EQIA Submission Draft Working Template

If required, this template is for use prior to completing your EQIA Submission in the EQIA App. You can use it to understand what information is needed beforehand to complete an EQIA submission online, and also as a way to collaborate with others who may be involved with the EQIA. Note: You can upload this into the App when complete if it contains more detailed information than the App asks for and you wish to retain this detail.

Section A

1. Name of Activity (EQIA Title):

Relocating Tunbridge Wells Family Hub Services

2. Directorate

Children Young People and Education (CYPE)

3. Responsible Service/Division

CYPE – Adolescent and Open Access

Accountability and Responsibility

4. Officer completing EQIA
Note: This should be the name of the officer who will be submitting the EQIA onto the App.

Luke Westbrook /Maria Nunn

5. Head of Service
Note: This should be the Head of Service who will be approving your submitted EQIA.

Dan Bride

6. Director of Service
Note: This should be the name of your responsible director.

Ingrid Crisan (Director of Operational Integrated Children's Services)

The type of Activity you are undertaking

7. What type of activity are you undertaking?

Service Change – *operational changes in the way we deliver the service to people.* Answer Yes/No

Yes

Service Redesign – *restructure, new operating model or changes to ways of working.* Answer Yes/No

No

Project/Programme – *includes limited delivery of change activity, including partnership projects, external funding projects and capital projects.* Answer Yes/No

No

Commissioning/Procurement – *means commissioning activity which requires commercial judgement.* Answer Yes/No

No

Strategy /Policy – *includes review, refresh or creating a new document.* Answer Yes/No

No

Other – Please add details of any other activity type here.

Relocation of staff and service delivery from existing building to alternative site

8. Aims and Objectives and Equality Recommendations – Note: You will be asked to give a brief description of the aims and objectives of your activity in this section of the App, along with the Equality recommendations. You may use this section to also add any context you feel may be required.

The proposal is to relocate services currently delivered from Tunbridge Wells Family Hub, 39a Grove Hill Road, to The Amelia Scott, Mount Pleasant Road, Tunbridge Wells. The proposal is intended to support continued delivery of Family Hub services from an alternative town centre location, while improving the quality, accessibility and flexibility of the accommodation available to children, young people, families, carers, staff and partner organisations.

The Amelia Scott is approximately 0.4 miles, from Grove Hill Road, which is around a 10-minute walk. Services would therefore remain in a central Tunbridge Wells location. The proposal is expected to avoid the continued property, utility and maintenance costs associated with operating Grove Hill Road as a standalone building and may support the potential future disposal of that site. Staffing is expected to be unaffected as services would move to the new site.

The move would enhance the Family Hub offer by providing a larger, more welcoming and contemporary environment for children and young people aged 0–19, their families and carers. The new accommodation would offer a higher quality setting that is more accessible and better suited to the delivery of a broad range of services and activities, including targeted sessions, drop-ins, courses and partner-led support.

The Amelia Scott is likely to be more familiar to some service users, residents and partners because of its central location and existing role as a public-facing community and cultural venue. This may help improve attendance, visibility and opportunities for partnership working, while ensuring the Family Hub remains accessible within Tunbridge Wells town centre.

The consultation assessed whether the proposed location could create practical barriers for service users, including access, parking, public transport, mobility, SEND and sensory needs, caring responsibilities, language, literacy, digital exclusion and confidence accessing services. Feedback identified potential benefits from the central and accessible location, alongside concerns about parking, privacy, confidentiality, room suitability, whole-journey accessibility, sensory needs and service continuity. These findings have informed the updated EqIA and proposed mitigations.

If approved and services relocate to the new site, there will be a carefully managed transition period to ensure families know which site to attend and when services will relocate. Following the relocation, there will be a settling-in period and a lessons learned exercise so that any challenges can be addressed in Tunbridge Wells and used to inform any future Family Hub moves elsewhere in the county.

