

Integrated Impact Assessment (IIA)

This Integrated Impact Assessment considers the duties and requirements of the following legislation in order to inform and ensure effective decision making and compliance:

- Equality Act 2010
- Welsh Language Standards (No.1) Regulations 2015
- Well-being of Future Generations (Wales) Act 2015
- Environment (Wales) Act 2016

Version Control

Version	Author	Job title	Date
e.g. Version 1			

1. Details of the initiative

	Title of the Initiative: Updated Missed Collections Policy
1a	Service Area: Waste Services
1b	Directorate: Environment & Regeneration
1c	Summary of the initiative: Update the Missed Collections Policy from 1 st October 2025 alongside service changes and taking account of experience to date.
1d	Is this a ‘strategic decision’? Yes, the initiative affects the medium and long term approach to service delivery
1e	Who will be directly affected by this initiative? Everyone who lives within Neath Port Talbot or who owns/runs a business within the County Borough and makes use of the Council’s collection services

1f	When and how were people consulted? All Members Seminars were conducted as part of producing the approved Waste Strategy Action Plan
1g	What were the outcomes of the consultation? Members requested that a review of the Missed Collections Policy be undertaken as part of the Waste Strategy

2. Evidence

What evidence was used in assessing the initiative?
<p>Feedback from Members through the above mentioned process</p> <p>Feedback from waste collection operatives</p> <p>Missed Collection Complaints</p>

3. Equalities

a) How does the initiative impact on people who share a **protected characteristic**?

Protected Characteristic	+	-	+/-	Why will it have this impact?
Age			✓	The service provides an assisted collection service for elderly residents and/or residents with a disability, and the current policy of returning to missed collections for these residents will remain unchanged as part of this initiative

Disability			✓	The service provides an assisted collection service for elderly residents and/or residents with a disability, and the current policy of returning to missed collections for these residents will remain unchanged as part of this initiative
Gender reassignment			✓	No impact
Marriage & civil partnership			✓	No impact
Pregnancy and maternity			✓	No impact
Race			✓	No impact
Religion or belief			✓	No impact
Sex			✓	No impact
Sexual orientation			✓	No impact

What action will be taken to improve positive or mitigate negative impacts?

We will continue to work with all of our collection crews to ensure records of assisted collections are up to date. Introduction of the digital in-cab technology will improve information available to the collection crews, and Supervisors in real time, helping to improve the service.

Whilst there is no impact on other protected characteristics, we will continue to assess feedback received from residents and Members and continue to raise awareness of the importance of recycling directly with residents and on our website and social media channels and deal with any service requests and queries as required.

b) How will the initiative assist or inhibit the ability to meet the **Public Sector Equality Duty**?

Public Sector Equality Duty (PSED)	+	-	+/-	Why will it have this impact?
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To eliminate discrimination, harassment and victimisation			✓	See below
To advance equality of opportunity between different groups			✓	See below
To foster good relations between different groups			✓	See below

What action will be taken to improve positive or mitigate negative impacts?

Our kerbside waste and recycling collection services are universally the same across the county borough as far as it suits local needs, allowing every community and household access to the same service whether a valley community, urban, or in a rural area and our assisted collection service is available to for all those that require one.

We will continue our commitment to raise awareness of the importance of recycling and our Recycling Awareness and Compliance Team will engage with all communities and residents in person and using available media to provide help and advice.

4. Socio Economic Duty

Impact	Details of the impact/advantage/disadvantage
Positive/Advantage	
Negative/Disadvantage	

Neutral	Our kerbside waste and recycling collection services are universally the same across the county borough as far as it suits local needs, allowing every community and household access to the same service whether a valley community, urban, or in a rural area and our assisted collection service is available to for all those that require one.
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What action will be taken to reduce inequality of outcome
Not applicable

5. Community Cohesion/Social Exclusion/Poverty

	+	-	+/-	Why will it have this impact?
Community Cohesion			✓	Our kerbside waste and recycling collection services are universally the same across the county borough as far as it suits local needs, allowing every community and household access to the same service whether a valley community, urban, or in a rural area and our assisted collection service is available to for all those that require one. We will continue our commitment to raise awareness of the importance of recycling and our Recycling Awareness and Compliance Team will engage with all communities and residents in person and using available media to provide help and advice.
Social Exclusion			✓	See above

Poverty			✓	See above
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What action will be taken to improve positive or mitigate negative impacts?

Not applicable

6. Welsh

	+	-	+/-	Why will it have this effect?
What effect does the initiative have on: - people's opportunities to use the Welsh language	✓			Welsh and English Languages are available online. All our literature will be produced in Welsh and English, with each language given equal priority.
- treating the Welsh and English languages equally	✓			Welsh and English Languages are available online. All our literature will be produced in Welsh and English, with each language given equal priority.

What action will be taken to improve positive or mitigate negative impacts?

The Welsh Translation Unit will be used to carry out all Welsh language translations and will comply with the Council’s Welsh Language Promotion Strategy 2023/27

7. Biodiversity

How will the initiative assist or inhibit the ability to meet the **Biodiversity Duty**?

Biodiversity Duty	+	-	+/-	Why will it have this impact?
To maintain and enhance biodiversity	✓			Provision of a reliable collection service helps protect the local environment and ensures the safe disposal/recycling of collected materials at licenced facilities.
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.			✓	As above

What action will be taken to improve positive or mitigate negative impacts?

Not applicable

8. Well-being of Future Generations

How have the five ways of working been applied in the development of the initiative?

