

## REPORT TO CUSTOMER FOCUS / STRATEGIC SCRUTINY COMMITTEE

Date of Meeting: 19/03/26

Report of: Cat Chambers

Title: Street Cleansing Review

### Is this a Key Decision?

No

### Is this an Executive or Council Function?

N/A

### 1. What is the report about?

- 1.1 The report provides the current position of the Street Cleansing service and its combined operations.

### 2. Recommendations:

N/A

### 3. Reasons for the recommendation:

N/A

### 4. What are the resource implications including non-financial resources

- 4.1 There are no resource implications associated with this service update.
- 4.2 The services labour resource operates 41 full time equivalents and currently has only 2 vacancies which are out to active advert.

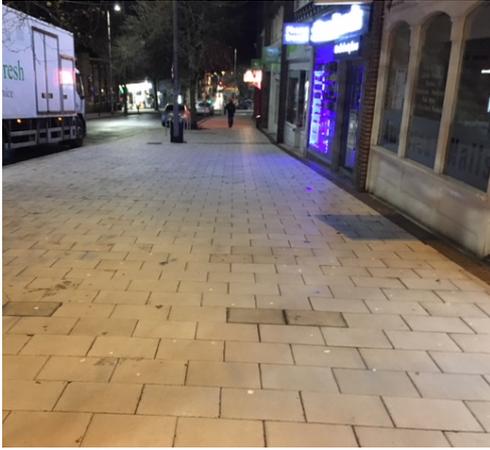
### 5. What are the legal aspects?

This report concerns operational matters and, as such, does not raise any legal issues.

### 6. Report details:

#### City wide street cleansing standards:

- 6.1 Defra's Code of Practice on Litter and Refuse requires Street cleaning authorities to benchmark cleansing standards using a visual assessment framework. This assessment framework applies an A-D standard of cleaning, where A is litter free, and D is a location heavily affected by litter with significant accumulation.
- 6.2 The council's street cleansing service applies this visual framework to benchmark city litter levels as follows:



**Grade A** - No litter or refuse.



**Grade B** - Predominately free of litter apart from some small, scattered items.



**Grade C** - Widespread distribution of litter with minor accumulations.



**Grade D** – Heavily affected by litter with Significant accumulation.

6.2 Between April and December 2025, the street cleansing service carried out 541 general litter assessments across the city. Under the Government's *Code of Practice on Litter and Refuse*, issued under Section 89 of the Environmental Protection Act 1990, Grade B, is recognised as the nationally accepted standard for cleanliness. The expected litter performance standard following the 2023–24 bin removal programme was set at 95% of sites achieving Grade B or higher.

Between April and December 2025, 228 sites were assessed as Grade A and 303 as Grade B, meaning that 97.8% of all sites achieved an A/B rating overall. The results for Quarter 4 (January–March) are still pending.

1.1. The assessment process must remain objective and reflective of citywide standards. To achieve this, streets are randomly generated for inspection. This prevents bias and

ensures operations are measuring the overall baseline cleanliness of the entire city, rather than only those areas already known to present issues or low litter levels. With more than 700km of highway, if only known hotspots were inspected, the results would no longer represent the city's true standard of cleanliness.

Members and residents are very welcome to raise concerns about specific streets. These locations cannot be added into the formal assessment sample, as doing so would distort the dataset and undermine the comparability of results across the city. However, if members and residents have concerns about cleanliness, the most appropriate route to report the issue is via the online littering reporting portal, or, requesting a hotspot assessment using the council contact us page. This allows us to review and intervene in areas with persistent problems, with clear audit trails and monitoring and these areas contribute to operational decision-making, although they do not form part of the statutory assessment sample for the reasons above.

