham Life mailing list. Equality data was collected as part of the process. After the consultation period ended, the data collection was analysed and a conclusion and recommendation plan was compiled – see below:

Action	Time-frame	Completed by
Creation of reduction and Recycling Plan as directed by Mayor of London. Incorporating feedback and recommendations from Consultation.	Begin May 2019	Completed and signed off 2019
Update the London Borough of Lewisham's Waste Strategy	Commence July 2019	Draft tbc by June 2021 and submitted to Mayor and Cabinet for approval
Creation of Environment communications strategy	Commence July 2019	Revised communication and behaviour change programme to commence May 2021.
Customer service training for crew members – following consultation feedback	Training to commence June 2019	Completed and ongoing
Review of the Re-Use and Recycling Centre – opening hours and materials guidance	Commence May 2019	Completed July 2019
Clearer guidance around acceptable materials for recycling	Commence May 2019	Finalised list not able to be completed until June 2020 when new recycling contract commences

During May 2021 the service will be conducting a waste composition survey to better understand the contents of the waste stream – to analyse what is being thrown away that could have been recycled.

A waste participation survey will also be undertaken to understand the habits of the differing demographic clusters so that communication/behaviour change programmes can be adjusted to reduce waste and improve recycling.

#### 4. The analysis

The 6 Waste Strategy objectives are not likely to have a negative impact on equality of opportunity for people with protected characteristics, nor to have a negative impact on good relations between communities with protected characteristics and the rest of the population in Lewisham.

The 6 Waste Strategy objectives may present opportunities for advancing equality of opportunity for people with protected characteristics.

- Examples of opportunities:
- Improving recycling in purpose built flats and apartments in the private rented sector, housing associations and other social rented housing sectors improve socio-economic indicators because recycling services tend to be less convenient and less well maintained in purpose built blocks of flats, where socio-economic indicators may often be lower than in other households. The specific proposals support the objective of improving recycling for purpose built blocks of flats, and therefore are likely to improve socio-economic indicators.
- Publicising initiatives such as Love Food Hate Waste campaign – that educate and encourage families by providing advice and recipes for healthy meals, how to manage a budget and purchase what is needed so there is less waste to throw away.
- Ensuring that waste reduction and recycling information is communicated in a way that can reach those with protected characteristics:
- Relevant information is available in other languages and formats.
- Pictorial information is used when possible on literature and signage to support those whose first language isn't English.

- Use large type with high contrast on literature and signage to aid those with visual impairment.
- Recycling containers can have key messages on the lids in Braille to support those with visual impairment.
- Workshop style discussions with groups for the elderly to discuss and disseminate relevant information about service changes etc.
- Target specific under-represented groups for specific events/ activities ensuring publicity is appropriate to the audience using the range of measures to ensure accessibility for all.

5. Impact summary & 6. Mitigation

<b>Protected characteristic</b>	<b>Impact</b>	<b>Mitigation</b>
Age	Positive	<p>The services are universal and available to everyone irrespective of age. 10% of the Lewisham population are over age 65. We do take account of those older people who may find it difficult to lift their caddy or push their wheelie bin on collection days for example – and offer assisted collections.</p> <p>We need to promote this service more and will work with other council services/voluntary organisations to promote the service through workshops etc. We recognise the importance of health and well-being and the benefits of air quality and will continue to use modern vehicles and efficient collection routes to minimise the impact on local people caused by noise/vehicle emissions.</p>
Language spoken	Positive	<p>We recognise that some individuals/communities may face barriers to accessing or understanding waste and recycling services that may be delivered differently to those they are used to.</p> <p>We will plan our communications and events to take account of the diversity of the audience and delivered using a range of communication ‘tools’ to get the key messages across. Ensure information is available in other formats/languages.</p> <p>Around 17% of the Lewisham population do not have English as their spoken language (ESOL), we will seek out and work with other council services to promote inclusion, reducing marginalisation, whilst promoting community cohesion.</p>
Disability	Mixed	<p>We do take account of people with disability who may find it difficult to lift their caddy or push their wheelie bin on collection days for example – and offer assisted collections.</p> <p>The council provides assisted collections but needs to do more to promote the service, we should find those who need to access the service and support them.</p> <p>We will use pictorial information/ large type/high contrast on literature to aid the visually impaired.</p>
Household type	Positive	<p>There will continue to be population growth and housing needs – more homes may be converted into short term tenancy flatted accommodation. ‘Churn’ makes it difficult to provide relevant information to new tenants.</p> <p>Work needs to be undertaken with social landlords/managing agents to disseminate information and promote inclusion.</p> <p>We will ensure relevant information is available in other languages and formats. Pictorial information is used when possible on literature and signage to support those whose first language isn’t English.</p>

6. Service user journey that this decision or project impacts?

Residents can access the Council's services through the contact centre via phone or email. Information is shared on the Council's website with individual services having their own sections with relevant information and advice on contact information, service standards, requirements or changes.

The Council has a Corporate Complaints Policy and a dedicated team to manage complaints that may be directed to the relevant service in the first instance. All complaints are responded to within set timescales and there is an escalation process. All personal data is managed in accordance with the Data Protection Act 2018.

The Council's waste strategy will enable savings to be found from the reduction in waste requiring disposal, increased re-use and recycling and a shift in behaviour change regarding waste as a valuable commodity. However the assessment has shown the waste strategy will have no negative impact on those with protected characteristics.

The assessment will be shared with other Council services, as the Council is an organisation that supports residents and acknowledges its responsibility to look after them.

Signature of Head of Service	
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For further information please see the full [Corporate Equality Policy](#).