

**EQUALITY IMPACT ASSESSMENT (EQIA): SCREENING FORM**

Introduction to the EQIA screening process

A successful EQIA screening will look at 5 key areas:

**1. Identify the Policy, Project, Service Reform or Budget Option to be assessed**

A clear definition of what is being screened and its aims

**2. Gathering Evidence & Stakeholder Engagement**

Collect data to evidence the type of barriers people face to accessing services (research, consultations, complaints and/or consult with equality groups)

**3. Assessment & Differential Impacts**

Reaching an informed decision on whether or not there is a differential impact on equality groups, and at what level

**4. Outcomes, Action & Public Reporting**

Develop an action plan to make changes where a negative impact has been assessed. Ensure that both the assessment outcomes and the actions taken to address negative impacts are publically reported

**5. Monitoring, Evaluation & Review**

Stating how you will monitor and evaluate the **Policy, Project, Service Reform or Budget Option** to ensure that you are continuing to achieve the expected outcomes for all groups.

**1. IDENTIFY THE POLICY, PROJECT, SERVICE REFORM OR BUDGET OPTION:**

a) Name of the Policy, Project, Service Reform or Budget Option to be screened

Glasgow Sport – Review of Opening Hours

- Based on the information gathered it is suggested that seven key venues operate with extended opening hours.
- The demand from existing customers in addition to the number of competitors (see Appendix 1) suggests there is latent demand which could be captured by having a greater offering particularly for the gym and classes.
- These venues are:

Proposed Tier 1 Venues
Glasgow Club Scotstoun
Glasgow Club Gorbals
Glasgow Club Bellahouston
Glasgow Club Emirates Arena
Glasgow Club Tollcross
Glasgow Club Springburn*
Glasgow Club Kelvin Hall

Proposed Opening Hours	
Monday – Friday	6am – 10pm
Saturday	8am – 6pm
Sunday	8am – 8pm

b) List main outcome focus and supporting activities of the Policy, Project, Service Reform or Budget Option

1. Identify opportunities for increasing hours at venues which have the potential to increase capacity in response to customer demand
2. Identify opportunities for reducing hours at venues where there is low demand and unlikely to be potential to significantly grow demand

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- At present Glasgow Club are noticing and experiencing a significant detrimental impact on usage and income as a result of a number of competitors who provide a more flexible offering in terms of opening hours and class start times.
- NPS (net promoter score) is an index ranging from -100 to 100 that measures the willingness of customers to recommend a company's products or services to others. It is used as a proxy for gauging the customer's overall satisfaction with a company's product or service and the customer's loyalty to the brand. Feedback has identified that a lack of flexible opening hours is the 4<sup>th</sup> highest detractor for Glasgow Club, which highlights how significant an issue it is for existing customers. This currently sits higher than pricing, which is typically thought to be a driver for joining budget facilities.
- There are currently no standardised opening hours for like-for-like facilities and the ability for customers to recognise, with ease, access times for facilities is an issue.
- Glasgow Sport facilities' opening hours are currently inconsistent and fail to meet customer needs and do not offer in line with industry competitors. Examples include Glasgow Club Pollok and Glasgow Club Castlemilk Pool offering four different opening times over the course of a week.
- There are historic late opening days in some venues across the city which impacts the ability for customers to attend facilities and implement a regular routine. However this is not consistent as the majority of venues have removed the 'training mornings'
- Inconsistent opening hours across the Sport estate makes staff flexibility an issue and means the variety of NSWP payments and management practices are a barrier.
- An inability to respond to customer demand and feedback, results in a lack of confidence in the Glasgow Club brand which can lead to cancellation of memberships
- Historic opening hours which have not evolved with changes in trends, do not effectively support service delivery i.e. cleanliness of the facilities and as a result there is an increase in complaints.

c) Name of officer completing assessment (signed and date)

Helen Maclean 31/1/18

d) Assessment Verified by (signed and date)

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Calum Guthrie 31/1/18

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**2. GATHERING EVIDENCE & STAKEHOLDER ENGAGEMENT**

The best approach to find out if a policy, etc is likely to impact positively or negatively on equality groups is to look at existing research, previous consultation recommendations, studies or consult with representatives of those groups. You should list below any data, consultations (previous relevant or future planned), or any relevant research or analysis that supports the Policy, Project, Service Reform or Budget Option being undertaken.

<p>Please name any research, data, consultation or studies referred to for this assessment:</p>	<p>Please state if this reference refers to one or more of the protected characteristics:</p> <ul style="list-style-type: none"> <li>➤ disability,</li> <li>➤ race and/or ethnicity,</li> <li>➤ religion or belief (including lack of belief),</li> <li>➤ gender,</li> <li>➤ gender reassignment,</li> <li>➤ sexual orientation</li> <li>➤ marriage and civil partnership,</li> <li>➤ pregnancy and maternity,</li> </ul>	<p>Do you intend to set up your own consultation? If so, please list the main issues that you wish to address if the consultation is planned; or if consultation has been completed, please note the outcome(s) of consultation.</p>
<p><b>NPS data.</b> The most prevalent issue is the demand from customers for early morning access to leisure facilities. At present information gathered from NPS demonstrate that the opening hours are the 4<sup>th</sup> highest detractor for Glasgow Club.</p>	<p>No direct reference to one or more protected characteristics.</p>	<p><b>An Opening Hours Survey</b> was sent to all Glasgow Club Fitness Unlimited members who had used our venues in the preceeding 6 weeks, who had an email address on their record and who had opted into receiving correspondence.                      13,497 Total Contacts ( 33% of current membership)                      10,638 Successfully delivered emails (79% of sent emails)                      2,168 Respondants (20.3% response rate)</p>
		<p>Very few members who responded (12%)</p>

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		<p>are happy with the current Glasgow Club opening hours. The vast majority of respondents are already regular users; however, they feel extended opening hours would make it more convenient to visit and that it would increase their usage further.</p> <p>The results show a definite demand for extended opening hours across all venues throughout the week, with access being available to all fitness unlimited activities.</p> <p>The ideal opening time for most respondents on weekday mornings would be 6am.</p> <p>Gym users show a huge demand for access prior to 8am on weekends, however, for other activities the ideal opening time would be 6am.</p>
<p><b>Benchmarking</b> was conducted to identify the offering from other industry providers and better understand existing customer trends.</p> <p>A sample of 50 competitors who currently provide a similar offering was undertaken.(see Appendix 1)</p>	<p>No direct reference to one or more protected characteristics.</p>	

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**3. ASSESSMENT & DIFFERENTIAL IMPACTS**

Use the table below to provide some **narrative** where you think the **Policy, Project, Service Reform or Budget Option** has either a positive impact (contributes to promoting equality or improving relations within an equality group) or a negative impact (could disadvantage them) and note the reason for the change in policy or the reason for policy development, based on the evidence you have collated.

Protected Characteristic	Specific Characteristics	Positive Impact – it could benefit an equality group	Good Practice/ Promotes Equality or improved relations	Negative Impact – it could disadvantage an equality group	Reason for Change in Policy or Policy Development
SEX/ GENDER	Women	The new operating hours would benefit people as they would be able to access our selected venues earlier or later to accommodate their lifestyle and personal circumstances such as childcare responsibilities and working patterns			Reason for change is to address the request articulated by customers, offer services in line with industry competitors, in order to retain market share and continue to generate income to fund the service.
	Men	As above			
	Transgender	As above			
RACE*	White	The new operating hours would benefit people as they would be able to access our selected venues earlier or later to accommodate their lifestyle and personal circumstances such as childcare responsibilities and working patterns			

