

Chesterfield Borough Council

Equality Impact Assessment - Full Assessment Form Queen's Park Sports Centre New Build

Service Area: **Environment**
Section: **Leisure**
Lead Officer: **Mick Blythe**

Title of the policy, project, service, function or strategy the preliminary EIA is being produced for: **Modernising the provision and management of Chesterfield Borough Council's Sport and Leisure Centres**

Is the policy, project, service, function or strategy:

Existing

Changed

New/Proposed [project]

STEP 1 – MAKE SURE YOU HAVE CLEAR AIMS AND OBJECTIVES

Introduction and scope

This EIA assesses the impacts of the new build Queen's Parks Sports Centre which is part of the larger leisure legacy project. This EIA should be considered alongside the following EIAs which will be undertaken when details are developed and before decisions are made regarding:

- Sport and Leisure Restructure
- Refurbishment and/or build options for Queen's Park Sports Centre;
- Options for the provision of crèche and café facilities.
- Dual use agreement with Chesterfield College

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

The aim of this project is to ensure that the Chesterfield has a fit for purpose, sustainable and accessible leisure centre, able to provide high quality health and wellbeing services to the community.

Who is the policy, project, service, function or strategy going to benefit and how?

The project will benefit current customers of Queen's Park Sports Centre and future potential customers by providing high quality leisure provision.

What outcomes do you want to achieve?

The Council wishes to achieve the following outcomes:

- To get more people in Chesterfield active and healthy

- To enhance customer experience through modern, fit for purpose facilities, increased flexibility in programming, online bookings, improved customer service etc.
- Flexibility in service provision, and ability to adapt to the requirements of changing customer needs;
- Better knowledge of our customer base, and use of this knowledge to enable targeted marketing and publicity to broaden the customer base
- Increase customer usage levels and retention levels
- Increase customer satisfaction rates
- Increase employee satisfaction rates
- More accessible leisure and health and wellbeing services
- Creating a productive partnership with Chesterfield College and other key partner agencies
- Increased efficiency savings to reduce the current deficit

What barriers exist for both the Council and the groups/people with protected characteristics to enable these outcomes to be achieved?

During the development of the new Queen's Park Sport Centre there will be a number of challenges including:

- Maintaining employee motivation and support is essential whilst undergoing fundamental change to the service.
- Maintaining and enhancing customer communication channels to ensure maximum customer base increase and retention
- Maintaining the ethos of the service and protecting access to all must be balanced with the need to become more business orientated.

STEP 2 – COLLECTING YOUR INFORMATION

What existing data sources do you have to assess the impact of the policy, project, service, function or strategy?

In assessing the potential Equalities Impacts of this project, the Council has considered the following data sources:

- Existing facilities at the Leisure Centres, e.g. activity programmes and equipment
- FMG's background report on options for the Sports and Leisure Centres
- Engagement with employees, Trade Unions, customers, partners and other stakeholders
- Data on the existing users of the centres
- State of the Borough Report 2010, 2011 and 2013 including Health Profiles
- Sport England Active People Survey
- Data room information and specifications arranged for previous partner approach
- Playing Pitch and Outdoor Strategy evidence base
- Sport England Facilities Planning Model evidence base

STEP 3 – FURTHER ENGAGEMENT ACTIVITIES

Please list any additional engagement activities undertaken to complete this EIA e.g. met with the Equalities Advisory Group, local BME groups, Employee representatives etc. Could you also please summarise the main findings.

Please note the engagement activity listed relates to the new build project. Details of engagement activity relating to other aspects of the project e.g. Sport and Leisure Restructure, lean review, in-house delivery etc. are available upon request.

