



# Equality Screening Template

Waste and Recycling Collection Operational Policy

## Belfast City Council - Equality Screening Template

The Council has a statutory duty to screen all policies. Please note a policy can be written or unwritten, formal or informal. This includes our strategies, plans, policies, legislative developments; and new ways of working such as – the introduction, change or end of an existing service, grant funding arrangement or facility. Please note a policy can be written or unwritten, formal or informal.

This screening template is designed to help departments consider the likely equality impacts of their proposed decisions on different groups of customers, service users, staff and visitors.

Before carrying out an equality screening exercise it is important that you have received the necessary training. To find out about the training contact – [gilmartins@belfastcity.gov.uk](mailto:gilmartins@belfastcity.gov.uk) or [dennisl@belfastcity.gov.uk](mailto:dennisl@belfastcity.gov.uk)

The accompanying [Screening Guidance](#) note provides straightforward advice on how to carry out equality screening exercises. Detailed information about the Section 75 equality duties<sup>1</sup> and what they mean in practice is available on the Equality Commission's website.

The screening template has 4 sections to complete. These are:

**Section A** - asks you to provide details about the policy / decision that is being screened.

**Section B** - has 4 key questions that require you to outline the likely impacts on equality groups, and all supporting evidence.

**Section C** - has 4 key questions in relation to obligations under the Disability Discrimination Order

**Section D** - is the formal record of the screening decision.

---

<sup>1</sup> ECNI 'Section 75 of the NI Act 1998: A Guide for Public Authorities' April 2010. [www.equalityni.org](http://www.equalityni.org)

## Section A

### Details about the policy / decision to be screened

**Title of policy / decision to be screened:-**

Waste and Recycling Collection Operational Policy – January 2014

**Brief description of policy / decision to be screened:-**

*(Explain - Is this a new, revised or existing policy? Are there financial / legislative / procurement implications?)*

This is a new policy, which has been developed by Belfast City Council's Cleansing Services, to support the Council's Towards Zero Waste Action Plan by reducing waste sent to landfill and encouraging customers to recycle more.

The policy has been developed in response to a decision to define a framework for Belfast City Council staff, to ensure relevant service standards are met whilst ensuring that a consistent approach regarding waste and recyclable collections is delivered across all areas of the city.

Under the Waste and Contaminated Land (NI) Order 1997, Article 20, Council is authorised to provide waste collection services within its district and this legislation sets out the specific requirements that Council must comply with, including any services which must be provided free of charge and those that are subject to charges.

The policy is set out in three separate sections which clearly define scope, obligations and guidelines as follows:

- Domestic (household) Waste;
- Bulky Waste; and
- Commercial Waste

The key implementation factors identified as influencing this policy are social and environmental.

**Aims and objectives of the policy / decision to be screened:-**

*(What is the policy trying to achieve?)*

The aims and objectives of the new policy are as follows:

- to assist Cleansing Services staff to deliver an effective and consistent waste and recyclables collection service across Belfast, whilst maintaining service standards;
- to support Council in effectively managing the processes and procedures associated with domestic, bulky and commercial waste collection;
- to clarify Council's obligations regarding all waste collection services;
- to educate residents and businesses as regards their responsibilities in respect of waste collection services;
- to set out clearly the practices that must be followed to ensure waste is disposed of safely whilst maximizing opportunities to encourage residents and businesses to recycle and reduce incidents of fly tipping; and
- to explain the consequences, including financial penalties that will be levied against customers who fail to comply with the policy requirements.

The new policy will compliment the following Council's Waste Management policies which are presently being implemented:

- New Kerbside Waste Collection and Treatment Service – Inner City; and
- Slim Bin Policy which proposes that the standard residual waste (black) bin should provide 180 litres capacity rather than 240 litres.

Collectively these policies will support Council in achieving its target of 50% recycling by 2015 as adopted in the Towards Zero Waste Plan, whilst assisting in meeting statutory European recycling targets.

