



Integrated Impact Assessment (IIA)

Integrated impact assessment (IIA) form December 2019

www.portsmouth.gov.uk

The integrated impact assessment is a quick and easy screening process. It should:

- identify those policies, projects, services, functions or strategies that could impact positively or negatively on the following areas:
 - Communities and safety
 - Regeneration and culture
 - Environment and public space
 - Equality & - Diversity This can be found in Section A5

Directorate:

Housing, Neighbourhood and Building Services

Service, function:

Waste Management

Title of policy, service, function, project or strategy (new or old) :

Online Booking System for the Paulsgrove Household Waste Recycling Centre (HWRC)

Type of policy, service, function, project or strategy:

- Existing
- New / proposed
- Changed

What is the aim of your policy, service, function, project or strategy?

Aim:
To manage the queuing times at the HWRC and reduce the impacts of traffic on the local area.

Background:

Portsmouth City Council reopened Portsmouth HWRC on Monday 11 May 2020, in-line with Hampshire County Councils 24 site network following the enforced closure during the national lockdown from 24 March 2020, in response to central Government and industry desire for sites to reopen. New social distancing measures and operational procedures were introduced at all sites in Hampshire including Portsmouth HWRC to protect both the general public and contractors, who operate and service the sites, from contracting Covid-19. To manage demand and address significant congestion issues seen around the site, a booking system was implemented at Portsmouth HWRC from 01 July 2020.

The booking system has demonstrated that managing customer throughput is an effective means of enabling the HWRCs to operate more efficiently. Congestion has historically been commonplace at Portsmouth HWRC on busy weekends throughout the year and public holidays, which created delays on the local road network and increased vehicle emissions from idling cars queuing. Booking a slot enables residents to plan with confidence that they can deposit their waste swiftly and easily. Hampshire County Council have already taken the decision to retain their booking system permanently.

Has any consultation been undertaken for this proposal? What were the outcomes of the consultations? Has anything changed because of the consultation? Did this inform your proposal?

Since the booking system was introduced in June 2020, more than three million bookings have been made across Portsmouth, Hampshire and Southampton by residents. The vast majority of these (96-97%) have been booked using the online web portal which enables customers to locate a convenient time at their preferred site and book a slot quickly.

A satisfaction survey was undertaken by Hampshire County Council with all customers across all sites in the network that had booked a slot between November and December 2021. More than 25,000 responses were received, and results indicated that 89.9% were satisfied or very satisfied with the booking experience, and 78.4% supported continued use of a booking system in the future.

A telephone service is also offered for those residents who are unable to book their slot online. Around 3-4% of all bookings are made by telephone. While online booking remains the quickest and simplest means of booking, ongoing provision of this service mitigates against any indirect negative impact on those residents without access to the Internet.

A number of unsolicited compliments have been received for the booking system.

Common themes cited include;

- satisfaction with how quick and easy it is to access the HWRC and deposit waste items efficiently.
- confidence that a long queue will not be encountered to enter the site, and the associated positive impacts on reducing congestion on the local road network and less air pollution.
- For some residents, there is an additional wellbeing aspect as they consider that the booking system has made their visit to the HWRC a more pleasant and less daunting experience than before.

A - Communities and safety	Yes	No
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Is your policy/proposal relevant to the following questions?

A1-Crime - Will it make our city safer?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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In thinking about this question:

- How will it reduce crime, disorder, ASB and the fear of crime?
- How will it prevent the misuse of drugs, alcohol and other substances?
- How will it protect and support young people at risk of harm?
- How will it discourage re-offending?

If you want more information contact Lisa.Wills@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cou-spp-plan-2018-20.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

It will continue to mean that there will be fewer issues with queuing on the road leading to the site and will reduce drivers trying to access the right turn ahead of the roundabout by driving onto the wrong side of the road.

How will you measure/check the impact of your proposal?

In constant communication with Veolia site staff to ascertain whether the booking system is causing any traffic queues/issues or ASB.

A - Communities and safety

Yes

No

Is your policy/proposal relevant to the following questions?

A2-Housing - Will it provide good quality homes?



In thinking about this question:

- How will it increase good quality affordable housing, including social housing?
- How will it reduce the number of poor quality homes and accommodation?
- How will it produce well-insulated and sustainable buildings?
- How will it provide a mix of housing for different groups and needs?

If you want more information contact Daniel.Young@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/psh-providing-affordable-housing-in-portsmouth-april-19.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

No change/impact

How are you going to measure/check the impact of your proposal?

No change/impact

A - Communities and safety

Yes

No

Is your policy/proposal relevant to the following questions?

A3-Health - Will this help promote healthy, safe and independent living?