The principles of the Family Hub model are as follows:

1. The proposed Family Hubs Model is a community-based model.
2. A fundamental principle of the model is to ensure that all children, young people and families are able to access these services, through a range of mechanisms and spaces.
3. It is therefore key to the success of this principle that the model does not discriminate against any

group or individual and provides an inclusive offer and environment for service users to access the support they need.

Family Hubs provide a multi-agency model working across a range of services and needs.

- With a focus on whole family working across 0-19 (and up to 25 for SEND)
- With evidence-based targeting of services to provide additional support to vulnerable families
- Delivered in places and spaces which best supports the communities they serve and is relevant across all protected groups.
- In addition, we will consider health and safety and communication implications for service users, partners and staff.
- Family Hub service branding and images used in our documentation should reflect the diversity of the children, young people, parents/carers, families and communities in Kent.

In November 2023 the KCC Cabinet approved decision 23/00092 which proposed the transformation of our Open Access service into the Family Hub model. This decision was subject to public consultation. The Cabinet also approved the Kent Communities Programme decision 23/00101 which identified the level of need for various services across the county and which physical locations would be retained for service delivery. This decision was also subject to public consultation.

A six-week public consultation ran from 4 August to 15 September 2026. It received 42 responses, comprising 30 resident responses and 12 professional and organisational responses. Feedback, equality-related comments, stakeholder engagement and identified mitigations have been reviewed and reflected in this updated EqIA to inform the formal decision.

Consultation on the Relocation of Tunbridge Wells Family Hub Services

Through the proposed model, we will retain gender/sex specific support and services where appropriate, e.g. sexual health services, and will retain a service offer that is inclusive of a range of needs and identities, including where service delivery is targeted to particular service user groups, such as SEND groups, LGBTQ+ groups and carer groups.

The current services delivered from Grove Hill Road are:

- Baby massage
- Young Parents Support Group
- Kinship Carers Support Group
- Breast Pump Loan Scheme
- Compass Wellbeing Course for Young People
- Young People Information, Advice and Guidance drop-in
- Food Parcel Distribution
- Young People Emotional Wellbeing 1-2-1 (delivered by partners)
- Young Person Tutoring (delivered by partners)
- Parenting Courses

At The Amelia Scott, the proposal is expected to support an enhanced offer through improved space, a more welcoming environment, flexible rooms for sessions and meetings, and better opportunities for joined up working with partners including Tunbridge Wells Borough Council, health services and other local agencies.

- Potential space for further health and counselling support
- Added room(s) for 1-2-1 work (Family Hub staff and partners)
- Greater scope for groups for 0–11-year-olds (including Stay and Play and Little Talkers. The Communication Tree) through a larger multi-use space.

The consultation gathered feedback from respondents which included service users, families, children and young people, staff, partners, professionals, organisations, councillors and residents who currently use, may use, deliver, or are otherwise affected by Tunbridge Wells Family Hub services. Accessible and non-digital response routes were available to support participation by people who may face barriers to engagement.

Although the proposed move is close to the current site, it may still significantly affect people who face equality-related or practical barriers, particularly those who need additional support to travel to, navigate or feel confident using a new location.

Consultation feedback indicated that entry, check-in or waiting arrangements in a busy public building could deter people from seeking confidential or sensitive support. This may particularly affect vulnerable families and people requiring some family hub services, with impacts across several protected characteristics and caring responsibilities.

Overlapping protected characteristics may compound access barriers and deter residents from using Family Hub services. The proposed mitigations have been informed by consultation and used to update this EqIA, inform the formal decision and identify the actions required before any relocation takes place:

1. Clear information will cover the location, travel and parking, building access and facilities, and how to request support.
2. Service users who may find the change difficult will receive information, reassurance about service continuity and support through the Family Hub Service and its partners.
3. Consultation concerns about access, transport, SEND, sensory and mobility needs, communication barriers and caring responsibilities have informed the EqIA, decision papers and mitigations.
4. Before relocation, the service and Infrastructure team, along with Tunbridge Wells Borough Council will confirm suitable private rooms and acoustic standards, secure storage, managed access, visitor, safeguarding, incident and lone-working procedures. Arrangements will be tested and communicated before services begin.

Summary of EqIA position

Overall, the EqIA identifies consultation-supported positive impacts from the central location, public transport links, improved physical access, larger and more flexible accommodation, increased visibility and stronger partnership-working opportunities.

The consultation did not identify significant new equality impacts beyond those already recognised, but it reinforced that the benefits must be balanced against parking availability and privacy in a busy public building, private-room capacity and acoustic suitability, and sensory and neurodiverse needs.

The proposed mitigations for whole-journey accessibility, discreet and confidential access, suitable accommodation, clear information, service continuity and an inclusive and welcoming environment have therefore been strengthened and will inform formal decision-making and implementation planning.

Section B – Evidence

Note: For questions 9, 10 & 11 at least one of these must be a 'Yes'. You can continue working on the EQIA in the App, but you will not be able to submit it for approval without this information.

9. Do you have data related to the protected groups of the people impacted by this activity?

Answer: Yes/No
Yes. CYPE management information for Tunbridge Wells Family Hub has been used to understand who currently accesses the service and who may be affected by the proposed relocation. The Core+ system extract for 1 April 2025 to 31 March 2026 shows that 703 individual service users and 377 families were reached, including 402 children and 301 carers. Equality breakdowns include age, sex, ethnicity, gender identity and recorded SEND. The data shows 454 female and 247 male service users, with other records not known. At least 31 service users were recorded as having SEND. This evidence has been considered alongside consultation feedback and service knowledge to identify impacts and required mitigations.
10. Is it possible to get the data in a timely and cost-effective way? *Answer: Yes/No*
Yes
11. Is there national evidence/data that you can use? *Answer:* *Yes/No*
Yes
12. Have you consulted with Stakeholders? *Answer: Yes/No* *Stakeholders are those who have a stake or interest in your project which could be residents, service users, staff, members, statutory and other organisations, VCSE partners etc.*
Yes. Stakeholder consultation has been completed. The six-week public consultation ran from 4 August to 15 September 2026 and involved service users, families, children and young people, Family Hub staff and managers, KCC services, partner organisations, health and education providers, voluntary and community organisations, local councils, elected Members, residents and others with an interest in the proposal.
13. Who have you involved, consulted and engaged with? *Please give details in the box provided. This may be details of those you have already involved, consulted and engaged with or who you intend to do so with in the future. If the answer to question 12 is 'No', please explain why.*
The consultation involved KCC Family Hub staff and managers; CYPE, Infrastructure, communications and customer services colleagues; Tunbridge Wells Borough Council; health and education partners; early years settings and schools; SEND networks; voluntary and community organisations; local Members and councils; service users; parents and carers; children and young people; residents; and other people with an interest in the proposal. The consultation was hosted on Let's Talk Kent. People could respond using the online questionnaire, an accessible Word version, paper copies, email, telephone or letter. Alternative formats and language support were available on request. The consultation was promoted through direct stakeholder communications, Family Hub and KCC channels, partner and community networks, schools and SEND networks, local councils, staff communications, social media and printed materials in relevant locations. Family Hub staff also undertook informal engagement with children and young people attending sessions, and this feedback provided additional qualitative insight.
14. Has there been a previous equality analysis (EQIA) in the last 3 years? *Answer: Yes/No*
Yes – There was an EqIA for the Family Hub model transformation linked to decision 23/00092
15. Do you have evidence/data that can help you understand the potential impact of your

activity?
Answer: Yes/No

Yes. The EqIA uses CYPE management information and local service data for Tunbridge Wells Family Hub, together with the completed consultation evidence. This evidence helps identify the groups currently using the hub, the support accessed and the groups that may experience barriers as a result of the proposed relocation. Available breakdowns include age, sex, ethnicity and SEND, alongside information about attendance at groups, drop-ins, one-to-one support, courses, partner-led sessions and targeted provision.

