

Huntingdonshire District Council Equality Impact Assessment (EIA)



Service area	One Leisure
Date of assessment	04/12/2024
Name of policy/service to be assessed	One Leisure Programme – Digital Workstream
Is this a new or existing policy/service?	Existing service
Name of manager responsible for new or amended policy/service	Gregg Holland – Head of Leisure & Health
Names of people conducting the assessment	Michelle Freeman – Programme Manager
Step 1 – Description of new or amended policy/service	
Describe the aims; objectives and purpose of the new or amended policy/service (include how it fits into wider aims or strategic objectives).	<p>The objectives for the digital workstream within the One Leisure Programme are to:</p> <ul style="list-style-type: none"> • Complete a market engagement and procurement process to upgrade or procure a replacement for the digital business/CRM system (Gladstone) and manage the implementation and business change of the successful solution before the contract expires on 31st December 2025. • Upgrade the One Leisure website functionality and design, to allow for a better customer experience and enable future digital online activity. <p>The Equality Impact Assessment aims to:</p> <ul style="list-style-type: none"> • Understand the potential impact on customers. • Ensure that the website and other new online customer interfaces are accessible and meet the required level of accessibility standards.

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	<ul style="list-style-type: none"> Engages and supports customers with regards to changes to online tools and systems.
<p>The Equality Act 2010 requires the Council to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations, the Council also needs to demonstrate its compliance with the Equality Duty. The Council therefore needs to understand how its decisions and activities impact on different people, specifically employees and how they are affected by policies and practices. An Equality Impact Assessment is the current method by which the Council can assess and keep a record of the impact of new or amended strategies, policies, functions or services.</p> <p>The council retains these duties even when outsourcing services or providing shared services.</p> <p><i>Definition of Adverse Impact - occurs when a decision, practice, or Policy has a disproportionately negative effect on a protected group. Adverse Impact may be unintentional.</i></p>	
<p>Are there any (existing) equality objectives of the new/amended policy/service</p>	<p>There are no specific equality objectives however the workstream involves the improvement of existing digital solutions with the aim of improving user experience as well as meeting website accessibility requirements. All customer online transactions will continue to be supported in person at One Leisure centres as is currently.</p>
<p>Who is intended to benefit from the new/amended policy/service and in what way?</p>	<p>Staff:</p> <ul style="list-style-type: none"> Benefiting from working with improved and more efficient IT systems. <p>Residents:</p> <ul style="list-style-type: none"> Improved online user experience. Enhanced service offering to members and users of the leisure sites.
<p>What are the intended outcomes of this new/amended policy/service?</p>	<p>Improved IT systems and refreshed service website.</p>
<p>Step 2 – Data</p>	



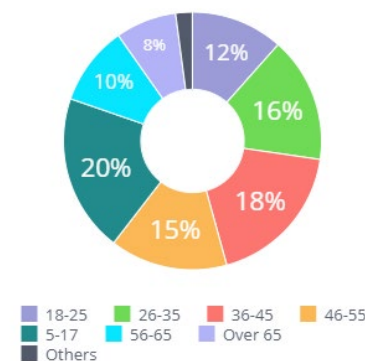
What baseline **quantitative data (statistics)** do you have about the function relating to equalities groups (e.g. monitoring data on proportions of service users compared to proportions in the population), relevant to this new/amended policy/service?

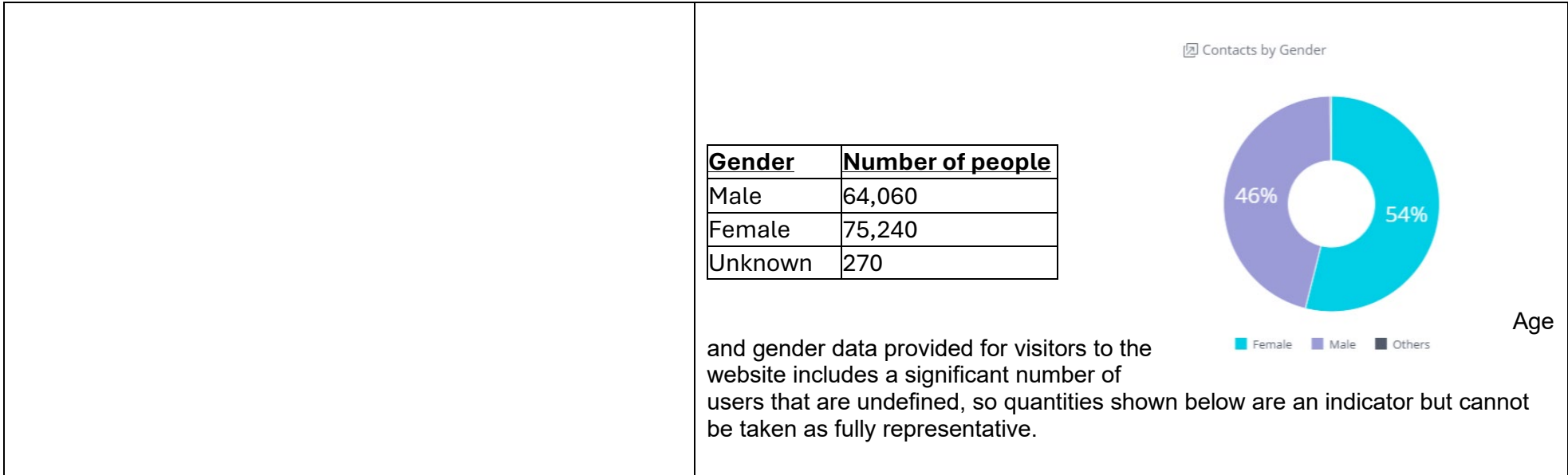
[Huntingdonshire Statistics](#)

Gladstone membership can be broken down by age group and gender. The membership base currently includes more female members than male, with most members falling in the 5-17 group (swimming lessons and junior memberships) and 26 – 45 age groups:

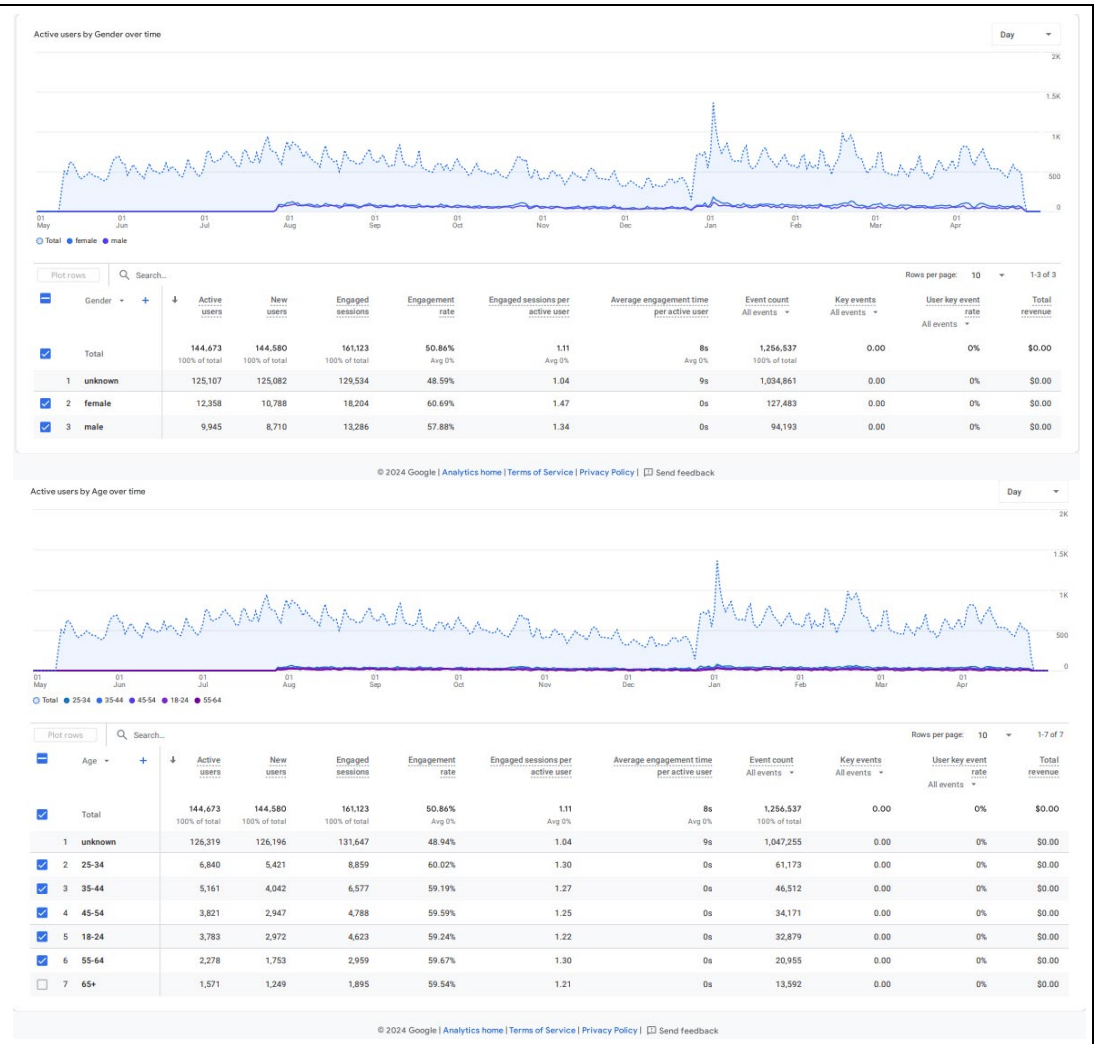
Age	Number of people
N/A	90
5 – 17	27,680
18 – 25	16,780
26 – 35	22,990
36 – 45	25,700
46 – 55	20,580
56 – 65	14,600
65+	11,150

