



EQUALITY IMPACT ASSESSMENT (EIA)

Tennis provision for WDC Courts

Service/policy/strategy/practice/plan being assessed: Tennis Provision for WDC Courts.

Business Unit/Service Area: Sports Team, Cultural Services, Warwick District Council.

Is this a new or existing service/policy/strategy/practice/plan?

Existing provision. Proposal is to change the service delivery model. No previous EQIA

EIA Review team – list of members:

Debbie Cole, Project Officer.

Rose Winship, Head of Cultural Services.

Do any other Business Units/Service Areas need to be included?

No

Date of assessment: August/September 2020

Are any of the outcomes from this assessment likely to result in complaints from existing services users, members of the public and/or employees?

If YES please let your Head of Service and the Customer Relations Team know as soon as possible.

Yes – as the proposals include the introduction of charging for courts which are currently free to use (Abbey Fields and Christchurch Gardens) and a change of operator from public sector to private sector.

DETAILS OF SERVICE/POLICY/STRATEGY/PRACTICE/PLAN

Scoping and Defining

1. What are the aims, objectives and outcomes of the service/policy/practice/plan?

The anticipated outcomes of this project are: -

- Introduction of a gate access and booking system to all WDC owned tennis sites making it easier for customers to book courts. Residents will have the facility to book the courts either online (using a mobile phone or computer) or by telephoning the Council/operator to book over the phone. If booking online, an access code will be sent to the mobile phone. Alternatively, the player will be given the access code over the phone. On arrival to the courts, residents will need to input the code into the gate access unit to gain entry to the courts. The gate access unit will be positioned at a suitable height to ensure that wheelchair users can reach the keypad
- Introduction of customer charges to use the courts at Christchurch Gardens and Abbey Fields to generate an income to be used for future maintenance of courts. Some free access to these courts will be retained. (NB the courts at Victoria Park and St Nicholas Park already have a charge for casual use.) It is proposed that charging is not implemented until after the completion of remaining refurbishment works.
- Procurement of an operator/operators for the four sites to manage the sites, deliver coaching programmes and activities and enable casual tennis use.
- Provision of a range of coaching services to members of the public and tennis camps during holiday times – to be included in the specification. This will include an equipment hire service for customers who do not own rackets or balls.

The aim of these changes is to

- Increase participation in tennis in the District
- Improve access to the courts through introduction of a consistent booking system
- Reduce revenue costs to the Council, by generating an increased income from tennis provision to ensure financially sustainable service

Increasing participation in tennis can result in multiple benefits, including improving residents' health and wellbeing, improving children's sporting literacy, increasing opportunities for healthy family activities, links to reducing crime, antisocial behaviour and unemployment.

2. Who are the customers?

- Residents and visitors to the District
- Existing casual users of the tennis courts
- VP Tennis Club members
- Local schools and community groups

3. How has equality been considered in the development or review so far?

- The purpose of the review is to ensure consistent equitable access to all the courts across the District. This will be addressed by the introduction of a booking system to enable a more structured use of the court facilities.
- The booking system allows for people without a mobile phone or access to the internet to book over the phone.
- The proposed arrangements for future charging will allow for the inclusion of free sessions and concessionary rates to ensure that people on low incomes can continue to use the courts.
- The positioning of the keypad access unit will be low enough to allow all users, including people using wheelchairs to reach the keypad
- The proposal to introduce coaching programmes will also encourage more people to take part in tennis.

Further planned resident consultation will provide additional customer feedback for consideration.

4. What is the reason for the change/development?

- A desire to improve the tennis offer for residents and visitors by making the courts easier to book and by offering a range of coaching and activities on the courts

- A need to reduce the revenue costs of the current provision by generating an increased income, to enable future capital investment to protect the future provision of tennis.
- There is currently no comprehensive strategy or delivery mechanism for a tennis development programme in Warwick District. This proposal will overcome this issue.

