

Customer Access Review – Full Assessment

Assessment details	
Assessment area	Dartford Festival 2020
Date of assessment	November 2019
Directorate and Service	Internal – Policy & Corporate Support
Manager	Policy & Corporate Support Manager
Officer conducting assessment	Leisure & Communities Officer

Step 1: Scoping the assessment	
<p>1. What are the aims and objectives of the activity or proposal?</p>	<p>Dartford Festival is an annual and free un-ticketed two-day family event held every July in Central Park, Dartford. The event consists of a main stage and a second stage offering an artistic programme of headline music acts, tribute bands and local dance and community groups. Other elements included within the Festival site are sport and youth organisations, charity and commercial stalls, bar and food concessions and commercial ‘pay for’ activities.</p> <p>The event aims to be an inclusive experience for all residents of the borough. The objectives of the event are to:</p> <ul style="list-style-type: none"> • Create a safe event for all who attend. • Promote the four licensing objectives specified in the Licensing Act 2003 (the prevention of crime and disorder; public safety; prevention of public nuisance; and the protection of children from harm). • Create an event that exceeds the expectations of the public. • Promote Dartford Borough Council.
<p>2. Who will be affected?</p>	<p>The event is targeted and marketed to the whole community of Dartford, but in particular, it attracts the attendance of families. Artists who perform on stage at the event are also affected.</p>
<p>3. How does the activity or proposal contribute to:</p> <p>a) any key performance indicators?</p> <p>b) policies, values or objectives of Dartford Borough Council?</p>	<p>a) Dartford Festival increases the opportunities for participating in sporting, cultural and leisure opportunities.</p> <p>b) Dartford Festival contributes to the Corporate Plan (2017-20) vision to make Dartford “the place of quality and choice, a place where people choose to live, work and enjoy their leisure time” and the strategic aim of “increasing the opportunities for participating in sporting, cultural and leisure activities</p>

Customer Access Review – Full Assessment

Step 1: Scoping the assessment	
<p>4. Which aspects of the activity or proposal are dictated by legislation/regulation and where do we have discretion in how they are delivered?</p>	<p>There is no legal obligation to provide the Dartford Festival event; therefore, this event is discretionary and non-statutory.</p> <p><u>Legislation, regulation and guidance</u></p> <p>When undertaking the Dartford Festival, Dartford Borough Council must comply with industry best practise and UK Laws including but not limited to:</p> <ul style="list-style-type: none"> • Licensing Act 2003 • Equality Act 2010 • The Purple Guide – www.thepurpleguide.co.uk • The Event Safety Guide: A Guide to Health, Safety and Welfare at Music and Similar Events, 1999 (HSG195) • Managing Crowds Safely (HSG154) • The Health & Safety at Work Act 1974 • The Management of Health & Safety Regulations 1999 • Working at Height Regulations 2005 (as amended) • The Construction (Design & Management) Regulations 2015 • The Food Safety Act 1990 (as amended) • Safe Use and Operation of Marquees and Temporary Structures (MUTA) 2009 • Fairgrounds and amusement parks: guidance on safe practice HSG175 <p>Further attention should be directed towards the following HSE publications:</p> <ul style="list-style-type: none"> • Health and safety in construction HSG150 • Workplace Transport Safety: An employers’ guide HSE136 • The safe use of vehicles on construction sites HSG144 • Safe work in confined spaces: Confined Spaces Regulations 1997. Approved Code of Practice, Regulations and guidance • Fire Safety Risk Assessments: Open air events & venues • Guide to safety at Sports Grounds (Fifth Edition) - DCMS