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<i>Further information on the breakdown below each of these headings, as per census, is available <a href="#">here</a>.</i>  <i>For example Asian includes Chinese, Pakistani and Indian etc</i>	Mixed or Multiple Ethnic Groups	As above			
	Asian	As above			
	African	As above			
	Caribbean or Black	As above			
	Other Ethnic Group	As above			
<hr/>					
<b>DISABILITY</b>	Physical disability	The new operating hours would benefit people as they would be able to access our selected venues earlier or later to accommodate their lifestyle and personal circumstances such as childcare responsibilities and working patterns.			
<i>A definition of disability under the Equality Act 2010 is available <a href="#">here</a>.</i>	Sensory Impairment (sight, hearing, )	As above			
	Mental Health	As above			
	Learning Disability	As above			
<b>LGBT</b>	Lesbians	As above			
	Gay Men	As above			
	Bisexual	As above			
<hr/>					
<b>AGE</b>	Older People (60 +)	The new operating hours would benefit people as they would be able to			

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		access our selected venues earlier or later to accommodate their lifestyle and personal circumstances such as childcare responsibilities as many older people care for grandchildren and working patterns			
	Younger People (16-25)	As above			
	Children (0-16)	The new operating hours would benefit children who want to exercise before school, if over 14 years of age.			
<b>MARRIAGE &amp; CIVIL PARTNERSHIP</b>					
	Women	The new operating hours would benefit people as they would be able to access our selected venues earlier or later to accommodate their lifestyle and personal circumstances such as childcare responsibilities and			
	Men	As above			
	Lesbians	As above			
	Gay Men	As above			
<b>PREGNANCY &amp; MATERNITY</b>					
	Women	The new operating hours would benefit people as they would be able to			

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		access our selected venues earlier or later to accommodate their lifestyle and personal circumstances such as childcare responsibilities and working patterns,			
<b>RELIGION &amp; BELIEF**</b> A list of religions used in the census is available <a href="#">here</a> .	See note	The new operating hours would benefit people as they would be able to access our selected venues earlier or later to accommodate their lifestyle and personal circumstances especially allowing for more flexibility in exercise around prayer times and religious observance.			

\* For reasons of brevity race is not an exhaustive list, and therefore please feel free to augment the list above where appropriate; to reflect the complexity of other racial identities.

\*\* There are too many faith groups to provide a list, therefore, please input the faith group e.g. Muslims, Buddhists, Jews, Christians, Hindus, etc. Consider the different faith groups individually when considering positive or negative impacts. A list of religions used in the census is available [here](#).

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4. OUTCOMES, ACTION & PUBLIC REPORTING

SCREENING ASSESSMENT OUTCOME ACTIONS

Screening Outcome	Yes /No Or /Not At This Stage	Further Action Required/ Action To Be Undertaken	Lead Officer and/or Lead Strategic Group	Timescale for Resolution of Negative Impact/ Delivery of Positive Impact
Was a significant level of negative impact arising from the project, policy or strategy identified?	No		Business Improvement Strategic Group	
Does the project, policy or strategy require to be amended to have a positive impact?	No		Business Improvement Strategic Group	
Does a Full Impact Assessment need to be undertaken?	No			
If none of the above is required, please recommend the <b>next steps</b> to be taken.  (i.e. is there a strategic group that can monitor any future impacts as part of implementation?)		The Business Improvement Strategic Group will monitor any future impacts as part of the implementation.		

PUBLIC REPORTING OF SCREENING ASSESSMENT

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All completed EQIA Screenings are required to be publically available on the Council website once they have been signed off by the relevant manager, and/or Strategic, Policy, or Operational Group. (See EQIA Guidance: Pgs. 11-12)

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## 5. MONITORING OUTCOMES, EVALUATION & REVIEW

The Equalities Impact Assessment (EQIA) screening is not an end in itself but the start of a continuous monitoring and review process. The relevant Strategic, Policy, or Operational Group responsible for the delivery of the Policy, Project, Service Reform or Budget Option, is also responsible for monitoring and reviewing the EQIA Screening and any actions that may have been take to mitigate impacts.

Individual services are responsible for conducting the impact assessment for their area, staff from **Corporate Strategic Policy and Planning** will be available to provide support and guidance.