**On whom will the policy / decision impact?**

*Consider the internal and external impacts (both actual or potential)*

Staff

Service Users

eg. rate payers, public sector organizations, voluntary & community groups,

- businesses
- Other public sector organisations
- Voluntary / community groups / trade unions
- Others, please specify

The following table provides a breakdown of population and households in the Belfast City Council area, taken from the NISRA Census 2011, which will assist in identifying the impact introduction of the policy will have on service users and customers.

Number of households	120,600
Average household size	2.29
Number of households with 5 people or more	8,800
Total population	281,000
Pre-school aged children	14,800
Children (0-15 years)	52,300
Younger working aged adults (16-39 years)	106,300
Older working aged adults (40-64 years)	81,500
People aged 65-84 years	35,300
People aged 85 years and over	5,600

At present Cleansing Services provide assisted wheeled bin collections for 1,611 households across Belfast.

Belfast City Council currently services 2,971 commercial waste customers.

During the period 2012/2013 Cleansing Service received 42,239 requests for bulky household waste collections.

**Are there linkages to other Agencies/ Departments?**

There are linkages to other registered collection services in respect of domestic clinical waste and some bulky household waste.

Domestic Clinical Waste:

The Council does not have responsibility for collection and disposal of all clinical waste. The following table lists the clinical waste classifications, illustrating that it is the customers' responsibility to arrange for the disposal of class A-D items with a registered collection service.

Group	Classification
A	Includes the following items: identifiable human tissue, blood, animal carcasses and the tissue from veterinary centres, hospitals or laboratories. Soiled surgical dressings, swabs and all other similar soiled waste. Any infectious waste material excluded from Groups B-E.
B	Discarded syringes, needles, cartridges, broken glass and other contaminated disposable sharp instruments or items.
C	Microbiological cultures and potentially infected waste from pathology departments and other clinical or research laboratories.
D	Drugs or other pharmaceutical products.
E	Items used to dispose of urine, faeces and other bodily secretions and excretions that do not fall within group A. This includes used disposable bedpans or bedpan liners, incontinence pads, stoma bags, catheter bags and tubes and urine containers.

Bulky Household Waste:

There are certain bulky household waste items that cannot be collected by Council therefore it is the resident's responsibility to arrange for collection of such items with a suitable collection service. These items are as follows:

- domestic waste bags;
- asbestos;
- brick, rubble or other builders' materials such as tiles, stone and concrete;
- soil; and gas bottles

There are also links with Council's Waste Management Service, the sub-regional waste management partnership known as arc21 and Department of Environment NI in respect of waste recycling. The thrust of waste management and recycling is to divert waste away from landfill through recycling and Council's Waste Management Service is a key promoter and educator to encourage customers to recycle to ensure that the recycling targets set by the Northern Ireland Executive can be achieved.

The policy will also contribute to the following DOE NI strategies:

- Towards Resource Management Strategy; and
- Efficiency Strategy

## Section B

### 1. Outline consultation process achieved or planned

No consultation has yet been carried out in respect of this policy.

Planned consultation in respect of this policy is detailed below. Additionally a Communication Plan is outlined on the following page.

#### Planned Consultation:

- Consultation will be carried out by the Cleansing Services Community Awareness Team through Cleansing Services Forum meetings which will be held across Belfast as follows:

<b>Cleansing forums</b>			
<b>Area</b>	<b>Date</b>	<b>Time</b>	<b>Venue</b>
<b>West</b>	Wednesday 5 March	2pm	Kennedy Way Recycling Centre
<b>South</b>	Wednesday 5 March	7pm	Morton Community Centre
<b>North</b>	Wednesday 5 March	7pm	Salisbury Bowling Club, Salisbury Avenue
<b>East</b>	Monday 10 March	7pm	Short Strand Community Centre

- Telephone questionnaires will be undertaken with a random sample of customers seeking their views on the intended policy.
- Team meetings with Cleansing Operatives.
- The consultation methods used will comprise the following:

#### Qualitative

- Focus groups; and

- Telephone interviews

#### Quantitative

- Questionnaires ;
- Interrogation of relevant performance management data from the Cleansing Services Information System (CSIS) including:
  - domestic bin collections;
  - bulky waste collections;
  - commercial waste collections; and
  - customer satisfaction and complaints.
- Due consideration will be given to the Arc 21 EQIA undertaken in respect of THE Eastern Region Waste Management Plan, with particular reference to relevant recommendations.