Customer Access Review – Full Assessment

Step 1: Scoping the assessment	
	<ul style="list-style-type: none"> • Health and safety in roof work HSG33 • Protecting the public: your next move HSG151 • Safe use of lifting equipment: Lifting Operations and Lifting Equipment Regulations 1998. Approved Code of Practice • Managing health and safety in construction. Construction (Design and Management) Regulations 2007. Approved Code of Practice • Backs for the future: Safe manual handling in construction HSG149 • Construction (Head Protection) Regulations 1989 • Code of Practice on Environmental Noise Control at Concerts, Noise Council, 1995. <p><u>Discretion</u></p> <p>Policy for the Use of Central Park – The Policy for the Use of Central Park sets out the Council’s approach to events in Central Park, including the Dartford Festival. The Policy is also designed to protect local communities who live in close proximity to Central Park and the Park’s infrastructure and flora and fauna. One of the conditions where events will not be granted permission is if the event discriminates against any of the protected characteristics, as set out in the Equality Act 2010. The Policy provides guidance on:</p> <ul style="list-style-type: none"> • The number of events to be held in Central Park. • The nature of events to be held in Central Park, i.e. size, community or commercial. • Events which are not suitable for Central Park. • Event applications. • Event safety. <p>Admissions Policy - The event Admissions Policy contains discretionary powers where the Council reserves the right, with reasonable cause, to;</p> <ul style="list-style-type: none"> • Refuse entry to the event or Central Park, of any person, group, body or organisation. • Evict any person, group, body or organisation from the event or Central Park. • Carry out random searches upon admission. • Remove excessive alcohol from visitors to the event.

Customer Access Review – Full Assessment

Step 1: Scoping the assessment	
	<p>The Admissions Policy also states that:</p> <ul style="list-style-type: none"> • The event operates a ‘no glass policy’, and a ‘challenge 25 policy’ is in force at the bars • Items prohibited from the site include drones/UAV, portable laser equipment, unauthorised film or video equipment, personal audio recording equipment, portable barbecues, air horns, spray cans, fireworks and flares, sky lanterns or anything that could be considered as a weapon. • The distribution of flyers/leaflets without the consent of the Council’s consent is prohibited • Items permitted on site include a reasonable amount of alcohol, fold up chairs and blankets, although gazebos and large parasol type umbrellas are not permitted as they restrict other Festival visitors’ views. <p>The above powers aim to promote standards of public safety and public wellbeing at the event. To ensure no individual or groups are discriminated against by use of these discretionary powers, the security company employed for the Festival has a number of policies and procedures in place, including the recording of rejections or refusals of entry, SIA qualified staff, the use of body cameras and each team has a Supervisor to raise questions. In addition, the Festival organisers issue an operational security brief, which adds to the security’s contractor already in place policies and procedures. In addition, the site is covered by CCTV and there is monitoring of complaints and the monitoring of social media associated with the Festival.</p> <p>Viewing Platform Admissions Policy - The event Viewing Platform Admissions Policy contains the criteria for accessing the two stage area platforms. The Viewing Platform Admissions Policy states that:</p> <ul style="list-style-type: none"> • Access to the viewing platform is permitted only to visitors wearing a dedicated wristband. • Wristbands can be requested in advance of the event or during the event itself from the Welfare Officer at the Information Point. • The provision of wristbands are discretionary, and if there is any doubt, proof of disability may be requested. • Visitors can take a personal assistant onto the platform with them who must also be issued with a wristband.

Customer Access Review – Full Assessment

Step 1: Scoping the assessment	
	<ul style="list-style-type: none"> • In order to ensure fairness and accommodate as many people as possible onto the platform, it is not possible to provide more than one personal assistant wristband per person unless required for medical reasons. This is assessed on a case-by-case basis. • The viewing platform operates on a first-come, first-served basis. If the platform is full, a one-in, one-out process will operate. • Seating is not provided but visitors are welcome to bring their own folding chairs with them. • The viewing platform and accessible toilet in this area cannot cater for people with temporary impairments, such as broken bones, healing wounds. • It is recognised that not all disabilities are visible. <p>To ensure no individual or groups are discriminated against by use of the discretionary power to issue wristbands, all requests are recorded and monitored, including any refusals. There is also the monitoring of compliments and complaints, social media and any feedback provided to Event staff.</p>
Step 2: Information collection	
<p>5. What do you know about the groups of people who will be affected? i.e. demographic information in relation to the protected characteristic groups (age, disability, pregnancy and maternity, religion or belief, race, sex, sexual orientation, gender reassignment)</p>	<p><u>Borough demographics</u></p> <p>Dartford Festival is targeted and marketed to the whole community of Dartford. According to 2017 mid-year population estimates:</p> <ul style="list-style-type: none"> • Dartford’s population is 109,700. • Dartford saw the largest population increase both in absolute and percentage terms, increasing by an additional 2,200 people (+2.04%) between 2017 and 2018. • Dartford is Kent’s most densely populated district with 15.1 people per hectare. • The average age in Dartford is 37.7 years. • The male to female ratio in Dartford is 49.3% males and 50.7% females. <p>In the last Census (2011):</p> <ul style="list-style-type: none"> • 14,735 people in Dartford, (15.1% of the population), considered themselves to have a health problem or disability which limits their day-to-day activities.

