



Environment, Development and Transport Committee budget proposals 2018-2019

Equality and rural assessments – findings and recommendations

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This assessment helps you to consider the impact of service changes on people with protected characteristics and in rural areas. The assessment can be updated at any time to inform service planning and commissioning.

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The purpose of equality and rural assessments

1. The purpose of equality and rural assessments is to enable elected members to consider the potential impact of decisions on different people and communities prior to decisions being taken. Mitigating actions can be developed if detrimental impact is identified.
2. It is not always possible to adopt the course of action that will best promote the needs of people with protected characteristics or in rural areas. However, assessments enable informed decisions to be made, that take into account every opportunity to minimise disadvantage.

The Legal context

3. Public authorities have a duty under the Equality Act 2010 to consider the implications of proposals on people with protected characteristics. The Act states that public bodies must pay due regard to the need to:
 - Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act¹;
 - Advance equality of opportunity between people who share a relevant protected characteristic² and people who do not share it³;
 - Foster good relations between people who share a relevant protected characteristic and people who do not share it⁴.
4. The full Act is available [here](#).

The assessment process

5. This assessment comprises three phases:
 - **Phase 1** – evidence is gathered on the proposal, to examine who might be affected and how. This includes reviewing the findings of related assessments and public consultation, contextual information about local populations and other relevant data. Where appropriate, public consultation takes place.
 - **Phase 2** – the results are analysed. The assessments are drafted, making sure that any potential impacts are fully assessed. If the evidence indicates that a proposal may have a detrimental impact on people with protected characteristics or in rural communities, mitigating actions are considered.
 - **Phase 3** – the findings are reported to service committees, to enable any impacts to be taken into account before a decision is made.

EDT Committee's budget proposals 2018-2019

6. EDT Committee has put forward 12 budget proposals for 2018-2019:

	Title of proposal	Description
1.	Vacancy management and streamlined management arrangements	This relates to the Planning and Economy and Support and Development service groupings. We are reviewing vacancies and looking at better ways for services to be managed. Support and Development, in particular, has a relatively high turnover compared to other areas, as it is entry point into the organisation for many people. This gives us the opportunity to regularly review staffing levels, particularly as we start to benefit from efficiencies in processes etc, and delete vacancies.
2.	Capitalisation of activities to release a revenue saving	Capitalisation of some activity that is currently revenue funded, within the financial rules. Switching to this type of funding means that the revenue budget is available for saving, without the need to make any changes to the level and type of activity. This proposal relates to various elements of capitalisation in the highways service.
3.	Changing back office processes and efficiency	We are reviewing our back office spend across the whole of CES and looking to harvest all of the savings available. This proposal relates to a number of small savings including savings from telephone and printing (where new, cheaper, contracts are in place) and premises costs for the previous highways depot at Watton (where savings from the closure were higher than expected).
4.	Further roll-out of street lighting LEDs	Roll-out of more LED street lights, which enables an energy saving. This proposal is to implement on residential streets. As with previous LED rollouts, there is a need for investment to enable this to progress, on an invest to save basis, and this has been agreed.
5.	Succession of milder winters justifies a reduction in the winter maintenance budget	The budget for winter maintenance is based on the number of actions in the last five years. The recent mild winters mean the average number of actions is now lower than the budget provision, providing an opportunity to make a saving. There is a risk of overspend if there is a harsh winter, but there continues to be a £0.5m reserve that could be used if needed.
6.	Improved management of on-street car parking	In many locations around Norfolk there is not sufficient on-street parking to meet local need. There can be conflicts between residents, businesses, tourists and visitors. In addition we receive various requests for yellow lines to stop dangerous or inconsiderate parking. We will consider the full range of residents parking, payment for on-street parking and waiting restrictions. There will be a significant lead in time and some investment (e.g. to fund a project team) needed to develop and implement a suitable scheme. Any local schemes would be subject to a statutory consultation with local residents before being implemented.
7.	Re-profiling the public transport budget	There is an opportunity to change the way that we account for our public transport grant allocations which can deliver a saving. This will not impact on front-line services or reduce the amount we currently use to support local bus services.
8.	Review the operation of bus	The County Council supports a range of local bus services through either providing a subsidy (£1.3m

	Title of proposal	Description
	services supported by the County Council	in 2017/18) or through grants to community Transport Operators. We will review this to ensure that support is targeted to delivering the most effective service.
9.	Reduce the number of roads gritted in winter	Currently 34% of the road network is on the gritting routes. This proposal will take the equivalent of two whole routes out and reduce the overall network gritted to around 30%. There will continue to be a gritted route into each town. The new NDR route will be gritted, once opened, and will not be affected by this proposal. This proposal, if implemented, would come into effect for the 2018/19 winter season.
10.	Reducing spend on non-safety critical highway maintenance	We will assess and programme the work that is carried out based on a number of factors, and high risk/emergency work will continue. Local Members will be able to use their annual budget to top-up activities in their local areas. The proposal relates to a reduction in non-safety critical spend on road signs, verges, hedges and trees, bridge maintenance and gully emptying.
11.	Change the construction and demolition waste concession at recycling centres	Change the policy on concessions for construction and demolition waste accepted at recycling centres so that it is only accepted at main sites on a pay as you throw basis.
12.	Reduce waste reduction activity	We currently undertake a number of waste reduction and minimisation activities. There is a risk that reducing this activity will negatively impact on waste volumes. However, we will continue to work with district colleagues through the Norfolk Waste Partnership to identify ways to reduce volumes. In 2015/16 the Partnership achieved Norfolk's highest ever recycling rate of 45.8%.

Who is affected?

7. The proposals will affect staff, residents, visitors and businesses in Norfolk, including people with protected characteristics and in rural areas:

People of all ages	YES
Disability (all disabilities and long-term health conditions, including but not limited to people with, for example, reduced mobility; Blind and visually impaired people; Deaf and hearing impaired people; people with mental health issues; people on the Autism spectrum; people with learning difficulties and people with dementia).	YES
Gender reassignment (e.g. people who identify as transgender)	YES
Marriage/civil partnerships	YES
Pregnancy & Maternity	YES
Race (different ethnic groups, including Gypsies and Travellers)	YES
Religion/belief (different faiths, including people with no religion or belief)	YES

Sex (i.e. men/women/intersex)	YES
Sexual orientation (e.g. lesbian, gay and bisexual people)	YES

Potential impact

8. The two proposals below may have a detrimental impact on people with protected characteristics (particularly older and disabled people and parents with young children). Full details are set out on page 8:
 - Review the operation of bus services supported by the County Council
 - Reduce the number of roads gritted in winter
9. The proposal to change the construction and demolition waste concession at recycling centres will have a financial impact on residents who use this service, but this should not impact disproportionately on vulnerable people.
10. At this stage, there is no evidence to indicate that the proposal to reduce spend on non-safety critical highway maintenance will have a detrimental impact on people with protected characteristics or in rural areas. However, this will be monitored, for reasons set out in the detailed assessment on Page 14.
11. The other eight proposals are unlikely to have a detrimental impact on people with protected characteristics or in rural areas. The reasons for this are provided below:

	Title of proposal	Impact
1.	Vacancy management and streamlined management arrangements	There is no evidence to indicate that this proposal would have any detrimental impact on people with protected characteristics or in rural areas. This is because any posts affected are already vacant, and the deletion of these posts will not lead to changes to service standards, quality or delivery.
2.	Capitalisation of activities to release a revenue saving	There is no evidence to indicate that this proposal would have any detrimental impact on people with protected characteristics or in rural areas. This is because there is no change to service standards, quality or delivery.
3.	Changing back office processes and efficiency	There is no evidence to indicate that this proposal would have any detrimental impact on people with protected characteristics or in rural areas. This is because the back office spend reductions will not lead to changes to service standards, quality or delivery.
4.	Further roll-out of street lighting LEDs	There is no evidence to indicate that this proposal would have any detrimental impact on people with protected characteristics or in rural areas. This is because there is no change to service standards, quality or delivery. It is likely that this proposal would have a positive impact on older and disabled people, including people who are visually impaired, as LED lights provide a better quality of lighting.
5.	Succession of milder winters justifies a reduction in the	There is no evidence to indicate that this proposal would have any detrimental impact on people with protected characteristics or in rural areas. This is because there is

	Title of proposal	Impact
	winter maintenance budget	no change to service standards, quality or delivery. In the event of severe winter weather, the Council could utilise reserves to manage winter maintenance effectively and to agreed standards.
6.	Improved management of on-street car parking	<p>At this stage, there is no evidence to indicate that this proposal would have any detrimental impact on people with protected characteristics or in rural areas. This is because there is no change to service standards, quality or delivery.</p> <p>It is recognised that disabled residents need good access to disabled parking, in the right locations, to enable them to fully access Norfolk's city and town centres. Provision of disabled parking and its enforcement will be one of many factors informing the review.</p> <p>To ensure that all relevant issues for disabled people are fully considered as part of the review, equality impact assessments will be undertaken on any local schemes being proposed as a result of this budget proposal. In the event that an equality impact assessment identifies any detrimental impact on disabled people or people in rural areas, this will be reported to EDT Committee for consideration before a decision is made.</p> <p>The review may improve service delivery by allowing enhanced Civil Parking Enforcement (CPE) operations to occur across the county further increasing Blue Badge fraud investigations, ultimately benefiting all Blue Badge holders.</p>
7.	Re-profiling the public transport budget	There is no evidence to indicate that this proposal would have any detrimental impact on people with protected characteristics or in rural areas. This is because there is no change to service standards, quality or delivery.
8.	Reduce waste reduction activity	There is no evidence to indicate that this proposal would have any detrimental impact on people with protected characteristics or in rural areas. This is because there is no change to service standards, quality or delivery.

Title of proposal:	Proposal to review bus services supported by the County Council
Lead Officer:	Jo Richardson, Equality & Diversity Manager

Analysis of proposal & potential impact

Overview – about the proposal

1. This proposal is to review the money Norfolk County Council spends on bus subsidies and community transport grants.
2. The Council currently spends £3.1 million every year on bus subsidies and community transport grants. If the proposal goes ahead, the Council will review how this money is spent with a view to saving £0.5 million in 2018/19.
3. The review would look at whether the Council is getting the best value for money and how it could spend this money more effectively, without there being a noticeable impact on passengers. It is not anticipated that significant savings would be made from grants given to community transport operators. However in order to save £0.5 million, the Council will need to prioritise which services it continues to support. This means it is likely that some bus services may need to change or stop.
4. More information about subsidised bus services and community transport in Norfolk is set out in Annex 1, along with a list of all subsidised bus and community transport services which will be considered as part of the review.

More information about the proposal

5. If the Council goes ahead with the review, it would prioritise bus services which help people get to and from work and to essential services, such as to healthcare appointments and to go food shopping, and where there are no other transport options available.
6. In addition, the following factors would be considered:
 - The number of people using each service
 - At what times and how often people use each service
 - Whether there are other transport options available to people
 - Whether the Council could provide a transport service in another way
 - Whether there are any particular local needs that are specific to the areas served by each service
 - How much it costs the Council to subsidise each trip made by a passenger (the unit cost) and whether this represents value for money.

