

Impact Assessment Evidence Document					
<b>Title: What are you completing an Impact Assessment on?</b>					
Increased Leisure fees and charges					
<b>Why are you completing the Impact Assessment?</b>					
Proposed New Policy or Service	Change to Policy or Service	MTFS		Service Review	
	✓	✓			
<b>Version Control</b>					
Version control number	1	Date	7 Feb 2014	Reason for review (if appropriate)	
<b>Risk Rating Score</b> (use <a href="#">Equalities Risk Matrix</a> and guidance)				Risk score on proposal	6
**If the Risk Score is 1 or 2, an Impact Assessment does NOT have to be completed. Please check with <a href="mailto:equalities@wiltshire.gov.uk">equalities@wiltshire.gov.uk</a> for advice				Risk score after mitigating actions have been identified	2
<b>Section 1 – Description</b> of what is being impact assessed					
Leisure centres are increasing some of its fees and charges from April 2014 to ensure harmonisation of their fees across all the in-house managed leisure centres. This will ensure that all facilities adhere to the leisure pricing principles and where facilities are comparable there is no discrimination regarding where you live					
<b>Section 2A – People or communities that are currently targeted or could be affected</b> by any change (please take note of the Protected Characteristics listed in the action table).					
All sectors of Wiltshire council residents may be affected as follows: Daytime users – removal of off peak prices means an increase to peak prices Swimming users – increase of approx 5% on fees Fitness suite users – seniors see a decrease in costs however juniors see an increase in costs to harmonise their charges Concession users (group bookings) – will see an increase					
<b>Section 2B – People who are delivering</b> the policy or service that are targeted or could be affected (i.e. staff, commissioned organisations, contractors)					
N/A as proposals affect customers only					
<b>Section 3 –The underpinning evidence and data</b> used for the assessment (Attach documents where appropriate)					
Prompts:					
<ul style="list-style-type: none"> <li>• What data do you collect about your customers/staff?</li> <li>• What local, regional and national research is there that you could use?</li> <li>• How do your Governance documents (Terms of Reference, operating procedures) reflect the need to consider the Public Sector Equality Duty?</li> </ul>					

- What are the issues that you or your partners or stakeholders already know about?
- What engagement, involvement and consultation work have you done? How was this carried out, with whom? Whose voices are missing? What does this tell you about potential take-up and satisfaction with existing services?
- Are there any gaps in your knowledge? If so, do you need to identify how you will collect data to fill the gap (feed this into the action table if necessary)

We collect attendance (visit) figures from each leisure centre  
 We have assessed our prices against other local facilities and national trends  
 We know that some of leisure's prices are already too high, but we need to ensure a level fair playing field for prices across the county in-house managed leisure centres  
 We undertake a customer satisfaction survey every other year which asks questions on value for money and prices within the centres

**\*Section 4 – Conclusions** drawn about the impact of the proposed change or new service/policy

Prompts:

- What actions do you plan to take as a result of this equality impact assessment? Please state them and also feed these into the action table
- Be clear and specific about the impacts for each Protected Characteristic group (where relevant)
- Can you also identify positive actions which promote equality of opportunity and foster good relations between groups of people as well as adverse impacts?
- What are the implications for Procurement/Commissioning arrangements that may be happening as a result of your work?
- If you have found that the policy or service change might have an adverse impact on a particular group of people and are **not** taking action to mitigate against this, you will need to fully justify your decision and evidence it in this section

Issue press releases and customer statements at centres explaining the rationale behind the increases in terms of harmonisation and ensuring a consistent, fair, level playing field for comparable facility entry so there is no discrimination against where people live

Issue staff statements for dealing with queries or complaints and advice on where to direct complaints

Daytime users – leisure are providing more authority to centre managers to promote facilities at certain times and sports to encourage users into the centres during the daytime

Concession users – leisure are providing more authority to centre managers to offer legitimate groups discounted entry under our charitable fees

**\*Section 5 – How will this Impact Assessment be monitored and reviewed?**

Prompts:

- Do you need to design performance measures that identify the impact (outcomes) of your policy/strategy/change of service on different protected characteristic groups?
- What stakeholder groups and arrangements for monitoring do you have in place? Is equality a standing agenda item at meetings?
- Who will be the lead officer responsible for ensuring actions that have been identified are monitored and reviewed?