Customer Access Review – Full Assessment

Step 2: Information collection	
	<ul style="list-style-type: none"> • The largest ethnic group in Dartford is White (87.4%) whilst the remaining 12.6% of Dartford’s population is from a Black Minority Ethnic (BME) group. • Christianity remains the largest religion in Dartford (60.6%) as well as in Kent (62.5%). • 140 couples in Dartford are registered in a same-sex civil partnership. This represents 0.20% of Dartford’s population. The “count” of people registered in same-sex civil partnerships is about marital status and not sexual identity, therefore it does not count all people who identify themselves as LGBT. • Household compositions comprises of: <ul style="list-style-type: none"> – One person households (29.1%): <ul style="list-style-type: none"> – 18.8% under 65 – 10.3% 65+ – One family households (64.2%) <ul style="list-style-type: none"> – 3.6% lone parent: all children non-dependent – 7.8 lone parent: dependent children – 5.0 cohabiting couple: all children non-dependent – 6.1% cohabiting couple: no children – 17.0 married or same-sex civic partnership: all children non-dependent – 11.3% married or same sex civil partnership: dependent children – 7.3% all aged 65+ – Other household types (6.7%) <p><u>Festival visitors</u></p> <p>There were approximately 30,000 visitors to the Dartford Festival in 2019. Although the event is open to anyone to attend, the artistic programme and the make-up of activities on the site is targeted primarily towards families, which make up the higher proportion of the attendees. Based on the event profile, using attendance at previous Dartford Festivals, the expected profile is usually a mixed audience primarily in family groups, with a 50-50 % male/female split.</p> <p>Anecdotal evidence suggests some visitors will come from outside of the borough from neighbouring boroughs and further afield – attracted to it because it is a free non-ticketed event, may have a family</p>

Customer Access Review – Full Assessment

Step 2: Information collection	
	<p>member performing on the second stage, may be staffing a stall, along with the Festival having a good reputation and good quality acts.</p> <p>Deaf and disabled visitors - As this is a non-ticketed event and open for all to attend, there are no mechanisms in place to collect visitor data disaggregated by protected characteristic group. Data is, however collected on the number of disability access enquiries received before and during the event. Whilst this does not provide a total figure on the actual number of disabled visitors to the event (as not all Deaf and disabled persons approach event staff with enquires or for assistance), it does provide some insight on attendance. In 2019, there were 6 enquiries made in advance of the event and 2 enquiries during the event itself. This is an increase from the previous year where there were 2 enquiries. Anecdotal evidence suggests that, since the event started to provide access information in 2017, enquires have increased year-on-year.</p> <p>In 2018, when the event introduced the dedicated wristband system for Deaf and disabled visitors who wish to access the viewing platform areas, data has been collected on the number of wristbands issued. In 2019, 70 wristbands were issued to visitors and their personal assistants (19% increase from the previous year of 59 wristbands).</p>
<p>6. What consultation has taken place with affected groups? Please describe who was consulted and the key findings</p>	<p>There has previously been feedback from users of the park and local residents located close to the Festival site; the event has been taking place around the same weekend and the same location for a number of years, which now forms part of the operational plan for the event. Items now included as a result of feedback include:</p> <ul style="list-style-type: none"> • Traffic management into the Festival site off Cranford Road. • Increased patrols by Civil Enforcement Officers during the Festival event. • Additional pedestrian fencing along Cranford Road. • Hand delivered letter to residents of Ingram and Cranford Road two weeks prior to the event containing relevant information and a contact telephone number. • Information through use of social media/site signage during Festival build, informing users of what areas of the park will not be accessible and for how long. • Fence line of the event site arranged in a way that still allows access to the park for non-attendees of the Festival.

