

EQUALITY IMPACT ASSESSMENT

Partners:

Southborough Town Council, Tunbridge Wells Borough Council, Kent County Council

Name of policy, procedure, project or service

Southborough Community Hub

What is being assessed?

Capital Project

Responsible Owner/ Senior Officer

Southborough Community Hub Project Board

Date of Initial Screening

April 2015

Update each revised version below and in the saved document name.

Version	Author	Date	Comment
0.1	Jonathan White	08/04/15	Initial draft
0.2	Jonathan White	24/04/15	Feedback from KCC Libraries and TWBC Economic Development
0.3	Jonathan White	28/07/15	Feedback from Equality & Diversity Team
0.4	Jonathan White	12/08/15	Approvals added for partners sign off
0.5	Jonathan White	28/08/15	Feedback from consultation team
0.6	Jonathan White	28/10/15	Feedback from James Pearson (LRA)
0.7	Jonathan White	03/12/15	Feedback from Andrew Stephens (HoS LRA)

Approvals

Name	Title	Date of Issue	Version
Southborough Town Council	Town Clerk	9 Sep 15	0.4
Tunbridge Wells Borough Council	Head of Economic Development	9 Sep 15	0.4
Kent County Council	Estates Surveyor	9 Sep 15	0.4
Southborough Hub Project Board	Mike Hill – KCC Lynne Weatherly – TWBC Glenn Lester - STC	5 Nov 15	0.6

Screening Grid

Characteristic	Could this policy, procedure, project or service affect this group less favourably than others in Kent? YES/NO If yes how?	Assessment of potential impact HIGH/MEDIUM LOW/NONE UNKNOWN		Provide details: a) Is internal action required? If yes what? b) Is further assessment required? If yes, why?	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO - Explain how good practice can promote equal opportunities
		Positive	Negative	Internal action must be included in Action Plan	If yes you must provide detail
Age	Yes <ul style="list-style-type: none"> If historical buildings are kept there is a possibility that there might be some areas of the RVH basement facility used by partners that will lack accessibility. 	Medium	Medium	<p>The development will provide greater access to a community facility by ensuring that all areas of new build are fully compliant with the latest legislation. If sections of the old facility are kept and refurbished then where possible reasonable adjustment will be made to ensure that they comply as far as is practicably possible within the legislation.</p> <p>Services will be designed inclusively with the needs of all users in mind.</p> <p>The Hub will be fully inclusive with additions such as disabled toilets (none currently) and design of space will consider all age needs including for example providing a buggy park area and access to services on other floors will be via lift(s).</p> <p>No further action is required.</p>	<p>Yes - bringing together customer groups which have not previously interacted supports community and intergenerational cohesion.</p> <ul style="list-style-type: none"> Furniture/seating needs to be for all ages Clear signage Services are for people of all ages Library stock shaped around the mosaic and demographic profile of Southborough Layout to be designed with all user needs in mind. Induction loop system for those with hearing difficulties. Easy read leaflets, signage
Disability	Yes <ul style="list-style-type: none"> If historical buildings are kept there is a possibility that there might be some areas of the facility that will lack accessibility, 	Medium	Medium	<p>The development of Southborough Hub will provide greater access to the building by ensuring that all areas of new build are fully compliant with legislation. If sections of the old facility are kept and refurbished then where possible reasonable adjustments will be made to ensure that they comply as far as is</p>	<p>Yes – bringing together customer groups which have not previously interacted, supports community cohesion.</p> <ul style="list-style-type: none"> STC offices and premises will be fully DDA compliant and accessible to all people.

