

## 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

### Refuse and Recycling Collections

To provide a first class 'Three Stream' integrated waste and recycling collection service to all residents. This includes having special regard to customer service, elected member/stakeholder support and media profile

### 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

The service is provided to all residents on the same fair basis. If any issues relating to equality, or any other matter are raised during consultation, during events or by telephone or correspondence they are recorded, reviewed and appropriate action taken.

	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	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The assisted collection service provides the collection and return of bins from a location that suits the customer.	Y / <input checked="" type="checkbox"/> N	Advise customers when contact is made who may benefit from this service enhancement.
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Y / <input checked="" type="checkbox"/> N	
Gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Y / <input checked="" type="checkbox"/> N	
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/> / N	
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/> / N	
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Y / <input checked="" type="checkbox"/> N	
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Y / <input checked="" type="checkbox"/> N	

<b>Pregnancy &amp; maternity</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Y / <input checked="" type="checkbox"/> N	
<b>Marriage &amp; civil partnership</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Y / <input checked="" type="checkbox"/> N	
<b>Human Rights</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Y / <input checked="" type="checkbox"/> N	
<b>Socio Economic</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Y / <input checked="" type="checkbox"/> N	
<b>Multiple/ Cross Cutting</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Y / <input checked="" type="checkbox"/> N	

**Outcome(s) of customer analysis**

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

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

Monthly monitoring of customer feedback from monitoring system, embedded as part of the monthly corporate performance reporting process.

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

FDC service Customer feedback information and historic data from corporate customer service monitoring system.

**Completed by:**

Name: **Pete Walls**

Position: **Operations Manager**

**Approved by** (manager signature):

**Date published:** This should be the date the analysis was published on the website

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

**Date endorsed by Members** if applicable:

