

### Screening/Scoping Pro Forma

Section	Spectrum Leisure Services		Officer responsible for the screening/scoping	Gary Swann/Emma Hutchison		
Name of Policy to be assessed	Customer Care Policy		Date of Assessment	30/07/08	Is this a proposed new or existing policy/procedure/practice?	Existing
1. Briefly describe the aims, objectives and purpose of the policy/procedure/practice?			To inform customers of our pledge, top line objective and ways of giving us feedback including contact details and what we do with the comments. Also included are access, legislation and training that we provide for our staff.			
2. Are there any associated or specific objectives of the policy/procedure/practice? Please explain.			The Top Line Objective links into our service plan.			
3. Who is intended to benefit from this policy and in what way?			Customers and staff will benefit from feedback that is given so we can constantly improve our services.			
4. What outcomes are wanted from this policy/procedures/practice?			We want to ensure that we cover all aspects of Customer Care and Access for all so we need to expand a lot more in the policy to ensure we cover these. We want to identify any barriers and overall provide the best possible service to our customers.			
5. What factors/forces could contribute/detract from the outcomes?			Everything we do in practise is a contributing factor e.g. hearing loops, pool hoist, large print brochures, membership options, wheelchairs on the Ice Rink, push pads, etc. We are also in the Olympic venue guide for the upcoming Olympics and Paralympics.			
6. Who are the main stakeholders in relation to the policy?		GBC, Heat Basketball Club, Flames Ice Hockey Club, Guildford City, Guildford & Godalming Athletics Club, Compass Catering, SLS and the community.	7. Who implements the policy, and who is responsible for the policy?		SLS staff and the Marketing Manager.	
8. Are there concerns that the policy <u>could</u> have a differential impact on racial groups?			Y	N	Please explain. Concerns that could effect us are dietary requirements, language, attitude, dress.	
What existing evidence (either presumed or otherwise) do you have for this?			Muslim customers wearing specific attire to go in the Swimming Pools.			
9. Are there concerns that the policy <u>could</u> have a			Y	N		

differential impact due to gender?			
What existing evidence (either presumed or otherwise) do you have for this?	In timetables we state that activities are for men & women. We don't have anything that is directly aimed at just men or just women apart from changing facilities which is a requirement.		
10. Are there concerns that the policy <u>could</u> have a differential impact due to disability?	Y	N	Our Times & Prices brochure needs expanding.
What existing evidence (either presumed or otherwise) do you have for this?	In the past customers who are acting as carers for those with disabilities have been unaware that they can do certain activities for free as we haven't advertised it. But if we did advertise it there is a chance that people would take advantage.		
11. Are there concerns that the policy <u>could</u> have a differential impact due to sexual orientation?	Y	N	
What existing evidence (either presumed or otherwise) do you have for this?	The policy doesn't differentiate as it's access for all.		
12. Are there concerns that the policy <u>could</u> have a differential impact due to their age?	Y	N	
What existing evidence (either presumed or otherwise) do you have for this?	The policy doesn't differentiate, as it is access for all which includes all ages. We do have specific membership options and activities that benefit people of certain ages i.e. Prime Time, Toddler Splash, Cosmic Kids, etc.		
13. Are there concerns that the policy <u>could</u> have a differential impact due to their religious belief?	Y	N	
What existing evidence (either presumed or otherwise) do you have for this?	The policy doesn't differentiate.		
14. Are there concerns that the policy <u>could</u> have a differential impact due to them having dependants/caring responsibilities?	Y	N	
What existing evidence (either presumed or otherwise) do you have for this?	Brochures need to expand on this especially with regards to carer/child ratios for group bookings, etc.		

15. Are there concerns that the policy <u>could</u> have a differential impact due to them have an offending past?	Y	N	
What existing evidence (either presumed or otherwise) do you have for this?	None		
16. Are there concerns that the policy <u>could</u> have a differential impact due to them being Transgender or transsexual?	Y	N	
What existing evidence (either presumed or otherwise) do you have for this?	We have never had to deal with any issues of this nature in the past. The main issue may be changing facilities and may result in us offering the customer a access changing room.		
17. Could the differential impact identified in 8-16 amount to there being the potential for adverse impact in this policy/procedure/practice?	Y	N	Please explain Expansion in our Customer Care policy is all that is needed.
18. Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group? Or any other reason?	Y	N	Please explain for each heading (questions 8-16) on a separate piece of paper. As above.
<b>Business improvement</b> 19. Is there any concern that there are unmet needs in relation to any of the above groups?	Y	N	Please explain We need to encourage more BME's and disabled customers to attend from the local community.
20. Does differential impact or unmet need cut across the equality strands (e.g. elder BME groups)?	Y	N	Please explain As above.

<b>21. If yes, should the full EIA be conducted jointly with another service area/contractor/partner/agency?</b>	<b>Y</b>	<b>N</b>	<b>Please explain</b>
<b>22. Is there a missed opportunity to improve your business in relation to any of the policies, procedures or practices to promote racial, gender, disability, age, sexual orientation, religion or belief equality?</b>	<b>Y</b>	<b>N</b>	<b>Doing this has highlighted the fact that we need to increase more participation of different groups.</b>

			Yes	No
		<p><b>24. If No, are there any changes required to the policy to improve it around the equality agenda?</b>  <b>We have all of the information and we do things in practise but just need to state what we do in our correspondence.</b></p>		

**Signed**  
**(completing officer)**

**Date** July 2008

**Signed**  
**(Head of Section) .....**

**Date**

**Countersigned**  
**(HR representative)**

**Date** November 2008