	<p>making access for disabled people difficult.</p> <ul style="list-style-type: none"> • Proper disabled parking needs to be allocated. • Disabled toilets should be provided to allow for greatest access for customers and service users. • Customer with learning disabilities may require support accessing services 			<p>practicably possible with the latest legislation.</p> <p>No further action required.</p>	<ul style="list-style-type: none"> • Disabled toilets to be put in place • Access officers involved at each stage of design process • Induction loop system for those with hearing difficulties. • Volunteering Opportunities - We aim to give opportunities for those with learning difficulties. • Vision and hearing impaired – sign over, email/web facilities, call queuing arrangements. • Appropriate colour schemes will be considered and the need for tiling in the changing place and toilets to ensure the lights don't cause glare • Blind community – Inclusion of brail instructions as necessary • LRA Offers to specific groups (eg those with visual impairments or learning disabilities) are promoted to individuals and to organisations that support those individuals • Layout and furniture to consider all needs and circulation needs around the building. • A single meet and greet desk for all services in the hub enabling easier linkage and referral to necessary services
Gender	No – services for all	Low	Low	No	<p>Yes</p> <ul style="list-style-type: none"> • The football pavilion will seek to include male and female

					changing facilities where currently only male changing rooms are available.
Gender identity	No	Low	Low	No	Yes- All staff will have equalities and diversity awareness training. Gender neutral toilets.
Race	No	Low	Low	The Hub is being designed for all the community: signage will be solely in English. The Hub will include the use of volunteers. The language used on the library self service units can be changed. The choice of languages will be reviewed to ensure that it meets the demographic profile of Southborough. No further action required.	Yes <ul style="list-style-type: none"> The library will stock books in other languages that match the population needs of Southborough. Books can also be requested from across the county The Town Council could look to provide improved access to community support for any identified minority groups as part of the project. Community rooms could deliver Adult Education classes to help literacy levels or other learning needs Community spaces will be available for all community groups to use.
Religion or belief	No	Low	Low	No	Yes <ul style="list-style-type: none"> Services for all, no distinctions made on religious grounds Information, including library stock, available on all faiths
Sexual orientation	No	Low	Low	No	Yes <ul style="list-style-type: none"> Libraries & Archives hold a regular LGBT month every year which promotes books and other material from LGBT authors, as well as containing

					<ul style="list-style-type: none"> book stock to meet all needs Staff training on equality and diversity
Pregnancy and maternity	No	Low	Low	No	<p>Yes</p> <ul style="list-style-type: none"> If integrated within the Hub then better mix of facilities and services including better proximity to bus stop. The project is looking to incorporate a medical centre The facility will have a baby change facility
Marriage and Civil Partnerships	No	Low	Low	No	No
Carer's responsibilities	No	Low	Low	No	<ul style="list-style-type: none"> LRA Offers to adult carers (including LAC carers and those with elderly relatives) and to young carers are promoted to individuals and to organisations that support those individuals

Part 1: INITIAL SCREENING

Proportionality - Based on the answers in the above screening grid what weighting would you ascribe to this function

Low	Medium	High
Low relevance or Insufficient information/evidence to make a judgement.	Medium relevance or Insufficient information/evidence to make a Judgement.	High relevance to equality, /likely to have adverse impact on protected groups

Medium

The development of the Hub will provide a number of enhancements to Southborough which includes the KCC Library, Southborough Town Council, Hall/Theatre, community rooms and café. It will provide better access to public services for all sectors of the community. If scheme two 'retain and renew' is chosen for development the existing facility will be enhanced to provide better access to all floors in the building. The project will deliver a greater mix of services to meet the needs of the local community.

The scheme is going out to public consultation which will include this EQUIA which will allow people to provide comment on the assessment to date which will assist in compiling an updated EQUIA post the consultation which will highlight clearly the EQUIA impacts/differences of both options.

Context

Southborough Community Hub is an exciting project designed to integrate public service provision to meet the needs of a diverse and growing community. Currently architects are working up two options for the site in more detail and designs will be presented to the public as part of a public consultation;

Option one is a part refurb part new build of the current Royal Victoria Hall. Option two is a complete new build.

The final decision on which option to go with will be made by the Southborough Hub Board that is made up of one elected member from each partner following consideration of the public consultation feedback. Following this decision the EQUIA will then be refined to focus on the chosen scheme following the outcome of the decision.

The Key partners on the development are;

- Libraries, Registration & Archives (KCC)
- Southborough Town Council
- Tunbridge Wells Borough Council
- St Andrew's Medical centre
- Ridgeway Football Club

The proposed services in the hub are proposed as;

- Southborough Library
- Southborough town council services
- Hall/Theatre
- Community facilities available for rent to all, helping to attract other public and voluntary community services
- Café
- Adjoining medical centre
- Football pavilion on an adjacent site
- Town square
- Housing development

The project is driven by a shared objective to regenerate the town centre of Southborough by improving facilities and access to local public services for all, offering high quality customer care and exploiting the potential offered by joint working. Customer access will be developed to ensure equal access for all services including providing meeting spaces which can accommodate family requirements and wheelchair access for customers living with a disability.

Central to this vision is the desire to create an attractive, modern customer focused environment with a range of integrated facilities. The aim is to make the facility a community hub for everyone which will act as a focal point for the town and provide a large community space at the heart of Southborough. It will endeavour to provide a wide range of community organisations with the facilities they need and ensure that customers receive a seamless service that leads to increased use of all services in the building and high levels of customer satisfaction.

The Project is consistent with KCC strategic policy in the following ways:

Increasing Opportunities, Improving Outcomes: Strategic statement 2015 -2020

Kent residents enjoy a good quality of life, and more people benefit from greater social, cultural and sporting opportunities.

Outcomes Framework 2015-2019

Kent residents enjoy a high quality of life, and the physical, cultural, social and environmental fabric of the county is protected and sustained
Commission and design services with our partners

Draft Customer Services Strategy 2015

Better designed service delivery
Enhanced Partnership

Libraries and Archives Annual Operating Plan 2015/16

Delivery of the Southborough Hub

The Project is consistent with TWBC strategic policy in the following ways:

TWBC Five Year Plan 2014

The Borough Council's mission for Our Five Year Plan is to be an enabler of change, encouraging economic growth and investment into the Borough whilst ensuring the appropriate infrastructure is in place to support growth and enhance quality of life". The Southborough Hub project falls broadly within the 'Confident Borough' theme,

which identifies that; 'By 2019, the Borough will have worked alongside Parish and Town Councils and voluntary and community organisations to deliver a range of community facilities and to support them in delivering a range of services and events'. Southborough is identified as a key settlement. The vision document confirming that TWBC is keen to work with partners to develop proposals for housing, retail, employment, tourism and community facilities as well as supporting infrastructure.

Aims and Objectives

The Hub will support community activity through the following objectives:

- To bring forward a top quality facility which is energy efficient, meets equality standards, fit for purpose and is highly visible and recognisable to the local community;
- To provide customers with seamless service enabling them to carry out multiple transactions from one location;
- Deliver savings via service modernisation;
- Look to minimise facility revenue costs through a more efficient building;
- To deliver on asset collaboration with a number of public sector organisations;
- Provide partners with an enhanced flexible, long-term community asset able to facilitate numerous forms of service delivery;
- Improve access to a wide range of services from a variety of partners;

Beneficiaries

The main beneficiary of the new Hub would be local residents, who would be provided the opportunity to access a wide range of public and third sector partners.

Other beneficiaries include:

- Residents of Kent
- Visitors to Southborough
- All services & partners involved in the project

Consultation and data

In order to raise the profile of the project a pre-engagement questionnaire was undertaken on the 20 May and closed on the 23 June 2015. The questionnaire looked to inform the design and development of the project. The outcome of this report has already been shared with Kent County Council's design and planning consultants so that appropriate measures can be taken into the design, planning application and operational model.

Currently architects are working up two options for the site in more detail and designs will be presented to the public as part of a consultation late 2015. Option one will have a part refurb part new build of the current Royal Victoria Hall with option two being a complete new build. The final decision will be made by the Southborough Hub Board.

