

Equality Impact Assessment (EIA)

Highway Winter Service Policy

Equality impact, needs and requirements assessment form

Please use this form to record your findings, proposed actions, equality objectives and targets. Use the guidance notes to help you do the assessment or contact the Equality Standard Project Manager if you need some advice

About the policy, practice, service or function you are assessing

Name of policy, practice, service or function: **Highway Winter Service Policy**

Assessment team leader name: **Colin Stewart**

Department responsible: **Regeneration & Community** Service Area: **Highways**

Other member of assessment team:

Name	Position	Area of expertise	Comments
Colin Stewart	Contracts and Service Development Manager	Winter Service	
Stephen Watson	Consultant	Winter Service	
Ann Webster	Equality Standard Project Manager	Equality	
Nancy Poutain	Member DPAC project group	Disability and age	
Judie Bateman	Member DPAC project group	Disability	

Question	Response / findings
<p>What are the main aims and objectives or purpose of the policy, practice, service or function that you are assessing?</p>	<p>The main aim of the Winter Service Policy is to ensure that Derby City Council as Highway Authority fulfils its legal obligations contained in the Highways Act 1980.</p> <p>The Winter Service Policy states how the Council will maintain the highway network of carriageways, footways and cycle routes during periods of cold weather, when ice and / or snow may be expected to disrupt traffic movement through the City.</p>
<p>Who implements, carries out or delivers the policy, practice, service or function that you are assessing? Please state where this is more than one person, team, department, or body – and include any outside organisations who deliver under procurement arrangements</p>	<p>The Winter Service Policy and Operational Plan are produced by the Highways Section of the Regeneration and Community Department.</p> <p>The Winter Service operations are currently undertaken as part of the Highways Term Maintenance Contract. The present Contractor is Morrison Highway Maintenance Limited. The current contract is due to end on 3rd August 2007.</p> <p>Derby City Council's Environmental Services Department supports the contract by providing depot facilities, supply and maintenance of the gritting vehicle fleet.</p>

Question	Response / findings
<p>Who is affected by the policy, practice, service or function, or by how it is delivered? Such as, who are the external and internal customers, groups, or communities?</p>	<p>All users of Derby's highway network are affected by the policy and service. This includes vehicle drivers, pedestrians and cyclists.</p> <p>The selection of areas to receive treatment is based on risk assessment.</p>
<p>What outcomes do we want to achieve, why and for whom? For example, what do you want to be providing, how well, what changes or improvements, and what should the benefits be for customers, groups or communities?</p>	<p>The Winter Service aims to ensure that during periods of cold weather carriageways, footways and cycle routes are maintained free from ice and snow, where practicable, and within financial constraints. The Service is the council's response to the Highways Act 1980 and other legislation obliging the council to deal with snow, ice and other obstructions on the highway.</p> <p>The desired outcome of the Service is that delays and accidents are prevented on the highway network. This will then minimise the number of claims made against the authority for failure to carry out its legal obligations, thereby saving the council tax payers money. The Service will also minimise personal injuries with consequential benefits for individuals who could have been injured in hazardous conditions. The Service is planned to maintain access to all parts of the City as far as possible during the periods of inclement weather so that normal life can continue for all citizens.</p> <p>The Service improvements outlined in the new Strategy are aimed at improved coverage of the network and better ability to respond to changes in weather and marginal forecasts.</p>

Question	Response / findings
<p data-bbox="237 280 1048 421">What existing or previous inspections of the policy, practice, service or function are there? For example, Best Value Inspections, policy reviews, research into the effects of a policy or practice.</p> <p data-bbox="237 496 562 528">What did they tell you?</p>	<p data-bbox="1218 280 2024 533">The latest policy review was carried out in 1997 and it has become clear that the old Policy does not reflect current public expectations or meet legal recommendations. An informal consultation of stakeholders was carried out in 2004 and this was followed by a more formal consultation including a Pointer Survey in late 2005.</p> <p data-bbox="1218 555 2024 807">The main out come was an identified need to treat all bus routes in the City as a priority and also to treat more footpaths to maintain better pedestrian access. The new Policy incorporates these findings. However there may be a need to extend the footpath treatment areas as the legal requirements of the new legislation become clearer through case law.</p> <p data-bbox="1218 829 2024 1082">A methodology has been devised to establish the criteria for the provision of salt bins. The methodology provides a basic system to easily establish whether a situation requires the provision of a salt bin in the cases where the council does not carry out gritting. This method avoids subjective decisions and allows for a uniform approach to requests.</p>

Identifying potential equality issues and factors

Question	Response / findings
<p>What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring</p>	<p>The principal equality impact is a requirement to treat all bus routes and extend the amount of treatment carried out on footpaths. This will enable those sections of the community who rely on buses and walking to have better and safer access to all areas of the City.</p>
<p>Is there any evidence of higher or lower take up under the policy or practice, or of the service or function for any particular groups? For example, who uses the service, who doesn't and why not?</p>	<p>The Winter Service is planned to treat all communities equally and provide good access into each local area irrespective of weather conditions. By treating bus routes as a priority and which cover the city fairly uniformly the Service provides an equal service for everyone. There is no data on how the policy affects various sectors of the community. There is a web site where any one can communicate with the Council and also telephone lines as well as offices where complaints can be made face to face.</p>

