Please read the EqIA GUIDANCE and the EqIA flow chart available on KNet.

**Directorate:**
Customer & Communities - Gateway

**Name of policy, procedure, project or service**
Swanley Gateway

**What is being assessed?**
Capital Project

**Responsible Owner/ Senior Officer**
Stephen Meades – Operations Manager Gateway

**Date of Initial Screening**
April 2013

*Update each revised version below and in the saved document name.*

<table>
<thead>
<tr>
<th>Version</th>
<th>Author</th>
<th>Date</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.1</td>
<td>Stephen Meades</td>
<td>09/04/13</td>
<td>Initial draft</td>
</tr>
<tr>
<td>0.2</td>
<td>Stephen Meades</td>
<td>22/04/13</td>
<td>Comments from PM and LRA lead</td>
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<td>0.3</td>
<td>Stephen Meades</td>
<td>10/05/13</td>
<td>Comments added from Comms group</td>
</tr>
<tr>
<td>0.4</td>
<td>Sue Meads</td>
<td>05/06/13</td>
<td>Comments from Sue Meads, Project Manager</td>
</tr>
<tr>
<td>0.5</td>
<td>Louise Reynolds</td>
<td>05/06/13</td>
<td>Comments from LD</td>
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<tr>
<td>0.6</td>
<td>Janet Davis</td>
<td>07/06/13</td>
<td>Comments from LRA</td>
</tr>
<tr>
<td>0.7</td>
<td>Brian Hatt</td>
<td>13/06/13</td>
<td>Comments from West Kent Housing</td>
</tr>
</tbody>
</table>
### Screening Grid

