



## Stage 2 - Full Equality Impact Assessment Form

### 1. What is the service area(s) and who is the lead officer?

- Siobhan Cleeve, Head Of Leisure AWN.

The leisure centre provides:

- Eleven dedicated accessible car parking spaces close to the building entrance
- Level access into the building through the main reception
- Automatic entry doors within the lobby area
- Clear circulation widths suitable for wheelchair users to key activity spaces
- Accessible toilets and accessible changing facilities

Pool access for those with physical disabilities is currently accommodated by a hoist system, improvements could be made in this area. Improvements to the St James changing provisions to address shortfallings in relation to accommodating customers with profound deafness, and to ensure gender neutral changing provision is clearly defined.

### 2. What change are you proposing?

- Implement designated gender neutral changing
- Implement additional light beacon alarms to alert disabled users to danger/evacuations
- The proposal is to replace the current pool hoist which users can find to be undignified (users are attached to a sling that is lowered from poolside into the water by staff) to a pool pod. Pool pods do not rely on staff to undertake the process, a user can access the lift by a wrist band, and use the dedicated water specific wheelchair to lower and raise themselves into the water. It is a quicker, safer and more dignified option for users, and can also accommodate users with low mobility such as pre and post natal women. North Norfolk council have implemented this at Reef, more information is available here: [Home | A facility for everyone \(north-norfolk.gov.uk\)](http://www.norfolk.gov.uk)
  - The proposal would need to be funded via capital, of which AWN do not have, this is approximately £50k.
  - This is an enhancement of service, and the current hoist would be used to service the less used learner pool

This is a management decision, with a request from AWN to BCKLWN to recommend expenditure from the corporate Equalities budget to support the work of the group.



**3. How will this change help the council achieve its Corporate Strategy priorities (and therefore your Directorate/service objectives)?**

This links to the 'support our communities' priority of the BCKLWN strategy, ensuring equal access to opportunities. Specifically this initiative provides access to leisure for all in a dignified, and efficient way. The user experience will be significantly enhanced for our special populations, helping reduce isolation of those most impacted by health conditions. Typically, a user with low mobility relies on carer support and staff intervention to use the pool. Ultimately, easy and non restricted access to the pool will improve the health and wellbeing of the user, as well as providing operational efficiencies.

BCKLWN strategic priority to tackle social and health inequalities, encourage healthy, active lifestyles and help prevent avoidable hospital admissions can be supported by improvements to facility provisions.



#### **4. What is your evidence of need for change?**

- State if the requirement for change is statutory or discretionary – is this required under legislation? There is a statutory change required to fulfil the equalities act. The change to the hoist is discretionary- we currently fulfil our basic obligations
- Response to local issues/conditions
- BS 8300: 2009 Design of buildings and their approaches to meet the needs of disabled people – Code of practice
- Building Regulations Approved Document M: 2004 access to and use of buildings, and Sport England's requirements.
- Swim England have multiple white papers demonstrating the impact aquatics for health can have. These white papers show how the BCKLWN strategic priority to tackle social and health inequalities, encourage healthy, active lifestyles and help prevent avoidable hospital admissions can be supported, and ultimately achieve the AWN directorate of making West Norfolk an active, happy, and healthy place.
- White papers can be viewed here: [The Health and Wellbeing Benefits of Swimming report | Download here](#)

#### **5. How will this change deliver improved value for money and/or release efficiency savings?**

- Will service quality be improved? Yes
- Will costs be reduced / savings be generated? Savings will be time related, and operational efficiencies. These will allow for time to be redeployed to improve customer engagement and operational standards
- How does the balance between cost and quality change? Quality will improve, cost remains unchanged
- If efficiency savings are being generated how will these be evidenced? Redeployment to other tasks, and better NPS scores from customers.

#### **6. What geographical area does this proposal cover? Kings Lynn, St James**



## 7. What is the impact of your proposal?

- What outputs will be achieved as a result? Better NPS scores from customers, indicating a higher level of satisfaction. Improved accessibility.
- What will change? The user experience and the staff efficiencies.
- How will service users experience the change? Dignified, safe and efficient access to our pool.
- What does success look like if you tripped over it? Increased numbers of users with mobility issues, access barriers removed for those impacted by mobility issues.
- Have you considered the needs / barriers of those currently using / not using the service? Yes, this expands our appeal and accessibility to users whom currently don't access St James.
- What is the frequency of the impact? Daily- we have access requirements from users on a daily basis.