Which bus services would be affected, if the proposal goes ahead?

7. Without carrying out the review, it is not possible at this stage to say exactly which services could be affected. However, the proposal is clear that at the point that any options emerge to change or stop a service currently being received by service users, formal public consultation and a detailed equality impact assessment would be undertaken on the option. Where any detrimental impact is identified by this process,

the findings will be reported to EDT Committee to ensure that elected members can fully take this into account before making a final decision.

Analysis of the people affected by the proposal

8. The Council subsidises about 100 bus services, which is approximately 20% of bus services in Norfolk. Alongside this, it funds 19 community transport schemes, which pick people up and drop people off at their house, or the nearest safest place.
9. The Council's monitoring data on the people who use subsidised bus services and community transport shows that:
 - The primary users of subsidised bus services are older and disabled people, parents with young children, and younger people who have no access to a car.
 - Around 88% of subsidised bus services operate within rural areas, but as they usually also serve an urban environment (e.g. coming into Norwich) some passengers will be from an urban area and may rely on the service to access services or visit family or friends in rural communities.
 - The majority of people who use community transport are disabled and older people who cannot access services by conventional public transport. These people tend to be particularly dependant on community transport to enable them to access essential services, as they may have no other viable alternative.
 - People use subsidised bus services and community transport to access food shopping, medical appointments, get to and from respite care, to colleges and educational establishments, employment, day/leisure activities, local services and places of worship.

Potential impact

10. This proposal is likely to have a disproportionate impact on older and disabled people, parents with young children and younger people with no access to a car. It will also impact on people in rural areas. This is because subsidised bus services and community transport are primarily used by people from these groups.
11. At this stage, it is not possible to quantify the extent of any detrimental impact on older and disabled people and those in rural areas. This is because it is not yet known which services may change or stop. If the proposal goes ahead, work will take place to review subsidised bus services and community transport, and as a result of the review, options will be developed on how and where services should operate. It is at this point that proposals could emerge to change or stop services that some service users may currently be receiving.
12. However, there is no risk to elected members that giving approval for the review to go ahead may lead to detrimental impacts on people in rural areas or with protected characteristics going undetected. This is because the review methodology is clear that at the point that *any* options emerge to change or stop services currently being received by service users, public consultation with those affected will take place, and a detailed equality impact assessment will be undertaken. In the event that an equality impact assessment identifies any detrimental impact on people with

protected characteristics or in rural areas, this will be reported to EDT Committee for consideration before a decision is made.

13. Looking ahead, in a worst case scenario, if a subsidised bus or community transport service was changed, stopped, or delivered from a different location, the detrimental impacts could include:
 - Some disabled and older people, parents with young children, younger people with no access to a car or people in rural areas may no longer be able to access subsidised bus or community transport services. This might mean they can no longer access key local services, including health appointments, food shopping, employment, educational, leisure or social opportunities. It could increase people's dependence on families and carers and contribute to loneliness and social isolation.
 - It could increase costs for people, as people would be forced to find alternative ways to travel. For some people in rural areas who are disabled or older, they may be no viable alternatives.
 - Disabled and older people in rural areas may be the most affected, as disabled and older people in rural areas are more likely to have complex transport needs than people living in urban areas. They are likely to need to travel further or pay more to get to services than those living in urban areas. They may have limited alternative public transport options, and the public transport options available may not be fully accessible or too costly to afford.
 - Changes to service frequency may result in buses being more crowded at peak journey times, which may cause difficulties for people with learning difficulties, people with mental health issues, wheelchair users and parents with pushchairs. Some people may be very fearful that they will wait for a bus but not be able to get on it, or that crowding on a bus may increase the chance of them being bullied.
 - People may need to make changes to their patterns of travel. This might be difficult for people with learning difficulties or who are on the autism spectrum. There may be practical difficulties for people who are restricted to use buses at certain times, such as people with concessionary bus passes.
 - Consultation with disabled and older people in Norfolk consistently highlights access to transport as a major enabling factor and doorway to participation in education, employment and social opportunities. Disabled people are less likely to achieve in education or gain employment than non-disabled people and are at greater risk of social isolation. They are more likely to experience barriers to the built environment and transport and fall into low income groups.
14. One important consideration is that the service is already targeted to assist people in rural areas and disabled and older people. In order to continue to be able to provide this essential service, there is an imperative to review the current model, to maximise the resource available to operate the service.
15. In recognition of the issues highlighted in this assessment, the review methodology can consider:
 - Seeking to protect the most critical journeys being made, particularly where they impact on more vulnerable groups who are more reliant on bus services.
 - Initially considering reducing services or withdrawing journeys where alternative services continue to operate at different times or on other days of the week.

Title of proposal:	Proposal to reduce the number of roads gritted in winter
Lead Officer:	Jo Richardson, Equality & Diversity Manager

Analysis of proposal & potential impact

Overview – about the proposal

1. This proposal is to reduce the number of roads gritted by Norfolk County Council in winter, in order to save £200,000.
2. The Council currently grits 34% of Norfolk's road network of 5,965 miles. If the proposal goes ahead, this would be reduced to 30% of roads, which would mean that less minor roads are gritted. There would however continue to be a gritted route, as far as possible, into towns and villages currently in receipt of the service.
3. If the proposal goes ahead, the Council would carry out an in-depth assessment of the road network in Norfolk in order to re-prioritise which roads should still be gritted. The changes would not be implemented until gritting routes are re-designed ready for the winter gritting season starting in October 2018. The Norwich Northern Distributor Road would be added to the gritting schedule as sections become open for general use.
4. The proposal would mean that any requests received from communities to add roads to the Council's gritting list would be unlikely to be included in the future. This proposal could result in people deciding to change their journeys to use alternative routes along treated roads.