Ways of Working	Details
i. Long term – looking at least 10 years (and up to 25 years) ahead	Provision of reliable waste and recycling kerbside collection services ensures the safe disposal of waste and recycling in the longer term and helps protect the local environment. Provision of a consistent and balanced missed collections policy across the county borough helps ensure longer term service resilience and promotes better community relationships and cohesion.
ii. Prevention – preventing problems occurring or getting worse	Provision of a consistent and balanced missed collections policy based on accurate information will allow the service to develop a comprehensive policy to address genuine incidents, preventing further occurrence and provide long term service improvements for all residents. This initiative should also encourage behaviour change from residents and the wider community to improve the environmental quality across the County Borough
iii. Collaboration – working with other services internal or external	We have consulted with the collection operatives, supervisors and Recycling Awareness and Compliance teams on the obstacles facing the service and experience with the current Policy. The proposed amended policy is also being subject to Member Scrutiny and a further review will be conducted with Members again, 6-12 months after implementation.
iv. Involvement – involving people, ensuring they	As above

reflect the diversity of the population	
v. Integration – making connections to maximise contribution to:	As above
Council’s well-being objectives	<p>The council’s well-being objectives are considered at a service level in our Streetcare Business Plan 2024/25; our Service Recovery Plan 2022/25 and our Waste Strategy.</p> <p>The Waste Strategy and action plan ensures our services are considered and provided in a sustainable way. Wider environmental benefits and impact on local employment are also taken into account and our ‘kerb sort’ recycling service provides high quality material for recycling into new products and our collection services employs more than 140 operatives helping Wales to become more prosperous and resilient.</p>
Other public bodies objectives	<p>NHS/Social Services – Waste collection services undertake a function of public health and the provision of services for proper disposal and recycling of waste minimises risk to health. Helping Neath Port Talbot to become a healthier place to live and work.</p> <p>Welsh Government (WG) – achievement of recycling targets helps WG achieve climate change ambitions and minimise impact on natural resources</p> <p>South Wales Police and NRW – our collection services allows for the safe disposal and recycling of collected waste and helps reduce the opportunities to commit environmental crime.</p>

9. Monitoring Arrangements

Provide information on the monitoring arrangements to:

Monitor the impact of the initiative on Equalities, Community Cohesion, the Welsh Measure, Biodiversity Duty and the Wellbeing Objectives.

The updated Policy will be reviewed again six to 12 months after the full implementation of the In-Cab live feed technology, allowing the service to time to have gained an accurate assessment of the extent of genuine missed collections across the county borough and the reasons for them.

Our Waste Strategy and the associated action plan will be updated at regular intervals. Any specific actions and activities that are proposed to our services are subject to an Integrated Impact Assessment (IIA) to assist the decision-making process and will consider the impact on all our communities.

Our Waste Services Delivery Plan will be updated regularly and will consider the council's well-being objectives and the 5 ways of working when designing and improving our services.

Our recycling and waste tonnages are reported to NRW on a quarterly basis and provide reliable data on our recycling performance compared to the latest recycling targets

Monitoring of our collection services will continue, and we will deal with service requests and queries as required. Service specific indicators will be reported every quarter as part of our Key Performance Measures.

10. Assessment Conclusions

Please provide details of the conclusions reached in relation to each element of the assessment:

	Conclusion
Equalities	No impacts. Provision of our assisted collection service for those that require one and the current policy of returning to collect will continue.
Socio Economic Disadvantage	No impacts. Our kerbside waste and recycling collection services are universally the same across the county borough as far as it suits local needs, allowing every community and household access to the same service whether a valley community, urban, or in a rural area and our assisted collection service is available to for all those that require one.
Community Cohesion/ Social Exclusion/Poverty	No impacts. Our kerbside waste and recycling collection services are universally the same across the county borough as far as it suits local needs, allowing every community and household access to

	<p>the same service whether a valley community, urban, or in a rural area and our assisted collection service is available to for all those that require one.</p> <p>We will continue our commitment to raise awareness of the importance of recycling and our Recycling Awareness and Compliance Team will engage with all communities and residents in person and using available media to provide help and advice.</p>
Welsh	Positive. All literature and online information will be produced bilingually.
Biodiversity	Positive. Provision of a reliable collection service helps protect the local environment and ensures the safe disposal/recycling of collected materials at licenced facilities.
Well-being of Future Generations	The initiative helps improve the collection service and helps towards achieving Zero Waste by 2050 and helps Wales become more resilient, healthier, globally responsible, more equal and a place of cohesive communities while promoting the Welsh Language

Overall Conclusion

Please indicate the conclusion reached:

- **Continue** - as planned as no problems and all opportunities have been maximised
- **Make adjustments** - as potential problems/missed opportunities/negative impacts have been identified along with mitigating actions
- **Justification** - for continuing with the initiative even though there is a potential for negative impacts or missed opportunities
- **STOP** - redraft the initiative as actual or potential unlawful discrimination has been identified

Please provide details of the overall conclusion reached in relation to the initiative

Continue as planned.

11. Actions

What actions are required in relation to obtaining further data/information, to reduce or remove negative impacts or improve positive impacts?

Action	Who will be responsible for seeing it is done?	When will it be done by?	How will we know we have achieved our objective?
Introduction of In-Cab Live Feed Technology	Mike Roberts/Mike Jones	By 1 st October 2025	Technology installed and fully operational
Continuous monitoring of complaints	Mike Roberts/Mike Jones	Reviewed and monitored on a daily/weekly basis.	Key Performance Indicators
Develop Comprehensive Missed Collections Policy based on accurate service data	Mike Roberts/Mike Jones	Six months after the introduction of the In-Cab Live Feed technology	Report to Cabinet

12. Sign off

	Name	Position	Signature	Date
Completed by				
Signed off by		Head of Service/Director		