Contacts by Age Group





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<p>What qualitative data (opinions etc) do you have on different groups (e.g. comments from previous consumer satisfaction surveys/consultation, feedback exercises, or evidence from other authorities undertaking similar work), relevant to this new/amended policy/service?</p>	<p>One Leisure carried out an anonymous Digital Customer Feedback Survey in July 2024. No demographic data was collected; however the survey covered all aspects of customer facing digital interfaces including Gladstone, the website and the mobile app. All comments from customers were reviewed and cross referenced against the requirements gathered for the business system procurement and the high-level requirements for the website refresh.</p>
<p>Age – this refers to the protected characteristic of age. A person belonging to a particular age (for example 32-year olds) or range of ages (for example 18 to 30-year olds).</p> <p>Are there concerns that the new policy/service could have a differential impact on individuals with this protected characteristic?</p> <p>Are there any concerns that the policy/service amendments could have differential impact on individuals with this protected characteristic?</p> <p>For some services this should include consideration of impact in terms of safeguarding young people.</p> <p>What evidence do you have for your answer?</p>	<p>The proposed changes will have no differential impact due to age.</p> <p>Older people tend to be more digitally excluded; however the intention is to make current online services easier to use and improve signposting and access to information. The website refresh will update like for like and not add anything that is not already online. The business system will be remaining with the incumbent and the improvements the service is looking to implement are not likely to have an impact, for example a new easier to use app and simpler pathways for joining and paying for membership.</p>
<p>Disability – this refers the protected characteristic of disability. A person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.</p>	<p>The proposed changes will have no differential impact due to disability. Updates will meet the website and mobile app accessibility regulations. The website refresh project must result in an accessible website, maximised for use on multiple devices and displays, working to achieve the maximum WCAG 2.2 standards for accessibility.</p>