More information about the proposal

5. The provision of a gritting service ensures the maximum possible road access is provided in Norfolk to allow people and road users to move about, across and in/out of the county to carry out their private, leisure and business related activities. By ensuring there is a clear gritting policy, that it is well publicised and operated, then the county is doing all it can with the funds it has available to ensure access to as much of the transport network as possible.
6. The Council has a legal duty for ensuring safe travel along the highway is not endangered by ice and snow. The Council cannot grit all of Norfolk's 5,965 mile road network because of the time it would take and the cost involved.
7. The Council therefore has a policy, reviewed annually, which sets out which types of road are a priority for gritting. Roads that are a priority have been identified based on their level of use and importance in the overall highways network. The Council decides where and when to grit based on this policy, and on the latest weather data.
8. The policy is available here: <https://www.norfolk.gov.uk/what-we-do-and-how-we-work/policy-performance-and-partnerships/policies-and-strategies/roads-and-travel-policies/winter-maintenance-policy>
9. A map of the roads that are currently gritted is available here:

10. The main roads are gritted before other routes. The three hour gritting runs cover a total of 2,081 miles on A, B and some C class roads - commuter and major bus routes and, as far as is possible, one route into all villages.
11. Some footways in the pedestrian areas of central King's Lynn, central Great Yarmouth and central Norwich are also treated as priority. Highways England treats 143 miles of trunk roads including the A11 and A47.

Analysis of the people affected by the proposal

12. This proposal affects all road users and the majority of pedestrians, cyclists, public transport users and vehicle drivers in both private life, employment and business. This includes residents with protected characteristics and people in rural areas.
13. The proposal may particularly affect people in some rural areas, as fewer minor roads will be gritted.

Potential impact

14. There is some evidence to indicate that this proposal may have a disproportionate and detrimental impact on people in rural areas. This is because people in some rural areas may see a reduction in gritting on minor roads. People in rural areas may be more dependant than others on a good transport network, as they have the furthest to travel to access services. They may also be more at risk than others of fuel, food or medical shortages if the road network becomes snow bound during prolonged winter conditions. However, Norfolk's recent mild winters should be taken into account when considering this.
15. Depending on the types of weather conditions and other factors at play, rural areas may also be impacted upon if individuals change their routes in icy conditions, causing rat running/congestion in smaller villages.
16. There is some evidence to indicate that the proposal may have a detrimental impact on disabled and older people, and parents with young children. This is because these people are at higher risk of slip, trips and falls if roads are slippery. Older and disabled people may be more fearful of driving on a non-gritted surface, which could reduce access to essential services or increase the risk of social isolation. However, it is worth emphasising that this proposal deals only with roads, not footways, so the risk of slip, trips and falls is marginal and not a strong possibility, as in order to walk on the road, people will have been required to traverse a footway, path or forecourt that would not have been subject to gritting by the Council.
17. Overall therefore, the greatest impact may be on people in rural areas, including disabled and older people and parents with young children who live in rural areas.
18. There are some mitigating actions that the Council can take to minimise the impact on these groups. Firstly, when carrying out the in-depth assessment of the road network to re-prioritise which roads should still be gritted (see Paragraph 3 above), the assessment methodology can factor in data on rural communities and proximity

of older or disabled people populations (e.g. sheltered housing). Whilst the Council may not necessarily take a decision to continue gritting these areas, it can make sure that these groups are informed of the changes. In addition, grit bins and rock salt will continue to be deployed around the county. The Council can ensure that parish and district councils are informed of any changes to the existing policy, so that they can continue to help vulnerable communities within the county during times of severe weather.

19. Weather conditions are highly variable and some winter periods are more severe than others. There is always a learning exercise following each winter as to what could have been done more efficiently and better to keep the county moving. Norfolk's winter maintenance policy is reviewed annually, so any learning regarding the needs of rural communities and people with protected characteristics following the winter of 2018/2019 can be taken into account to inform gritting policy in subsequent years.

Title of proposal:	Proposal to reduce how much we spend on non-safety critical highway maintenance
Lead Officer:	Jo Richardson, Equality & Diversity Manager

Analysis of proposal & potential impact

Overview – about the proposal

1. The Council is proposing to reduce how much it spends on non-safety critical highways maintenance to save £300,000. If the proposal goes ahead it would mean that during 2018/19 the amount of non-safety critical highway maintenance carried out across Norfolk is reduced.
2. The Council would continue to carry out all urgent works and any works that are high risk. For instance, if branches were to block roads, footways, cycle-ways and road signs, these would be dealt with. Road signs would continue to receive maintenance when damaged.
3. However, the Council would not be able to fund some 'cosmetic' (lower category) work it has done in the past. This could mean:
 - It may take longer for some damaged verges and vegetation to be repaired; these damages would be considered 'cosmetic' such as churning-up of a verge caused by the tyres of a large vehicle, although it will not affect scheduled grass and verge cutting.
 - Some bridge maintenance work such as making good damaged paintwork may be postponed.
 - It may take longer to clean road signs.
4. The Council is also looking at reducing the frequency of gully emptying in non-critical areas, for example, when cleaning gullies there may be areas when there is little material being removed and in these circumstances gully emptying could be reduced.

More information about the proposal

5. The Council has a legal duty to maintain the highway and this includes roads, footpaths and verges, making them safe for road users. This duty is met through a range of activities. Highway maintenance work is prioritised by looking at the strategic importance of a road and how severe the maintenance problem is. This process is set out in the Norfolk's Transport Asset Management Plan, approved by elected members and updated every year. The Plan is available here:

www.norfolk.gov.uk/what-we-do-and-how-we-work/policy-performance-and-partnerships/policies-and-strategies/roads-and-travel-policies/transport-asset-management-plan.

