

## Assessing Equality – The Equality Act 2010

### Getting It Sorted Volunteers Customer Impact Assessment

**Name and brief description of policy being analysed**

Briefly summarise the policy including any key information such as aims, context etc; note timescales and milestones for new policies; use plain language – NO JARGON; refer to other documents if required

**Getting It Sorted Volunteers**

Working with the Fenland Communities to increase recycling rates in Fenland, people of all ages and abilities will be encouraged to take part in the project. Volunteers will be recruited and trained to help the community to learn more about recycling and encourage participation, they will be running events, going to schools and working with community groups to increase recycling knowledge. Volunteers will be surveying domestic recycling in Fenland to help deliver positive recycling messages to their communities.

**Information used for customer analysis**

Note relevant consultation; who took part and key findings; refer to, or attach other documents if needed; include dates where possible

	Could particularly benefit	Neutral	May adversely impact	Explanations	Is action possible or required?	Details of actions or explanations if actions are not possible  Please note details of any actions to be placed in your Service Plan
Race	Y			Volunteering opportunities will be advertised on social media, website, and bin calendars on all properties in Fenland to offer this to everyone regardless of age, race, gender, sexual orientation, religious beliefs or disability.	Y	Volunteer agreements will have EIA questions so we can monitor that we are running an all-inclusive volunteer project. We will be able to prove that people of all ages, races, genders, disclosed disabilities are volunteering with us. Continue to monitor that FDC's Core values are abided by. Volunteers that do not maintain the core values
Sex		Y			Y	
Gender reassignment		Y			Y	
Disability	Y		Y		Y	
Age		Y			Y	
Sexual orientation		Y		Y		
Religion or belief	Y			Y		

## Assessing Equality – The Equality Act 2010

Pregnancy & maternity			Y	additional needs will be met.	Y	will not be allowed to continue their volunteering role.
Marriage & civil partnership		Y		People of all ages and religions are welcome to volunteer.	Y	
Human Rights		Y			Y	
Socio Economic	Y			Pregnant women will need to be risk assessed to make sure that roles are safe and suitable for them and the unborn child.	Y	
Multiple/ Cross Cutting			Y	<p>It doesn't matter if an individual is married, in a civil partnership or single, or what sexual orientation a person is, everyone is welcome to join in.</p> <p>No human rights will be affected volunteers will be trained and sign an agreement to say they will maintain FDC's core values.</p> <p><b>Right to volunteer during covid 19 lockdown has been restricted to online volunteering only – meaning that during that time many volunteers will not be able to volunteer. This will be reviewed in line with Central Governments recommendations.</b></p> <p>Deprived socio economic communities may benefit from the</p>	N	<p>When groups are booked for events EIA survey will also be sent to group leaders so that this can be monitored. This will not be possible to monitor at open events. Following of the FDC's 3 C's process.</p> <p>Carers can come with volunteers with disabilities or additional needs where appropriate. Other needs to be discussed on an individual basis when required. We will offer support in filling out documents and reading them if needed. Risk assessments will be carried out to ensure the needs if practicable are meet.</p> <p>Braille, large print and audio files are in development to help people with visual problems to be able to recycle. Pictorial aid in the form of a 'What goes where' wheel to help people that cannot read very well can find out what goes in which bin. Working to develop further learning aids for people that</p>

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				<p>program</p> <p>No multiple/cross cutting issues have been identified at this time, this will be reviewed annually and if a matter should arise we will assess accordingly.</p>	<p>English is not their 1<sup>st</sup> language and develop relationships with charities which work with these customers to help them develop their recycling knowledge. A new website with the most frequently used languages has been developed to help with language barriers.</p> <p>Volunteers and staff to signpost people with mobility issues so that they can access the assisted bin collection service &amp; report to volunteer supervisor if concerned of anyone's welfare.</p> <p>People under the age of 18 will have to have an adult that is responsible for them with them at all times. Volunteers working regularly with children will be DBS checked in line with FDC Safeguarding Policy.</p> <p>Muslim women or women that have suffered from domestic violence may benefit from this project as a female member of staff is running the project and this will not be a social barrier for them.</p>
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## Assessing Equality – The Equality Act 2010

					<p>Pregnant volunteers will need to be careful working around waste and lifting equipment. The volunteer should seek advice from a healthcare professional as to what they can and cannot do as a volunteer. The roles are flexible and can accommodate family commitments and time for appointments</p> <p>We will ask for emergency contact details this can be a partner, spouse, relative, or friend. Information is only for emergencies and will not be shared for other reasons such as monitoring people's relationship status.</p> <p>Volunteering Guidance, Volunteer handbook and volunteer agreements all inform how FDC expects volunteers and staff to behave towards each other and customers.</p> <p>People seeking employment will be actively encouraged to participate in the volunteer program. Work with appropriate</p>
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## Assessing Equality – The Equality Act 2010

						<p>organisations to opportunities to hard to reach communities to help promote social cohesion.</p> <p>Volunteers will have the chance to develop or improve on skills such as customer service, understanding risk assessments, and basic administration. Volunteers will complete before and after surveys to monitor their development and how they have helped their community.</p>
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**Outcome(s) of customer analysis**

Will the policy/ procedure impact on the whole population of Fenland and/ or identified groups within the population; neutral

It raises a charge for those who wish to take up the service. Other options are available and will be advertised. Those who use the service will pay for the service and the cost of an expensive service will no longer be borne by those who do not use the service. Details of service design considerations affected by consultation are outlined above as outlined in terms and conditions and the overall waste service standards.

No major change needed       Adjust the policy       Adverse impact but continue       Stop and remove / reconsider policy

**Arrangements for future monitoring:**

Note when analysis will be reviewed; include any equality indicators and performance against those indicators  
 Next review 22/4/21

**Details of any data/ Research used (both FDC & Partners):**

**Completed by:**

## Assessing Equality – The Equality Act 2010

**Name:** Amy Robinson

**Position:** Environmental Projects Officer

**Approved by** (manager signature):

**Date published:**

**Details of any Committee approved by** (if applicable):

**Date endorsed by Members** if applicable: