

Function being assessed: **Sport and Active Recreation Service**

Departmental or corporate function? **Departmental**

Date of assessment: **June 2007 – September 2007**

Contact person for the assessment: **Alasdair Brown (0113-224-3166)**

Members of the assessment group:

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Malcolm Dawson, Senior Sports Development Officer
Kim Newman, Principle Service Development Officer (Operations)
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Brief description of policy/ service:

Aims of the function

- SAR1 – Increase participation
- SAR2 - Supporting the Voluntary Sector in Sport & Active Recreation
- SAR3 – Developing people and potential
- SAR4 – Prioritising young people
- SAR5 – A vibrant city
- SAR6 – Reducing inequality
- SAR7 – Achieving service improvement

The Service has the following key functions:

- Strategic leadership on the development of physical activity, sport & active recreation in the City (Increasingly delivered through support to and development of the **Sport Leeds** Network and the Physical Activity Partnership).
- The provision of leisure centres, fulfilling a need to provide, efficiently and effectively, accessible, quality, community, city and regional facilities.
- The provision of a sport development service to provide necessary interventions to improve the provision of sport & active recreation and levels of involvement in sport & active recreation.

Services are provided to the entire Leeds population, from young to old, including specific programmes focusing on target groups, such as those with disabilities, BME groups or people living within disadvantaged areas

Brief account of how the impact assessment was carried out:

General

The Sport and Active Recreation Service widely consults with the community through its programmes of research and forums. The majority of these include aspects relating to equity, such as feedback from different age groups, genders, BME and disability groups.

Impact assessment

The impact assessment will help to ensure that the services provided treat all people fairly and any barriers that could exclude people accessing services are removed reduced as far as possible.

Method

280 surveys sent out, 29 surveys returned (10%). The surveys were sent out by the Leeds City Council Equality Unit to various advisory boards and community groups.

Brief description of any adverse affects found:

Public transport

– Poor access via public transport. The lack of public transport to the John Charles Centre for Sport was mentioned specifically but from the answers given it was obvious that ‘inadequate’ or ‘no public transport’ was an issue for customers at most of the leisure centres. One customer wrote “the most important thing for me is accessibility – a centre should not be more than 3 stops away. If more than that travel cost and time will become prohibitive”.

• Access to buildings

– Inadequate disabled parking; customers wanted more disabled car parking bays and stricter policing of the bays when used by non disabled drivers.
– Unwelcoming; well lit car parks with CCTV, clearly marked entrances with no vandalism
– Poor access; level entrance with automatic doors both on entry and within the building,
– Badly designed layout of reception areas; customers wanted a spacious well lit area with lowered reception counter and self serve ticket machines available to reduce having to queue. “Information to be available other than just from the reception desk” and “information should be visible before you actually get to the reception desk so you can see what is available” are two other comments that were made.

• Customer service and staff training

– Communication barriers with frontline staff; improve disability awareness and basic sign language training. Quite a few comments were made about respecting people from different backgrounds and being more ‘welcoming’, ‘patient’ and ‘non judgmental’. Speaking in plain English, employing staff who are bi-lingual and improving the ratio of female to male staff were also commented on.
– Not welcoming to new or infrequent users; one customer wrote “ask if the customer has used the centre before and if not explain access to facilities”, this summed up how several people felt that first time users were not made to feel as welcome as they could be. “Be more available and not just behind the reception desk” and “receptionist need to be more knowledgeable about the variety of services offered at a centre” were other comments.

Barrier	Action needed	Responsibility	Timescale
	<ul style="list-style-type: none"> Ensuring leisure centres are welcoming to the various BME groups Ensuring leisure centres provide safe access (e.g. well lit/ CCTV/ etc.) Ensuring leisure centres have baby change/ breastfeeding and prayer room (if required) accommodation; Ensuring private changing areas in leisure centres 	<p>Equality and Diversity Group</p> <p>Disability Task Group</p> <p>Baby change should already be available at all sites; Prayer rooms to be marked as required. Staff need to be made aware of the designation of a space for prayer.</p> <p>Disability Task Group</p>	<p>TBC</p> <p>initial audit of needs completed April 07</p> <p>December 07</p> <p>Ongoing</p>
Location	<ul style="list-style-type: none"> As capital projects are developed, location aspects need to be fully considered. 	Disability Task Group/SMT	As required
Barrier	Action needed	Responsibility	Timescale
Information and communication	<ul style="list-style-type: none"> Ensure all promotional material advises that it is available in alternative formats/ languages 	<p>Disability Task Group</p> <p>Marketing officers need to ensure that all material includes a suitable statement re. alternative formats.</p>	Ongoing

	<ul style="list-style-type: none"> • Ensure all printed information/promotional material is available electronically/on the internet and, where appropriate, in a range of the main community languages • Ensure internet points are available within reception areas where space allows • Ensure symbols are used within holiday programmes 	<p>Staff need to be aware of the availability of alternatives.</p> <p>Disability Task Group</p> <p>Disability Task Group</p> <p>Disability Task Group</p>	<p>Ongoing</p> <p>As funding allows</p> <p>Ongoing</p>
Barrier	Action needed	Responsibility	Timescale
	<ul style="list-style-type: none"> • Community board site to be identified in all leisure centres, including basic information in the top 4 local community languages • Clarify the availability of the LCC interpretation unit to the Trust • Maintain and strive to improve the Service's Programme for Disabled People 	<p>Disability Task Group</p> <p>Disability Task Group</p> <p>Disability Task Group</p>	<p>Key centres identified: September 07 Signage in place: May 08</p> <p>May 08</p> <p>Ongoing</p>
Customer care and staff training	<ul style="list-style-type: none"> • Ensure leisure centre staff are trained to use installed induction loops. 	Disability Task Group	April 08

	<ul style="list-style-type: none"> Encourage staff responsible for promotional material to attend plain English training 	Disability Task Group	Staff identified: July 07 Staff trained: April 08
Barrier	Action needed	Responsibility	Timescale
	<ul style="list-style-type: none"> Ensure all frontline/out-reach staff are provided with disability / cultural diversity awareness training. Ensure frontline/out-reach staff are aware of the process for obtaining a translator/ translating written information (e.g. info re the translation card) Ensure staff are trained to be aware of how to deal with and record incidents of racial harassment/ hate incidents. Trustees to receive suitable diversity training on appointment Vulnerable adults: identify and rollout suitable training to staff. 	<p>Disability Task Group/Equality and Diversity Group</p> <p>Disability Task Group/Equality and Diversity Group</p>	<p>Ongoing</p> <p>September 07 and ongoing</p> <p>September 07 and ongoing</p> <p>April 07 and ongoing</p> <p>September 07</p>
Barrier	Action needed	Responsibility	Timescale
Stereotypes and	<ul style="list-style-type: none"> Provide general 	Disability Task	Ongoing

assumptions	<p>equality training to as many staff as possible.</p> <ul style="list-style-type: none"> Actively engage with relevant groups to combat stereotypes and reduce assumptions 	Group/Equality and Diversity Group	Ongoing
Timing	<ul style="list-style-type: none"> Consider the calendar of religious events when planning activities. Promote the timescales for capital developments to local target groups to encourage their involvement. 	<p>Disability Task Group/Equality and Diversity Group</p> <p>Disability Task Group/Equality and Diversity Group</p>	<p>Ongoing</p> <p>Ongoing</p>
Costs of the service	<ul style="list-style-type: none"> Monitor the number of users with a Leeds card Extra/ 60/ 60 Extra and set targets to increase usage Monitor the number of Breezecard users and set targets to increase usage 	<p>SMT</p> <p>Leeds card promotion needs to be improved</p> <p>Marketing</p>	<p>September 07 and ongoing</p> <p>September 07 and ongoing</p>
Barrier	Action needed	Responsibility	Timescale
	<ul style="list-style-type: none"> Monitor the number of carers receiving free use Simplify the pricing structure for "Active Life" sessions Monitor SDU activity take-up by the disabled and BME groups via SDU-MIS 	<p>Disability Task Group</p> <p>SMT</p> <p>Disability Task Group/Equality and Diversity Group</p>	<p>September 07 and ongoing</p> <p>September 07 and ongoing</p> <p>September 07 and 6 monthly thereafter</p>

Commenting, consultation	<ul style="list-style-type: none"> Update the consultation plan Ensure BME, disability, etc. groups are included in all consultation undertaken Ensure annual Customer surveys provide demographic breakdowns (relates to CPA targets) Undertake targeted surveys to Leeds card holders with a disability 	Disability Task Group/Equality and Diversity Group	<p>September 07 and ongoing</p> <p>September 07 and ongoing</p> <p>April 08 and ongoing</p> <p>April 07 and ongoing</p>
Barrier	Action needed	Responsibility	Timescale
	<ul style="list-style-type: none"> Promote “welcome tours” to target groups around leisure centres 	Disability Task Group/Equality and Diversity Group	Ongoing
Specific barriers	<ul style="list-style-type: none"> Changing room provision needs to be suitable to the needs of disabled and BME users; Car parking needs to be suitable for disabled users; Catering outlets should provide for a range of dietary requirements. 	Disability Task Group/Equality and Diversity Group	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
Other	<ul style="list-style-type: none"> Develop a suitable equity policy for the 	Disability Task Group/Equality and Diversity	September 07

	Trust <ul style="list-style-type: none"> • Achieve the Equality Standard – A Framework for Sport • Achieve Quest accreditation in all leisure centres 	Group Disability Task Group/Equality and Diversity Group Disability Task Group/Equality and Diversity Group	Preliminary level by April 09; Intermediate level by April 2010 50% by April 09; 100% by April 2010
Barrier	Action needed	Responsibility	Timescale
	<ul style="list-style-type: none"> • Progress the Leeds Disability Sport Development Plan 	Service + partners	Ongoing to 2008

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