Analysis of the people affected by the proposal

6. The highways network is a universal service. Therefore this proposal affects all road users and the majority of residents as pedestrians, cyclists, public transport users and vehicle drivers in both private life, employment and business. This includes residents with protected characteristics and in rural areas.

Potential impact

7. At this stage, there is no evidence to indicate that this proposal would have a disproportionate or detrimental impact on people with protected characteristics or in rural areas.
8. This is because although there would be some *visual* impact around verge aesthetics in local communities, there would not be any physical impact on paths or walkways that could restrict access for disabled people, older people or parents with prams. The impact will be the same for both rural and urban areas. Safety work will continue to be carried out to agreed standards.
9. It is also worth noting that flexibility will remain for visual impacts to be addressed in local communities. For example, the Rangers service will continue to operate, and parish councils can influence the type of work that rangers carry out in their area. In addition, local members have access to their local member budget, and could use this to address issues in the local community if this was felt to be a priority.
10. However, it should be noted that this is a considerable sum to remove from the highways maintenance budget. Although at this stage, management data indicates that it should be possible to make this saving without impacting on safety-critical works, this will have to be closely monitored.
11. There is a high level of officer confidence that the £200k saving proposed to Committee in October will not have an impact. The Committee decided in October to increase this amount to £300k. There is a lower level of officer confidence in the additional £100k as there has been less opportunity work through the associated data in as much detail.
12. If at any stage it appears that there is an impact on safety, a report will be brought to EDT Committee setting out the specific issues and seeking a decision on next steps.

Title of proposal:	Proposal to change the construction and demolition waste concession at recycling centres
Lead Officer:	Jo Richardson, Equality & Diversity Manager

Analysis of proposal & potential impact

Overview – about the proposal

1. This proposal seeks to change the Council's construction and demolition waste policy so that from 1 April 2018, people will no longer be able to dispose of DIY type construction and demolition waste free of charge.
2. At the moment, each household in Norfolk can dispose of one large item or the equivalent of an 80 litre sack amount of construction and demolition waste a week for free. If the proposal goes ahead people would have to pay to dispose of this waste.
3. If the proposal goes ahead, the Council would publicise the date of the change widely and give clear information about what recycling centres will accept for free, what the Council will charge for and how much the charges would be.

More about the proposal

4. Currently, householders can dispose of the equivalent of one 80 litre sack (the size of a standard black bin bag) or one large item of DIY type construction and demolition waste per household every week for free. For example one door, a bath tub, a toilet or one fence panel, or the equivalent of one 80 litre sack of tiles, bricks, or soil/turf.
5. People can dispose of any larger amounts using the Council's Pay As You Throw service available at any of the eight main 'plus' sites across the county at Caister, Dereham, Hempton, Ketteringham, King's Lynn, Mayton Wood, Mile Cross and Thetford. If the proposal goes ahead, the Council will look at the option of extending this Pay As You Throw service to all recycling centres, ensuring that the charges for any roll out would cover the costs across all sites.
6. The Council calculates prices based on the costs of dealing with the material and the amount of waste people bring. Householders pay less if they separate their waste – this is because separated materials are charged at a lower rate than mixed loads as they cost less to deal with. Each load is assessed by site staff and rates are non-negotiable.
7. Currently the costs of disposing of a large item or the equivalent of an 80 litre sack using the Pay As You Throw service are:
 - Unsorted/non-recyclable DIY type construction and demolition waste - £7.20
 - Flat glass - £5.20 (not recyclable at Mile Cross Recycling Centre)
 - Rubble - £4.70
 - Plasterboard - £7.60 (£12.60 at Mile Cross Recycling Centre)
 - Timber - £6.40
 - Scrap metal - £6.00.

8. The Council does not accept asbestos construction and demolition waste at any of its recycling centres, for example asbestos sheets from a shed roof. This is because it is hazardous waste.

Analysis of the people affected by the proposal

9. Waste and recycling centres are a universal service used by all residents. Therefore this proposal potentially affects all residents in Norfolk.
10. A map and further details of Norfolk County Council's 20 waste and recycling centres is available [here](#).

Potential impact

11. There is no evidence to indicate that this proposal would have any disproportionate or detrimental impact on people with protected characteristics or in rural areas.
12. This is because if the proposal goes ahead, it will not result in the closure of any recycling centres, and recycling centres will maintain the same opening hours. Residents will continue to be able to dispose of household waste. Disabled and older residents, who may need help disposing of waste, will continue to be able to access the same support that they currently get to assist with this. The main impact is that people will no longer be able to dispose of DIY type construction and demolition waste free of charge.
13. There is no evidence to suggest that the proposal may lead to an increase in fly tipping. The Council has analysed local statistics and spoken to other authorities about their experiences on fly tipping. It is evident from this that the majority of incidents of illegally dumped waste relate to household waste that either local councils would collect for free or a fee or that the County Council accepts from householders for free at our Recycling Centres in unlimited quantities, such as sofas, white goods and other electrical items and garden waste or bags of waste. In terms of the data the Council has on public land, less than 5% of incidents of illegally dumped waste relate to construction or demolition waste such as rubble, and previous changes to the Recycling Centre service, such as making sites part time, has not shown an increase in illegal dumping of waste.
14. It could be argued that some people with protected characteristics, particularly disabled and older people, as well as Black, Asian and minority ethnic people, tend to be in lower income groups. This could mean that there is a slightly greater financial impact on people from these groups. However, this has to be balanced alongside the fact that the proposal only seeks to charge for DIY-related construction waste, not for normal waste collection services.