In thinking about this question:

- How will it improve physical and mental health?
- How will it improve quality of life?
- How will it encourage healthy lifestyle choices?
- How will it create healthy places? (Including workplaces)

If you want more information contact Dominique.Letouze@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cons-114.86-health-and-wellbeing-strategy-proof-2.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

No change/impact

How are you going to measure/check the impact of your proposal?

No change/impact

A - Communities and safety

Yes

No

Is your policy/proposal relevant to the following questions?

A4-Income deprivation and poverty-Will it consider income deprivation and reduce poverty?



In thinking about this question:

- How will it support those vulnerable to falling into poverty; e.g., single working age adults and lone parent households?
- How will it consider low-income communities, households and individuals?
- How will it support those unable to work?
- How will it support those with no educational qualifications?

If you want more information contact Mark.Sage@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cou-homelessness-strategy-2018-to-2023.pdf>

<https://www.portsmouth.gov.uk/ext/health-and-care/health/joint-strategic-needs-assessment>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

Having a system which is internet based may exclude residents who cannot afford IT/internet access. In Portsmouth, 10.4% (ONS, 2016) of the working age population is claiming a type of benefit.

To mitigate this, the booking system will also have a telephone line for residents to book time slots.

How are you going to measure/check the impact of your proposal?

We will monitor phone calls we receive and the nature to see if it is impacting on residents who may not have access to the internet or IT equipment.

A - Communities and safety

Yes

No

Is your policy/proposal relevant to the following questions?

A5-Equality & diversity - Will it have any positive/negative impacts on the protected characteristics?



In thinking about this question:

- How will it impact on the protected characteristics-Positive or negative impact (Protected characteristics under the Equality Act 2010, Age, disability, race/ethnicity, Sexual orientation, gender reassignment, sex, religion or belief, pregnancy and maternity, marriage and civil partnership,socio-economic)
- What mitigation has been put in place to lessen any impacts or barriers removed?
- How will it help promote equality for a specific protected characteristic?

If you want more information contact gina.perryman@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cmu-equality-strategy-2019-22-final.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

As this is just the addition of a booking system, we do not expect this change to impact on residents within the protected characteristics of disability, race/ethnicity, sexual orientation, gender reassignment, sex, religion or belief, pregnancy and maternity, marriage and civil partnership.

Due to the booking system being internet based, this could impact older residents of Portsmouth who may not be confident in using the internet for this activity. In Portsmouth, 14.1% of residents are over 65 years old and 2.0% are over 80 years old (ONS, 2018).

In regards to Socio-economic impacts, having a system which is internet based may exclude residents who cannot afford IT/internet access. In Portsmouth, 10.4% (ONS, 2016) of the working age population is claiming a type of benefit.

To mitigate both of these potential negative impacts, the booking system will also have a telephone line for residents to book time slots.

How are you going to measure/check the impact of your proposal?

Although we do not expect any negative impacts on the majority of protected characteristics, this will be monitored through calls and inquiries we receive. If it is suspected that there is a negative impact, we can review the system and work with Hampshire County Council to adapt the system and negate the impact.

B - Environment and climate change

Yes

No

Is your policy/proposal relevant to the following questions?

B1-Carbon emissions - Will it reduce carbon emissions?



In thinking about this question:

- How will it reduce greenhouse gas emissions?
- How will it provide renewable sources of energy?
- How will it reduce the need for motorised vehicle travel?
- How will it encourage and support residents to reduce carbon emissions?

If you want more information contact Tristan.thorn@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cmu-sustainability-strategy.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

Having a booking based system at the HWRC will continue to reduce the amount of traffic and queuing at the site. This will in turn reduce car emissions.

How are you going to measure/check the impact of your proposal?

Queuing will be monitored to tailor slot lengths and amount of bookings available in that time period.

B - Environment and climate change

Yes

No

Is your policy/proposal relevant to the following questions?

B2-Energy use - Will it reduce energy use?



In thinking about this question:

- How will it reduce water consumption?
- How will it reduce electricity consumption?
- How will it reduce gas consumption?
- How will it reduce the production of waste?

If you want more information contact Triston.thorn@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/pln-portsmouth-plan-post-adoption.pdf>

<https://democracy.portsmouth.gov.uk/documents/s24685/Home%20Energy%20Appendix%201%20-%20Energy%20and%20water%20at%20home%20-%20Strategy%202019-25.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

With queuing times reduced and traffic reduced, this has lead to reduced idling times and energy use from the cars.

How are you going to measure/check the impact of your proposal?

Queuing will be monitored to tailor slot lengths and amount of bookings available in that time period.

B - Environment and climate change

Yes

No

Is your policy/proposal relevant to the following questions?

B3 - Climate change mitigation and flooding-Will it proactively mitigate against a changing climate and flooding?