The Core+ system extract for the period 1 April 2025 to 31 March 2026 shows that 703 individual service users and 377 families were reached, including 402 children and 301 carers. The age profile breakdown includes 163 children aged 0-5 years, 233 children and young people aged 6-18 years, 5 young parents aged 15-19 years, 253 parents/carers aged 25-64 years, of which 28 where older carers aged 65-80 years. The data shows 454 female service users and 247 male service users recorded. With 31 service users recorded as SEND. This helps to provide an updated profile of current users and will help identify where the proposed relocation may have greater impact, including in relation to age, caring responsibilities, pregnancy or maternity, disability, SEND and confidence in using a new location.

Management information has also been used to review the pattern and nature of contact with the service, including attendance at universal and targeted sessions, family support activity and partner-delivered provision. It has been considered alongside 42 consultation responses, feedback from Family Hub staff and managers, partner intelligence and equality-related comments. Five respondents answered the question about current or recent use of Tunbridge Wells Family Hub services; findings for this group provide useful indicative insight and have been considered alongside the wider evidence base. The Family Hub Team also undertook informal engagement with young people through its usual sessions during the consultation period. This feedback provides supplementary qualitative insight and complements the formal consultation analysis.

Equality monitoring covered the 30 responses only. As participation was self-selecting, data gaps may remain as equality information was not be recorded for every respondent. Management information, consultation and stakeholder feedback, professional judgement and young people's views have therefore been considered together to assess impacts and proportionate mitigations.

Uploading Evidence/Data/related information into the App
Note: At this point, you will be asked to upload the evidence/ data and related information that you feel should sit alongside the EQIA that can help understand the potential impact of your activity. Please ensure that you have this information to upload as the Equality analysis cannot be sent for approval without this.

Evidence includes the CYPE management information for the Tunbridge Wells Family Hub, including attendees, contacts, targeted sessions and available equality breakdowns. This would be accompanied by any service narrative explaining data definitions, reporting period, data quality limitations and how the data has been interpreted for the EqIA.

Section C – Impact

16. Who may be impacted by the activity? *Select all that apply.*

Service users - *Answer: Yes/No*

Yes

Residents/Communities/Citizens - *Answer: Yes/No*

Yes

Staff/Volunteers - *Answer: Yes/No*

Yes

17. Are there any positive impacts for all or any of the protected groups as a result of the activity that you are doing? *Answer: Yes/No*

Yes

18. Please give details of Positive Impacts

Consultation feedback supported several potential positive impacts from relocating services to The Amelia Scott. Respondents identified the central town-centre location, good public transport links, improved physical access, larger and more flexible accommodation, increased visibility of Family Hub services and opportunities for closer partnership working and easier access to other services. These benefits may improve access and the service environment for children, young people, families, carers, disabled and neurodiverse service users, staff and partner organisations.

The larger and more flexible accommodation could support a broader range of sessions, drop-ins, meetings, targeted activity and partner-led provision, with greater scope to adjust spaces to different service needs. A well-used public venue may also make Family Hub services more visible and offer families opportunities to access several forms of support in one location.

The proposed Family Hub accommodation is on the ground floor and benefits from step-free access, accessible circulation space, buggy access and facilities within a modern public building. Lifts are available elsewhere in The Amelia Scott where access to other floors is required, but the accessibility assessment does not rely on lift access for the main Family Hub accommodation. These features may improve access for disabled service users, children and young people with SEND, parents and carers with buggies, older carers, pregnant women, staff and partners. The assessment nevertheless recognises that internal accessibility alone does not determine whether the service is accessible across the whole journey.

The proposed shared location is expected to support stronger collaborative working between KCC teams and partners, including Tunbridge Wells Borough Council, health services and other local agencies. This could improve coordination, referrals, signposting and joined-up support for children, young people and families. These positive impacts are balanced against consultation concerns about parking availability and cost, privacy and discreet access within a busy public building, the capacity and acoustic suitability of rooms for confidential or specialist work, and the effect of noise, activity and shared spaces on people with sensory or neurodiverse needs. The benefits will therefore depend on the identified access, privacy, room-suitability and sensory mitigations being confirmed and monitored before services begin.

Negative Impacts and Mitigating Actions

The questions in this section help to think through positive and negative impacts for people affected by your activity. Please use the Evidence you have referred to in Section B and explain the data as part of your answer.