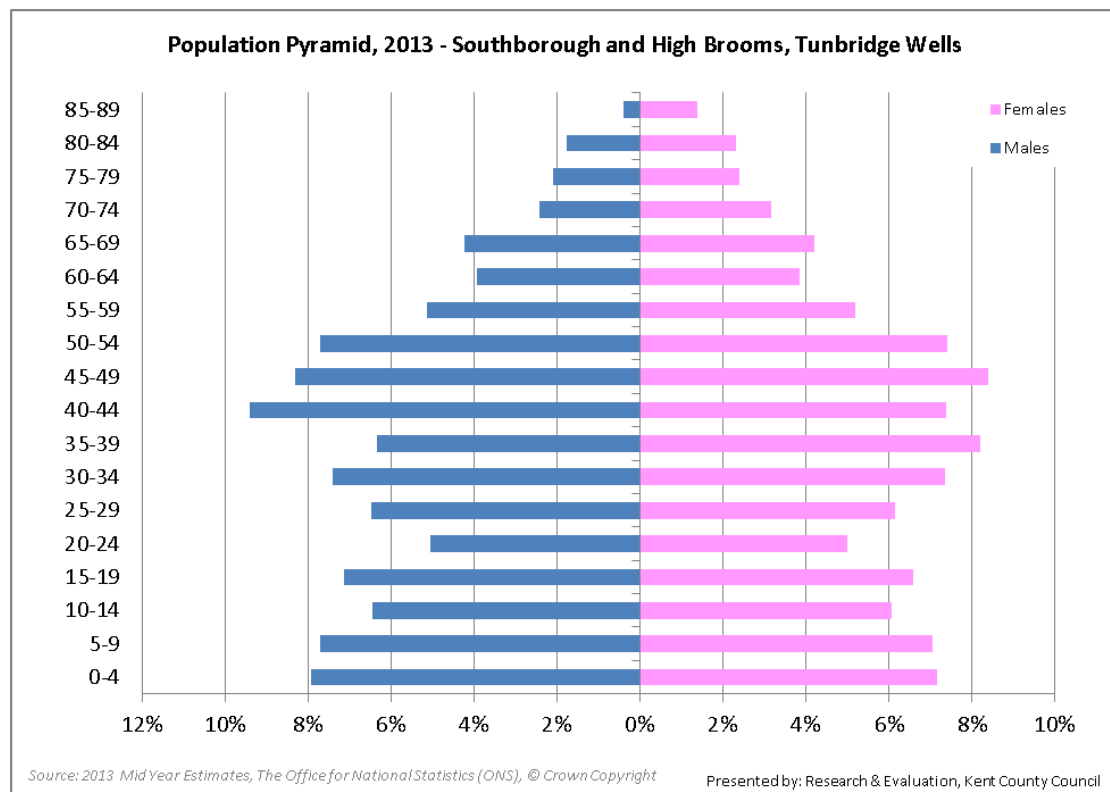
Age and Gender

The following table sets out the age and gender for Southborough and High Brooms based on mid year estimates from the office of national statistics. This

information will be used to determine how balanced a response rate the consultation receives.

The initial questionnaire had a higher level of female respondents than male respondents and additional resource will be put into increasing male participation through for example, writing to the High Brooms Men’s Club and seeking their feedback.

In addition respondents to the questionnaire were found to be from either the older or younger population. This was in line with what the Hall catered for suggesting that the impact would be greatly felt by these two criteria and therefore these have been identified as key impacted groups.



Health and Disability

Based on 2011 census ONS data

2011	Southborough & High Brooms		Tunbridge Wells		KCC Area	
	No.	%	No.	%	No.	%
ALL PEOPLE - Total	7,713	100%	115,049	100%	1,463,740	100%
Day-to-day activities limited a lot	476	6.2%	6,972	6.1%	116,407	8.0%
Day-to-day activities limited a little	649	8.4%	9,399	8.2%	140,631	9.6%
Day-to-day activities not limited	6,588	85.4%	98,678	85.8%	1,206,702	82.4%
General Health - all people	7,713	100%	115,049	100%	1,463,740	100%
<i>Very good health</i>	3,787	49.1%	59,156	51.4%	683,205	46.7%
<i>Good health</i>	2,646	34.3%	38,656	33.6%	510,399	34.9%
<i>Fair health</i>	956	12.4%	12,788	11.1%	194,931	13.3%
<i>Bad health</i>	253	3.3%	3,550	3.1%	58,536	4.0%
<i>Very bad health</i>	71	0.9%	899	0.8%	16,669	1.1%

Survey results suggests that some people (14.6%) have some limited activities and this could be used as a criteria to investigate further.