## Communication Plan

Through the Departmental Inter-service meetings between Cleansing Services and Waste Management, communication structures will be developed to provide a coordinated approach to communicating policy changes, both externally and internally, in respect of the following policies:

- Waste and Recycling Collection Operational Policy;
- New Kerbside Waste Collection and Treatment Service – Inner City; and
- Slim Bin Policy

Stakeholder	Objective	Key Messages	Communication Vehicle	Feedback Mechanisms	Timescale
<b>External</b>					
<ul style="list-style-type: none"> <li>• Service Users</li> <li>• Customers</li> </ul>	<p>To communicate the introduction of the Waste and Recycling Collection Operational Policy to all households in Belfast City Council, highlighting the changes and impacts for:</p>	<ul style="list-style-type: none"> <li>• to deliver an effective and consistent waste and recyclables collection service across Belfast whilst maintaining service standards;</li> <li>• to support Council in effectively managing the processes and procedures associated with</li> </ul>	<ul style="list-style-type: none"> <li>• Cleansing Service Forum Meetings</li> <li>• Directed communication with groups most likely to be affected i.e. older people, minority ethnic groups, persons with a disability and families with a</li> </ul>	<ul style="list-style-type: none"> <li>• E mail address</li> <li>• Postal address</li> <li>• Telephone numbers</li> <li>• Customer satisfaction surveys</li> <li>• Cleansing operatives</li> </ul>	<p>September to November 2013</p>

	<ul style="list-style-type: none"> <li>• households;</li> <li>• households with six or more permanent occupants;</li> <li>• residents with a medical condition generating additional quantities of waste;</li> <li>• people with disabilities; and</li> <li>• older people with physical frailty.</li> </ul>	<p>domestic, bulky and household waste collection;</p> <ul style="list-style-type: none"> <li>• to clarify Councils obligations regarding all waste collection services;</li> <li>• to educate rate payers as regards responsibilities in respect of waste collection services;</li> <li>• to set out clearly the practices that must be followed to ensure waste is disposed of safely whilst maximizing opportunities for recycling and reducing incidents of fly tipping; and</li> <li>• to explain the consequences,</li> </ul>	<p>large number of dependents</p> <ul style="list-style-type: none"> <li>• Telephone Questionnaires</li> <li>• City Matters</li> <li>• Publication materials eg. leaflets, posters</li> <li>• Elected representatives</li> </ul>		
--	--	---	--	--	--

		including financial penalties that will be levied against customers who fail to comply with the policy requirements.			
<b>Internal</b>					
Cleansing Operatives Trade Union Representatives Customer Support Team Waste Management	To communicate the introduction of the Waste and Recycling Collection Operational Policy.	<ul style="list-style-type: none"> <li>• to deliver an effective and consistent waste and recyclables collection service across Belfast whilst maintaining service standards;</li> <li>• to support Council in effectively managing the processes and procedures associated with domestic, bulky and household waste collection;</li> <li>• to clarify Councils obligations regarding</li> </ul>	<ul style="list-style-type: none"> <li>• Team meetings</li> <li>• Training sessions</li> <li>• Interlink</li> <li>• Intercom</li> <li>• Publication materials eg. leaflets, posters</li> <li>• Monthly Trade Union meetings</li> <li>• Monthly Inter-Service meetings</li> </ul>	<ul style="list-style-type: none"> <li>• E mail</li> <li>• Post</li> <li>• Telephone</li> <li>• Staff Suggestion Scheme</li> <li>• Team meetings</li> <li>• Training sessions</li> </ul>	September to November 2013