#### 6.4 Broken down by ward:

##### The 2025 -26 ward results

Ward	No. of Inspections	'A'	'B'	'C'	'D'
Alphington Ward	31	23	8	0	0
Duryard & St. James Ward	62	24	35	3	0
Exwick Ward	88	34	54	0	0
Heavitree Ward	58	26	32	0	0
Mincinglake & Whipton	57	18	38	1	0
Newtown & St. Leonard's	40	11	28	1	0
Pennsylvania Ward	40	25	15	0	0
Pinhoe Ward	13	10	3	0	0
Priory Ward	38	18	19	1	0
St. David's Ward*	43	13	29	1	0
St. Loyes Ward	33	15	17	1	0
St. Thomas Ward	21	6	14	1	0
Topsham Ward	17	5	11	1	0

It is noted that the total number of ward assessments varies across the reporting period. To ensure objectivity, the service operates a structured inspection framework in which each ward is allocated an equal number of assessments per quarter. However, ongoing resource shortages—specifically operating with a minimum of two team-leader vacancies throughout much of the year—have affected the even distribution of inspections and reduced capacity to deliver the full programme as planned. Staffing levels have now returned to full capacity, and this issue is expected to be resolved in Q4, with results anticipated in March.

## 6.4 Levels of Acceptable Performance 25 -26 (A&B) by Ward



## 6.5 Comparison results between 2024/25 and 25/26

	Grades for year 25/26 (incomplete season - 3 months of inspections to be completed)				Grades for year 24/25 (Complete)			
	Grade A	Grade B	Grade C	Grade D	Grade A	Grade B	Grade C	Grade D
Totals	228	301	12	0	247	413	10	0
Alphington Ward	23	8	0	0	31	37	0	0
Duryard & St. James Ward	24	34	4	0	13	30	4	0
Exwick Ward	34	54	0	0	17	32	1	0
Heavitree Ward	26	32	0	0	25	38	1	0
Mincinglake & Whipton Ward	18	37	2	0	10	34	0	0
Newtown & St. Leonard's Ward	11	28	1	0	9	48	0	0
Pennsylvania Ward	25	15	0	0	11	30	1	0
Pinhoe Ward	10	3	0	0	15	12	0	0
Priory Ward	18	19	1	0	8	42	0	0
St. David's Ward	13	29	1	0	41	47	2	0
St. Loyes Ward	15	17	1	0	28	33	1	0
St. Thomas Ward	6	14	1	0	12	13	0	0
Topsham Ward	5	11	1	0	27	17	0	0

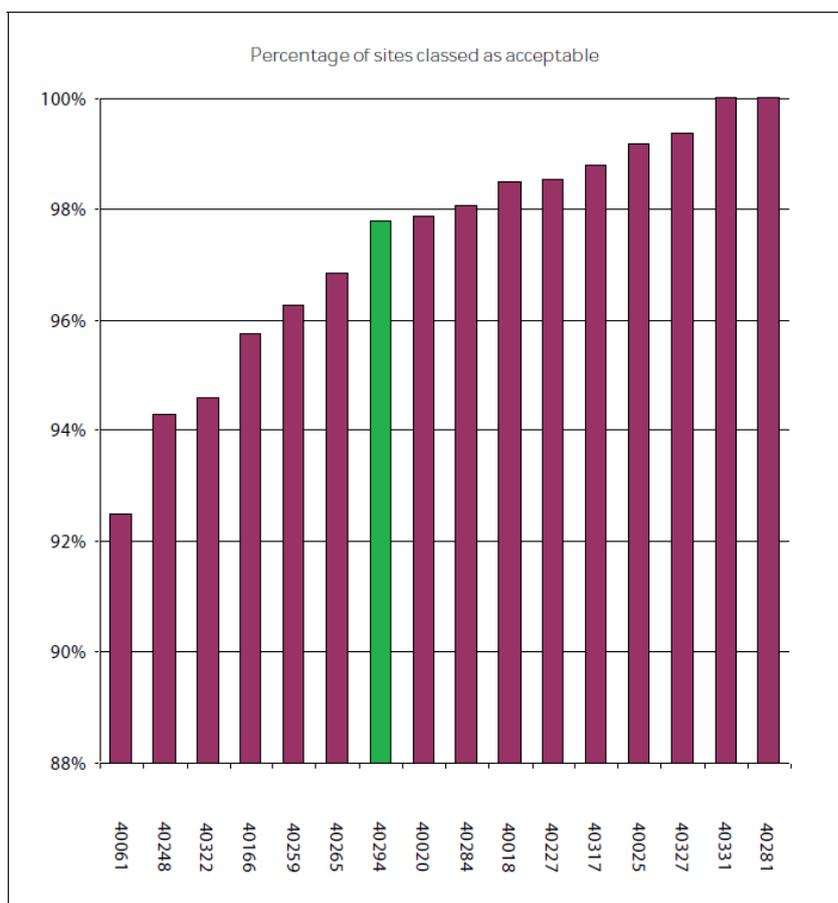
The results for Topsham and St Thomas are influenced by the low number of inspections completed in these wards during the reporting period. Because each ward recorded a single adverse finding, the limited inspection sample has disproportionately affected their overall grades, bringing both down to approximately 95% A/B respectively. This outcome is understood to reflect the data collection methodology, rather than an indication of a sustained reduction in cleansing standards within either ward. With resource levels now stabilised and the full inspection programme expected to resume in Q4, it is anticipated that results for both wards will realign with typical performance once a more representative number of assessments has been completed.