Ethnicity

Based on 2011 census ONS data.

2011	Southborough and High Brooms		Tunbridge Wells		KCC Area	
	No.	% of all people	No.	% of all people	No.	% of all people
White	7,289	94.5%	109,239	94.9%	1,371,102	93.7%
BME (not white)	424	5.5%	5,810	5.1%	92,638	6.3%
White	7,289	94.5%	109,239	94.9%	1,371,102	93.7%
<i>English/Welsh/Scottish/Northern Irish/British</i>	<i>6,962</i>	<i>90.3%</i>	<i>103,115</i>	<i>89.6%</i>	<i>1,303,558</i>	<i>89.1%</i>
<i>Irish</i>	<i>32</i>	<i>0.4%</i>	<i>880</i>	<i>0.8%</i>	<i>10,239</i>	<i>0.7%</i>
<i>Gypsy or Irish Traveller</i>	<i>30</i>	<i>0.4%</i>	<i>322</i>	<i>0.3%</i>	<i>4,685</i>	<i>0.3%</i>
<i>Other White</i>	<i>265</i>	<i>3.4%</i>	<i>4,922</i>	<i>4.3%</i>	<i>52,620</i>	<i>3.6%</i>
Mixed/multiple ethnic groups	148	1.9%	1,893	1.6%	22,107	1.5%
<i>White and Black Caribbean</i>	<i>43</i>	<i>0.6%</i>	<i>414</i>	<i>0.4%</i>	<i>6,266</i>	<i>0.4%</i>
<i>White and Black African</i>	<i>14</i>	<i>0.2%</i>	<i>222</i>	<i>0.2%</i>	<i>2,997</i>	<i>0.2%</i>
<i>White and Asian</i>	<i>56</i>	<i>0.7%</i>	<i>787</i>	<i>0.7%</i>	<i>7,520</i>	<i>0.5%</i>
<i>Other Mixed</i>	<i>35</i>	<i>0.5%</i>	<i>470</i>	<i>0.4%</i>	<i>5,324</i>	<i>0.4%</i>
Asian/Asian British	209	2.7%	2,903	2.5%	47,614	3.3%
<i>Indian</i>	<i>58</i>	<i>0.8%</i>	<i>736</i>	<i>0.6%</i>	<i>18,136</i>	<i>1.2%</i>

<i>Pakistani</i>	1	0.0%	175	0.2%	2,406	0.2%
<i>Bangladeshi</i>	57	0.7%	513	0.4%	3,381	0.2%
<i>Chinese</i>	19	0.2%	552	0.5%	5,978	0.4%
<i>Other Asian</i>	74	1.0%	927	0.8%	17,713	1.2%
Black/African/Caribbean/Black British	42	0.5%	638	0.6%	16,216	1.1%
<i>African</i>	31	0.4%	419	0.4%	11,523	0.8%
<i>Caribbean</i>	5	0.1%	142	0.1%	3,293	0.2%
<i>Other Black</i>	6	0.1%	77	0.1%	1,400	0.1%
Other ethnic group	25	0.3%	376	0.3%	6,701	0.5%
<i>Arab</i>	3	0.0%	122	0.1%	1,535	0.1%
<i>Any other ethnic group</i>	22	0.3%	254	0.2%	5,166	0.4%

The ethnicity in the area suggests a high level of white respondents with a lower proportion of other groups. Our consultation activities will look to ensure we give everyone the opportunity to have their say and will be available in alternative formats on request.