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<p>Are there concerns that the new policy/service could have a differential impact on individuals with this protected characteristic.</p> <p>Are there any concerns that the policy/service amendments could have differential impact on individuals with this protected characteristic?</p> <p>What evidence do you have for your answer?</p>	
<p>Gender reassignment – gender reassignment discrimination occurs when a person is treated differently because they are trans*.</p> <p>Are there concerns that the new policy/service could have a differential impact on individuals with this protected characteristic.</p> <p>Are there any concerns that the policy/service amendments could have differential impact on individuals with this protected characteristic?</p> <p>What evidence do you have for your answer?</p> <p>*although the term gender reassignment and transsexual is in the Equality Act 2010, it is accepted that the preferred term is trans.</p>	<p>The proposed changes will have no differential impact due to gender reassignment.</p>
<p>Marriage and civil partnership in the workplace; this refers the protected characteristic of marriage and civil partnership which is a union between a man and a woman or between a same-sex couple. Civil partnership is between partners of the same sex. Discrimination is when a person is treated differently at work because a person is married or in a civil partnership.</p>	<p>The proposed changes will have no differential impact due to marriage and civil partnership.</p>

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<p>Are there concerns that the new policy/service could have a differential impact on individuals with this protected characteristic.</p> <p>Are there any concerns that the policy/service amendments could have differential impact on individuals with this protected characteristic?</p> <p>What evidence do you have for your answer?</p>	
<p>Are there concerns that the function could have a differential impact in terms of pregnancy and maternity in the workplace (e.g. pregnant or breast-feeding women). Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.</p> <p>Are there concerns that the new policy/service could have a differential impact on individuals with this protected characteristic.</p> <p>Are there any concerns that the policy/service amendments could have differential impact on individuals with this protected characteristic?</p> <p>What evidence do you have for your answer?</p>	<p>The proposed changes will have no differential impact due to pregnancy and maternity.</p>



<p>Race – this refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins. Gypsy/Travellers are distinct group within this category</p> <p>Are there concerns that the new policy/service could have a differential impact on individuals with this protected characteristic.</p> <p>Are there any concerns that the policy/service amendments could have differential impact on individuals with this protected characteristic?</p> <p>What evidence do you have for your answer?</p>	<p>The proposed changes will have no differential impact due to race.</p>
<p>Religion and Belief in the workplace - refers to any religion, including a lack of religion. Belief refers to any religious or philosophical belief and includes a lack of belief.</p> <p>Are there concerns that the new policy/service could have a differential impact on individuals with this protected characteristic.</p> <p>Are there any concerns that the policy/service amendments could have differential impact on individuals with this protected characteristic?</p> <p>What evidence do you have for your answer?</p>	<p>The proposed changes will have no differential impact due to religion and belief.</p>

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<p>Sex - this refers to the protected characteristic of sex which can mean either male or female, or a group of people like men or boys, or women or girls.</p> <p>Are there concerns that the new policy/service could have a differential impact on individuals with this protected characteristic.</p> <p>Are there any concerns that the policy/service amendments could have differential impact on individuals with this protected characteristic? What evidence do you have for your answer?</p>	<p>The proposed changes will have no differential impact due to sex.</p>
<p>Sexual orientation – this relates to whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.</p> <p>Are there concerns that the new policy/service could have a differential impact on individuals with this protected characteristic.</p> <p>Are there any concerns that the policy/service amendments could have differential impact on individuals with this protected characteristic? What evidence do you have for your answer?</p>	<p>The proposed changes will have no differential impact due to sexual orientation.</p>
<p>Are there concerns that the function could have a differential impact on part time/full time employees? What evidence do you have for your answer?</p>	<p>The proposed changes will have no differential impact due to part time/full time employee status.</p>



<p>Are there concerns that the function could have a differential impact in terms of specific characteristics of Huntingdonshire e.g. Rural isolation</p>	<p>The proposed changes will have no differential impact due to rural isolation.</p>
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Findings

The proposals are designed to improve the digital business systems and website functionality. A communications plan will be set out to provide timely updates to centre users in advance of any changes and customer support and guidance provided will be provided for the transition. Customers will be involved in the design of new website where possible.

One Leisure will review the impact of any changes to interactions with customers post-delivery of the refreshed website and business/CRM system improvements and will reassess this EIA.

Recommendations

It is recommended that the EIA is approved.