6.5 Where identified Grade C litter finding are addressed as soon as possible usually within 24 hours. In the case of the 10-grade c findings these were located:

Address	Grade	Date/ Time
13 Prince's Street East	C	19/08/2025 10:04:58
90 Polsloe Road,	C	21/11/2025 12:43:07
51 Victoria Street,	C	24/06/2025 11:13:13
94 Whipton Barton Road,	C	24/07/2025 12:04:46
24 Springfield Road,	C	24/06/2025 11:07:06
49 Blackthorn Crescent,	C	12/08/2025 12:53:22
Little Southernhay Lane,	C	14/10/2025 09:08:46
47A Salter's Road,	C	07/06/2025 12:13:58
57 Wear Barton Road,	C	09/07/2025 09:35:36
27 Well Street, Exeter,	C	05/06/2025 10:39:53

6.6 Benchmarked by the Association of Public Sector Excellence (APSE) against a local authority family group, Exeter's' litter standards are as follows: *(green bar)*.

**Sites Acceptable Litter (Combined) – 2024/25 benchmark table**



APSE has adjusted the 25/26 combined litter chart by changing the y-axis scale from the 10% increments used previously in 2024/25, to 2% increments, resulting in a presentation where small percentage differences appear visually larger than before. This modification affects how relative performance is interpreted, as authorities may appear more widely separated despite only minor underlying variation. In this context, ECC's actual performance remains close to the previous year, with only a one-percentage-point difference, although this may appear more pronounced under the revised chart format. In addition, ECC are top percentile for litter across Housing (not including communal gardens) and Main Roads specifically.

### Dog Foul:

6.7 From the 547-inspections carried out, eleven streets were found to have dog foul present meaning that 98% of sites inspected were classed as acceptable. Benchmarked by APSE against family peer group, Exeter's standards (*green bar*) are consistent with the top end performers in the group for dog foul at this time.