<ul style="list-style-type: none"> <li>• How will you publish and communicate the outcomes from the EIA?</li> <li>• How will you integrate the outcomes from this EIA in any relevant Strategies/Polices?</li> </ul>	
<p>The EIA will be monitored via the number of complaints received and the footfall at the centres. It is hoped that the mitigating actions will limit the number of complaints and overall the changes to fees and charges will actually see an increase in footfall rather than a decline.</p>	
<p><b>*Copy and paste sections 4 &amp; 5 into any Committee, CLT or Briefing papers as a way of summarising the equality impacts where indicated</b></p>	
<b>Completed by:</b>	Jane Lloyd
<b>Date</b>	07 Feb 2014
<b>Signed off by:</b>	
<b>Date</b>	
<b>Compliance sign off Date</b>	
<b>To be reviewed by:</b> (officer name)	
<b>Review date:</b>	
<b>Published on internet date:</b>	

<b>Equality Impact Assessment Issues and Action Table</b>					
<b>Identified issue drawn from your conclusions</b>	<b>Actions needed – can you mitigate the impacts? If you can how will you mitigate the impacts?</b>	<b>Who is responsible for the actions?</b>	<b>When will the action be completed?</b>	<b>How will it be monitored?</b>	<b>What is the expected outcome from the action?</b>
<b>Age</b>					
<b>Disability</b>					
Concession group booking users	The impact of removing a single use concession booking price will be mitigated by offering centre managers with authority to offer legitimate groups discounted entry under our charitable fees	Gillian Wright	April 2014	Number of complaints  Centre Football	No loss or increased footfall  Limited complaints
<b>Gender Reassignment</b>					
N/A					
<b>Marriage and Civil Partnership</b>					
N/A					
<b>Pregnancy and Maternity</b>					
N/A					
<b>Race (including ethnicity or national origin, colour, nationality and Gypsies and Travellers)</b>					
N/A					
<b>Religion and Belief</b>					
N/A					

<b>Sex</b>					
N/A					
<b>Sexual Orientation</b>					
N/A					
<b>Other (including caring responsibilities, rurality, low income, Military Status etc)</b>					
Daytime Users	The impact of removing off peak prices will be mitigated by providing centre managers with authority to offer discounts for certain times or sports to encourage users into the centre during daytimes	Gillian Wright	April 2014	Number of complaints  Centre Footfall	No loss or increased footfall  Limited complaints

## Equalities Risk Matrix

This assessment should be undertaken on the inherent risk i.e. that which exists as a result of the proposal, before any mitigations and then on the residual risk i.e the risk that remains once mitigations have been taken into account

Impact Criteria	Low 1	Medium 2	High 3	Very High 4
Legal	Complaint/initial challenge may easily be resolved	Internal investigation following a number of complaints or challenges	Ombudsman complaint following unresolved complaints or challenges	Risk of high level challenge resulting in Judicial Review
Financial	Little or no additional financial implication as a result of this decision or proposal	Medium level implication with internal legal costs and internal resources	High financial impact - External legal advice and internal resources	Severe financial impact - legal costs and internal resources
People	No or Low or level of impact on isolation, quality of life, achievement, access to services. Unlikely to result in harm or injury. Mitigating actions are sufficient	Significant quality of life issues i.e. Achievement, access to services. Minor to significant levels of harm, injury, mistreatment or abuse OR, low level of impact that is possible or likely to occur with over 500 people potentially affected	Serious Quality of Life issues i.e. Where isolation increases or vulnerability is greatly affected as a result. Injury and/or serious mistreatment or abuse of an individual for whom the Council has a responsibility OR, a medium level of impact that is likely to occur with over 500 people potentially affected	Death of an individual for whom the Council has a responsibility or serious mistreatment or abuse resulting in criminal charges OR High level of impact that is likely to occur, with potentially over 500 people potentially affected
Reputation	Little or no impact outside of the Council	Some negative local media reporting	Significant to high levels of negative front page reports/editorial comment in	National attention and media coverage

## Calculating the Equalities Risk Score

You will need to calculate a risk score twice:

1. On the inherent risk of the proposal itself (without taking into account any mitigating actions you may identify at the end of the EIA process)
2. On the risk that remains (the residual risk) after mitigating actions have been identified

This is necessary at both points to firstly, identify whether an EIA needs to be completed for the proposal and secondly, to understand what risk would be left if the actions identified to mitigate against any adverse impact are implemented

To get the current risk rating the risk **for each criteria** is scored from 1 to 4 for Likelihood and Impact and multiplied together to give a risk score.

Likelihood x Impact = **Risk Score** which establishes the level of risk:

		Acceptable		Unacceptable	
Impact	Critical (4)	4	8	12 Significant Risk	16 Significant Risk
	Substantia l (3)	3	6	9	12 Significant Risk
	Moderate (2)	2	4	6	8
	Low (1)	1	2	3	4
		Very Unlikely (1)	Unlikely (2)	Likely (3)	Very Likely (4)
		Likelihood of occurrence			

**Red** = High Risk (Score 12 – 16). **An Equality Impact Assessment must be completed.** Significant risks which are unacceptable; reduce the likelihood and/or impact through control measures.

**Amber** = Medium Risk (Score 6 – 9). **An Equality Impact Assessment must be completed.** Manageable risks, controls to be put in place; managers should consider the cost of implementing controls against the benefit in the reduction of risk exposure.

**Green** = Low Risk (Score 1 – 4) **An Equality Impact Assessment must be completed only when the risk score is 3 or 4.** Negligible risks - to be considered and monitored as costs may outweigh benefits.