| Characteristic | Could this policy, procedure, project or service affect this group less favourably than others in Kent? YES/NO If yes how? | Assessment of potential impact | Provide details:  
a) Is internal action required? If yes what?  
b) Is further assessment required? If yes, why? | Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO - Explain how good practice can promote equal opportunities |
|----------------|--------------------------------------------------------------------------------|-------------------|-----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| **Age** | Yes  
- Lack of parking may be an issue for some but good public transport links  
- Image of public services for some  
- Lack of accessibility into building or inside making access for older people or parents with buggies difficult  
- Lack of accessibility to upstairs area (West Kent Offices)  
- Opening hours (may adversely impact those of working age) | Low | The development of Swanley Gateway will provide a greater access to the elderly through the inclusion of Occupational Therapy (OT) and independent Mobility Assessment’s (IMA’s). The Gateway will be fully inclusive with additions such as Changing Place (Changing Place toilet facilities are fully accessible, well-equipped facilities to support those with complex and challenging needs, their carers and families) to ensure complete access. Design of space will consider all age needs including for example providing buggy park area near children’s library. Access to services on other floors will be via lift. No further action is required.  
West Kent has designed services so all customer service will be accessed and available on the ground floor, and is ensuring that accessibility issues for visitors to the upstairs offices are managed within their own EIA. | High | Yes – bringing together customer groups which have not previously interacted, supports community and intergenerational cohesion.  
- Furniture/seating needs to be for all ages  
- Clear signage  
- Services are for people of all ages  
- Induction loop system for those with hearing difficulties.  
- Easy read leaflets, signage |
| **Disability** | Yes  
- Disabled parking issue needs to continue to be allocated for access.  
- Changing Place | Low | The development of Swanley Gateway will provide a fully inclusive building. This will provide a greater access to the disabled and the inclusion of services by FSC will actively engage these communities to develop services for them. No further action required. | Low | Yes – bringing together customer groups which have not previously interacted, supports community cohesion.  
- Changing place facility to be put in place |
<table>
<thead>
<tr>
<th>should be provided to allow for greatest access for customers and service users.</th>
<th>Customer with mental health issues will require additional assistance to enable access to full services.</th>
<th>The provision of Gateway “hub” working will more easily enable customers with mental health issues access to the full range of community support services available.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer with learning disabilities may require support accessing services.</td>
<td>Access officers involved at each stage of design process.</td>
<td>Induction loop system for those with hearing difficulties.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Volunteering Opportunities - We aim to give opportunities for those with learning difficulties.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Vision and hearing impaired – sign over, email/web facilities, call queuing arrangements.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Appropriate colour schemes will be considered and the need for tiling in the changing place and toilets to ensure the lights don’t cause glare.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Deaf community – learning from others, e.g. Thanet Gateway large screen interpretation services.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>LRA Offers to specific groups (eg those with visual impairments or learning disabilities) are promoted to individuals and to organisations that support those individuals.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>West Kent service desks will be co-located with other Community Support services enabling easier linkage and referral to necessary services.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>All West Kent staff are trained on equalities and diversity awareness training, and linkages to West Kent Extra programmes and other community support agencies.</td>
</tr>
<tr>
<td>Gender</td>
<td>No – services for all</td>
<td>Low</td>
</tr>
<tr>
<td>-----------------</td>
<td>-----------------------</td>
<td>-----</td>
</tr>
<tr>
<td>Gender identity</td>
<td>No</td>
<td>Low</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Race</td>
<td>No</td>
<td>Low</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Whilst Gateways are designed for all the community, signage will be solely in English but the Gateway will aim to provide services for all residents through use of volunteers being able to fulfill the needs of the diverse community. Library services run a yearly black history promotion to celebrate diversity. The self service units are also equipped so that you can change the language. The choice of languages can be reviewed as needs change. No further action required. West Kent demographic data and local knowledge for Swanley and Dartford show a number of minority group gypsy/traveller households, and also households defining themselves as Black and Asian.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- For anyone with language difficulties a phone interpretation service will be available as well as help with form filling.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- The library will stock books in other languages that match the population needs of Swanley. Books can also be requested.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- The Gateway will provide the ability to provide improved access to community support for these minority groups. Literacy levels are traditionally low for this community so improved access to Adult Learning will also assist with this.</td>
<td></td>
</tr>
<tr>
<td>Religion or belief</td>
<td>No</td>
<td>Low</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Out of hours arrangements – where certain religions require registration within 12 hours of death for example.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Services for all, no distinctions made on religious grounds</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Information including library stock available on all faiths</td>
<td></td>
</tr>
</tbody>
</table>

Updated 18/12/2013
KCC/EqIA2012/April 2013
<table>
<thead>
<tr>
<th>Sexual orientation</th>
<th>Libraries &amp; Archives hold a regular LGBT month every year which promotes books and other material from authors within this group. The building presents opportunities to work in partnership with others to develop this further.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pregnancy and maternity</td>
<td>No</td>
</tr>
<tr>
<td>Marriage and Civil Partnerships</td>
<td>No</td>
</tr>
<tr>
<td>Carer’s responsibilities</td>
<td>No</td>
</tr>
</tbody>
</table>
Part 1: INITIAL SCREENING

Proportionality - Based on the answers in the above screening grid what weighting would you ascribe to this function

<table>
<thead>
<tr>
<th>Low</th>
<th>Medium</th>
<th>High</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low relevance or Insufficient information/evidence to make a judgement.</td>
<td>Medium relevance or Insufficient information/evidence to make a judgement.</td>
<td>High relevance to equality, /likely to have adverse impact on protected groups</td>
</tr>
</tbody>
</table>

State rating & reasons

Low

The development of the Gateway will provide a number of enhancements to the Swanley Help point which includes is the existing delivery location for KCC Library and Swanley Town Council to provide better access to public services for all sectors of the community. The existing facility will be enhanced to provide better access to all floors and the project will deliver a greater mix of services to meet the needs of the local community.

