

## Appendix B

### Equalities Impact Assessment – Lambeth Recycling, Waste Collection and Cleansing contract - October 2021

The Recycling, Waste and Street Cleansing Contract is due for renewal from October 2021. All of the currently offered services are to be included in the contract, which include waste collection, cleansing, recycling, winter maintenance and toilet maintenance.

This Equalities Impact Assessment (EQIA) is based on changes to the waste and cleansing service. These arise from the specification which reflect the council's waste strategy objectives.

#### Q1a What is changing?

The main changes affecting the specification of the new service are:

- Increase in re-use of materials, particularly of furniture
- Increase in household recycling
  - Broadening of range of items to be collected to at kerbside to include small electrical items
  - Increasing recycling on estates including food waste
  - Increasing participation in recycling across the board including food waste
- Street cleansing and tackling litter and fly tipping
  - Adopting a robust approach to tackling littering and fly tipping through education and engagement with enforcement activity as a last resort
    - Customer Service
      - Develop a digital platform for resident to access service information
      - Provide live information on the completion of services
      - Request & report service issues on a 24/7 basis
- All new cars used by the contractor to be ultra-low emission capable from 2021
- All vans (less than 3.5 tonnes) being ultra-low emission capable from 2025
- All heavy vehicles (greater than 3.5 tonnes) being fossil fuel-free from 2030
- Fleet to be decarbonised by 2030
- Explore alternative methods of weed control that negate the use for herbicides and other chemicals that may be damaging to health and wellbeing with the intent of phasing out the use of Glyphosate by October 2021
- Extending the external cleansing and bulky waste removal services to Lambeth estates to ensure an improved and consistent service
- Incorporation of the Lambeth Responsible Procurement Policy into the contract – affecting staff wellbeing, employment practices and environmental goals.

The most significant strategic changes in terms of impact are likely to be:

- Initiatives to Increase recycling, particularly on estates
- Increased digital access to services
- The improved environmental approach to the fleet
- Ambition to phase out Glyphosate
- Additional local employment and apprenticeships
- Reduction in the use of agency workers
- Payment of LLW or market rate whichever is the higher
- Extending services to housing estates

The other change to the contract is the new inclusion of the graffiti service within the contract.

The effect on both Lambeth and the new contractor's staff can be summarised as follows:

- There may be a risk of TUPE for some existing staff members
- The standards required by the responsible procurement policy are being introduced into the contract:
  - Accreditation to the Living Wage Foundation. All contractors, sub-contractors and agency staff will be earning the London Living Wage
  - Produce an annual Community Benefit Plan.
  - Implement apprenticeships and work placements for Lambeth's residents per Contract Year, equating to, as a minimum, 2.3% of the staff headcount employed in the delivery of the Services.
  - Commit to a local employment target relating to new vacancies to help the Authority address skills deficits in the local population.
    - The bidders were asked to show how they would target these opportunities to Lambeth priority groups including Care Leavers
  - Notify the Authority, or appropriate nominated agencies, of job opportunities and apprenticeships that arise on the Contract and advertise the job vacancy, in addition to other advertising that the Contractor elects to use, through the Authority's Opportunity Lambeth website so that suitable local people can be given the opportunity to fill these vacancies.
  - Adopt London Healthy Workplace charter or equivalent
  - Work with voluntary and community sector organisations during the delivery of the Services.

The terms and conditions will include the following:

- The Service Provider shall comply with the Modern Slavery Act 2015 and shall have and maintain throughout the Contract Term a whistleblowing policy for its Employees and sub-contractors to inform on any suspected breach of the procedural requirements of the Act.
- The Service Provider shall commit to and demonstrate that its Employees are free to join a trade union and not unfairly treated for belonging to one.

## Q2a What do we know about the people who will be impacted by this change?

All residents of the borough will be impacted by these changes.

In terms of the key changes outlined above, there are some impacts on particular groups which are outlined in the sections below. Housing estates are a focus in the strategy as well as being new to the service specification and it can be said that housing estates which have different proportions of people with protected characteristics to the general population. *Table 1* below highlights the differences between groups we have comparable information about.

### Recycling

We know that the following groups are less likely to recycle from Lambeth Resident's Survey carried out in 2016:

**Table 1**

	<b>Unweighted Bases</b>	<b>Weighted Bases</b>	<b>Doorstep recycling facilities</b>	<b>Estate recycling facilities</b>	<b>Estate plus doorstep</b>
<b>Total (all residents)</b>	<b>1042</b>	<b>1042</b>	<b>28%</b>	<b>10%</b>	<b>38%</b>
Age 18-24	136	133	12%	9%	21%

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White – non British	144	143	22%	4%	26%
Black African	100	114	14%	12%	26%
Economically Inactive	298	245	14%	11%	25%
Children in Household	247	262	19%	10%	29%
Live in socially rented accommodation	372	364	13%	13%	26%
Living on estate	332	327	5%	21%	26%
People with a disability and a disability combined with illness	85	68	15%	6%	21%
English not first language	180	189	11%	6%	17%
Non- Christian religion	113	123	15%	8%	23%

### **Digital access to services**

We also know from resident's surveys that older people are less likely to access online services and are less confident with them.

### **Vehicle emissions**

In terms of vehicle emissions – this affects the whole borough but older or younger people and those with existing illnesses may be most affected.

