

Equality Impact Assessment Report Template

Name of policy, procedure or function: Town Hall Hires and Lettings policy				
Service Area: Arts, Heritage and Culture	Team Members: Jim Robertson, Chatrina O'Mara and Sarah Cromie			Date: 10 th July 2006
Findings				
<p>The Town Hall has a number of rooms which are available for hire for a variety of uses. The hires and lettings policy covers:</p> <ul style="list-style-type: none"> • Theatre, meeting rooms, third party activities – ticket selling for other venues. All for a variety of different events <p>The aim of hiring and letting the venue is to give everyone the opportunity to use the spaces in the Town Hall and the provision of a fully equipped Theatre for local theatre, national companies and amateur groups as well as schools. Town Hall its self is also a central point of contact for residents and visitors to the Borough.</p> <p><u>Equality Issues</u></p> <p>The main issues that came out of this EIA where around raising awareness of the facility with local and national groups that don't currently use the facilities. A Marketing Strategy is to be developed that will cover ways of attracting a wider user base. Then when the venue is in use that there are no language or communication barriers.</p> <p>As it is a customer facing service staff need to receive ongoing customer service training and in particular dealing with customers with specific needs for example the needs of customers with specific disabilities etc.</p> <p>The Town Hall is looking at methods of gaining more ongoing customer feedback to make sure that once a customer is there they are being given a good service.</p>				
Further Actions				
Problem/barrier identified	Actions to overcome problem/barrier	Resources required	Responsibility	Target date
Targeting Hard to Reach or non-users	Include in Marketing Strategy actions to reach groups that don't currently use the facilities Promote discretionary discount with charities Included targeted promotion in marketing strategy	Officer Time Printing costs	Joan Crump Nigel Strong	Feb 07

Emergency evacuation process	Draw up emergency evacuation procedures in picture format – consult with non English speakers and Charnwood Action Group	Officer Time	Nigel Strong	Apr 07
Policy amendment	Include in hires and letting policy dignity and appropriateness on the stage – language, nudity, sexual nature	Officer Time	Jim Robertson Nigel Strong	Apr 07
Lack of knowledge or understanding of disabled users needs	Disability awareness training for staff Meeting with Charnwood Action Group (Learning Disability Forum)	Corporate Training Budget	Sarah Cromie	Feb 07
Enable Civil Partnerships	Application for wedding licence	Officer Time	Jim Robertson	Dec06
Gaining customer feedback	Relaunching feedback form	Officer Time	Jim Robertson Nigel Strong	Sept 06