Customer Access Review – Full Assessment

Step 2: Information collection	
	<ul style="list-style-type: none"> • Work with the leisure contractor of Fairfield, Central Park Athletics Ltd, Café in the Park and Continental (DBC’s grounds contractor). <p>Other community involvement includes reduced stall hire for local community groups and charities, a second professional stage for local community groups to perform and opportunities for community groups to provide activity.</p> <p>Feedback from visitors and those who take part in the event is monitored through social media associated with the Festival, as well as the Compliments and Complaints procedure. The comments received provide a valuable insight into the visitor experience and satisfaction levels, which in turn feeds into the future planning of the Festival.</p> <p>In 2017, the Dartford Festival team began consulting with Attitude is Everything (www.attitudeiseverything.org.uk) through implementing their Charter of Best Practice, which assists the Council to understand the potential access requirements of Deaf and disabled people at the event, and thus build equality into the strategic process. This is a long term and continuous process that grows with the event each year (A1 in Action Plan). The charter includes standards around, for example:</p> <ul style="list-style-type: none"> • Accessible information • Getting to and from the event • Accessible toilets • Level access and wayfinding • Viewing platform areas • Staff training on disability equality
<p>7. Are there any gaps in information? If so, what additional research and/or consultation is needed to ensure that affected groups needs and views are taken into account?</p>	<p>There are gaps in information in relation to understanding the participation levels of Deaf and disabled visitors, as well as the experiences of those who do attend the event, or who may not. This information would assist to understand whether there are any further access needs that should be considered to ensure the event is equally accessible and enjoyed by this protected characteristic group. To inform the work on this, evidence collection will include:</p>

Customer Access Review – Full Assessment

Step 2: Information collection	
	<ul style="list-style-type: none"> Continued consultation with Attitude is Everything so that Deaf and disabled people’s views feed into accessibility plans for the event (A1 in Action Plan) Understand the actual experiences of disabled visitors to the event as part of our ongoing review of the accessibility of the event (e.g. though mystery shopping and customer satisfaction surveys) (A2 in Action Plan)

Step 3: Assessing the equality impact	
<p>8. Consider whether the activity or proposal has or will have any positive or negative equality impacts on the protected characteristic groups in relation to the following aims of the General Equality Duty:</p> <p>a) tackling unlawful discrimination b) promoting equality of opportunity c) promoting good relations</p> <p><u>NOTES:</u></p> <ul style="list-style-type: none"> The Initial Screening will have identified which aims of the Public Sector Equality Duty are relevant to the activity or proposal for consideration For existing activities, consider how they are working in practice for each relevant protected group For new proposals, consider whether there is anything that could give rise to positive and negative equality impacts for each relevant protected group If there is no identified equality impact, please tick the ‘No Impact’ box and explain why in question 9 If the equality impact is unclear, please tick the ‘Unknown’ box and explain why in question 9 	

Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
Age	<p>Children</p> <p>The event attracts attendance from families with children. The following measures are in place to safeguard children from harm, promote their wellbeing and ensure a positive experience at the event:</p>		<input type="checkbox"/>	<input type="checkbox"/>

