



Bristol City Council Equality Impact Assessment Form

(Please refer to the Equality Impact Assessment guidance when completing this form)

Name of proposal	Ardagh Tennis Operator Proposal
Directorate and Service Area	Neighbourhoods – Public health
Name of Lead Officer	Guy Fishbourne

Step 1: What is the proposal?

Please explain your proposal in Plain English, avoiding acronyms and jargon. This section should explain how the proposal will impact service users, staff and/or the wider community.

1.1 What is the proposal?

The proposal for the Ardagh will support the tennis operation model soon to be implemented in 2018 at three venues; Canford, Eastville and St George parks. We will be appointing a tennis operator to run a new booking scheme where residents pay an annual fee of £35 (with concessions available for those on low income and on benefits). The tennis court will be code and fob controlled, so those who purchase the fob can get in any time they book. People who do not want to join the scheme can pay and play and be given a code to access the courts. Free tennis opportunities will be incorporated into the scheme, with allocated free coaching and free court time available.

We are looking to include six of the courts at the Ardagh into the wider parks tennis operating model which are currently free of charge but in poor condition. Prior to implementation of the booking scheme we will refurbish the courts to a good standard, and through the charging scheme generate income to cover future maintenance costs as set out in guidance by the Lawn Tennis Association.

Ultimately we aim to increase participation by providing high quality tennis courts though improving the current condition of the courts and ensuring their future sustainability is secured through implementation of the charging model.

Step 2: What information do we have?

Decisions must be evidence-based, and involve people with protected characteristics that could be affected. Please use this section to demonstrate understanding of who could be affected by the proposal.

2.1 What data or evidence is there which tells us who is, or could be affected?

The people affected by the proposal are the users of the site and communities around the venue who use the site and those who could potentially use the site to participate in tennis.

The Horfield Ward demographics are mostly reflective of those for Bristol overall however:

- 19.6% of citizens are Black and Minority Ethnicity, compared to 16% for Bristol overall
- 18.1% of citizens were born outside UK and 10.2% speak English as an additional language.
- There are a relatively high number of older adults receiving a community based social care service.

2.2 Who is missing? Are there any gaps in the data?

We do not have detailed demographic information about the people who currently use the tennis facilities at this and other sites. In the new operation model the service provider will be required to provide equalities monitoring reports.

2.3 How have we involved, or will we involve, communities and groups that could be affected?

The community around the Ardagh have been involved through a number of processes. Firstly a park consultation was carried out around the proposed parks to gain views on introducing the charging model and proposals to improve the courts. A total of 467 responses were recorded citywide and responses were overall positive for the improvements and proposed charging model. Responses were received from tennis players and wider park users through online and face to face surveying techniques to ensure all were able to feedback on the proposal.

BCC and the Lawn Tennis Association have also been communicating with the friends of Horfield Common group, with representatives from the local community. Ongoing dialogue is also being held with the Horfield Community Trust representatives, who are looking to take on the Community Asset Transfer of the site.

Step 3: Who might the proposal impact?

Analysis of impacts on people with protected characteristics must be rigorous. Please demonstrate your analysis of any impacts in this section, referring to all of the equalities groups as defined in the Equality Act 2010.

3.1 Does the proposal have any potentially adverse impacts on people with protected characteristics?

The introduction of the charging model is a change to the current 'free to play' courts and this could be seen as a negative impact. The charging model will be set at an affordable £35 per annum per household, which will cover access to all courts in the city under this model.

Under this model the access system will stop people from walking directly on to the courts without having previously booked. Mitigations for this will be highlighted below.

Raising awareness of the scheme and how to access the courts is important. If members of the community are unable to understand the process they will be unable to play tennis in the park.

The change in court access could also impact upon disabled people as court access will no longer be free. The scheme must enable disabled users to access the courts.

The scheme could also potentially impact school children who turn up to play after school without parental supervision.

The scheme could also negatively impact those with no internet access.

3.2 Can these impacts be mitigated or justified? If so, how?

To mitigate the impact for those on low incomes, concessions will be available for those on benefits or a low income, providing affordable access to the courts all year round. Pay and play opportunities are also included with the key code access, allowing those who only play infrequently to pay when they play instead of having to join the scheme. For those unable to pay, a number of free tennis days and organised free court time will be provided to allow those unable/unwilling to pay to still access the courts.