Context

Swanley Gateway is an exciting project designed to integrate public service provision to meet the needs of a diverse and growing community. The building will contain:

- Libraries, Registration & Archives
- Swanley Town Council
- West Kent Housing
- Families and Social Care
- Other public and voluntary/community services

The project is driven by a shared objective to improve access to local public services for all, offer high quality customer care and to exploit the potential offered by joint working. Customer access will be developed to ensure equal access for all services including providing meeting space which can accommodate family requirements (pushchair access for Registration of Birth) and wheelchair access for customers living with a disability.

Central to this vision is the desire to create an attractive, modern customer focused environment with a range of integrated facilities. The aim is to make the Swanley Gateway a community hub for everyone. It will be a focus point for people who require resolution to enquiries. Our objective is that enquiries will be resolved at first point of contact. We want to make sure that customers receive a seamless service and that they do not get pushed from pillar to post and by doing so, we expect to see a high demand for all the services within the building.

The Project is consistent with KCC strategic policy in the following ways:

- Bold Steps for Kent (2010)
  - Building new partnerships at the local level
Building a new partnership with the voluntary sector

- Transparency and Access
- Making Valuing People Now Happen in Kent
- Vision for Kent 2012-22
  - To tackle disadvantage
  - To put citizens in control
- Customer Services Strategy 2012
- Library & Archive Strategy 2004 to 2014 – 3.2 (ii)
- Libraries, Registration and Archives Annual Business Plan 2013/14
- Gateway Annual Operating Plan 2013/14

The project is consistent with Swanley Town Council policy in the following ways:

*Please insert STC policies as applicable*

The project is consistent with West Kent Housing policy in the following ways:

- Customer Access Strategy
- Single Equality Scheme 2011 - 2014
- BAME Strategy 2011
- Age a Positive Experience Strategy
- Lifeways Strategy
- Safeguarding Strategy
- Financial Well-being Strategy

**Aims and Objectives**

The Gateway will support community activity through the following objectives:

- To bring forward a top quality facility which is energy efficient, DDA compliant, fit for purpose and is highly visible and recognisable to the local community;
- To provide customers with seamless service enabling them to carry out multiple transactions from one location;
- Deliver savings via service modernisation;
- Put in place a commercial lease to West Kent Housing Association and the Post Office and ensure all partners pay towards the service charge in particular those with dedicated floor space;
- Deliver a joint partnership between Kent County Council, West Kent Housing and Swanley Town Council and work towards delivering a single assessment process and cross referrals in one location;
- Lower facility revenue costs through a more efficient building;
- To deliver on asset collaboration with a number of public & 3rd sector organisations and transfer the library building to KCC;
- Provide partners with an enhanced flexible, long-term community asset able to facilitate numerous forms of service delivery;
- Improve access to a wide range of services from a variety of partners;

**Beneficiaries**

The main beneficiary of the new Gateway would be local residents, who would be provided the opportunity to access a wide range of public and sector partners within a single customer journey.
Other beneficiaries include:

- Residents of Kent
- Visitors to Swanley
- All services & partners involved in the project

**Consultation and data**

Customer insight tools developed by Kent County and Kent District Councils are used to identify the communities most likely to use the new Gateway and, via profiling of these groups, provide some insight into the services that are most likely to be of relevance to them.

Evidence from other established Gateways in Kent indicates that K&M groups F,J,K and L are the primary potential users of the Gateway for district services. These group’s service needs are described in detail later in this report and referred to as primary key client groups. These groups are likely to be relatively deprived and have limited access to car transport.