19.Negative Impacts and Mitigating actions for Age

a) Are there negative impacts for Age? *Answer: Yes/No*
(If yes, please also complete sections b, c, and d).

Yes

b) Details of Negative Impacts for Age

Children aged 0–5 years may be affected if parents or carers need to adjust travel routines, parking arrangements, buggy access or session timings to attend the proposed new location. Although The Amelia Scott is close to the current site, any change in location may affect attendance for families who rely on familiar routines, have mobility needs, have low confidence using new public buildings or need additional support to access services.

As set out above, any barrier to access could lead to poorer outcomes for children in families that require support from the Family Hub model, if not suitably mitigated. For example, they may suffer from poorer health outcomes if their parents do not receive infant feeding support when needed. Equally, they may suffer poorer outcomes and diminished social abilities if they do not access the early language support available.

Older children and young people aged 6–18 may need support to understand the proposed change and how to access the new location. Informal engagement undertaken by the Family Hub Team through usual sessions indicated that young people wanted clear information about how services would operate and wanted the new accommodation to retain a welcoming, familiar and homely feel. The central town-centre location may improve visibility and access for some young people, while advance information, clear arrival guidance, familiarisation support and attention to SEND, sensory needs, independent travel and session timings will be important.

Parent/carers aged 25–64 Usage data for 1 April 2025 to 31 March 2026 shows that 253 parent/carers aged 25–64 accessed Tunbridge Wells Family Hub, comprising 39 aged 25–29 and 214 aged 30–64. We recognise that parents and carers may need to access services in different ways, and may need to adjust travel routes, parking arrangements, appointment times or the type of support accessed if services relocate. Travel costs, parking availability and confidence using a town centre location could become barriers to access and may affect their ability to receive support when needed.

15–19-year-old parents Usage data for 1 April 2025 to 31 March 2026 shows that 5 young parents accessed Tunbridge Wells Family Hub. The impact of changes to journey times, walking routes, gradients, parking or public transport may be greater for this cohort, as young parents may be less likely to have access to a car and may be more reliant on family, friends, walking or public transport. As young parents may also be more reliant on Family Hub support, there could be a greater impact on them and their children if access to services becomes more difficult.

Older parents/carers aged 65–80 Usage data for 1 April 2025 to 31 March 2026 shows that 28 older parents/carers aged 65–80 accessed Tunbridge Wells Family Hub. Older parents and carers may be disproportionately affected if they have mobility needs, rely on familiar travel routes, experience difficulty using public transport or parking, or need non-digital information and support to understand the proposed change.

c) Mitigating Actions for Age

Mitigations for age-related impacts will focus on reducing practical and communication barriers for children, young people, parents and carers. Service users, including young people, will receive advance information explaining when and how services would move, which services and sessions would continue, where to go, how to arrive and who to contact with questions. Information will be available through accessible, non-digital and trusted Family Hub and partner routes, with staff support to explain the change where required.

Children and young people, service users and staff will be involved, where feasible, in shaping welcome arrangements, wayfinding, signage and the layout and identity of the Family Hub area so that it remains welcoming, familiar and homely. Familiarisation information or visits will be offered where appropriate. Continuity arrangements will be confirmed before any relocation, including advance notice of service dates and locations, communication of any temporary changes, continued support through existing staff and contact routes, and outreach or alternative arrangements where individual access barriers cannot reasonably be resolved.

d) Responsible Officer for Mitigating Actions – Age

Tim O'Brien

20. Negative Impacts and Mitigating actions for Disability

a) Are there negative impacts for Disability? *Answer: Yes/No*
(If yes, please also complete sections b, c, and d).

Yes

b) Details of Negative Impacts for Disability

The Amelia Scott is a central, public-facing venue, and the proposed Family Hub accommodation is on the ground floor with step-free access. Feeback considerations include the availability of parking, drop-off arrangements, public transport, gradients and walking routes, entrances, signage, reception and waiting arrangements, room layout, accessible toilets, use of lifts where other parts of the building are accessed, noise, lighting, busy shared spaces and the sensory environment.