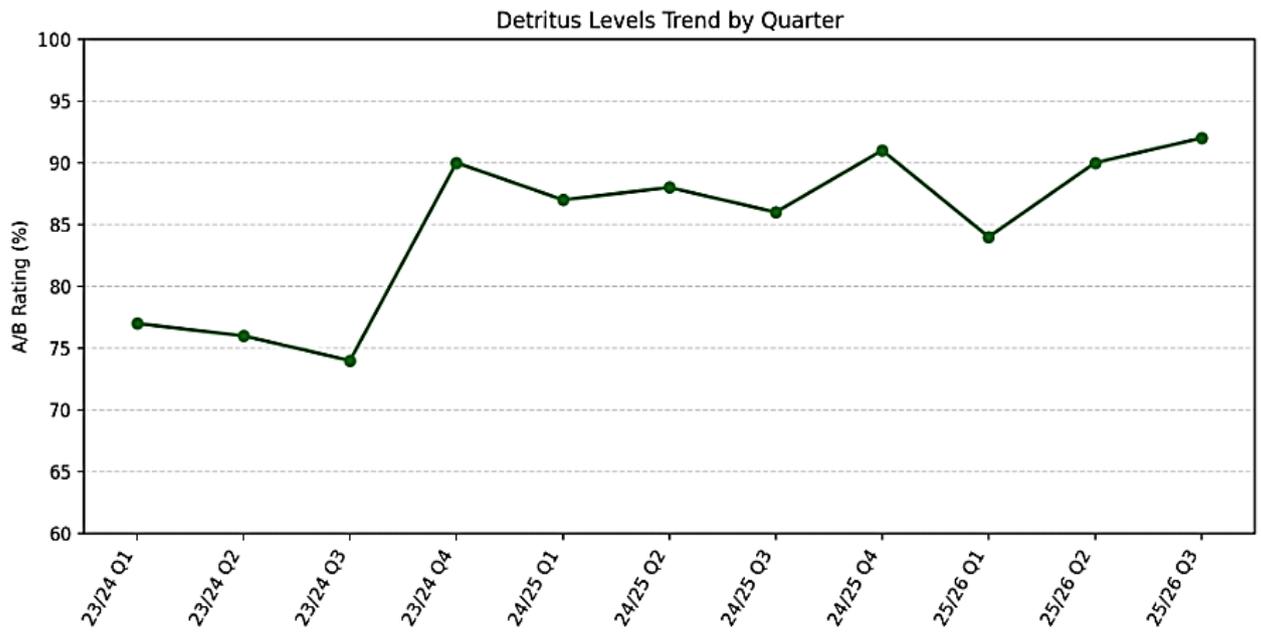


**Detritus:**

6.8 In respect of detritus levels, performance has remained stable since the establishment of the four deep-clean teams, who, together with the Council’s mechanical sweeping fleet, manage detritus cleansing activity across the city. The combined operating model continues to deliver consistent results, with a steady upward trajectory over the past three years. Current performance stands at 87.57% A/B, compared with an average of 87% between April and December 2024/25, and 79% across the full year 2023/24, demonstrating ongoing improvement year-on-year. APSE does not yet benchmark detritus levels consistently across different authorities. As a result, ECC’s existing baseline remains the primary reference point for benchmarking

The quarterly breakdown for the past three years is summarised below, with an accompanying trend chart illustrating performance progression over time:

<b>Year</b>	<b>Period</b>	<b>% of A/B sites</b>	<b>Date Range</b>	<b>Operational Details</b>
23/24	Q1	77%	Apr -Jun	
	Q2	76%	Jul - Aug	
	Q3	74%	Sep - Dec	Recruited into final deep clean team improving capacity.
	Q4	90%	Jan - Mar	
24/25	Q1	87%	Apr -Jun	
	Q2	88%	Jul - Aug	
	Q3	86%	Sep - Dec	
	Q4	91%	Jan- March	
25/26	Q1	84%	Apr -Jun	
	Q2	90%	Jul-Aug	
	Q3	92%	Sep -Dec	
	Q4	Pending	Jan - March	Procured two new mechanical weed attachments to enhance productivity.



6.9 As of the 21/02/26, the Council will have procured two new Hako weed-removal attachments for use with the mechanical sweeper fleet. These units are designed to accelerate the removal of detritus and weeds when compared with the traditional manual deep-clean process, offering a more efficient and responsive method of addressing build-up across the city. Work is currently underway to identify operational schedules that will maximise the use of these attachments within existing resources. While these units are not intended to replace deep-clean activity, we anticipate that their deployment will support more consistent detritus results going forward and potentially deliver direct improvements in areas where mechanical intervention provides the greatest benefit.

**Litter bin stock:**

6.10 Litter impact (hotspot) demand assessments

- The council is committed to monitoring cleansing standards across the city in accordance with the DEFRA Code of Practice on Litter and Refuse 2019 (COP). It applies the grading principles outlined in COP to litter impact (hotspot) assessment, as a determining factor for the placement or removal of bin infrastructure.
- Contamination standards outlined in the COP are:
  - Grade A – No litter or refuse
  - Grade B – Predominantly free of litter apart from some scattered items.
  - Grade C – Widespread distribution of litter with minor accumulations
  - Grade D – Heavy contamination with significant accumulations.