<table>
<thead>
<tr>
<th>K&amp;M Group</th>
<th>KCC</th>
<th>All households within 1/2 mile of Swanley Library</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>%</td>
<td>Count</td>
</tr>
<tr>
<td>A</td>
<td>11.90</td>
<td>18</td>
</tr>
<tr>
<td>B</td>
<td>7.70</td>
<td>350</td>
</tr>
<tr>
<td>C</td>
<td>11.50</td>
<td>211</td>
</tr>
<tr>
<td>D</td>
<td>8.30</td>
<td>492</td>
</tr>
<tr>
<td>E</td>
<td>5.40</td>
<td>148</td>
</tr>
<tr>
<td>F</td>
<td>6.70</td>
<td>118</td>
</tr>
<tr>
<td>G</td>
<td>12.30</td>
<td>362</td>
</tr>
<tr>
<td>H</td>
<td>3.50</td>
<td>141</td>
</tr>
<tr>
<td>I</td>
<td>3.90</td>
<td>0</td>
</tr>
<tr>
<td>J</td>
<td>12.30</td>
<td>1297</td>
</tr>
<tr>
<td>K</td>
<td>4.10</td>
<td>130</td>
</tr>
<tr>
<td>L</td>
<td>6.50</td>
<td>680</td>
</tr>
<tr>
<td>M</td>
<td>5.90</td>
<td>607</td>
</tr>
<tr>
<td>Total</td>
<td>100.00</td>
<td>4554</td>
</tr>
<tr>
<td>F,J,K,L</td>
<td>29.60</td>
<td>2225.00</td>
</tr>
<tr>
<td>C,E,M</td>
<td>22.80</td>
<td>966.00</td>
</tr>
</tbody>
</table>

*K&M F* is comprised mainly of older people approaching retirement. Often separated or divorced, they will live in privately rented flats or bungalows on their own, no longer having any dependent children to care for. These private blocks are attractive to residents who like to be surrounded by people of a similar age and set of values who want to minimise contact with people whose behaviour is anti-social. This group represents c.3% of the households within the Swanley catchment.

West Kent Housing – households aged over 65 represent the largest group within West Kent demographic data (631 households = 31%)
District Services:
- No data

KCC Services:
- Average take-up of adult education
- Average use of direct payment social services, relatively high use of domiciliary care packages
- Average use of Kent libraries
- No more or less likely than average to make an enquiry to KHS or about Public Rights of Way
- Low likelihood of 16-18 NEETs
- Low usage of children’s centres
- More likely than average to apply for concessionary fares
- No more or less likely than average to book on a speed awareness course

Other Characteristics:
- Close to retirement
- Privately rented
- Low income
- Poor health
- Average ability to self-serve

*K&M J* live on low rise council estates, have limited skills and are at risk of a variety of social disadvantages. Whilst some of the residents will have purchased their homes under right-to-buy legislation, many others continue to rent their homes from councils or housing associations. Often they live in cramped conditions in homes built to relatively poor space standards for families and which are not ideally suited to the number of larger than average families that are common in these estates. Unemployment can be a problem in these areas where the need for labour, particularly unskilled and manual labour, in the local employment markets is not as great as it once was. This group represents around 28% of the households within the Swanley catchment.

West Kent Extra community development programmes are active in assisting young people who are not in education or employment, and by being located within the Gateway support for these customers will be improved.

District Services:
- No data

KCC Services:
- Below average educational attainment, and above average levels of children having been expelled from school twice or more
- Low take-up of adult education
- Average use of direct payment social services, low use of domiciliary care packages
- Below average use of Kent libraries, but above average use of library computers to access the internet
- No more or less likely than average to make an enquiry to KHS and unlikely to contact KCC about Public Rights of Way
- High likelihood of 16-18 NEETs
- Average usage of children’s centres
- Less likely than average to apply for concessionary fares
- No more or less likely than average to book on a speed awareness course

Other Characteristics:
- Middle aged
- Young children
- Low income
- Benefits
- Heavy smokers
- Financial problems including Council Tax arrears
- Average ability to self serve

**K&M K** contains many people who live in terraced housing often in a poor condition, close to town centres. Whilst some have purchased their homes, many continue to rent either privately or from the council or housing association. Most households will have at least one child making the living conditions cramped. This group represents 3% of the households within the Swanley catchment.