The operator will also be responsible for the promotion of the tennis venue in the local community and online, providing all the citizens of Bristol with one central point of contact and ongoing promotion of the tennis opportunities that they may not currently be aware of. The citywide tennis website will promote all tennis venues in one place and the Ardagh will be more widely promoted through the website allowing more people to access the courts.

To mitigate any lack of awareness of the scheme, the operator will be responsible for the promotion of the tennis venue in the local community and online, providing all the citizens of Bristol with one central point of contact and ongoing promotion of the tennis opportunities that they may not currently be aware of. The citywide tennis website will promote all tennis venues in one place and the Ardagh will be more widely promoted through the website allowing more people to access the courts. The operator will also be required to offer all information about the scheme in community languages to allow all access to the scheme.

To mitigate the impact on disabled people a number of mitigations will be ensured. All court access gates will be suitably wide to accommodate wheelchair access to enable wheelchair users to have equal access. The court code locks will also have brail next to each number on the access code to enable full access.

To mitigate the impact on young people who are unable to drop in and play for free or whose parents are unable/unwilling to pay for the access a number of requirements have been made in the specification to the operator. The pay and play opportunity will allow young people to book by the hour, with either booking online or by phone. The operator will also be offering a number of free court hours at advertised times as part of the specification which will allow free play for those unable to join the scheme.

To mitigate the issue of people having no access to the internet the operating scheme will also provide a phone contact service, so for the first time people who do not have access to the internet will have the opportunity to speak to the court operator and access court booking in this way.

3.3 Does the proposal create any benefits for people with protected characteristics?

Firstly the condition of the tennis courts would be significantly improved. The

courts are currently in poor condition and are likely to become unusable in the future if they are left to deteriorate. This will benefit the citizens of Bristol as they will have access to high quality tennis provision that currently is not available in this area.

The tennis operation would allow for an improved booking system, currently there is no booking system and the operation will allow people to choose when they play tennis on the courts. Currently all the courts are turn up and play, so you are not guaranteed a court if they are all being used. This system will allow booking at any point in time, allowing better choice of court time and preventing people turning up and being unable to play.

The operator will also provide a series of promotional events at the venues, in community locations and at large scale events. This will enable people to try tennis from casual play to tennis coaching taster sessions that have not previously been able to do so. The promotion will also target raising awareness of the public tennis facilities in the city. A recent LTA study suggested many residents are currently not aware of all the public tennis facilities, the operators publicity will help raise the profile of the public offering for tennis in the city.

Free tennis times will be a key feature of the operation, there will be certain sessions and days where the operator is required to offer a number of free tennis courts. This will enable people who do not want to join the scheme or are very occasional players to still be able to play tennis for free.



3.4 Can they be maximised? If so, how?

All of the benefits will be maximised through the terms of the operator's contract, with continual improvement specified throughout. Indicators will be recorded on a monthly and annual basis and be contract managed to ensure the maximum benefit is being provided. Equalities measurements will be recorded to ensure equalities groups are being sufficiently targeted with the operator's promotion and awareness campaign. With the appointment of the correct operator through the tender process we will ensure that a proactive organisation is given the award to run the service appropriately and for the benefit of members of the public. The effective operator will also create the required income to provide the required sinking fund, which will mean the courts are resurfaced appropriately at the end of the lifespan of 10-12 years of the court surface, to maintain the high quality courts for the public to use.

Step 4: So what?

The Equality Impact Assessment must be able to influence the proposal and decision. This section asks how your understanding of impacts on people with protected characteristics has influenced your proposal, and how the findings of your Equality Impact Assessment can be measured going forward.

4.1 How has the equality impact assessment informed or changed the proposal?
The equalities impact assessment has informed the specification for the appointment of the operator, with all equalities issues raised addressed within the specification and monitoring requirements of the contract management.
4.2 What actions have been identified going forward?
<p>The tendering of the operator will involve specified requirements and response questions to ensure that an equitable service is provided across the courts in Bristol.</p> <p>The monitoring of the contract will include specific indicators of equalities groups' participation. The operator will also be required to work with the Lawn Tennis Association and Tennis foundation on initiatives to develop the tennis offer to the wider community.</p>
4.3 How will the impact of your proposal and actions be measured moving forward?
Contract management will include indicators such as the number of people using the scheme, attendances through the scheme. This will include specific measurements of equalities groups and their attendance. The contract will also be supported by the Lawn Tennis Association, who will support the operator and set specific measurements for tennis development across all groups.

Service Director Sign-Off: 	Equalities Officer Sign Off:  Duncan Fleming
Date: 11/04/18	Date: 10/4/2018