Disabled service users and families with SEND may find a new environment challenging. Travel, parking, sensory needs, quiet spaces, accessible facilities and navigating the building may create barriers, so clear advance information and appropriate mitigations will be required.

Physical disabilities - may affect access for service users, staff and partners, particularly those using mobility aids, buggies, medical equipment or additional support. Parking, drop-off, public transport, walking routes, lifts, accessible facilities, room layout and wayfinding may create barriers. Children and young people with SEND may also find changed routines or busy shared spaces difficult. Without clear planning and information, attendance could fall and existing inequalities worsen.

Mental health, anxiety, neurodiversity and sensory needs - may make unfamiliar, busy or noisy environments difficult. Some service users may therefore need clear information, reassurance and practical support before attending. Core+ data records 31 service users with SEND, although this is likely to understate need because disability, sensory and mental health needs may not always be recorded.

c) Mitigating Actions for Disability

In response to consultation concerns about parking and whole-journey accessibility, an accessibility walk-through will assess travel routes, parking and drop-off points, entrances, reception, waiting areas, toilets, rooms, emergency arrangements and lift access where required. The findings will inform access arrangements and reasonable adjustments for disabled and neurodiverse users, families with SEND, carers, staff and partners.

Consultation feedback also highlighted the need for clear information before attending. Accessible guidance will therefore cover transport, parking and drop-off options, routes and entrances, check-in, lifts, toilets, room and quiet-space locations, and how to request assistance or reasonable adjustments.

In response to consultation feedback on sensory needs, anxiety and confidence in a busy building, neurodiverse users and families with SEND will be offered quiet-space options, visual arrival information, familiarisation visits where feasible, staff reassurance and individual reasonable adjustments. Booking, waiting and arrival arrangements will also reflect sensory, mobility, communication and privacy needs.

Outreach and alternative arrangements – the Family Hub Service will continue to review and update its outreach services, , partner support, adjusted delivery or alternative access where individual barriers cannot reasonably be resolved. Agreed arrangements will be confirmed before relocation.

Safeguarding and access arrangements will balance security with inclusive, supported entry for disabled users and families with SEND, including quieter arrival options where needed.

d) Responsible Officer for Mitigating Actions – Disability

Tim O'Brien

21. Negative Impacts and Mitigating actions for Sex

a) Are there negative impacts for Sex? *Answer: Yes/No*
(If yes, please also complete sections b, c, and d).

Yes

b) Details of Negative Impacts for Sex

The Tunbridge Wells Family Hub Core+ data for 1 April 2025 to 31 March 2026 shows that 703 individual service users accessed interventions and sessions. Of these, 454 were recorded as female, 247 as male and 2 as not known. As female service users make up the majority of recorded users, they may be affected by the relocation if access, travel, parking, safety, privacy or confidence using a shared building is not carefully considered and mitigated.

The crossover with other protected characteristics, including age, disability, pregnancy and those with carers' responsibilities needs considering as the impact on these protected characteristics combined could be greater.

c) Mitigating Actions for Sex

In response to consultation concerns about access, safety and privacy, clear relocation and support information will be shared through Family Hub and partner routes, including accessible and non-digital formats.

Consultation feedback on confidentiality and discreet access will inform safety, privacy, safeguarding and building-access arrangements before services begin. Higher-risk appointments will use agreed controls, including private rooms, discreet check-in, appropriate staffing and clear escalation routes.

d) Responsible Officer for Mitigating Actions – Sex

Tim O'Brien

22. Negative Impacts and Mitigating actions for Gender identity/transgender

a) Are there negative impacts for Gender identity/transgender? *Answer: Yes/No*
(If yes, please also complete sections b, c, and d).