Religion

Based on 2011 census ONS data

2011	Southborough and High Brooms		Tunbridge Wells		KCC Area	
	No.	% of all people	No.	% of all people	No.	% of all people
All People	7,713	100%	115,049	100%	1,463,740	100%
Christian	4,807	62.3%	72,403	62.9%	915,200	62.5%
Buddhist	29	0.4%	444	0.4%	6,802	0.5%
Hindu	31	0.4%	461	0.4%	10,943	0.7%
Jewish	15	0.2%	232	0.2%	1,777	0.1%
Muslim	126	1.6%	1,241	1.1%	13,932	1.0%
Sikh	6	0.1%	58	0.1%	10,545	0.7%
Other religion	26	0.3%	436	0.4%	6,145	0.4%
No religion	2,095	27.2%	30,622	26.6%	391,591	26.8%
Religion not stated	578	7.5%	9,152	8.0%	106,805	7.3%

Sexual orientation

Based on marital status data

2011	Southborough and High Brooms		Tunbridge Wells		KCC Area	
	No.	% of 16+ pop	No.	% of 16+ pop	No.	% of 16+ pop
Population age 16+	5,991	100%	89,556	100%	1,154,344	100%
Living in a couple	3,655	61.0%	56,138	62.7%	705,406	61.1%
<i>Married</i>	2,744	45.8%	44,492	49.7%	558,238	48.4%
<i>Cohabiting (opposite sex)</i>	846	14.1%	10,818	12.1%	138,424	12.0%
<i>In a registered same-sex civil partnership or cohabiting (same-sex)</i>	65	1.1%	828	0.9%	8,744	0.8%
Not living in a couple	2,336	39.0%	33,418	37.3%	448,938	38.9%
<i>Single (never married or never registered a same-sex civil partnership)</i>	1,435	24.0%	19,639	21.9%	259,064	22.4%
<i>Married or in a registered same-sex civil partnership</i>	55	0.9%	1,009	1.1%	12,576	1.1%
<i>Separated (but still legally married or still legally in a same-sex civil partnership)</i>	138	2.3%	1,765	2.0%	24,994	2.2%

<i>Divorced or formerly in a same-sex civil partnership which is now legally dissolved</i>	404	6.7%	5,756	6.4%	76,549	6.6%
<i>Widowed or surviving partner from a same-sex civil partnership</i>	304	5.1%	5,249	5.9%	75,755	6.6%

Customer insight tools developed by Kent County Council and Tunbridge Wells Borough Council are used to identify the communities most likely to use the new Hub and, via profiling of these groups, provide some insight into the services that are most likely to be of relevance to them.

Evidence from other established Hubs in Kent indicates that for Southborough K&M groups D (Domestic Success) and H (Aspiring Homemakers) are the primary potential users of the Hub making up 50% of the population. These group's service needs are described in detail later in this report and referred to as primary key client groups. These groups are likely to be relatively well off and have access to car transport.

Mosaic Group	Southborough Town Area		Tunbridge Wells Population		KCC Population	
	Count	%	%	Index	%	Index
A - Country Living	0	0.0%	15.1%	0	8.5%	0
B -Prestige Positions	2,507	12.7%	14.8%	86	9.3%	136
C - City Prosperity	100	0.5%	2.9%	17	0.4%	120
D - Domestic Success	5,364	27.1%	15.6%	174	10.0%	271
E - Suburban Stability	619	3.1%	2.9%	106	7.9%	39
F - Senior Security	1,095	5.5%	5.1%	108	10.2%	54
G - Rural Reality	0	0.0%	7.9%	0	7.1%	0
H - Aspiring Homemakers	4,510	22.8%	7.9%	290	12.9%	177
I - Urban Cohesion	563	2.8%	3.3%	87	1.4%	199
J - Rental Hubs	1,610	8.1%	9.6%	85	6.5%	126
K - Modest Traditions	211	1.1%	1.1%	100	4.4%	24
L - Transient Renters	238	1.2%	1.1%	112	5.8%	21
M - Family Basics	2,247	11.4%	8.2%	138	9.1%	125
N - Vintage Value	595	3.0%	3.1%	96	4.3%	71
O - Municipal Challenge	102	0.5%	1.0%	52	1.3%	41
U - Unclassified	0	0.0%	0.4%	0	0.7%	0
Total	19,761	100.0%	100.0%	100	100.0%	100

See appendix 1 for breakdown of Mosaic Groups

Potential Impact

Adverse Impact:

It is not envisaged that the Hub will provide any negative impacts following project delivery.