		<p>all waste collection services;</p> <ul style="list-style-type: none"><li>• to educate rate payers as regards responsibilities in respect of waste collection services;</li><li>• to set out clearly the practices that must be followed to ensure waste is disposed of safely whilst maximizing opportunities for recycling and reducing incidents of fly tipping; and</li><li>• to explain the consequences, including financial penalties that will be levied against customers who fail to comply with the</li></ul>			
--	--	--	--	--	--

		policy requirements.			
--	--	----------------------	--	--	--

## 2. Available evidence

What evidence / information (both qualitative and quantitative) have you gathered to inform this policy? Set out all evidence below to help inform your screening assessment. Please note: It is important to record information gathered from a variety of sources such as:

- *Monitoring information*
- *Complaints*
- *Research /surveys*
- *Consultation exercise and other public authorities*

<b>Section 75 category</b>	<b>Details of evidence / information and engagement</b>
Religious belief	<p>There has been no issues identified arising from the “Waste and Recycling Collection Operational Policy” which would impact on people solely because of their religious belief.</p> <p>Belfast City Council provides all households, businesses, voluntary and community organisations and charities with a variety of waste collection receptacles, designed to meet the needs of all users which also encourage proactive recycling.</p>
Political opinion	<p>There has been no issues identified arising from the “Waste and Recycling Collection Operational Policy” which would impact on people solely because of their political opinion.</p> <p>Belfast City Council provides all households, businesses, voluntary and community organisations and charities with a variety of waste collection receptacles, designed to meet the needs of all users which also encourage proactive recycling.</p>
Racial group	The demography of Belfast is diverse with most identified minority ethnic

	<p>groups' resident within the Council area. Given this, it is important that there is effective communication with all minority ethnic groups to ensure understanding of the policy, particularly in respect of:</p> <ul style="list-style-type: none"> <li>• waste collection services;</li> <li>• Council's obligations; and</li> <li>• customer responsibilities.</li> </ul>
Age	<p>There are potential challenges for older people arising from eg. physical frailty, mental health issues and other medical conditions.</p> <p>Consultation carried out during the arc21EQIA in respect of the Eastern Region Waste Management Plan highlighted that bins sitting at kerbsides for lengthy periods and causing obstructions were a potential issue for the elderly.</p> <p>Belfast City Council currently provides, upon assessment, additional waste and recycling receptacles for those customers with medical conditions generating additional quantities of waste.</p> <p>Belfast City Council currently offers an assisted wheeled bin collection service, which is free of charge to those people who are unable to leave their bin out for collection and have no other person available to do this for them. The service involves waste collection staff taking the individual's bin from their property, emptying it and returning the bin to the property.</p> <p>Consultation carried out during the arc21EQIA in respect of the Eastern Region Waste Management Plan identified that the assisted wheeled bin collection service could be better promoted, as there were people who were unaware of the service.</p> <p>.</p>
Marital status	<p>There has been no issues identified arising from the "Waste and Recycling Collection Operational Policy" which would impact on people solely because of their marital status.</p>

	<p>Belfast City Council provides all households, businesses, voluntary and community organisations and charities with a variety of waste collection receptacles, designed to meet the needs of all users which also encourage proactive recycling.</p>
Sexual orientation	<p>There has been no issues identified arising from the “Waste and Recycling Collection Operational Policy” which would impact on people solely because of their sexual orientation.</p> <p>Belfast City Council provides all households, businesses, voluntary and community organisations and charities with a variety of waste collection receptacles, designed to meet the needs of all users which also encourage proactive recycling.</p>
Men & women generally	<p>There has been no issues identified arising from the “Waste and Recycling Collection Operational Policy” which would impact on people solely because of their gender.</p> <p>Belfast City Council provides all households, businesses, voluntary and community organisations and charities with a variety of waste collection receptacles, designed to meet the needs of all users which also encourage proactive recycling.</p>
Disability	<p>People with disabilities, particularly in respect of mobility, visual impairments, learning difficulties and hearing impairments, may have difficulty in segregating waste into specific waste receptacles.</p> <p>Potential issues have been identified in relation to:</p> <ul style="list-style-type: none"> <li>• blind and partially sighted people who are unable to read standard information or educational materials;</li> <li>• physically disabled people who are unable to present bins or containers for collection; and</li> </ul>