Question	Response / findings
<p>Have there been any important demographic changes or trends locally? For example is the population changing, and if so, how and what might that mean for the service or function?</p>	<p>As new developments are completed around the city the highway infrastructure is also changing. Each new section of highway is assessed for risk. Where the treatment selection criteria are satisfied the network will be revised to include the additional lengths.</p> <p>New developments also generate new bus services and the routes used by these services are incorporated into the treatment routes as soon as possible.</p>
<p>Is there an indication that any of the policies or practices involved with the service or function creates particular problems or difficulties for any groups of customers or communities?</p>	<p>No information available.</p> <p>However, with finite resources to carry out the service, only those parts of the network meeting the criteria are included. This may mean that certain groups of customers encounter problems, for example, footways around elderly person's residences may not be routinely treated. In this situation grit / salt bins may be provided to allow 'self-help'.</p>

Question	Response / findings
<p>What information or data exists? For example, statistics, customer feedback, complaints, research, monitoring – who keeps it and can you get hold of it?</p>	<p>All complaints about the service are kept on a data base and reviewed as the winter season progresses.</p> <p>It has been identified that there are specific risk groups and that these groups need to be considered by specific managers.</p> <p>Clients of Social Services Department</p> <p>Clients of the Health Authority</p> <p>Council buildings</p> <p>Schools and other educational buildings</p>
<p>Does any equality or diversity objectives already exist? If so, what are they and what is the current performance like against them?</p>	<p>No. Not considered to be measurable under normal conditions</p>

Question	Response / findings
Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?	Treatment of bus routes and additional footpaths will make travel easier for those sections of the community who use public services rather their own vehicle.

Collecting the information and data about how the policy, practice, service or function, impacts on communities

Please record your information and data in this table and think about:

- What information or data you will need
- Using both quantitative and qualitative data
- Making sure that where possible there is information that allows all perspectives to be considered
- Identifying any gaps in the information / data and what it can tell you

Data or information	When and how was it collected?	Where is it from?	What does it tell you? You need to consider all six equality strands where you can	Gaps in information
Customer feedback and complaints	Collected regularly. Now to be recorded through Derby Direct systematically.	Telephone, email and letters from the public.	Provides no information about equality problems as service is already provided uniformly.	Managers of units interfacing with specific customers who may have special needs must advise Council of issues.
Consultation and community involvement	Pointer and public survey	Public and stakeholders	No information on equality impact.	None identified
Performance information including Best Value	BVPI only relate to actual Winter Service as already carried out.	NA	NA	NA

Data or information	When and how was it collected?	Where is it from?	What does it tell you? You need to consider all six equality strands where you can	Gaps in information
Take up and usage data	NA	NA	NA	NA
Comparative information or data where no local information	Level of total service compared with standards published by competent bodies to ensure Derby meets typical standards.	Standards published by Institution of Civil Engineers and similar bodies	NA	NA
Census, national or regional statistics	NA	NA	NA	NA
Access audits or assessments such as DDA assessments	NA	NA	NA	NA

Data or information	When and how was it collected?	Where is it from?	What does it tell you? You need to consider all six equality strands where you can	Gaps in information
Workforce profile	Not collected	NA	Not considered as all workforce for the supply of the service must be fit and healthy to drive large vehicles and work in adverse conditions.	NA
Where service delivered under procurement arrangements – workforce profile for deliverers	Not collected	NA	Not considered as all workforce for the supply of the service must be fit and healthy to drive large vehicles and work in adverse conditions.	NA
Monitoring and scrutiny outcomes	Regularly monitored throughout winter season.	Records kept of public contacts.	NA	NA

Analysing the information and data and setting equality objectives and targets

Please give your detailed findings in this table

Service or function	Policy or practice	Findings	Which groups are affected and how	Whose needs are not being met and how?
Provision of Winter Service	Treatment of highway and footpaths	Service provided equally across city.	Disabled, aged, infirm and those with learning difficulties could have difficulty leaving home or receiving services of carers.	All these groups may have a special requirement in winter and during adverse conditions. These can be best met by their carers or local managers. All leaflets will be available in large print.
			Visually impaired – vibrating unit on pedestrian crossings could freeze become inoperative or the cold metal could cause freeze burns.	Referred to traffic section for comment.
			People with learning d	
			Minority groups	All leaflets to be available in translation

Objectives – process, impact or outcome based

Please give your proposed objectives / targets in this table

Objective / Target	Provide winter service equally across whole city
Specific	No
Measurable	No
Achievable	Yes, system designed to achieve this target
Relevant	Affects all users
Timed	NA

Objective / Target	
Specific	
Measurable	
Achievable	
Relevant	
Timed	

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