Customer Access Review – Full Assessment

Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
	<ul style="list-style-type: none"> • The event contains no adult only material. • The event operates a ‘Challenge 25’ system at the bar to prevent underage drinking. • Parents/guardians with children entering the Festival Site are offered white Tyvek wristbands on which the parent’s mobile number can be written on the inside should the child become separated from their parent/ guardian. • There are procedures for dealing with lost and found children (and adults at risk). • There are procedures for reporting concerns of abuse or neglect for children (and adults at risk) if witnessed/disclosed at the event. 			
Disability	<p>Accessible information and communication</p> <ul style="list-style-type: none"> • There is a dedicated Access Info section on the Dartford Festival part of the Council’s website (www.dartford.gov.uk/festival). This information is also available as a downloadable document. The information provides details on matters such as site layout and 	<p>Accessible information and communication</p> <ul style="list-style-type: none"> • The Festival site does not provide a hearing loop for people who use hearing aids. A hearing loop amplifies speech and reduces background noise and would assist visitors with hearing loss to communicate with Festival staff if they have any access needs or 	<input type="checkbox"/>	<input type="checkbox"/>

Customer Access Review – Full Assessment

Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
	<p>ground conditions, accessible car park and drop-off locations, public transport details with details of their accessible facilities, taxi providers with wheelchair accessible vehicles and information on taxi drop-off points allocated within Acacia at the Blue Badge/VIP parking area, routes into the site and accessible services within the site.</p> <ul style="list-style-type: none"> • The Access Info section includes a downloadable Access Map that gives details of the location of the accessible services such as the toilets, first aid, Blue Badge parking, Information Point, main routes into the site and public transport points. • There is provision for communicating any changes to access provision at short notice via the Festival's social media (Facebook.com/dartfordfestivaland @welovedartford). There is also IT provision to update the website onsite during the event at the Event Control. • Calls to Dartford Borough Council are welcome via Next Generation 	<p>enquiries during the event (B1 in Action Plan).</p> <ul style="list-style-type: none"> • There is currently no assisted performance provision during the event. Assistance performance is the various ways in which performances and the event environment can be made accessible to people with sensory impairments and/or learning disabilities (B2 in Action Plan). • The Information Point on the Festival site is where visitors can make access enquiries and obtain viewing platform wristbands. Whilst the Dartford Festival brochure includes the location of the Information Point on the event map, it does not explain the role of the Information Point and Welfare Officer as a source assistance for access enquiries (B3 in Action Plan). <p>Event site</p> <ul style="list-style-type: none"> • There is no accessible toilet provision in the accessible car park (B4 in Action Plan). • In 2019, of the very small number of requests for viewing platform 		

Customer Access Review – Full Assessment

Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
	<p>Text Service. British Sign Language Interpreting may be provided on request.</p> <ul style="list-style-type: none"> • Braille, audio tape and large print versions of the Festival documents can be made available on request. <p>Location The event site is close to the town centre, benefits from good public transport and ample car parking, including nearby Blue Badge spaces located at Acacia and serviced by a network of paths.</p> <p>Event site Inside the site the event provides for the following:</p> <ul style="list-style-type: none"> • Dedicated accessible car park. • Level access from point of arrival via wide tarmac paths. Once inside the site, the event field is grass park land. • Accessible toilet facilities. Visitors with a RADAR key may also access the permanent toilet facilities in the Park by the Cranford Road entrance. 	<p>wristbands that were declined, this was due to the visitor not having a disability and wishing to use the platform’s accessible toilet but not being aware that access to the platform (and the platform’s accessible toilet) is for Deaf and disabled visitors only. Although the Viewing Platform Admissions Policy is visible at the platform area, this area could benefit from improved signage to ensure that visitors understand fully that access is for Deaf and disabled visitors via wristband only (B5 in Action Plan).</p> <ul style="list-style-type: none"> • For assistance dogs, there is no designated ‘toileting area’ on the site with a disposable unit for dog waste (B6 in Action Plan). <p>Staff can describe access</p> <ul style="list-style-type: none"> • There is a risk that not all customer facing event staff have a good understanding and overview of disability law, access provision and best practice. Ensuring that members of staff are fully trained in what access provision is in place, what it is for, how this works and 		