	<ul style="list-style-type: none"> <li>• people with disabilities may have an underlying medical condition which generates greater than normal levels of waste in the form of medical supplies etc.</li> </ul> <p>Consultation carried out during the arc21EQIA in respect of the Eastern Region Waste Management Plan suggested people with mobility problems may have difficulty in segregating waste and as such this should be taken into consideration in mitigating measures.</p> <p>Belfast City Council currently offers an assisted wheeled bin collection service, which is free of charge to those people who are unable to leave their bin out for collection and have no other person available to do this for them. The service involves waste collection staff taking the individual's bin from their property, emptying it and returning the bin to the property.</p> <p>Belfast City Council currently provides, upon assessment, additional waste and recycling receptacles for those customers with medical conditions generating additional quantities of waste.</p> <p>Individuals with visual impairments have difficulty accessing information and also by receptacles obstructing pavements. To address the access to information Belfast City Council offers information in a range of alternative formats where required. To address the obstruction of pavements issue Belfast City Council provides its waste collection staff with training on returning bins to the property curtilage or to the point of collection when emptied.</p>
Dependants	<p>Larger families may generate more waste to dispose of.</p> <p>Bin capacity may be challenging for such families and therefore Belfast City Council currently provides, upon assessment, an additional waste and recycling receptacle for those households with six or more people permanently residing in the property.</p>

--	--

**3. What is the likely impact (indicate if the policy impact is positive or negative) on equality of opportunity for those affected by this policy, for each of the Section 75 equality categories? What is the level of impact?**

<b>Section 75 category</b>	<b>Likely impact?</b>	<b>Level of impact? Minor/Major/None</b>
Religious belief	None	None
Political opinion	None	None
Racial group	The main issue in respect of the policy in terms of impact across different racial groups relates to communicating relevant information appropriately, effectively and on a timely basis, particularly to those residents whose first language is not English.	Minor
Age	The main issue in respect of the policy in terms of impact across householders of different ages relates to accessibility and easy use of recycling receptacles.  Additionally those residents with poor or failing eyesight may have difficulty reading communication, information and publications in respect of recycling.	Minor
Marital status	None	None
Sexual orientation	None	None
Men and women generally	None	None

Disability	<p>The main issue in respect of the policy in terms of impact across customers of different abilities relates to accessibility and easy use of recycling receptacles.</p> <p>Blind or partially sighted people may be unable to read standard information or educational materials.</p> <p>Physically disabled people may be unable to present bins for collection.</p> <p>Some disabled people may generate greater than normal levels of waste in the form of medical supplies etc.</p>	Minor
Dependants	<p>The main issue in respect of the policy in terms of impact across customers with larger families resident in a property relates to bin capacity.</p>	Minor

**4. Are there opportunities to better promote equality of opportunity for people within the Section 75 equalities categories?**

Section 75 category	If Yes, provide details	If No, provide reasons
Religious belief		Under the new policy, equality of opportunity is the same for people of all religious beliefs
Political opinion		Under the new policy,

		equality of opportunity is the same for people of all political opinions
Racial group	Under the new policy, there are opportunities to better promote equality of opportunity for those whose first language is not English by providing information and publications in a variety of languages.	
Age	Under the new policy, there are opportunities to better promote equality of opportunity for people of varying ages by better communicating the assisted lift scheme and ensuring waste receptacles do not cause obstructions on pavements.	
Marital status		Under the new policy, equality of opportunity is the same for people regardless of their marital status
Sexual orientation		Under the new policy, equality of opportunity is the same for people regardless of their sexual orientation.
Men and women		Under the new policy,

generally		equality of opportunity is the same for men and women generally
Disability	Under the new policy, there are opportunities to better promote equality of opportunity for people living with disabilities, in particular by promoting the assisted lift scheme, promoting easy access to information and ensuring waste receptacles do not cause obstructions on pavements.	
Dependants	Although there is no major issue in respect of equality of opportunity for people with and without dependants, effective communication of the policy should be explored to ensure that everyone is aware of the opportunities available to them eg. additional waste collection receptacles and the bulky household waste collection service (presently provided free of charge.)	