## Legislation

### Equality Act (2010) - the Equality Act 2010 (Specific Duties) Scotland Regulations 2012

The 2010 Act consolidated previous equalities legislation to protect people from discrimination on grounds of:

- race
- sex
- being a transsexual person (transsexuality is where someone has changed, is changing or has proposed changing their sex – called ‘gender reassignment’ in law)
- sexual orientation (whether being lesbian, gay, bisexual or heterosexual)
- disability (or because of something connected with their disability)
- religion or belief
- having just had a baby or being pregnant
- being married or in a civil partnership, and
- age.

Further information: [Equality Act Guidance](#)

As noted the Equality Act 2010 simplifies the current laws and puts them all together in one piece of legislation. In addition the **Specific Duties (Scotland Regulations 2012)** require local authorities to do the following to enable better performance of the general equality duty:

- report progress on mainstreaming the general equality duty
- publish equality outcomes and report progress in meeting those
- impact assess new or revised policies and practices as well as making arrangements to review existing policies and practices gather, use and publish employee information
- publish gender pay gap information and an equal pay statement
- consider adding equality award criteria and contract conditions in public procurement exercises.

Further information: [Understanding Scottish Specific Public Sector Equality Duties](#)

## Enforcement

Judicial review of an authority can be taken by any person, including the Equality and Human Rights Commission (EHRC) or a group of people, with an interest, in respect of alleged failure to comply with the general equality duty. Only the EHRC can enforce the specific duties. A failure to comply with the specific duties may however be used as evidence of a failure to comply with the general duty.

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Appendix 1 Competitor Opening and Class Times

Name	Location	Open M-F	Close M-F	Open w/end	Close w/end	First Class M-F	Last Class M-F	First Class W/end	Last Class W/end
Pure Gym	City centre	24 hrs	24 hrs	24 hrs	24 hrs	06:30	19:50	09:00	17:45
Pure Gym	City centre	24 hrs	24 hrs	24 hrs	24 hrs	07:00	19:45	08:30	18:10
Pure Gym	City centre	24 hrs	24 hrs	24 hrs	24 hrs	06:45	20:00	09:00	17:15
Pure Gym	Robroyston	24 hrs	24 hrs	24 hrs	24 hrs	06:30	20:30	08:00	19:00
Pure Gym	Shawlands	24 hrs	24 hrs	24 hrs	24 hrs	06:15	20:30	08:30	18:15
The Gym	Springfield Quay	24 hrs	24 hrs	24 hrs	24 hrs	07:30	19:30	09:00	11:00
The Gym	City centre	24 hrs	24 hrs	24 hrs	24 hrs	06:45	19:15	10:30	16:30
The Gym	Govanhill	24 hrs	24 hrs	24 hrs	24 hrs	07:00	20:00	10:00	17:00
The Gym	City centre	24 hrs	24 hrs	24 hrs	24 hrs	06:45	19:15	10:30	16:30
David Lloyd	Anniesland	06:00	22:30	07:00	21:00	06:15	20:15	07:00	18:10
David Lloyd	Rouken Glen	06:00	22:30	07:00	21:00	06:00	21:35	07:15	19:10
David Lloyd	Renfrew	06:00	22:30	07:00	21:00	06:10	21:05	07:05	18:00
Nuffield H&F	Finnieston	06:30	22:00	08:00	20:00	07:00	20:30	08:15	16:45
Nuffield H&F	Giffnock	06:30	22:00	08:00	20:00	07:00	20:30	08:15	16:45
Nuffield H&F	West End	06:30	22:00	08:00	20:00	07:00	20:30	08:15	16:45
ARC H&F	Glasgow Caledonia Uni	07:00	22:00	08:30	18:00	07:15	18:40	10:00	12:00
Central Strength	City centre	09:00	21:00	10:00	16:00	*	*	*	*
Anytime Fitness	City centre	24 hrs	24 hrs	24 hrs	24 hrs	*	*	*	*
Anytime Fitness	Partick	24 hrs	24 hrs	24 hrs	24 hrs	*	*	*	*
Anytime Fitness	Bishopbriggs	24 hrs	24 hrs	24 hrs	24 hrs	*	*	*	*
Anytime Fitness	Clarkston	24 hrs	24 hrs	24 hrs	24 hrs	*	*	*	*
The Fitness Group	Alexandra Parade	06:30	22:00	24 hrs	24 hrs	07:15	20:10	10:00	12:00
Future fitness	Shawlands	06:00	22:00	24 hrs	24 hrs	12:00	20:00	10:00	14:00
Xercise4less	City Centre	06:00	22:00	24 hrs	24 hrs	06:15	20:15	09:30	10:45
DW Sports Fitness	The Fort	06:30	22:00	24 hrs	24 hrs	06:35	19:10	09:15	16:00
The Club Gym	City centre	06:30	21:00	24 hrs	24 hrs	07:15	18:30	NA	NA
Village Gym	Festival Park	06:00	22:00	07:00	21:00	06:40	20:35	08:40	16:00
Pure Gym	East Kilbride	24 hrs	24 hrs	24 hrs	24 hrs	06:30	19:45	08:30	18:45
Centre for Sport &	Strathclyde Uni	07:00	22:00	09:00	17:00	08:00	18:00	09:30	11:15

