

Customer Access Review Full Assessment

The main types of activities that impact on others are those that involve decision-making (choosing to do or not to do), communicating and providing assistance. Where possible, activities should be carried out free from bias, inequality, or discrimination i.e. **fair**. If it is not possible to be fair then there needs to be justifiable reasons for exceptional treatment i.e. **reasonable**. Often Council activities are governed by legislation but that should have been designed to be fair or reasonable and then the Council must apply it in a fair and reasonable manner.

If the assessment shows activities are not always fair or reasonable, then steps must be taken to address the issues.

Assessment Details	
Assessment Area	Parks and Open Spaces
Date of Assessment	13 June 2011 and 19 September 2011
Directorate & Service	Executive, Waste and Parks
Manager	Dave Thomas
Lead Officer	Dave Thomas

	Key Questions	Answers/Notes
Step 1	Scoping the assessment	
1.	What are you looking to achieve i.e. aims/outcomes?	To have a variety of parks and open spaces that provide varying facilities and are accessible to all user groups, as appropriate.
2.	Who will be affected?	Users and visitors to the parks of all age groups.
3.	How do the activities/changes a) contribute to any national indicators? b) meet or hinder other policies, values or objectives	Our parks and open spaces contribute to the Council's aim of making Dartford a place of choice. They also contribute to the Healthy Living aim of the corporate plan, by encouraging outdoor play, as well as increasing the opportunities for participating in sporting cultural and leisure activities, ensuring a high quality street scene and delivering high quality services. There are currently no national

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	Key Questions	Answers/Notes
	of the Council?	indicators for these services.
4.	Which aspects of the activity are dictated by legislation / regulation and where do we have discretion in how they are delivered?	The provision of parks and open spaces is entirely discretionary. All facilities meet planning and health and safety requirements where needed and are DDA compliant where reasonably practicable (i.e. the skate park cannot be made compliant or inclusive)
Step 2	Consideration of data and information	
	Note: Data from relevant SNAP Surveys can be found at: <\\serverc\common data\Equality and diversity monitoring>	
5.	What do you know about the groups who will be affected e.g. demographic information etc?	We have 92,000 residents, of whom 51% are female and 49% male. Average life expectancy is 81 and 79 years respectively. 14.3% have some sort of disability. 90.4% are white, 73.3% are Christian. From the 2008 Place Survey we know that 69% are either very or fairly satisfied with our parks.
6.	What consultation has taken place with affected groups? Who was consulted and what were the key findings?	Open Space Study 2005, Youth Strategy Consultation 2006, Leisure Survey 2006, Central Park Consultation 2007. Specific consultations have also taken place on the Skate Park and the Bandstand. Informal consultation is on-going with members of the Friends of groups (for Hesketh Park, Darenth Country Park and Dartford Heath), plus various individual volunteers. Findings are as detailed in the "Play Strategy".
7.	What additional research is needed to ensure that all 'equality groups' needs are taken into account?	Basic data is needed on park users – age, visit frequency, distance travelled, facilities used, any disability, etc.
8.	How do you propose to gather the additional information?	Via a new survey or customer satisfaction questionnaire and the various Friends of groups.

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	Key Questions	Answers/Notes
Step 3	Assessing the equality impact	
9.	Based on information you already know, in relation to each of the following groups, consider: a) for existing activities, how they are actually working in practice for each group b) whether there is anything in any proposed activities/changes that could discriminate or put anyone at a disadvantage or assist in promoting equality of opportunity.	
	Equality groups	
a.	Age	Various equipment and facilities exist across all sites for different age groups ie playgrounds, water play, café, gym equipment, etc. Some playgrounds have age restrictions. The recommended age for use of the equipment will be set and recommended by the manufacturer. In addition to this there are the Water Play area (no age restrictions) and the skate park which will by it's very nature set it's own age restriction as younger children will physically not be able to use it.
b.	Disability	All facilities have good access, flat footpaths, benches, gates, with good wheelchair access, café and public conveniences have disabled facilities.
c.	Gender	No site or facility discriminates against either sex (or transgender)
d.	Race	Central Park hosts the Dartford Festival, the Mela and the Festival of Light.
e.	Religion/Belief	All local schools are invited to the Festival of Light. Any religious group could host an appropriate event. An event policy and procedure is being developed.
f.	Sexual Orientation	Sites and facilities do not discriminate against this.
g.	Maternity/Pregnancy	Parks are buggy friendly and have plenty of benches, café and toilets have baby changing facilities.
10.	If the Local Authority works with partners to deliver activities/changes, please describe any that could give	The Council works with a number of contractors in delivering its parks and open spaces – Pinnacle for grounds maintenance, Clements Play for playgrounds, Ward for security. Each contract has a detailed specification dictating

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	Key Questions	Answers/Notes
	rise to inconsistent customer experiences?	requirements and procedures to be followed. Each contractor has a staff code of conduct.
Step 4	Reviewing and scrutinising the impact	
11.	Summarise any positive or adverse impact you have identified and who is affected.	Our parks are positive additions to the Borough. They are open to all people and provide a wide variety of different activities. They have no adverse impacts.
12.	What changes can be made to address any adverse impact?	N/a.
13.	If an adverse impact remains, how can this be fairly justified?	N/a.
14.	Summarise the expected residual impact once steps have been taken to minimise adverse impact and identify who remains affected.	N/a.

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Step 4 continued...	Actions to be inserted into Equality Action Plans			
Based on your answers to questions 11-14, please finalise your actions here. These actions will then be incorporated into our equality action plans.				
Identified impact (including who is affected)	Action	Monitoring (include expected outcomes, milestones and targets)	Date for Completion	Responsible Officer
If an adverse impact was found or unmet needs identified, which actions will you put in place to address this:				
N/a.				
If the impact is still unclear, list the actions you will put in place to gather the information you need:				
All groups	Implement customer survey, which will include the equality monitoring form- in order to determine who uses the parks and their satisfaction.	To be agreed	By end of 2012	Dave Thomas
If you did not find any evidence of unmet needs or adverse impact, list the actions you will put in place to maintain good practice:				
All groups	Develop an event policy and procedure to ensure fair usage of the parks facilities.	To be agreed	By the end of 2012	To be agreed

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Step 5 Decision making and future monitoring		
15.	Which decision making process do these changes need to go through i.e. who do they need to be approved by?	Executive Director
16.	How will you continue to monitor the impact of the activity/service/ policy on diverse groups?	By implementing customers surveys, working with the Friends of groups and listening to any other feedback.
17.	When will you review this Customer Access Review?	Once every three years
Final steps		
<p>For an existing activity/service/policy: Send your assessment to the West Kent Equalities Officer .</p> <p>For a new activity/service/ policy: Summarise your findings in the committee report. Ensure planned consultations address the findings of this impact assessment.</p>		