Positive Impact:

The development of the Hub will provide a positive impact on the local community, increasing access to public and 3rd sector organisations and providing a full equality compliant building, to support the long term delivery of public and third sector organisation in Southborough Town.

JUDGEMENT

Equality and Diversity Team Comments to follow

Option 1 – Screening Sufficient **No**

See Option 3

Option 2 – Internal Action Required **YES**

See Option 3

Option 3 – Full Impact Assessment **YES**

A full impact assessment will be undertaken as the project will require external consultation.

Equality and Diversity Team Comments

None at this time

Sign Off

I have noted the content of the equality impact assessment and agree the actions to mitigate the adverse impact(s) that have been identified.

Senior Officer

Signed: Jonathan White

Name: Jonathan White

Job Title: Project and Operations Manager

Date: 27 November 2015

DMT Member

Signed: Andrew Stephens

Name: Andrew Stephens

Job Title: Head of Library Registration and Archives

Date: 27 November 2015

Part 2: FULL IMPACT ASSESSMENT

Name of policy, procedure, project or service

Southborough Community Hub

Responsible Owner / Senior Officer:

Jonathan White

Date of Full Equality Impact Assessment:

September 2015

Scope of the Assessment

While no adverse impacts have been identified in the Equalities Impact Assessment this assumption still needs to be tested as part of the consultation.

Information and Data

The "Consultation and Data" section above is being used to support the consultation process and we note the key impact groups that have been determined are young people and older people.

Involvement and Engagement

Given the above characteristics the consultation should ensure it involves groups such as YMCA, Age UK and any other partners linked to the identified protected groups.

Judgement

No negative impacts have been identified at this stage however this will be revisited post consultation to ensure this remains the case or where it is found not to be, mitigation measures will be considered.

Action Plan

Please note Action plan at the end of this document.

Monitoring and Review

Equalities Impact Assessment will be reviewed post-consultation including a review post implementation if deemed necessary.

Equality and Diversity Team Comments

The Equality and Diversity Team to make any comments following their review.

Senior Officer

Signed: Jonathan White

Name: Jonathan White

Job Title: Project and Operations Manager

Date: 27 November 2015

DMT Member

Signed: Andrew Stephens

Name: Andrew Stephens

Job Title: Head of Library Registration and Archives

Date: 27 November 2015

Equality Impact Assessment - Action Plan 28 Sep 2015

Protected Characteristic	Issues identified	Action to be taken	Expected outcomes	Owner	Timescale	Cost implications
Disabled	- Access -Layout	-Workshop with access officer to look at any issues -Consult local access group	Layout that compliments disabled access	Jonathan White (JW)	May 2016	Possible changing places required
Visually impaired	- Need to consult around signage and accessibility	- Set up focus group	Layout informed by feedback	JW	May 2016	
Deaf community	- Consult around plans for hearing loop and other services	- Set up focus group with representatives from local deaf community to provide advice and general feedback on proposal re. hearing loops	Needs of deaf community taken into account	JW	Jan 2016	
BME and FL groups	- Need for inclusive services	- Visit local community groups to discuss how we can encourage them to use services	Positive influence on design of services	JW	Nov 2016 Hub staff to continue this approach in future years	
Older people	- Need for	- Visit local	Positive influence	JW	Throughout the	

	accessible, user friendly service	community groups to discuss how we can encourage them to use the Hub	on design of services		project 2015/16 Hub staff ongoing in future years as well	
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