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Rec									
Sport Direct	The Fort	^	^	^	^	^	^	^	^
The Gym	Hamilton	24 hrs	24 hrs	24 hrs	24 hrs	06:30	20:45	09:30	11:00
Pure Gym	East Kilbride	24 hrs	24 hrs	24 hrs	24 hrs	06:30	19:30	08:30	18:35
Pure Gym	Motherwell	24 hrs	24 hrs	24 hrs	24 hrs	06:15	20:00	08:30	19:00
Pure Gym	Silverburn	^	^			^	^	^	^
Pure Gym	Paisley	24 hrs	24 hrs	24 hrs	24 hrs	06:20	20:35	08:00	18:55
Pure Gym	Clydebank	24 hrs	24 hrs	24 hrs	24 hrs	07:00	19:45	08:45	18:30
Xercise4less	East Kilbride	06:00	22:00	08:00	20:00	06:15	20:15	09:00	12:00
Xercise4less	Hamilton	06:00	22:00	08:00	20:00	06:15	20:15	09:00	12:00
Xercise4less	Renfrew	06:00	22:00	08:00	20:00	06:15	19:30	09:00	10:15
Xercise4less	Cumbernauld	^	^			^	^	^	^
Pro Life	Paisley	16:30	22:00	07:00	18:00	18:00	20:00	09:00	11:30
Sweat	City centre	06:00	22:00	08:00	19:00	06:45	19:45	09:30	17:50
Clydebank LC	Clydebank	07:00	20:00	09:00	19:00/16:30	07:00	20:30	09:15	11:30
Allander LC	Bearsden	07:30	22:00	09:00	20:00	09:00	20:45	09:30	12:15
Kirkintilloch LC	Kirkintilloch	07:30	22:00	08:30	21:00	09:00	20:00	08:40	13:00
The Leisuredrome	Bishopbriggs	08:30	21:30	09:00	20:00	08:00	20:15	09:30	11:40
Renfrew LC	Renfrew	06:00	22:30	09:00	17:30	07:00	19:30	09:15	12:15
Lagoon LC	Paisley	06:00	22:30	09:00	17:30	06:45	20:00	09:00	13:00
Eastwood Park LC	Eastwood	07:30	21:30	09:00	16:30	10:00	20:30	09:15	12:40
Time Capsule	Coatbridge	06:00	20:00	07:00	20:00	06:15	20:15	09:00	12:30
Dollan Aqua Centre	East Kilbride	07:30	21:30	08:00	16:00	10:00	20:00	09:30	11:45
Water Palace	Hamilton	07:00	22:00	08:00	18:00	07:15	20:40	09:30	10:30

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