5. How does it fit with Warwick District Council's wider objectives?

- WDC is committed to equal opportunities and diversity and to ensure that no person receives less favourable treatment on the grounds of gender, race, colour, nationality or national origin, ethnic origin, marital status, disability, sexual orientation, gender reassignment, age, economic status, political or religious beliefs or responsibility for dependants. The Council will regularly review the way we deliver services to ensure we continuously improve opportunities for everyone to access them.
- The Fit for the Future Framework, with particular reference to the Health & Well Being theme states its strategic aim as "To enable and encourage the people of Warwick District to have an equal access to a healthy life and sense of wellbeing, ensuring that our actions are aligned with the Warwickshire Health & Wellbeing Board's Strategy". Increased participation in physical activity plays a significant role in achieving this aim.
- The review of the tennis offer is part of a wider appraisal of the Council's outdoor sports provision. This work has taken place against a background of increasing pressure on the Council's finances, and some changes resulting from Covid 19.

6. Why might it be important to consider equality and the protected characteristics?

To ensure that proposed changes to the service provision do not adversely impact access to tennis across the population of the area. With reference to its tennis Courts, the Council wishes to ensure that it takes all reasonable steps to remove barriers for customers and protected equality groups to be able to take part in tennis and broaden participation in this sport.

Information Gathering

7. What sources of data have you used?

You must keep a record of any data you have currently used as supporting evidence

- Lawn Tennis Association data (Ready to Rally – Parks) provides information about barriers to participation, satisfaction of existing park tennis players, feedback about online booking and gate access systems and comparative data about use of facilities following implementation of booking and gate access systems.
- WDC Outdoor Sports - Options Appraisal (2021). This review involved consultation interviews with the following stakeholders in relation to the existing provision and options for improving and extending the tennis offer across the District
 - WDC Cultural Services Team
 - WDC Neighbourhood Services Team (Green Spaces)
 - Everyone Active – Leisure Provider
 - Idverde (Ground maintenance contractor.)
 - Churchill Cleaning (Cleaning contractor)
 - VP Tennis (local tennis club)
 - Local tennis coach
 - Lawn Tennis Association (suggesting local clubs support proposal.)
 - I2cTennis
 - Kenilworth Tennis, Squash and Croquet Club

The interviews indicate support for the use of a booking and gate access system, understanding of the need to introduce some further charges and a welcoming of the implementation of tennis programmes.

In addition, it is understood that VP Tennis Club collect some data which may inform this assessment.

8. What does the data you have tell you about your customers and about protected equality groups?

As half the of courts are free to use and with no booking system in place, we have limited direct access to data about the users of the tennis courts and therefore limited information about the user profile, including protected equality groups.

- The lack of a booking system is a barrier to current participation for residents (LTA data)
- There is no current provision for disability tennis on District courts. There are also opportunities to introduce other community initiatives such as walking tennis which can open up tennis to older people or people who need more time, or people returning from an injury
- There is the opportunity to increase competitive events for children in the District

9. What do you need to know more about?

The following groups were identified as being most likely to be impacted by the potential change;

- Age – older people and children
- Disability
- Race

It would be useful therefore to understand feedback from these groups to the proposals

10. How could you find this out and who could help you?

General resident feedback, via consultation exercise
Consultation with groups representing age, disability and race.

Engagement and Consultation

11. Who have you consulted with from protected equality groups?

Following consultation with the Community Partnership Team, the following groups were contacted to obtain views about the proposals

- Sikh community centre (numerous older people groups for both genders)
- Youth alliance group-
- The Gap community centre

12. Who else could you consult with?

- Local residents
- Tennis Courts current users
- WDC Leisure Centre Users
- VP Tennis Club (initial consultation completed for Options Appraisal)
- Friends of Parks Groups
- Lawn Tennis Association (LTA) (initial consultation completed for Options Appraisal)
- Town Councils
- Everyone Active (initial consultation completed for Options Appraisal)
- Local Tennis Clubs (initial consultation completed for Options Appraisal)
- Local Schools
- Local Councillors