District Services:
- No data

KCC Services:
- Below average educational attainment, and high levels of children having been expelled from school twice or more
- Below average take-up of adult education
- Below average use of direct payment social services, low use of domiciliary care packages
- Low use of Kent libraries, but relatively high use of library computers to access the internet
- Unlikely to make an enquiry to KHS, or to contact KCC about Public Rights of Way
- High likelihood of 16-18 NEETs
- High usage of children’s centres
- Unlikely to apply for concessionary fares
- Less likely than average to book on a speed awareness course

Other Characteristics:
- Single and lone parents
- Younger to middle-aged
- Town centre locations
- Low income
- Benefits
- On housing list
- Some financial problems
- Low ability to self serve

**K&M L** consists of families and single parents with school-age children who are deemed to be in urgent need of housing. Neighbourhoods which comprise this group
are particularly common in areas where there is an acute shortage of council housing. Interaction with local council is high, due to the number of benefits required, help with housing, and the fact they don’t pay their Council Tax by direct debit. Demand for county services is likely to be for a limited number of services, mainly education. A feature of many of these estates is a lack of community cohesion. This group represents around 28% of households within the Swanley Library catchment.

District Services:
- No data

KCC Services:
- Below average educational attainment, and high levels of children having been expelled from school twice or more
- Low take-up of adult education
- Above average use of direct payment social services, but below average use of domiciliary care packages
- Low use of Kent libraries, but relatively high use of library computers to access the internet
- Unlikely to make an enquiry to KHS, or to contact KCC about Public Rights of Way
- High likelihood of 16-18 NEETs
- High usage of children’s centres
- Unlikely to apply for concessionary fares
- Unlikely to book on a speed awareness course

Other Characteristics:
- Younger to middle aged
- Lone parents, young children
- Council flats on large peripheral estates
- Very low income
- Benefits
- On housing waiting list
- Heavy smokers
- High crime
- Very low ability to self serve

Learning Disabilities

April 12 – Dec 12, the figures for Swanley were:

Places available – 1288 (as per SLA)
Places booked – 929
Places attended – 787

Employment data for Swanley

The following information has been provided by Job Centre Plus.

The Swanley unemployment figures are the highest in Sevenoaks district and show little difference between male or female population. In all 3 wards the average unemployment rate is 14.5%, with Swanley St Mary’s at 20.5%. This is on average 2
or 3 times higher than customers claiming JSA than other wards. This is also the case for ESA and Income Support compare to other areas in Sevenoaks

Whilst the majority of wards within Sevenoaks show unemployment of up to 6 months, in Swanley, all 3 wards, show that a very high proportion of residents are in long term unemployment, with between 27 and 30.5% being unemployed for over 1 year.

Although youth unemployment is not solely concentrated in Swanley within the Sevenoaks district, in this area the figure is above the 30.9%.

**Stakeholder Consultation**

The existing Gateway network has provided an opportunity to link to core services in the Swanley area which would enhance the existing provision. To ensure the Gateway meets the needs of the local community, the Operations Manager – Gateway contacted local services and the following have expressed an interest in either delivering from the Gateway or assisting with the project development; Kent Community Health Trust (KCHT) Health Trainers; Disability Drop In Centre (DDIC); Kent Supported Employment (KSE); Citizens Advice Bureau (CAB); Babcock, Royal British Legion; Skills Plus; Soldiers Sailors Army Forces Association (SSAFA); Kent Probation; Victim Support; Hi Kent; Kent County Council Community Wardens.

To ensure that the Gateway develops to meet the needs of the local community a number of additional agencies will be engaged including Kent Association for the Blind (KAB) and KCC Sensory Services for the deaf and local community groups.

Job Centre Plus have been engaged as potential stakeholders to ensure that the Gateway provides an opportunity to for local residents to access benefits and employment advice.

Consultation will take place within the local community utilising existing facilities and venues appropriate the customer group which is being engaged.

Further information relating to the scope of the Consultation will be added to the EQIA as the project develops.