**5. To what extent is the policy likely to impact (positive or negatively) on good relations between people of different religious belief, political opinion or racial group? What is the level of impact?**

<b>Good relations category</b>	<b>Likely impact?</b>	<b>Level of impact? Minor/Major/None</b>
Religious belief	None	None
Political opinion	None	None
Racial group	None	None

**6. Are there opportunities to better promote good relations between people of different religious belief, political opinion or racial group?**

Good relations category	If Yes, provide details	If No, provide reasons
Religious belief		Presently no such opportunities have been identified however suggestions would be welcomed and considered.
Political opinion		Presently no such opportunities have been identified however suggestions would be welcomed and considered.
Racial group		Presently no such opportunities have been identified however suggestions would be welcomed and considered.

**7. Multiple Identities**

*Provide details of data on the impact of the policy on people with multiple identities.*

*Specify relevant Section 75 categories concerned.*

Section 75 categories include:

- Race;
- Age;
- Disability; and
- Dependants.

People with multiple identities that could be affected by the policy include:

- Minority ethnic people living with a disability
- Minority ethnic people living with dependants;
- Minority ethnic people living with a disability and dependants;
- Older minority ethnic people;
- Older minority ethnic people living with a disability;
- Older minority ethnic people living with dependants;
- Older minority ethnic people living with a disability and dependants;
- People living with a disability and dependants;
- Older people living with a disability; and
- Older people living with a disability and dependants

## Section C

Belfast City Council also has legislative obligations to meet under the [Disability Discrimination Order](#) and Questions 5 -6 relate to these two areas.

### Consideration of Disability Duties

8. Does this proposed policy / decision provide an opportunity for the Council to better promote positive attitudes towards disabled people?

***Explain your assessment in full***

The policy may assist in creating opportunities to better promote constructive attitudes towards people living with disabilities by promoting the assisted wheeled bin collection service, promoting easy access to information and encouraging everyone to ensure waste receptacles do not cause obstructions on pavements.

9. Does this proposed policy / decision provide an opportunity to actively increase the participation by disabled people in public life?

***Explain your assessment in full***

The policy has the opportunity to create increased participation by ensuring a wide variety of communication methods are used to disseminate information to those living with disabilities.

### Monitoring Arrangements

*Section 75 places a requirement the Council to have equality monitoring arrangements in place in order to assess the impact of policies and services etc; and to help identify barriers to fair participation and to better promote equality of opportunity.*

*Outline what data you will collect in the future in order to monitor the impact of this policy / decision on equality, good relations and disability duties.*

<b>Equality</b>	<b>Good Relations</b>	<b>Disability Duties</b>
The policy together with the proposed mitigating factors will be reviewed after six months.	The policy together with the proposed mitigating factors will be reviewed after six months.	The policy together with the proposed mitigating factors will be reviewed after six months.
<p>Complaints and requests for service will be recorded and monitored for any relevant impact and corrective actions will be taken where appropriate.</p> <p>All calls and complaints relating to the scheme will be managed by Cleansing Services officers and as a result the Service will be aware of all feedback and any resulting issues which need to be addressed.</p>	<p>Complaints and requests for service will be recorded and monitored for any relevant impact and corrective actions will be taken where appropriate.</p> <p>All calls and complaints relating to the scheme will be managed by Cleansing Services officers and as a result the Service will be aware of all feedback and any resulting issues which need to be addressed.</p>	<p>Complaints and requests for service will be recorded and monitored for any relevant impact and corrective actions will be taken where appropriate.</p> <p>All calls and complaints relating to the scheme will be managed by Cleansing Services officers and as a result the Service will be aware of all feedback and any resulting issues which need to be addressed.</p>
As part of its Service Standards, Cleansing Services undertake quarterly customer satisfaction surveys and consideration will be given to how this can be used to monitor any equality impacts arising from the new policy.	As part of its Service Standards, Cleansing Services undertake quarterly customer satisfaction surveys and consideration will be given to how this can be used to monitor any equality impacts arising from the new policy.	As part of its Service Standards, Cleansing Services undertake quarterly customer satisfaction surveys and consideration will be given to how this can be used to monitor any equality impacts arising from the new policy.