- Where requests for new bininfrastructure are received, if street cleansing standards remain on average a Grade B or above, then additional bininfrastructure will not be considered for fitment.
- Where requests for new bininfrastructure are received, and where there is evidence to indicate that street cleansing standards in the location fall routinely below a Grade B and constitute a litter hotspot, then providing new bininfrastructure can support in reducing street cleansing resource and improving the litter grading for the location, it will be fitted.
- Where reviews of existing stock are carried out, bininfrastructure will only be retained if it continues to reduce resource demand and, or it is still required to ensure that cleansing standards do not drop to include an increasing accumulation of litter.

6.11 Over the past 12 months, two audits of the Council's bin stock have been carried out to assess both condition and demand across the city. As a result of these reviews, all bins identified as falling below the required condition standards have either been repaired or fully replaced, ensuring that the network remains safe, functional, and fit for purpose. No bins have been recorded as removed since January 2025. Basic operational remedial works are outlined in Appendix 1.

**The ongoing need for additional bins to meet demand:**

6.12 Operations have received 14 litter bin fitment requests (at the point of finalising this report) since January 2025. Hotspots assessments have indicated that one location required provision, and a litter bin was subsequently relocated to address the issue. Appendix 2: contains requests to date.

6.13 Cleaning supervisors are currently developing plans for a recycling-on-the-go (ROTG) trial at the Quay, following earlier challenges with mixed-recycling bins where contamination levels were too high to achieve successful recycling outcomes. The proposed trial will seek to address this by introducing separated recycling options, helping users dispose of materials more accurately and reducing contamination risk. The trial is currently subject to planning, procurement, and installation timeframes, and is therefore anticipated to commence later in the new financial year.

**7. How does the decision contribute to the Council's Corporate Plan?**

7.1 Supports the Sustainable Environment priority by demonstrating high citywide cleanliness standards, top-tier APSE litter performance, and ongoing improvements in detritus management, reinforcing the council's environmental goals.

7.2 Enhances resident wellbeing and satisfaction by maintaining clean, safe neighbourhoods—reflecting survey findings that residents value well-kept public spaces and expect responsive, reliable frontline services.

7.3 Strengthens a well-run and efficient council through transparent performance reporting, DEFRA-aligned grading, resource-efficient operations, and evidence-based service improvements.

## **8. What risks are there and how can they be reduced?**

8.1 To address the increasing levels of weed growth across the city, ECC has invested in new technology in the form of two weed-ripper attachments, purchased at a cost of £9,733.74 each, totalling £19,467.48. While it is hoped that this equipment will help reduce weed growth and support the effectiveness of mechanical sweeping operations, these units will only mitigate the issue—they will not provide a cost-effective alternative to the Highways Authority's former weed-spraying programme. As a result, weed growth will continue to be a feature of Exeter's public highways trapping litter and detritus, while also hindering the effectiveness of the Council's mechanical sweepers and litter-picking teams in managing accumulations.

## **9. Equality Act 210 (The Act)**

9.1 No potential impact has been identified on people with protected characteristics as determined by the Act because the report is for noting only.

9.2 The service EQIA assessment is provided in appendix 3.

## **10. Carbon Footprint (Environmental) Implications:**

10.1 There is no direct carbon/environmental impacts arising from this report.

10.2 Street-cleansing carbon reductions rely on transitioning the fleet to lower-emission fuels and/ or electrification. Progress is constrained by the Belle Isle depot operating at peak electrical capacity, limiting the ability to charge additional electric vehicles without significant infrastructure upgrades, or depot relocation.