**Potential Impact**

**Adverse Impact:**
It is not envisaged that the Gateway will provide any negative impacts following project delivery.

**Positive Impact:**

The development of Swanley Gateway will provide a positive impact on the local community, increasing access to public and 3rd sector organisations and providing a fully DDA compliant building, to support the long term delivery of KCC services in the Swanley district.

**JUDGEMENT**
Option 1 – Screening Sufficient  YES/NO

Following this initial screening our judgement is that no further action is required.

Justification:

Option 2 – Internal Action Required  YES/NO

There is potential for adverse impact on particular groups and we have found scope to improve the proposal

*(Complete the Action Plan at the end of this document)*

Option 3 – Full Impact Assessment  YES/NO

A full impact assessment will need to be undertaken if:
- the policy, strategy or service is judged to be major because of high cost, or potential to affect a large number of residents of Kent

OR

- is identified as having a potential impact on any of the listed groups/individuals with particular characteristics.

OR

- or the potential impacts of a policy, procedure, project or service on a particular group are unknown.

Equality and Diversity Team Comments

*The Equality and Diversity Team to make any comments following their review.*

Sign Off

I have noted the content of the equality impact assessment and agree the actions to mitigate the adverse impact(s) that have been identified.

*Senior Officer*

Signed:  
Name:  
Job Title:  
Date:  

Updated 18/12/2013  13  KCC/EqIA2012/April 2013
Part 2: FULL IMPACT ASSESSMENT

Name
Of the policy, procedure, project or service

Responsible Owner/ Senior Officer:

Date of Full Equality Impact Assessment:

Scope of the Assessment
Set out what the assessment is going to focus on, as directed by the findings from your initial screening

Information and Data
State what information/data/research you have used to help you carry out your assessment

Involvement and Engagement
Provide details of all the involvement and engagement activity you have undertaken in carrying out this assessment and summarise the main findings

Judgement
Set out below the implications you have found from your assessment for the relevant diversity groups. If any negative impacts can be justified please clearly explain why.

Action Plan
Provide details of how you are going to deal with the issues raised in judgement above and complete the Action plan at the end of this document

Monitoring and Review
Provide details of how you intend to monitor and review progress against the above actions

Equality and Diversity Team Comments
The Equality and Diversity Team to make any comments following their review.

Sign Off
I have noted the content of the equality impact assessment and agree the actions to mitigate the adverse impact(s) that have been identified.

Senior Officer
Signed: Name:
Job Title: Date:

DMT Member
Signed: Name:
Job Title: Date:
### Equality Impact Assessment Action Plan

<table>
<thead>
<tr>
<th>Protected Characteristic</th>
<th>Issues identified</th>
<th>Action to be taken</th>
<th>Expected outcomes</th>
<th>Owner</th>
<th>Timescale</th>
<th>Cost implications</th>
</tr>
</thead>
</table>
| Disabled                 | - Parking/drop off issues  
- Layout                  | - Workshop with access officer to look at any issues  
- Consult local access group | Layout that compliments disabled access | JW    | May 2013  |                  |
| Visually impaired        | - Need to consult around signage and accessibility | - Set up focus group with KAB in Swanley | Layout informed by feedback | JW    | May 2013  |                  |
| Deaf community           | - Consult around plans for hearing loop and other services | - Set up focus group with representatives from local deaf community to provide advice and general feedback on proposal re. hearing loops and | Needs of deaf community taken into account | SM    | December 2013 |                  |
| BME and FL groups        | - Need for inclusive services | - Visit local community groups to discuss how we can encourage them to use Gateway services | Positive influence on design of services | SM    | December 13 |                  |
| Older people             | - Need for | - Visit local | Positive influence | JH    | December 13 |                  |
| accessible, user friendly service | community groups to discuss how we can encourage them to use Gateway | on design of services |  |  |  |

Updated 18/12/2013

KCC/EqIA2012/April 2013