Customer Access Review – Full Assessment

Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
	<ul style="list-style-type: none"> • An Information Point that supplies the Access Info and Access Map documents as well as a dedicated Welfare Officer who has been assigned to be a contact point for access enquiries, issuing viewing platform wristbands and to provide support to Deaf and disabled visitors both before and during the event. The Information Point is located close to one of the main entrances to the site. It is clearly signposted with the location available on pre-event Access Info on the website and during the event itself in the Festival brochure, and is staffed for the duration of the event by staff who have knowledge about the access facilities. • The Welfare Officer is contactable before the event by telephone, email, online and post. During the event, the Welfare Officer is contactable at the Information Point and via a dedicated mobile number that is promoted on the website in advance of the event. The Welfare Officer issues a brief to all event staff to ensure everyone is 	<p>what policies or processes are used can ensure Deaf and disabled visitors needs are met and increase customer satisfaction (B7 in Action Plan). Such training should include an overview of, for example:</p> <ul style="list-style-type: none"> – the definition of disability and types of disability – the models of disability – the law and the obligations – applying the law – reasonable adjustments – the importance of language and avoiding assumptions – access provision – best practice customer service 		

Customer Access Review – Full Assessment

Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
	<p>aware of the accessible facilities and assistance on site.</p> <ul style="list-style-type: none"> • Dedicated viewing platform areas for both stages with a clear view to the stage and room for 6 wheelchair users and their personal assistants, with a steward to control access and a dedicated accessible toilet. The design and provision of the viewing platforms meet minimum standards as part of the contract with the production company. Since 2018, the viewing platforms are accessible only to those Deaf and disabled visitors who have been issued with a dedicated wristband. The event encourages wristbands to be requested in advance of the event but visitors can request them during the weekend itself via the Welfare Officer at the Information Point. This means that stewards at the platform areas do not need to make judgment calls on who should and should not be allowed on thereby removing the need to question people about the nature of their disability at the platform 			

Customer Access Review – Full Assessment

Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
	<p>area around other visitors, and reducing the risk of unauthorised persons accessing the platforms. If in exceptional circumstances the visitor is not able to visit the Information Point to request a wristband, the Welfare Officer will come to the Viewing Platform to issue wristbands there. In advance of and during the 2019 event, 70 wristbands were issued to visitors and their personal assistants, (a 19% increase on the previous year).</p> <ul style="list-style-type: none"> • Viewing Platform wristbands double as passes to the stewarded accessible toilets in the viewing platform areas. This caters for Deaf and disabled visitors who require quick access to a toilet in a crowd, but who do not need/ wish to make use of a viewing platform. • A Dartford Festival brochure distributed at the event that includes a map of the event site, including details of the location of accessible parking, accessible toilets, viewing platforms and the Information Point. 			

Customer Access Review – Full Assessment

Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
	<ul style="list-style-type: none"> • Allowance of assistance dogs onto the event site. • Accessible directional and identification signage for all facilities, including access facilities. • Lowered counters, where possible, are located at the bars, merchandise stands in in some food outlets, along with large print hand out menus. • The event operates a strobe-free policy, as the presence of strobing, with or without warnings, can pose a significant risk to people prone to strobe-related seizures. <p>Backstage and stage access</p> <ul style="list-style-type: none"> • The VIP/guest area backstage is all level access with provision of accessible toilets. • Front of House and Backstage access information is included as part of the tech spec. • Artists’ and their entourage are asked about their access requirements. 			

Customer Access Review – Full Assessment

Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
	<p>Off-site Off site, there is access to a Changing Places Facility and hoist situated at Fairfield, which is 285 meters from the Cranford Road entrance to the site. This facility can be accessed during the event by contacting the Festival team.</p>			
Gender (including reassignment)			<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race	<p>Accessible information and communication Information about the event can be translated into other languages on request. The Council also provides telephone and face-to-face interpreting services on request.</p>		<input type="checkbox"/>	<input type="checkbox"/>
Religion/Belief	<p>Worship in the Park Worship In The Park takes place on the morning of the second day of the event (Sunday) a multi-denominational worship, where everyone is welcome to come along.</p>		<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation			<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy/Maternity	<p>Event site The event site benefits from good access, close to the town centre, public transport, ample car parking, and serviced by a network of paths, giving</p>		<input type="checkbox"/>	<input type="checkbox"/>