In thinking about this question:

- How will it minimise flood risk from both coastal and surface flooding in the future?
- How will it protect properties and buildings from flooding?
- How will it make local people aware of the risk from flooding?
- How will it mitigate for future changes in temperature and extreme weather events?

If you want more information contact Tristan.thorn@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/env-surface-water-management-plan-2019.pdf>

<https://www.portsmouth.gov.uk/ext/documents-external/cou-flood-risk-management-plan.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

No change/impact

How are you going to measure/check the impact of your proposal?

No change/impact

B - Environment and climate change

Yes

No

Is your policy/proposal relevant to the following questions?

B4-Natural environment-Will it ensure public spaces are greener, more sustainable and well-maintained?

In thinking about this question:

- How will it encourage biodiversity and protect habitats?
- How will it preserve natural sites?
- How will it conserve and enhance natural species?

If you want more information contact Daniel.Young@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/pln-solent-recreation-mitigation-strategy-dec-17.pdf>

<https://www.portsmouth.gov.uk/ext/documents-external/pln-portsmouth-plan-post-adoption.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

No change/impact

How are you going to measure/check the impact of your proposal?

No change/impact

B - Environment and climate change**Yes****No**

Is your policy/proposal relevant to the following questions?

B5-Air quality - Will it improve air quality?



In thinking about this question:

- How will it reduce motor vehicle traffic congestion?
- How will it reduce emissions of key pollutants?
- How will it discourage the idling of motor vehicles?
- How will it reduce reliance on private car use?

If you want more information contact Hayley.Trower@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/env-aq-air-quality-plan-outline-business-case.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The booking system will continue reducing the queue to the HWRC and reducing congestion and will reduce vehicle emissions and idling of motor vehicles.

How are you going to measure/check the impact of your proposal?

Queuing will be monitored to tailor slot lengths and amount of bookings available in that time period.

B - Environment and climate change**Yes****No**

Is your policy/proposal relevant to the following questions?

B6-Transport - Will it improve road safety and transport for the whole community?



In thinking about this question:

- How will it prioritise pedestrians, cyclists and public transport users over users of private vehicles?
- How will it allocate street space to ensure children and older people can walk and cycle safely in the area?
- How will it increase the proportion of journeys made using sustainable and active transport?
- How will it reduce the risk of traffic collisions, and near misses, with pedestrians and cyclists?

If you want more information contact Pam.Turton@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/travel/local-transport-plan-3>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

It will continue to provide improved access to Port Solent for residents and visitors at times which are usually busy at the site by flattening out visitors to a manageable level.

How are you going to measure/check the impact of your proposal?

We will monitor the queuing times/success of the site.

B - Environment and climate change

Yes

No

Is your policy/proposal relevant to the following questions?

B7-Waste management - Will it increase recycling and reduce the production of waste?



In thinking about this question:

- How will it reduce household waste and consumption?
- How will it increase recycling?
- How will it reduce industrial and construction waste?

If you want more information contact Steven.Russell@portsmouthcc.gov.uk or go to:

<https://documents.hants.gov.uk/mineralsandwaste/HampshireMineralsWastePlanADOPTED.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

No change/impact

How are you going to measure/check the impact of your proposal?

No change/impact

C - Regeneration of our city

Yes

No

Is your policy/proposal relevant to the following questions?

C1-Culture and heritage - Will it promote, protect and enhance our culture and heritage?

In thinking about this question:

- How will it protect areas of cultural value?
- How will it protect listed buildings?
- How will it encourage events and attractions?
- How will it make Portsmouth a city people want to live in?

If you want more information contact Claire.Looney@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/pln-portsmouth-plan-post-adoption.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

No change/impact

How are you going to measure/check the impact of your proposal?
No change/impact

C - Regeneration of our city

Yes

No

Is your policy/proposal relevant to the following questions?

C2-Employment and opportunities - Will it promote the development of a skilled workforce?

In thinking about this question:

- How will it improve qualifications and skills for local people?
- How will it reduce unemployment?
- How will it create high quality jobs?
- How will it improve earnings?

If you want more information contact Mark.Pembleton@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cou-regeneration-strategy.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

No change/impact

How are you going to measure/check the impact of your proposal?
No change/impact

Is your policy/proposal relevant to the following questions?

C3 - Economy - Will it encourage businesses to invest in the city, support sustainable growth and regeneration?

In thinking about this question:

- How will it encourage the development of key industries?
- How will it improve the local economy?
- How will it create valuable employment opportunities for local people?
- How will it promote employment and growth in the city?

If you want more information contact Mark.Pembleton@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cou-regeneration-strategy.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

No change/impact

How are you going to measure/check the impact of your proposal?

No change/impact

Q8 - Who was involved in the Integrated impact assessment?

David Emmett

This IIA has been approved by: James Hill

Contact number: 023 9283 4872

Date: 11 June 2020