## **11. Are there any other options?**

11.1 No alternative options have been identified

Director: Adrian Pengelly

Report Author: Cat Chambers

## **Local Government (Access to Information) Act 1972 (as amended)**

Background papers used in compiling this report:-

None

Contact for enquires:  
Democratic Services (Committees)  
Room 4.36  
01392 265275

## Appendix 1: Operational Bin Activity Summary 2025

Location	Priority	Type	Install	Replace	Move	Completed
Friernhay Pocket Garden - by St Nicholas Priory	High	2x round metal		Remove both round metal and replace with 1 New Black Low Aperture		22-26.02.25
Rougemont Place/Little Castle St Junction	Medium	Sentinel		New Black Low Aperture		22-26.02.25
Southernhay East - on green space at top	High	Sentinel		New Black Low Aperture		22-26.02.25
Sylvan Road - on corner with Union Rd	Medium	post bin		Remove back plate		22-26.02.25
Hamlin Lane playing fields-polsloe entrance, just inside the p/f by barrier	Medium	Sentinel		Good condition sentinel		22-26.02.25
Whipton Village Road	Medium	Sentinel		Used Black Low Aperture		22-26.02.25
Burnthouse Lane - outside One Stop	Medium	Sentinel		Used Black Low Aperture		22-26.02.25
Woodwater Lane - Outside OneStop	High	Sentinel		Good condition sentinel		22-26.02.25
Woodwater Lane - Outside School	High	Sentinel		Good condition sentinel		22-26.02.25
Woodwater Lane - Junction of Quarry Park Road	High	Dog bin		with good condition dog bin		22-26.02.25
Glasshouse Lane - by bus stop near shops	Medium	Sentinel		Used Black Low Aperture		22-26.02.25
Kings Heath - MUGA	Medium	Sentinel removed		Good condition sentinel		22-26.02.25
Clyst Heath	High	Sentinel		Good condition sentinel		22-26.02.25
Flowerpot Skatepark	Medium	Sentinel x2		Good condition sentinels		22-26.02.25
Pinces Gardens - entrance by café, 30yds to the right	Medium	Sentinel		Good condition sentinel		22-26.02.25
Alphington Sports Club - inside the park	Medium	metal pedestool		anything with a lid, inside a kids play area.	Slab next to bin, just to left of the current bin	22-26.02.25
Bromhams Car Park	Medium	Wheelie bin enclosure	Fix to metal plate			22-26.02.25
Eton Walk - at footpath split	Medium	Wooden		Used Black Low Aperture	Move to t junction	21.08.25

Location	Priority	Type	Install	Replace	Move	Completed
Wonford Road - Junction of Lyndhurst Avenue	Medium	Round metal		Good sentinel/Black low aperture from town		10.10.25
Powlesland Road - bin in play area	Medium	Round metal		Square wooden		10.10.25
Bartholomew St East - entrance to top level of cemetery by van 10 collection point	Medium	Sentinel		Black low aperture from town		10.10.25
Southernhay East - On Southernhay Green opp Chichester Mews	High	Sentinel		Black Low Aperture - ? will need new base installing	Bench on green space on Southernhay West opposite entrance to Cathedral Close	10.10.25
College Road - Beside Exeter University St Lukes site	Medium	Sentinel				10.10.25
Prince Charles Road - Bus Stop opp St Margarets Road junction	Medium	Post bin		Black Low Aperture - will need new base installing		10.10.25
Bridespring Road - outside Premier convenience store	High	Sentinel			To corner by No.17	10.10.25
Mincinglake Road - end of footpath into Mincinglake valley park, next to No.100	Medium	Dog bin		Better quality dog bin		10.10.25
Pinhoe Road by the Vaughan rd build, The bus stop on the main rd	High	Black low aperture				10.10.25
Behind the library by the bike store	High	Sentinel		Black low aperture due to fly tipping and condition.		10.10.25

## Works Pending

Location	Priority	Type	Install	Replace	Move	Completed
Flowerpot - taken out when the 3g pitch works started.	High	Dog Bin	x			
155 Rifford road	Medium			replace sentinel due to lock for something.		
6 Devonshire Place - been missed from the last two bin weeks	Very High			replace sentinel due to lock for something.		
School lane - green area by the water	Medium			replace sentinel due to lock for something.		