13. Who can help you to do this?

WDC Media Team

LTA

Local Councillors

Cultural Services Business Support Team

Monitor and Evaluate

14. Who have you consulted with from protected equality groups?

To be completed

15. Analysis of impact and potential actions:

Protected characteristics from the Equality Act 2010	What do you know? Summary of data about/feedback from your service-users and/or staff	What does this mean?		What can you do? All potential actions to: <ul style="list-style-type: none"> • Eliminate discrimination/mitigate negative impact • Advance equality of opportunity • Foster good relations
		Positive impacts identified (<i>actual and potential</i>)	Negative impacts identified (<i>actual and potential</i>)	
Age	LTA data suggests the appointment of a tennis operator(s) to run tennis programmes and gate access system will increase participation in tennis, including for older people and children.	Programmes to include walking tennis, and children’s activities and competitions provide more opportunities	Some older people may find booking the courts online challenging.	Ensure any new contract with an operator allows provision for older people and children, e.g. walking tennis and children’s tournaments The booking system will include the option for people to book over the telephone for people without phones or less confident to book online
Disability	There is no current provision of disabled tennis sessions and therefore introducing sessions is likely to be welcomed.	Providing disabled tennis sessions will open access for disabled tennis players to play.	No	Ensure any new contract with an operator allows provision for disabled people The keypad for the gate access system will positioned at a suitable height to enable people using a wheelchair to reach the pad.
Sex	Nationally the barriers to women and girls taking part in sports are recognised and	Women and girls will have more opportunities to	None identified	We will work with the operators and LTA promote the tennis offer to all sexes including women and girls

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		Positive impacts identified (<i>actual and potential</i>)	Negative impacts identified (<i>actual and potential</i>)	
	this is reflected in less women and girls taking part in activities than men and boys	take part in activities		
Race	Sport England data evidence that South Asian, Black and many other ethnic origins are least likely to take part in activities	People from non-white ethnic groups will have more opportunities to take part in activities	None	We will work with the LTA and new operators to ensure that the new tennis offer is attractive and promoted to BME groups.
Religion or belief	Sport England data evidence that people who have no religion are more likely to be physically active compared to those that belong to a faith group.	People from faith groups will have more opportunities to take part in activities	None	We will work with the LTA and new operators to ensure that the new tennis offer is attractive and promoted to faith groups.
Gender Re-assignment				See above
Pregnancy and Maternity				See above

Protected characteristics from the Equality Act 2010	What do you know? Summary of data about/feedback from your service-users and/or staff	What does this mean?		What can you do? All potential actions to: <ul style="list-style-type: none"> • Eliminate discrimination/mitigate negative impact • Advance equality of opportunity • Foster good relations
		Positive impacts identified (<i>actual and potential</i>)	Negative impacts identified (<i>actual and potential</i>)	
Sexual orientation				See above
Marriage and Civil Partnership <i>(Note: only in relation to due regard to eliminating unlawful discrimination)</i>				See above

The Council will require the new tennis operator(s) to run an inclusive programme of tennis activities. The Council will continue to work with the LTA to understand opportunities to remove barriers to people from protected equality groups using the tennis courts and taking part in the programmes.

The introduction of charging for court hire may disproportionately impact protective characteristic groups. This risk will be mitigated by the inclusion of some free sessions and concessionary rates from some groups, such as people on a low income.

16. Outcomes of Equality Impact Assessment

Action	Timescale	Responsibility
Carry out public consultation exercise to understand in more detail views of residents, including people in protected characteristic groups	Autumn 2021	Debbie Cole, Project Officer
Ensure that the proposed contract for a tennis operator allows for tennis opportunities for children, older people and people with disabilities	January 2023	Debbie Cole/Rose Winship
Ensure that the proposed contract for a tennis operator protects access to continued free tennis and concession rate sessions to enable people on low incomes to continue to use the facilities.	January 2023	Debbie Cole/Rose Winship
Consult with protected equality groups listed in section 14 to understand current use, barriers and demand for specific activities	Autumn 2021	Debbie Cole, Project Officer

Date of next review: [April 2022](#).

Name and signature of Officer completing the EIA:

Debbie Cole

Debbie Cole, Project Officer

Name and signature of Head of Service:

Rose Winship

Rose Winship, Head of Cultural Service

NEXT STEPS: Once completed, share the document with your Head of Service to gain their signature.