Accessibility considerations

15. Accessibility is a priority for Norfolk County Council. Norfolk has a higher than average number of disabled and older residents compared to other areas of the UK, and a growing number of disabled young people.

16. The services reporting to the EDT Committee are universal services in that they are used by all residents and visitors in Norfolk. Disabled and older people have a greater reliance on the accessibility of the physical infrastructure of their community, to access the things they need day-to-day.
17. Accessibility considerations are taken into account as part of day-to-day processes and working. Because of the importance of ensuring that accessibility is integrated into ongoing service planning and commissioning of EDT services, consideration will continue to be given to opportunities for maximizing this in 2018.

Recommended actions

	Action	Lead	Date
1.	If the proposal to improve management of on-street car parking goes ahead, equality impact assessments to be undertaken on any local schemes being proposed as a result of the review. In the event that an assessment identifies any detrimental impact on disabled people or in rural areas, this to be reported to EDT Committee for consideration before a decision is made.	Assistant Director Planning and Economy	From 1 April 2018
2.	If the proposal to review the operation of bus services supported by the County Council goes ahead, at an appropriate stage when the review has taken place, equality/rural impact assessments to be carried out on any options to cease, stop or change a service, to identify any potential impacts on service users. If any detrimental impacts are identified, they should be reported to EDT Committee, along with any proposed mitigating actions that could be carried out, for consideration before a final decision is made.	Assistant Director Planning and Economy	From 1 April 2018
3.	If the proposal to reduce the number of roads being gritted goes ahead, the assessment methodology to take into account data on rural communities and proximity of older or disabled people (e.g. sheltered housing). The Council to make sure all relevant community groups including parish and district councils are informed of any changes to the policy, so that they can continue to help vulnerable communities within the county during times of severe weather.	Assistant Director-Highways	From 1 April 2018
4.	If the proposal to reduce how much the Council spends on non-safety critical highway maintenance goes ahead, closely monitor the impact of this, and if at any stage it appears that there may be an impact on safety, a report to be brought to EDT Committee setting out the specific issues and seeking a decision on next steps.	Assistant Director-Highways	From 1 April 2018
5.	HR Shared Service to continue to monitor whether staff with protected characteristics are	Senior HR Consultant	From 1 April 2018

Action	Lead	Date
disproportionately represented in redundancy or redeployment figures, and if so, take appropriate action.	(Workforce Insight)	

Human rights implications

18. Public authorities in the UK are required to act compatibly with the Human Rights Act 1998. There are no human rights issues arising from the proposals.

Evidence used to inform this assessment

- Norfolk budget proposals 2018/19 – consultation documents and background papers: <https://norfolk.citizenspace.com/consultation/budget2018/>
- Equality Act 2010
- Public Sector Equality Duty
- Business intelligence and management data, as quoted in this report.
- In 2013, 2014 and 2015, the Council considered proposals to reduce spend on highways and gritting. Further details, including the views of residents consulted on the proposal, are covered in the consultation documents available [here](#).
- In 2015, the Council reviewed waste and recycling services. Further details, including the views of residents consulted on the proposal, are covered in the consultation documents available [here](#).

Further information

19. For further information about this equality impact assessment please contact Jo Richardson, Equality & Diversity Manager, Email jo.richardson@norfolk.gov.uk



If you need this document in large print, audio, Braille, alternative format or in a different language please contact Jo Richardson on 0344 800 8020.

Annex 1

Subsidised bus routes

1. Most bus routes in Norfolk operate on a commercial basis. This means that they have enough passengers to run the service. The County Council has no say over the routes, timetables or fares of these bus services.
2. However some bus services with fewer passengers, such as many of those that operate at the weekend, during the evenings or on quieter roads, do not raise enough money from the tickets they sell to cover the costs of running the bus. The bus companies can't afford to run these services at a loss and so the Council gives them some money so that the services continue to run.
3. The Council funds these bus services because they are important to the communities and passengers who use them, to get:
 - to and from work
 - to and from doctors, hospital and other healthcare appointments
 - to do essential food shopping
 - to and from leisure and social activities.
4. The Council currently gives £2.7 million every year to bus companies to subsidise specific bus routes. This money subsidises about 100 services, which is approximately 20% of bus services in Norfolk. Normal practice is to review how each service is operating every five years. We look at each service individually, rather than review all the services in one go.

Community transport

5. The Council also gives £400,000 to community transport operators. We currently fund 19 community transport schemes, which pick people up at their house, or the nearest safest place and provide a door-to-door service.
6. They are set up for a variety of reasons. The majority of people who use this type of service are either disabled or they are older people, but they can be used by anyone who otherwise would not be able to get to services by conventional public transport.
7. Community transport schemes are run on a not for profit basis, often involving volunteers to manage and run the service, for example volunteer driver schemes.
8. Here are the criteria we use when deciding whether or not to fund a community transport scheme:
 - There has to be a benefit to the community
 - The scheme must help people where there are no other transport options available
 - Residents would find it difficult to access services using conventional public transport.

9. A list of the bus services the Council subsidises and the community transport schemes grant funded is set out below.

List of bus services subsidised by Norfolk County Council

N.B. We updated this list on 21 November 2017 to add Konect 4, Konect 11 and Konect 21 services.