No

b) Details of Negative Impacts for Gender identity/transgender

No specific negative impact was identified through the consultation for transgender, non-binary or gender-diverse service users, staff, partners or family members. Core+ gender-identity records are limited and do not support firm conclusions about differential impact. Consultation feedback did, however, reinforce the importance of privacy, dignity, safety, inclusive communication and confidence accessing services in the proposed location. These cross-cutting considerations are reflected in the proposed privacy, safeguarding and inclusive-access arrangements.

c) Mitigating actions for Gender identity/transgender

Consultation feedback reinforced the importance of inclusive communication, privacy, dignity and safety. Relocation information will make clear that Family Hub services remain available to families, and implementation arrangements will support confidential, inclusive and safeguarded access.

d) Responsible Officer for Mitigating Actions - Gender identity/transgender

Tim O'Brien

23. Negative Impacts and Mitigating actions for Race

a) Are there negative impacts for Race? *Answer: Yes/No*
(If yes, please also complete sections b, c, and d).

Yes

b) Details of Negative Impacts for Race

The Core+ system information for 1 April 2025 to 31 March 2026 records ethnicity data for 703 service users, this includes 316 White British service users, 22 from other white backgrounds, 11 from other Asian backgrounds, 11 White and Black Caribbean and Black African service users, and small numbers across other ethnic categories. However, 303 records had no ethnic information recorded and 27 refused, so data is limited and should not be used on its own to draw concluded impact of proposed move. People whose first language is not English, people with literacy needs and digitally excluded residents may experience barriers to understanding changes or accessing services.

During consultation, an accessible Word questionnaire and paper materials were available, responses could be submitted through non-digital routes, and language support and alternative formats could be requested. These arrangements supported participation and have informed the communication approach for implementation.

c) Mitigating Actions for Race

Consultation feedback confirmed the importance of accessible information for people facing language, literacy or digital barriers. Relocation information will therefore use plain English and remain available through paper and non-digital routes, direct staff support, trusted Family Hub and partner networks, and alternative formats on request.

d) Responsible Officer for Mitigating Actions – Race

Tim O'Brien

24. Negative Impacts and Mitigating actions for Religion and belief

a) Are there negative impacts for Religion and Belief? *Answer: Yes/No (If yes, please also complete sections b, c, and d).*

No

b) Details of Negative Impacts for Religion and belief

No specific negative impact relating to religion or belief was identified through consultation. The proposal is not expected to affect people differently because of religion, belief or no belief. Implementation planning will nevertheless remain attentive to session timing, religious observance, cultural needs, privacy, dignity and confidence accessing services.

c) Mitigating Actions for Religion and belief

The consultation outcome identified no specific additional mitigation for religion or belief beyond inclusive communication and access arrangements. If related needs arise during implementation, reasonable adjustments to communication, signposting, session planning or access information will be considered.

d) Responsible Officer for Mitigating Actions - Religion and belief

Tim O'Brien

25. Negative Impacts and Mitigating actions for Sexual Orientation

a) Are there negative impacts for sexual orientation. *Answer: Yes/No (If yes, please also complete sections b, c, and d).*

No

b) Details of Negative Impacts for Sexual Orientation

No specific negative impact relating to sexual orientation was identified through consultation. Consultation feedback nevertheless reinforced the general importance of privacy, dignity, safety, confidential access and an inclusive and welcoming Family Hub environment. These requirements apply to service users, including lesbian, gay, bisexual and other sexual-orientation groups.

c) Mitigating Actions for Sexual Orientation

The consultation outcome identified no specific additional mitigation for sexual orientation, but reinforced the importance of inclusive communication and safe, confidential access. Relocation information will confirm that Family Hub services remain available to children, young people, parents and carers, and these principles will inform implementation planning.

d) Responsible Officer for Mitigating Actions - Sexual Orientation

Tim O'Brien

26. Negative Impacts and Mitigating actions for Pregnancy and Maternity

a) Are there negative impacts for Pregnancy and Maternity? *Answer: Yes/No (If yes, please also complete sections b, c, and d).*

Yes

b) Details of Negative Impacts for Pregnancy and Maternity

Pregnant women, new mothers and families with babies or very young children may be affected by parking cost and availability, changes to travel or drop-off arrangements, the need to move safely with a buggy or additional equipment, access to baby-changing facilities, availability of private space for feeding or sensitive discussions, safe waiting arrangements and familiarity with the building. Practical barriers may be greater during pregnancy, following birth, for people attending alone or where a parent or child also has a disability. The impact may therefore overlap with disability, age and sex and could be compounded where several needs apply.