Date	Engagement Activity	Main findings
August 2012 – ongoing	Variety of staff consultation activities	<p>Employees had the opportunity to take part in a number of engagement activities to help shape the facilities mix at the new centre and the look and feel. Activities included:</p> <ul style="list-style-type: none"> • Team and group meetings at key points during the project • Meetings with individual employees at key points of the project • Regular management walkabouts • Employee newsletters • Some employees volunteered to assist with public engagement activities. Training and support was available.
August 2012 – ongoing	Variety of Trade Union consultation activities	Trade Union representatives were actively encouraged to engage with the activities listed above and help shape employee engagement initiatives.
August 2012 – ongoing	Customer Focus Groups	There have been regular focus groups and informal meetings with customers at both the HLC and QPSC. These meetings have focused on customer experience at existing centres but have also served as a communication tool regarding the progress on new build project.
May - June 2013	Phase 1 – Public Consultation – Facilities Mix	<p>Phase 1 consultation focused on facilities mix at the new centre. 836 members of the public responded to the consultation by paper questionnaires, electronic questionnaires and on the touch screen opinion meter.</p> <p>Customers and potential customers indicated their key facility priorities for the new build. These were swimming pool, sports hall, gym/fitness suite, children’s water fun and a learner pool.</p>
July – August 2013	Phase 2 – Public Consultation – Look and Feel	<p>Phase 2 consultation focused on the look and feel of the new centre. 976 people took the opportunity to take part in this consultation. This stage of the consultation included:</p> <ul style="list-style-type: none"> • Paper and electronic questionnaires • Touch screen opinion meters at both the HLC and QPSC • Roadshows in five locations in Chesterfield <p>Some accessibility issues were raised during the consultation including the number of disability parking spaces and family friendly parking. The number of spaces in both categories have now been increased. Consultation responses regarding the range of accessible features were positive.</p>
6 th	Equality and	Members of the Chesterfield Equality and Diversity Forum,

Date	Engagement Activity	Main findings
August 2013	Diversity Group Meeting	<p>and other local groups with a specialism in accessibility were invited to the accessibility meeting, where the architects explained the proposals, took the queries and opinions of around 20 participants.</p> <p>Hoists for the swimming pools and the moveable floor for the learner pool were raised as key improvements. The introduction of village changing and a changing places style facility were also supported.</p> <p>The importance of signage and parking provision were also discussed.</p>
August 2013	Derbyshire County Council Access Officer	<p>Derbyshire County Council's Access Officer reviewed the proposals for the new build and commented on accessibility issues.</p> <p>A number of recommendations were made regarding the external areas of the build including level access, signage, pedestrian routes, resting places etc. These have now been taken into consideration on the external areas and landscaping.</p> <p>Recommendations were also made regarding the interior of the new centre including signage, hearing loops, seating areas, colour contrasts, changing facilities etc. These have been taken into consideration in the plans for the interior of the centre.</p>

STEP 4 – WHAT'S THE IMPACT?

Is there an impact (positive or negative) on some groups/people with protected characteristics in the community? (think about race, disability, age, gender, religion or belief, sexual orientation and other socially excluded communities or groups). You may also need to think about sub groups within each equalities group or protected characteristics e.g. older women, younger men, disabled women etc.

Please describe the potential impacts both positive and negative and any action we are able to take to reduce negative impacts or enhance the positive impacts.

<u>Assessment of impact on members of the public</u>			
Group or Protected Characteristic	Positive impacts	Negative impacts	Action
Overall impacts on the general public	<p>Overall, the new centre should have the following positive impacts on customers and the wider community:</p> <ul style="list-style-type: none"> • Better quality, accessible, fit for purpose facilities with improved access to health and wellbeing opportunities • Reduced environmental impact due to modern, more environmentally friendly build techniques • Overall improvement in customer service and satisfaction • Shorter queues and waiting times through increased efficiency of processes • Better access to services in a variety of ways, e.g. online bookings, activities and payment options • An inclusive pricing structure with flexibility in payment options • Increased awareness and knowledge of what's going on at the Centres through marketing and promotion • The activities and facilities will 	<p>Overall, the new centre may have the following negative impacts on customers:</p> <ul style="list-style-type: none"> • Some activities and facilities will no longer be available at the new centre. 	<p>The Council delivers a range of initiatives and policies that seek to respond to our community, focusing on initiatives such as the Health Referral Scheme, links with maternity services, creating links with disability groups and faith groups for the provision of appropriate Sport and Leisure activities, and managing pricing to ensure that users from the lower socio-demographic groups continue to be able to access facilities.</p> <p>The Council is committed to the provision of a range of Sports and Leisure activities accessible to all. Customer with protected characteristics will have at least the same level of access to the centres as they do now.</p> <p>Evidence will be collected and used to ensure that provision of activities is based on the needs of the community.</p> <p>Use of alternative programming and strategic use of alternative</p>

<u>Assessment of impact on members of the public</u>			
Group or Protected Characteristic	Positive impacts	Negative impacts	Action
	<p>be flexible and responsive to the needs of the community. This will be enabled through effective use of customer and community data.</p> <ul style="list-style-type: none"> • No disruption to the current Queen's Park Sports Centre services 		<p>provision within the catchment area will ensure that appropriate athlete development pathways are available for activities e.g. diving, gymnastics, trampoline</p>
Age – including older people and younger people.	See overall impact	See overall impact	<p>The needs of younger and older people have been taken into account within the new centre. This includes the retention of Easy Line type equipment that enables younger and older people to use gym equipment and continue to provide classes that meet the needs of people of all ages. Village change facilities will also benefit young people using the facilities in school or team groups or with their families.</p>