Customer Access Review – Full Assessment

Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
	good access for pushchairs. The event site provides the following: <ul style="list-style-type: none"> • Baby changing facilities • Provision of first aid services 			

Step 3: Assessing the equality impact	
9. If 'no impact' or 'unknown' was selected, please explain	The Dartford Festival is free non-ticketed event that is open to everyone to enjoy. This assessment found no direct relevant impact on the protected characteristics of gender and sexual orientation so the impact on these groups has been assessed as neutral.
10. If Dartford Borough Council works with partners to deliver the activity or proposal, please describe any circumstances that could give rise to positive or negative equality impacts between different groups	Dartford Borough Council works with a range of external organisations and businesses to deliver the Dartford Festival: <ul style="list-style-type: none"> • Production Company • Security Company • Kent Police • Kent Fire & Rescue Service • St Johns Ambulance • Litter/Waste Contractors • Bar and food concessions • Radio providers • Vehicle hire • Catering • Grounds maintenance • Charity and commercial stall holders • Sponsors Sponsors activities – for 2020 the Festival organisers will be working with its sponsors to ensure they are aware of making activities accessible and that, where a sponsorship activation includes

Customer Access Review – Full Assessment

Step 3: Assessing the equality impact	
	providing a reward for completing a physical challenge, there is an alternative way of receiving the reward for anyone who is unable to complete the challenge for access reasons.
11. Any other comments	<p>The Festival in 2020 shall be its 85th year, with other neighbouring councils having cancelled their events of a similar size. The benefit of this free to attend event is that it is universally accessible to everyone regardless of their income and social status.</p> <p>The crowd management and security management systems are in place to ensure that anyone who is not contributing to the friendly atmosphere of the event is ejected from the site. This could be for reasons of public safety and dealing with anti-social behaviour. For example, hate related behaviour on the grounds of a person’s ethnicity, religion, sexual orientation, gender identity or disability, in particular, is not tolerated on the event site.</p> <p>Within the Festival Event Management & Safety Plan, there is an equal opportunities statement that sets out a commitment that proper regard is given to the Equality Act 2010 to avoid any possible indirect discriminatory impact on particular groups, to promote equality of opportunity and to foster good relations. Whilst this Plan includes emergency evacuation plans, for the 2020 Dartford Festival, they will be revisited and reassessed considering the potential needs of disabled customers (B8 in Action Plan).</p>

Step 4: Action plan	
12. Based on the information in Steps 1 to 3, please list the actions that will be taken to address:	
	<ul style="list-style-type: none"> a) any gaps in information and consultation b) how any negative impacts on equality will be mitigated or eradicated
a) If additional information and/or consultation is required or the impact is still unclear, what actions will you put in place to gather the information you need?	

Customer Access Review – Full Assessment

Information needs	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
A1. Understand further the access requirements for disabled visitors	Continue to consult with Attitude is Everything by progressing their Charter of Best Practice assessment and achieving the bronze standard	Increase equality of opportunity for disabled people to take full part in the event	December 2019	Through the implementation of the action plan attaining the Attitude is Everything Charter of Best Practice	Leisure & Communities Officer
A2. Understand the actual experiences of disabled visitors to the event as part of our ongoing review of the accessibility of the event	Set up feedback mechanisms for disabled visitors to provide their views on their experience of attending the event, for example: <ul style="list-style-type: none"> • Mystery shopping opportunities • Satisfaction surveys 	Due regard is given to disabled people's views which will feed into accessibility plans for the Festival. This will increase equality of opportunity for disabled people to take full part in the event	January 2020 and ongoing	Through the implementation of the action plan attaining the Attitude is Everything Charter of Best Practice	Leisure & Communities Officer

b) If any negative impacts on equality were found, what actions will you put in place to mitigate or eradicate these impacts?