## Appendix 2: Litter bin requests and survey results

Date received	Location	Contamination Assessment Grading	Ease of collection	Comments from Cleansing Ops	Order passed to Ops Manager for Installation confirmation	Closing date/ Installation date w/c
02.01.2025	Kerswill Road/Tin Lane	0	Limited parking due to parked cars and narrow street	Visits monthly, has never seen any dog fouling on the cul-de-sac and very little litter	N/A	08.08.25 emailed to advise no requirement for bin
03.01.2025	Harrington Lane	0	Limited parking due to parked cars	Litter levels are generally low and area is litter picked weekly, does not feel a litter bin is necessary	N/A	09.03.2025 emailed to advise no requirement for bin
16.01.2025	Clyst Road, Denver Road and Elm Grove Road	0	Double yellow lines on Clyst Road, Limited parking on Denver and Elm Grove Road	Stencilling has been placed in the area. Very little evidence of dog fouling.	N/A	08.08.25 No further action
16.01.2025	Pennsylvania Road at Union Road junction	0	On busy junction, parking spaces 50 yards away	Report initially indicated litter in area, visitation has not shown this	N/A	No bin required
04.02.2025	Okehampton Road/Wardrew Road Junction	0	Some on street parking outside	Road visited 3x weekly for litter picking, very little litter outside store as store colleagues also litter pick	N/A	14.08.25 emailed to advise no requirement for bin
19.03.2025	Barrack Road - bus stop opp hosp	0	Only DCC on street parking, rest of road is double yellow lines	Operative litter picks Barrack Road weekly, has no issues with excessive littering	N/A	14.08.25 emailed to advise no requirement for bin
24.03.2025	Harts Lane/Pilton Lane	2	Lane with no footpath - only available spot to stop would be at entrance to bollarded footpath	Area is predominantly littered by pupils from St Lukes with bakery bags and drinks bottles from Lidl- litter picking is scheduled for once a week on Weds and suitable control.	N/A	14.08.25 emailed to advise no requirement for bin - TLs to speak to school regarding issue
26.03.2025	Southernhay East & West - South end green space	4	Route covered by city centre solo sweeper	Solo sweeper confirms high volume of litter on the green spaces in this area - could we relocate 2nd bin at top end to bench at south end green space	Verbal request to Service Manager to relocate bin	Street bin relocated 10.10.25 - 23.01.26 Solo sweeper reports littering has reduced significantly

03.04.25	Pinn Lane/Hollow Lane	2	Route covered by ward van. Litter picked where safe to do so (some parts do not have a footpath) litter picked when requested due to workload.	Litter picked when requested due to workload, a good amount of waste as a result of the local school.	<b>TBC</b>	Requires final visit - no further complaints since initial in April 2025
19.08.25	Broadway - by store - request to move bin from Larch Road	0	Limited parking due to parked cars and residents permits	Operative walks the area once a week and finds small amounts of litter.	<b>TBC</b>	Requires final visit - no further complaints since initial in August 2025
14.09.25	Lower North Street	D	Could be added to Solo Sweeper route	Can have high litter volumes during Student term times, especially at weekends so will complete extra litter pick when necessary	N/A	06.02.26 - emailed to advise no requirement for bin
30.12.25	Sowton Footpath from the P&R to the Station				<b>TBC</b>	Requires further visitation
February	Laburnum Road				<b>TBC</b>	Requires further visitation
February	Barton Court Garages				<b>TBC</b>	Requires further visitation

## Appendix 3 – Service EQIA

### Equality Impact Assessment: *Operational Frontline Service Delivery (Street Cleansing)*

The Equality Act 2010 includes a general duty which requires public authorities, in the exercise of their functions, to have due regard to the need to:

**Eliminate discrimination**, harassment and victimisation and any other conduct that is prohibited by or under the Act.

**Advance equality of opportunity** between people who share a relevant protected characteristic and people who do not share it.

**Foster good relations** between people who share a relevant protected characteristic and those who do not

In order to comply with the general duty authorities must assess the impact on equality of decisions, policies and practices. These duties do not prevent the authority from reducing services where necessary, but they offer a way of developing proposals that consider the impact on all members of the community.

Authorities which fail to carry out equality impact assessments risk making poor and unfair decisions which may discriminate against groups and worsen inequality.

**Factors to consider in the assessment:** For each of the groups below, an assessment has been made on whether the proposed decision will have a **positive, negative or neutral impact**. This must be noted in the table below alongside brief details of why this conclusion has been reached and notes of any mitigation proposed. Where the impact is negative, a **high, medium or low assessment** is given. The assessment rates the impact of the policy based on the current situation (i.e. disregarding any actions planned to be carried out in future).