### **Ambition to phase out Glyphosate**

As with vehicle emissions, the application of this weed killer could affect everyone in the borough – young people may be affected if used on grassy areas as well as the staff who are applying it.

### **Employment**

The council's Responsible Procurement Policy identifies groups who have more difficult accessing employment: These are:

- Looked After Children and Care leavers,
- young people (those under 25),

- disabled people,
- black African, black Caribbean and Portuguese groups, and
- residents aged 50 and over

### **Housing services**

The protected characteristics are represented among housing tenants as outlined in the table below, recorded as at October 2020 and compared to the 2011 census. While the census data is now very out of date – this gives an idea of what kind of differences there may be among estate populations and how this may tie in to those who may be more likely to experience barriers to recycling.

**Table 2**

TOTAL	Lambeth council tenants	Census 2011
Black Total	46.4%	25.9%
Black African	16.2%	11.6%
Black Caribbean	15.3%	9.5%
Black: Other	2.9%	4.8%
Asian Total	2.8%	6.9%
Other Total	6.6%	2.5%
Mixed Total	3.0%	7.6%
White Total	30.2%	57.1%
Under 25 years old	1.2%	30.5%
25 to 44 years old	27.6%	43.0%
45 to 64 years old	47.6%	18.8%
65 years old and over	23.4%	7.7%
Total disabled	12.1%	4.7% (proxy, bad or v bad health)
Men	35.3%	49.8%
Women	64.6%	52.2%

### **Staff TUPE**

A very small number of staff are likely to be transferred to the new provider so particular characteristics cannot be discussed but current staff will TUPE transfer to new provider with the same terms and conditions of employment. The contract pays London Living Wage, and this is written into contract terms and conditions.

### **Q2b How will they be impacted by the change?**

#### **Recycling**

The groups mentioned in table 1 above may be affected by the initiatives to increase recycling as currently there may be barriers making it harder for them to recycle. Potential barriers are:

- Lack of interest
- Peer pressure
- Lack of knowledge/accessible information
- Language barrier
- Cultural barriers
- Lack of time
- Difficulties with access to recycling

Due to lack of data it's not possible to say which barrier might apply to which group but these are areas that will have to be investigated to see if there are any solutions that can help.

There is a particular issue of access on estates where recycling is carried out in communal areas.

### **Digital access to services**

There should not be too much of an impact for older people with the development of the online platforms as the information will also be available by phone via the call centre, and in person at the customer centre when it re-opens. For other residents this should make accessing services and information better.

### **Vehicle emissions**

The improved vehicle emissions arising from the phasing in of electric vehicles will be better for the health of residents, particularly those with existing health conditions or of an older or younger age due to the reduction in harmful substances in the atmosphere.

### **Ambition to phase out Glyphosate**

There are concerns that Glyphosate may be dangerous to human health so ceasing its use should have a positive impact on the health of people in the borough.

### **Housing Estate residents**

There may also be additional challenges for people on housing estates to recycle more. Solutions to these are being investigated through a series of trials and by adopting best practice derived from wider research projects.

The main effect on customer service should be positive with a more seamless service given that waste collection (which is already in the Lambeth contract) is being combined with the external cleaning. Given that responsibility will lie in one place, the cleaning and waste collection service should result in cleaner estates particularly around the bin areas.

### **Employment**

The effect on the contractor's staff should be very positive as current estate cleaning staff may not be earning the London Living Wage which will become compulsory for all contractors and subcontractors. The other provisions of the responsible procurement strategy will also benefit staff and the targeted affected groups. All jobs will be promoted to Lambeth residents.

### **Q3a How do you plan to promote and deliver any positive impacts of the proposal?**

The positive impacts will be promoted via the launch of the new contract and there will also be a refresh of the council's waste strategy as well as the GLA led Reduction and Recycling Plan (RRP) refresh which needs to be compiled around the same time.

The digital elements will be promoted via the council's website and social media.

A Communications plan is being developed which will look at the audiences and messages and make plans as appropriate prior to the start of the new contract.

### **Q3b How do you plan to address and mitigate any negative impacts of the proposal?**

Recycling is the main area where there may be challenges for particular groups with protected characteristics. These will be addressed through service improvements following best practice based on robust research on how to reach people and optimise recycling. Improved communication will be a major part of this.

In the case of improving recycling on estates, the placement of bins and design of bins and bin stores is to be reviewed to facilitate access. Communication about recycling on estates and general signage will also be improved. Having the whole recycling and cleansing service provided by the central contractor will enable increased support for estate residents and leaseholders as there will be more targeted communication and contract management resource allocated to estates.

To mitigate any issues with language barriers – signage is pictorially based and on request information can be translated into different languages.

**Q4. How will you review/evaluate your proposal, mitigating actions and/or benefits? Who will be responsible for this?**

The changes will be evaluated via key performance indicators relating to waste and cleansing performance in the contract as well as via the action plans and review of performance targets mentioned in the Waste Strategy.

There will be a Community Board who will monitor the contract targets set out in the social value section of the specification and a yearly review for the whole service which will have the ability to change targets and approaches to providing the service.

The contractor will also be monitoring the satisfaction of residents using a variety of tools including telephone and online services – with KPIs attached to the results.

The Environmental Services Team will be responsible for overseeing the performance on these measures.