We recognise that expectant and new mothers may need clear information about how to access the proposed location, what facilities will be available, how to request support or alternative formats, and whether any practical barriers could affect their ability to attend sessions or receive support.
The Core+ system for 1 April 2025 to 31 March 2026 does not record whether a service user was pregnant at the time of an intervention or session. Pregnancy and maternity impacts have therefore been assessed using consultation feedback, service knowledge, staff and partner insight, and the practical concerns raised about parking, buggy access, facilities, privacy and the whole journey.

Consultation concerns about parking, buggy access, suitable facilities and private space indicate that pregnant women and families with young children could be deterred from attending if these needs are not addressed. Reduced access to support could adversely affect the health and wellbeing of parents and children.

c) Mitigating Actions for Pregnancy and Maternity

In response to consultation concerns about parking, buggy access, facilities and privacy, clear information will cover travel and drop-off options, accessible routes, buggy and baby-changing facilities, private space, safe waiting and how to request support.

Consultation feedback will also inform transition support, including advance notice, staff help with arrival and buggies, suitable appointment arrangements and outreach or alternative support where barriers cannot reasonably be resolved. Private rooms and safe access procedures will support feeding, health, confidential or safeguarding needs, with reasonable adjustments reflecting any combined age, sex, disability or caring impacts.

d) Responsible Officer for Mitigating Actions - Pregnancy and Maternity

Tim O'Brien

27. Negative Impacts and Mitigating actions for marriage and civil partnerships

a) Are there negative impacts for Marriage and Civil Partnerships? *Answer: Yes/No*
(If yes, please also complete sections b, c, and d).

No

b) Details of Negative Impacts for Marriage and Civil Partnerships

No negative impacts have been identified for people who are married or in a civil partnership. The proposal is not expected to affect people differently because of their marital or civil partnership status.

c) Mitigating Actions for Marriage and Civil Partnerships

The consultation outcome raised no issues relating to marriage or civil partnership and identified no specific additional mitigation. Wider privacy, access and communication arrangements will apply consistently to all families and household circumstances.

d) Responsible Officer for Mitigating Actions - Marriage and Civil Partnerships

Tim O'Brien

28. Negative Impacts and Mitigating actions for Carer's responsibilities

a) Are there negative impacts for Carer's responsibilities? *Answer: Yes/No*
(If yes, please also complete sections b, c, and d).

Yes

b) Details of Negative Impacts for Carer's Responsibilities

Parents, carers and staff with caring responsibilities may be affected by parking availability, changes to travel routes, drop-off arrangements, appointment or session times, public transport, buggy access, or the need to attend with children, vulnerable adults, mobility aids or additional equipment. They may also need access to baby-changing facilities, private space and safe waiting arrangements. These barriers may overlap with disability, age and sex and may have a greater combined impact where a carer or the person they support has additional mobility, sensory, health or communication needs.

Change of venue for Family Hub staff and service users may result in parking to visit the office more challenging on timing for those transporting children or needing to be available for caring activities.

This could affect their ability to access the support required when needed. The crossover with other protected characteristics, including age, sex and disability, needs considering as the impact on these protected characteristics combined would be greater.

c) Mitigating Actions for Carer's responsibilities

In response to consultation concerns about parking, travel, drop-off arrangements and facilities, carers will receive clear, accessible information on routes, costs, Blue Badge provision, buggy and baby-changing facilities, private space and available support. Session times and alternative arrangements will be considered where feasible.

Consultation feedback will also inform transition support, including advance notice, help with arrival or equipment, and safe arrangements for carers attending with children or vulnerable adults.

Reasonable adjustments will reflect any combined impacts relating to age, sex or disability.

d) Responsible Officer for Mitigating Actions - Carer's Responsibilities

Tim O'Brien