**High impact** – a significant potential impact, risk of exposure, history of complaints, no mitigating measures in place etc.

**Medium impact** – some potential impact exists, some mitigating measures are in place, poor evidence

**Low impact** – almost no relevancy to the process, e.g. an area that is very much legislation led and where the Council has very little discretion

Protected characteristic/ area of interest	Positive or Negative Impact	High, Medium or Low Impact	Reason
<b>Race and ethnicity</b> (including Gypsies and Travellers; migrant workers; asylum seekers).	Neutral	Low	This is a demand led operation; the frequency of cleansing provision is determined by demand and National Approved Code of Practice standards. The impact of the service is equal on all persons, and it does not disproportionately impact any one group.
<b>Disability:</b> as defined by the Equality Act – a person has a disability if they have a physical or mental impairment that has a substantial and long-term adverse impact on their ability to	Negative	Low	Street Cleaning is a demand led operation; the frequency of cleansing provision is determined by demand and National Approved Code of Practice standards. The impact of the service is equal on all persons, and it does not disproportionately impact any one group.

Protected characteristic/ area of interest	Positive or Negative Impact	High, Medium or Low Impact	Reason
carry out normal day-to-day activities.			The provision and fitment of litterbins is recognised to add to the clutter of street furniture and may impact the accessibility of pavements if inappropriately sited. The use of litter bins is however essential to control contamination and to achieve statutory service compliance in some locations. Fitment is strictly demand led and tightly controlled. Units are fitted only where there is an evidenced need. The orientation and placement of the bin is off pavement wherever practicable, when on pavement they are aligned with existing street furniture front or back of footpaths to ensure suitable and sufficient space for use.
<b>Sex/Gender</b>	Neutral	Low	This is a demand led operation; the frequency of cleansing provision is determined by demand and National Approved Code of Practice standards. The impact of the service is equal on all persons, and it does not disproportionately impact any one group.
<b>Gender reassignment</b>		Low	This is a demand led operation, the frequency of cleansing provision is determined by demand and National Approved Code of Practice standards. The impact of the service is equal on all persons, and it does not disproportionately impact any one group.
<b>Religion and belief</b> (includes no belief, some philosophical beliefs such as Buddhism and sects within religions).	Neutral	Low	This is a demand led operation; the frequency of cleansing provision is determined by demand and National Approved Code of Practice standards. The impact of the service is equal on all persons, and it does not disproportionately impact any one group.
<b>Sexual orientation</b> (including heterosexual, lesbian, gay, bisexual).	Neutral	Low	This is a demand led operation, the frequency of cleansing provision is determined by demand and National Approved Code of Practice standards. The impact of the service is equal on all persons, and it does not disproportionately impact any one group.

<b>Protected characteristic/ area of interest</b>	<b>Positive or Negative Impact</b>	<b>High, Medium or Low Impact</b>	<b>Reason</b>
<b>Age</b> (children and young people aged 0-24; adults aged 25-50; younger older people aged 51-75/80; older people 81+; frail older people; people living with age related conditions. The age categories are for illustration only as overriding consideration should be given to needs).	Neutral	Low	This is a demand led operation; the frequency of cleansing provision is determined by demand and National Approved Code of Practice standards. The impact of the service is equal on all persons, and it does not disproportionately impact any one group.
<b>Pregnancy and maternity</b> including new and breast-feeding mothers	Neutral	Low	This is a demand led operation; the frequency of cleansing provision is determined by demand and National Approved Code of Practice standards. The impact of the service is equal on all persons, and it does not disproportionately impact any one group.
<b>Marriage and civil partnership status</b>	Neutral	Low	This is a demand led operation, the frequency of cleansing provision is determined by demand and National Approved Code of Practice standards. The impact of the service is equal on all persons, and it does not disproportionately impact any one group.

**Actions identified that will mitigate any negative impacts and/or promote inclusion**

- N/A

**Officer: C. Chambers**

**Assessment Date: 28/09/25**