## Section D

### Formal Record of Screening Decision

#### Title of Proposed Policy / Decision being screened

“Waste and Recycling Collection Operational Policy - October 2013”

I can confirm that the proposed policy / decision has been screened for –

<input checked="" type="checkbox"/>	equality of opportunity and good relations
<input checked="" type="checkbox"/>	disabilities duties

On the basis of the answers to the screening questions, I recommend that this policy / decision is –

***\*place an X in the appropriate box below***

<input type="checkbox"/>	<b>*Screened In</b> – Necessary to conduct a full EQIA
--------------------------	--

<input type="checkbox"/>	<b>*Screened Out</b> – No EQIA necessary (no impacts) Provide a brief note here to explain how this decision was reached:
--------------------------	--

<input checked="" type="checkbox"/>	<p><b>* Screened Out - Mitigating Actions</b> (minor impacts)</p> <p><i>Provide a brief note here to explain how this decision was reached:</i></p> <ul style="list-style-type: none"> <li>• <i>Refer to research, intended consultation and communication plan.</i></li> </ul> <p><i>Explain what mitigating actions and / or policy changes will now be introduced:</i></p> <p>The following services are currently in operation, which will compliment the planned mitigating actions:</p> <ul style="list-style-type: none"> <li>• Free of charge assisted wheeled bin collections;</li> <li>• Subject to assessment, provision of additional waste recycling receptacles for customers with medical conditions which generate additional quantities of waste or households with six or more people in permanent residence;</li> </ul>
-------------------------------------	--

- Training for waste collection staff to ensure that waste receptacles are returned to the property curtilage or point of collection to ensure no footpath obstructions are caused; and
- Provision of information in a range of alternative formats, where required.

The following mitigating actions will be introduced:

- Mitigating actions will be required in respect of communicating the policy and the opportunities for assistance that are available.
- The impact of the scheme will be monitored and reviewed after it has been operational for six months and any necessary amendments implemented.
- Complaints and requests for service will be recorded and monitored for any relevant impact and corrective actions will be taken where appropriate.
- All calls and complaints relating to the scheme will be managed by Cleansing Services officers and as a result the Service will be aware of all feedback and any resulting issues which need to be addressed.
- As part of its Service Standards, Cleansing Services undertake quarterly customer satisfaction surveys and consideration will be given to how this can be used to monitor any equality impacts arising from the new policy.

**Formal Record of Screening Decision** (cont)

**Screening assessment completed by (Officer level) -**

Name: Mairead Smith

Date: 31 January 2014

Department Cleansing Services, Health and Environmental Services Department

Signature: please insert a scanned image of your signature below

**Screening decision approved by -**

Name: Sam Skimin

Date: 31 January 2014

Department / Job Title: Health and Environmental Services Department, Head of  
Cleansing Services

Signature: please insert a scanned image of your signature below

Please save the final version of the completed screening form and forward to the  
Equality and Diversity Officer – [gilmartins@belfastcity.gov.uk](mailto:gilmartins@belfastcity.gov.uk) /  
[dennisl@belfastcity.gov.uk](mailto:dennisl@belfastcity.gov.uk) . The screening form will be placed on the BCC website  
and a link provided to the Council's Section 75 consultees.

For more information about equality screening contact:

**Stella Gilmartin / Lorraine Dennis**

**Equality & Diversity Officer (job-share)**

**Belfast City Council**

**City Hall**

**Belfast**

**BT1 5GS**

**Telephone: 028 9027 0511**

**[gilmartins@belfastcity.gov.uk](mailto:gilmartins@belfastcity.gov.uk) / [dennisl@belfastcity.gov.uk](mailto:dennisl@belfastcity.gov.uk)**