Identified impacts (and who is affected)	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
B1. The Festival site does not provide a hearing loop for people who use hearing aids	Investigate provision of a portable hearing loop to be available at the Information Point	The Information Point is physically accessible to people with sensory impairments	January 2020	Through the implementation of the action plan attaining the Attitude	Leisure & Communities Officer

Customer Access Review – Full Assessment

Identified impacts (and who is affected)	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
				is Everything Charter of Best Practice	
<i>B2. There is no assisted performance provision for people with sensory impairments and/or learning disabilities</i>	Develop a policy on BSL, captioning and audio description. If assisted performances are offered, include how and when they will be provided	Performances and the event environment will be made accessible to people with sensory impairments and/or learning disabilities	January 2020	Through the implementation of the action plan attaining the Attitude is Everything Charter of Best Practice	Leisure & Communities Officer
<i>B3. The Dartford Festival brochure does not explain the role of the Information Point and Welfare Officer as a source of assistance for access enquiries for Deaf and disabled visitors</i>	Explain the role of the Information Point and Welfare Officer in the Dartford Festival brochure	Disabled visitors know where to go for assistance with their access enquiries if on site during the event weekend itself	July 2020	Through the implementation of the action plan attaining the Attitude is Everything Charter of Best Practice	Leisure & Communities Officer
<i>B4. There is no accessible toilet provision for disabled visitors in the accessible car park</i>	Provide an accessible toilet at the accessible car park	Disabled visitors will have access to toilet facilities when they arrive at the Festival site	July 2020	Through the implementation of the action plan attaining the Attitude is Everything Charter of Best Practice	Leisure & Communities Officer
<i>B5. Manage requests of non-disabled visitors who want to use the accessible toilets in the</i>	Improve signage at the Viewing Platforms to explain the area and facilities are wristband only for disabled visitors	Fosters good relations and promotes understanding of the purpose of the viewing	July 2020	Through the implication of an action plan and attaining the Attitude	Leisure & Communities Officer

Customer Access Review – Full Assessment

Identified impacts (and who is affected)	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
<i>Viewing Platform areas</i>		platform area and who this area is provided for		is Everything Charter of Best Practice	
<i>B6. For assistance dog owners, there is no designated 'toileting area' on the site</i>	Introduce a designated 'toileting area' on site with a disposable unit for dog waste	Assistance dog users feel welcomed onto the site and have their needs met	July 2020	Through the implementation of the action plan attaining the Attitude is Everything Charter of Best Practice	Leisure & Communities Officer
<i>B7. Customer facing event staff have not received Disability Equality and Customer Care training</i>	Provide Disability Equality Customer Care Training to customer facing event staff	Staff will have a solid understanding of disability equality and how to meet the needs of disabled visitors. This in turn will ensure that visitors are not discriminated against and have equality of opportunity to take full part in the event	April 2020	Through the implementation of the action plan attaining the Attitude is Everything Charter of Best Practice	Leisure & Communities Officer
<i>B8. There is currently no reference to the potential needs of disable visitors in the event emergency evacuation plans</i>	Review and revise the emergency evacuation plans to include reference to Deaf and disabled people, and specific reference to areas where they may be congregated in the event of an emergency	Event staff and security are informed of the correct procedures to safeguard disabled visitors in the event of an emergency evacuation	July 2020	Through the implementation of the action plan attaining the Attitude is Everything Charter of Best Practice	Leisure & Communities Officer

Customer Access Review – Full Assessment

Step 5: Decision making and future monitoring	
13. Which decision making process does this Customer Access Review need to go through? i.e. who does this need to be approved by?	Strategic Director (Internal)
14. How will you continue to monitor the impact of the activity or proposal on the equality groups?	The monitoring will take place through, feedback (written and verbal), complaints, Mystery Shopping, Access Audits (Attitude is Everything), monitoring of social media (Facebook/Twitter)
15. When will you review this Customer Access Review?	Annually (at the planning stage of the event)

Step 6: Final steps	
16. Once this Customer Access Review has been approved, send this assessment to the Policy & Projects Officer	
17. If the subject of the Customer Access Review is going to committee, summarise your findings in the committee report	
18. Implement the actions identified from this Customer Access Review and ensure progress is monitored and recorded	