## 8. What data have you used to support your assessment of the impact of your proposal?

We benchmark our customer satisfaction from our moving communities data- this going forwards will show any improvements in customer satisfaction.

We also report on GP and health referrals, this currently stands as follows:

Total referrals to date		Pathways		Referral Departments (into AWN)	
All time to date		All time to date			
<b>263</b>		<b>263</b>		<b>263</b>	
		Active Now	234 (89%)	GP Practices	149 (57%)
		Standard	23 (9%)	Health Impro...	21 (8%)
		QE Cancer ...	6 (2%)	Dereham Ho...	19 (7%)
				Protect Now	19 (7%)
				Queen Elizab...	18 (7%)
				Norwich Com...	8 (3%)
				NNUH	5 (2%)
				Breckland Dl...	3 (1%)
				Community ...	3 (1%)
				+10 other	18 (7%)

The top 4 referral reasons below directly benefit from aquatics for health:

Referral Reason	
All time to date	
<b>Total</b>	<b>263</b>
Mental Health	32 (12%)
Obesity	32 (12%)
Musculoskeletal	30 (11%)
Hypertension	28 (11%)
Diabetes Mellitus Type 2	19 (7%)
Cardiac Rehab	18 (7%)
Arthritis (Osteo/Rheumatoid)	12 (5%)
+21 other	73 (28%)



**9. What consultation has been undertaken/will need to be undertaken with stakeholders/ groups directly or indirectly impacted by the proposals and how do you intend to use this information to inform the decision?**

The initial feedback received was addressed directly with the customer whom supported us in suggesting adaptations to the changing room provision. These changes have been made to include a visible alarm beacon in all areas of the changing rooms, changed signage and dedicated gender neutral changing.

**10. Are there any implications for other service areas?**

- No

**11. What impact (either positive or negative) will this change have on different groups of the population?**

- The adaptations will have a positive impact on those impacted by hearing difficulties, and the non binary/transgender community. Further improvements would positively impact those with limited mobility, or those suffering from health inequalities.



- Have you considered the implications on groups with protected characteristics?
  - Age-positive impact, better accessibility
  - Disability -positive impact, better accessibility
  - Gender reassignment -positive impact, inclusive changing facilities
  - Marriage and civil partnership -no impact
  - Pregnancy and maternity -positive impact , better accessibility
  - Race -no impact
  - Religion or belief -no impact
  - Sex – Positive impact, inclusive changing facilities
  - Sexual Orientation -positive impact, inclusive changing facilities
  - Other (eg low income, caring responsibilities)-Positive impact, better accessibility
  
- For all of these consider issues of:
  - access
  - culture
  - language
  - stereotyping
  - rurality / isolation
  - safety & security
  - hate crime / discrimination
  - choice / opportunity
  - income / financial access
  - service take-up, including those not currently using the service (why might this be the case?)
  
- How might this change remove some of these barriers (if identified) or prevent barriers being created?

More inclusive changing provision will remove barriers

Service take up could be improved as users deem the provision more fit for purpose, inclusive and accessible.
  
- Can any differences be justified as appropriate or necessary? N/a
  
- Ensure you specifically address any protected groups where a positive or negative impact was identified on the pre-screening form in this section

A positive impact will be seen on users with hearing disabilities and non binary/transgender groups due to the implemented changes. Should further improvements be made to accessibility, service take up from GP/health referrals could increase.



**12. Other Staff Involved in Assessment (including Corporate Equality Group Representatives), and comments from Equality Work Group Reps**

Mair Morton



Full EIA Action Plan

Risk/adverse impact identified (Q11)	Action to be taken to mitigate	By who <i>Include a lead officer for implementing the actions</i>	By when <i>Deadlines/timescales for implementing the actions</i>	Monitoring mechanism <i>What indicators will you use to track the impact of the change when implemented? How will you review its implementation? How do you intend to monitor service take-up?</i>
Gender Reassignment/Sexual orientation	Implement gender neutral changing provision Signage and designated changing	Mair Morton	Completed	n/a
Disability (specifically hard of hearing/profoundly deaf)	Install light beacon warnings for deaf/hard of hearing users visible in all changing areas	Mair Morton	Completed	Customer feedback
Disability/limited mobility/pregnancy and maternity	Seek funding for a more dignified pool hoist to support those who are unable to use the stairs to enter the pool	S Cleeve	Ongoing	GP referral rates, customer feedback.





**Assessment Completed By: S Cleeve**

**Job Title: Head Of Leisure**

**Date: 02/7/24**