Operator	Service
Anglian/Konect	Service 50 and 50A, Norwich Eaton Park - City Centre - Gertrude Road
Anglian	Service 83, Harleston - The Pulhams - Norwich
Anglian	Service 84, Harleston via Topcroft to Norwich
Anglian	Service 85, Rockland to Norwich
Anglian	Service 87, Norwich to Poringland and Bungay, evenings
Anglian	Service 87, Norwich to Bungay, Sundays and bank holidays
Borderbus	Service 580, Great Yarmouth to Beccles, 17.15 departure
Breckland Taxis	Lyng and Elsing, transport you have to pre-book for mid Norfolk Villages to Costessey and Dereham
Beccles and Bungay Community Transport	Service 581, village feeder to Beccles and Bungay
Carters of Litcham	Service 1, Mileham to Dereham, Service 2, Mileham to Dereham, and Service 10, Sporle to Dereham,
Carters of Litcham	Services 8 and 9, Tittleshall and Litcham to Norwich, Wednesdays only
Lynx/Coastal Red	Service 39, Marham to King's Lynn
Lynx/Coastal Red	Service 67, Three Holes to King's Lynn
Lynx/Coastal Red	Service 37, Southery - Downham Market - King's Lynn
Lynx/Coastal Red	Service 48, King's Lynn - Grimston circular
Coach Services	Service 12, Foulton to Kings Lynn Tuesdays only
Coach Services	Services 25 and 26, Feltwell - Brandon - Shropham – Norwich, 1st and 3rd Wednesdays of each month
Coach Services	Service T1, Thetford Town
Coach Services	Service T2, Thetford Town
Coach Services	Service 40, Thetford - Brandon - Methwold - King's Lynn
BorderHoppa	Rushall - Dickleburgh - Pulham Market surgery feeder, which helps people to get to GP appointments
Eagles	Services 52 and 53, Downham Market to Marham and Methwold
Eagles	Service 18, Swaffham to King's Lynn
First Norfolk and Suffolk	Services 30A and 30B, Hercules Road and Mill Corner to Norwich
First Norfolk and Suffolk	Services 11/13A, City Centre and Colney – Norfolk and Norwich University Hospital, Sundays and bank holidays
First Norfolk and Suffolk	Service 30, Drayton - Taverham - Norwich (parts of the service)
First Norfolk and Suffolk	Service 2, Great Yarmouth to Barrack Estate, Sundays and bank holidays
First Norfolk and Suffolk	Service X2/X22, Beccles - Loddon - Norwich, Sundays, bank holidays and evenings
First Norfolk and Suffolk	Great Yarmouth area, Services 1/1A/6/7, evenings

Operator	Service
Suffolk	Sundays and bank holidays
First Norfolk and Suffolk	Service 15, Acle and Broadland Business Park via Brundall to Norwich
First Norfolk and Suffolk	Service 36, Norwich - Horsford Sunday
First Norfolk and Suffolk	Service 21/22, Monday to Saturday evenings
Fenland Taxis	Marshland St James to Wisbech Taxibus
Fenland Taxis	The Walpoles to Wisbech Taxibus
Konect	Service 9 Silfield, Wymondham - Hethersett - Norfolk and Norwich University Hospital
Konect	Service 5C, Little Plumstead to Norwich
Konect	Service 5B, Wroxham - Norwich, Sundays and bank holidays
Konect	Service 12, Dereham Town Service
Konect	Service 17, Bradenham - Hingham - Dereham
Konect	Service 3, Watton – Norfolk and Norwich University Hospital – Norwich, Monday to Friday in the school holidays, Saturdays and Sundays
Konect	Service 5A, Norwich to Blofield and Brundall, Sundays and bank holidays
Konect	Service 5B, Norwich to Stalham - Sundays and bank holidays
Konect	Service 21, Dereham - North Elmham – Fakenham, Saturdays only
Konect	Service 21, Dereham - North Elmham - Fakenham Monday – Friday, school holidays only
Konect	Service 4, Swanton Morley - Dereham - Mattishall - Norwich
Konect	Service 11, Watton to Dereham, Monday to Saturday
Konect	Service 11, Watton to Dereham, Sundays and bank holidays
Norfolk Coachways	Service 1, Old Buckenham to Diss, Saturdays only
Norse	Foulsham Village and Beetley shuttle feeder to X29 and 21 bus services
Stagecoach in Norfolk	Service 46, Kings Lynn - Wisbech college, in the school holidays
Stagecoach in Norfolk	Service 60, Three Holes - Wisbech
Stagecoach in Norfolk	Service X8, 17.45 Kings Lynn - Fakenham
Stagecoach in Norfolk	Service X8, King's Lynn – Fakenham, off-peak journeys (we provide funding so that the service runs throughout day, not just at peak times)
Stagecoach in Norfolk	Service X29, Holt - King's Lynn
Stagecoach in Norfolk	Service 4 and 5, Kings Lynn to Pandora Meadows and Gaywood Park
Stagecoach in Norfolk	King's Lynn town services evenings and Sundays
Stagecoach in Norfolk	Service 55, Wisbech to King's Lynn
Stagecoach in Norfolk	Service 29, Fakenham to Wells
North Norfolk Community Transport	Various - North Norfolk and Broadland local bus services