<u>Assessment of impact on members of the public</u>			
Group or Protected Characteristic	Positive impacts	Negative impacts	Action
Disabled people – physical, mental and sensory including learning disabled people and people living with HIV/Aids and cancer.	<p>See overall impact</p> <p>The new centre will have improved accessibility measures including:</p> <ul style="list-style-type: none"> • Integral hoist for the main swimming pool • A movable floor in the learner pool • Gradual steps in the pools • Increased disability and family friendly parking provision • Improved signage • Assisted changing facility 	See overall impact	<p>See overall impact</p> <p>Accessibility considerations have been key throughout the development of the new centre proposals. A number of improvements to the plans have been made as a result of robust community and expert consultation.</p>
Gender – men, women and transgender.	<p>See overall impact</p> <p>The new village change facilities will benefit transgender customers. It will also benefit parents of all genders who wish to access family friendly changing facilities.</p>	See overall impact	See overall impact
Marital status including civil partnership.	See overall impact	See overall impact	See overall impact
Pregnant women and people on maternity/paternity.	<p>See overall impact</p> <p>The new centre will improve</p>	See overall impact	The wider Sports and Physical Activity Strategy will include inclusive activities to promote

<u>Assessment of impact on members of the public</u>			
Group or Protected Characteristic	Positive impacts	Negative impacts	Action
Also consider breastfeeding mothers.	<p>facilities for pregnant women, breastfeeding mothers, and parents/carers with young children, e.g. baby changing facilities.</p> <p>There will also be pregnancy and early year's services available on site through an innovative partnership with the community midwifery service.</p> <p>The new centre will enable and encourage lifelong participation in leisure, health and wellbeing activities.</p>		<p>participation for groups such as pregnant women and new mothers, for example, 'buggy walks' for new mothers and their babies planned along routes that are suitable for mums with buggies</p>
Sexual Orientation – Heterosexual, Lesbian, gay men and bi-sexual people.	See overall impact	See overall impact	See overall impact
Ethnic Groups	See overall impact	See overall impact	Continue to provide programmes and facilities that meet the needs of people of all ethnicities.
Religions and Beliefs including those with no religion and/or beliefs.	See overall impact	See overall impact	Continue to provide programmes and facilities that meet the needs of people of all religions, e.g. female only swim sessions.
Other groups e.g. those experiencing	See overall impact	Pricing of activities could exclude some groups who cannot afford to	The Council will continue to use concessionary schemes and an

<u>Assessment of impact on members of the public</u>			
Group or Protected Characteristic	Positive impacts	Negative impacts	Action
deprivation and/or health inequalities.		use Sports and Leisure Centres	<p>inclusive pricing structure which will be closely monitored and managed to ensure that services remain accessible to all.</p> <p>With this in mind, the Council will ensure the pricing policy for key activities e.g. swimming, are protected to a level that is not prohibitive to some groups of service users.</p>

From the information gathered above does the policy, project, service, function or strategy directly or indirectly discriminate against any particular group or protected characteristic?

Yes
No

If yes what action can be taken to stop the discrimination?

STEP 5 – RECOMMENDATIONS AND DECISION MAKING

How has the EIA helped to shape the policy, project, service, function or strategy or affected the recommendation or decision?

The range of engagement activities and discussions which have taken place during the development of this EIA have drawn attention to the areas of the service which sets Council run Centres apart from businesses, and which need to be protected when developing the service. Positive changes have also been made to the accessibility of the new centre which will benefit not only protected groups but the whole community.

How are you going to monitor the policy, project, service, function or strategy, how often and who will be responsible?

The project will be monitored by the Sport and Leisure Manager. This EIA will be reviewed at key points in the project and as changes are proposed to any of the services or facilities within the new centre, further consultation and impact assessments will take place during the programming stages for the new centre.

STEP 6 – KNOWLEDGE MANAGEMENT AND PUBLICATION

Please note the draft EIA should be reviewed by the appropriate Head of Service/Service Manager and the Policy Service before WBR, Lead Member, Cabinet, Council reports are produced.

Reviewed by Head of Service/Service Manager

Name: Mick Blythe

Date: 29.11.13

Reviewed by Policy Service

Name: Donna Reddish

Date: 29.11.13