Operator	Service
Our Bus	Acle Flexibus
Our Bus	Service 291, Wroxham-Reepham to Wroxham, Thursdays only
Our Bus	Service 292, Reedham-Brundall to Wroxham, Tuesdays only
Our Bus	Service 293, Beighton-Filby-Scratby to Wroxham, Mondays only, excluding bank holidays
Our Bus	Service 294, Ormesby to Norwich, Fridays only, excluding bank holidays
Our Bus	Service 730, Reedham-Filby to Yarmouth, Wednesdays and Saturdays
Our Bus	Service 32, Sprowston to Norwich via Thorpe Hamlet, and Service 157 - Bishopgate
Our Bus	Service 86, Beccles-Loddon-Poringland
Our Bus	Service 271, Hemsby to Great Yarmouth and Beccles Road Bradwell to Great Yarmouth
Our Bus	Service 33 and 33A, Cromer - Southrepps - North Walsham and North Walsham town service
Peelings	Service 1, Tittleshall - Castle Acre - Leziate - Kings Lynn, Tuesdays and Fridays only
Sanders	Service 210, North Walsham - Frettenham - Norwich, Saturdays only
Sanders	Service 210, Norwich - North Walsham, in the school holidays
Sanders	Service 80, Aylsham - Reepham – Dereham, Fridays only
Sanders	Service 98, Cawston - Reepham – Fakenham, Thursdays only
Sanders	Service 6, North Walsham - Stalham - Great Yarmouth, in the school holidays and on Saturdays
Sanders	Services 5 & 5A, Cromer - North Walsham – Norwich, Sundays & bank holidays
Sanders	Service 44, Sheringham - Cromer – Norwich, Monday to Saturday evenings, and Hainford & St Faiths diversion
Sanders	Service 9, Fakenham – Holt, Monday to Saturday in the school holidays
Sanders	Service 9, Fakenham – Holt, Sundays and bank holidays
Sanders	Service 24, Fakenham – Norwich, Tuesdays only
Sanders	Service 25, Fakenham to Dereham, Fridays and service 26, Fakenham to Kings Lynn, Tuesdays
Sanders	Service 34, North Walsham – Bacton - Stalham
Sanders	North Norfolk Local bus services - Services 16, 17, 18, 18A, 19, 20, 65 and 79
Sanders	Service 27, Fakenham - The Creakes, and 28 Fakenham Town
Sanders	Service 45, Holt to Norwich
Sanders	Service 46, Blakeney Circular - Holt
H Semmence and Co.	Service 10A, East Harling - The Buckenham - Norwich
H Semmence and Co.	Service 584, Pulham Market to Diss, and Service 17 Diss Town Service
H Semmence and Co.	Services 805 and 806 Wymondham Circulars, Fridays

Operator	Service
	only
H Semmence and Co.	Service 15, Shipdham to Norwich, Wednesdays only
H Semmence and Co.	Service L1, Longwater Feeder Service
Simonds	Service 581, Diss to Beccles
Simonds	Service 1 Diss - Long Stratton – Norwich, Monday to Saturday
Simonds	Service 40, Fressingfield - Harleston - The Pulhams - Norwich
Simonds	Service 118, Long Stratton to Norwich, Sundays and bank holidays
West Norfolk Community Transport	Services 10, 12, 31 Swaffham Town Service and local services
West Norfolk Community Transport	Services 61, 62 and 47 Downham Market area services
West Norfolk Community Transport	Service 22, Harpley and Massingham
West Norfolk Community Transport	Swaffham Area Flexibus
West Norfolk Community Transport	Service 3, Emneth Hungate & Marshland St James to King's Lynn
West Norfolk Community Transport	Service 22, Kiptons and West Raynham to Fakenham
West Norfolk Community Transport	Flexibus, South Norfolk and Breckland Flexibus service
West Norfolk Community Transport	Service W471, Wimbotsham to Downham Market
West Norfolk Community Transport	Service 38, Fair Green to King's Lynn

List of community transport schemes we grant fund

Scheme name
Bawburgh Community Car Scheme
Beccles and Bungay Community Transport
Burnham Market Community Car Scheme
Castle Acre Community Car Scheme
Centre 81 - Community Transport in the Greater Yarmouth Area
BorderHoppa / Diss and District Community Transport
Gt Ryburgh Taxi Scheme
Heacham & District Car Scheme

Scheme name
Hingham Community Car Scheme
Holt Area Caring Society - Volunteer Car Scheme
Kickstart Norfolk - Moped Loan scheme
Great Massingham Area Community Car Scheme
Necton Community Car Scheme
Norwich Door to Door
North Norfolk Community Transport
Sporle Community Car Scheme.
Surlingham Parish Transport Scheme (Taxi voucher Scheme)
West Norfolk Community Transport
Thetford Dial-a-Ride - Operated by West Norfolk Community Transport

¹ Prohibited conduct:

Direct discrimination occurs when someone is treated less favourably than another person because of a protected characteristic they have or are thought to have, or because they associate with someone who has a protected characteristic.

Indirect discrimination occurs when a condition, rule, policy or practice in your organisation that applies to everyone disadvantages people who share a protected characteristic.

Harassment is “unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual”.

Victimisation occurs when an employee is treated badly because they have made or supported a complaint or raised a grievance under the Equality Act; or because they are suspected of doing so. An employee is not protected from victimisation if they have maliciously made or supported an untrue complaint.

2 The protected characteristics are:

Age – e.g. a person belonging to a particular age or a range of ages (for example 18 to 30 year olds).

Disability - a person has a disability if she or he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

Gender reassignment

Marriage and civil partnership

Pregnancy and maternity

Race - refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

Religion and belief - has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (such as Atheism).

Sex - a man or a woman.

Sexual orientation - whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.

3 The Act specifies that having due regard to the need to advance equality of opportunity might mean:

- Removing or minimizing disadvantages suffered by people who share a relevant protected characteristic that are connected to that characteristic;
- Taking steps to meet the needs of people who share a relevant protected characteristic that are different from the needs of others;
- Encouraging people who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such people is disproportionately low.

4 Having due regard to the need to foster good relations between people and communities involves having due regard, in particular, to the need to (a) tackle prejudice, and (b) promote understanding.