



To all Members of the Property Sub-Committee  
c/o Members' Desk  
County Hall

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Ask for: Theresa Grayell  
Date: 12 January

Dear Member

**PROPERTY SUB-COMMITTEE - THURSDAY, 18 JANUARY 2018**

I am now able to enclose, for consideration next Thursday, 18 January 2018, at the meeting of the Property Sub-Committee, the following document, which was unavailable when the agenda was printed.

**Agenda Item No**

9 **Update on the delivery of the Southborough Hub project (Pages 3 - 22)**  
Appendix 1 – Equality Impact Assessment

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ben Watts', is written over a faint circular stamp.

Benjamin Watts  
General Counsel

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## Southborough Community Hub Equality Impact Assessment

### Partners:

Southborough Town Council, Tunbridge Wells Borough Council, Kent County Council

### Name of policy, procedure, project or service

Southborough Community Hub

### What is being assessed?

Capital Project

### Responsible Owner/ Senior Officer

Southborough Community Hub Project Board

### Date of Initial Screening

April 2015

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

Version	Author	Date	Comment
0.1	Jonathan White	08/04/15	Initial draft
0.2	Jonathan White	24/04/15	Feedback from KCC Libraries and TWBC Economic Development
0.3	Jonathan White	28/07/15	Feedback from Equality & Diversity Team
0.4	Jonathan White	12/08/15	Approvals added for partners sign off
0.5	Jonathan White	28/08/15	Feedback from consultation team
0.6	Jonathan White	28/10/15	Feedback from James Pearson (LRA)
0.7	Jonathan White	03/12/15	Feedback from Andrew Stephens (HoS LRA)
0.8	Jonathan White	23/03/16	Updated following decision by STC and Southborough Hub Board on which option to pursue
0.9	Jonathan White	04/05/17	General update
0.10	Jonathan White	19/05/17	General update following input from KCC equalities (Akua) sign off by Head of LRA

### Approvals

Name	Title	Issue	Version
Southborough Town Council	Town Clerk	9 Sep 15	0.4
Tunbridge Wells Borough Council	Head of Economic Development	9 Sep 15	0.4
Kent County Council	Estates Surveyor	9 Sep 15	0.4
Southborough Hub Project Board	Mike Hill – KCC Lynne Weatherly – TWBC Glenn Lester – STC	5 Nov 15	0.6

## 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 <b>HIGH/MEDIUM</b> <b>LOW/NONE</b> <b>UNKNOWN</b>		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
		Positive	Negative	Internal action must be included in Action Plan	If yes you must provide detail
Age  Page 4	No <ul style="list-style-type: none"> <li>New build facility will be fully compliant (fully compliant with part L and part M of building regs).</li> </ul>	High	Low	<p>The development will provide greater access to a community facility by ensuring that all areas of new build are fully compliant with the latest legislation.</p> <p>Services will be designed inclusively with the needs of all users in mind.</p> <p>The Hub will be fully inclusive with additions such as disabled toilets (none currently) and design of space will consider all age needs including for example providing a buggy park area and access to services on other floors will be via lift(s).</p> <p>No further action is required.</p>	<p>Yes - bringing together customer groups which have not previously interacted supports community and intergenerational cohesion.</p> <ul style="list-style-type: none"> <li>Furniture/seating needs to be for all ages</li> <li>Clear signage</li> <li>Services are for people of all ages</li> <li>Library stock shaped around the mosaic and demographic profile of Southborough</li> <li>Layout to be designed with all user needs in mind.</li> <li>Induction loop system for those with hearing difficulties.</li> <li>Easy read leaflets, signage</li> </ul>
Disability	Yes <ul style="list-style-type: none"> <li>Proper disabled parking needs to be allocated.</li> <li>Disabled toilets should be provided to allow for greatest</li> </ul>	High	Medium	<p>The development of Southborough Hub will provide greater access to the building by ensuring that all areas of new build are fully compliant with legislation.</p> <p>No further action required.</p>	<p>Yes – bringing together customer groups which have not previously interacted, supports community cohesion.</p> <ul style="list-style-type: none"> <li>STC offices and premises will be fully DDA compliant and accessible to all people for the</li> </ul>

	<p>access for customers and service users.</p> <ul style="list-style-type: none"> <li>• Customer with learning disabilities may require support accessing services</li> </ul>				<p>first time- the old building only accessible via narrow stairs.</p> <ul style="list-style-type: none"> <li>• Disabled toilets to be put in place</li> <li>• Access officers involved at each stage of design process</li> <li>• Induction loop system for those with hearing difficulties.</li> <li>• Volunteering Opportunities - We aim to give opportunities for those with learning difficulties.</li> <li>• Vision and hearing impaired – sign over, email/web facilities, call queuing arrangements.</li> <li>• 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</li> <li>• Blind community – Inclusion of brail instructions as necessary</li> <li>• LRA Offers to specific groups (eg those with visual impairments or learning disabilities) are promoted to individuals and to organisations that support those individuals</li> <li>• Layout and furniture to consider all needs and circulation needs around the building.</li> <li>• A single meet and greet desk for all services in the hub enabling easier linkage and referral to necessary services</li> </ul>
<b>Gender</b>	No – services for all	Low	Low	No	Yes

					<ul style="list-style-type: none"> <li>The football pavilion will include male and female changing facilities where currently only male changing rooms are available.</li> </ul>
<b>Gender identity</b>	No	Low	Low	No	<p>Yes</p> <ul style="list-style-type: none"> <li>All staff will seek to have equalities and diversity awareness training.</li> <li>Gender neutral toilets.</li> </ul>
<b>Race</b>	No	Low	Low	<p>The Hub is being designed for all the community: signage will be in English. The Hub will include the use of volunteers. The language used on the library self service units can be changed subject to feedback from customers. The choice of languages will be reviewed to ensure that it meets the demographic profile of Southborough.</p> <p>No further action required.</p>	<p>Yes</p> <ul style="list-style-type: none"> <li>The library will stock books in other languages that match the population needs of Southborough. Books can also be requested from across the county</li> <li>The Town Council could look to provide improved access to community support for any identified minority groups as part of the project.</li> <li>Community rooms could deliver Adult Education classes to help literacy levels or other learning needs</li> <li>Community spaces will be available for all community groups to use.</li> </ul>
<b>Religion or belief</b>	No	Low	Low	No	<p>Yes</p> <ul style="list-style-type: none"> <li>Services for all, people from different faiths with all be able to use the community space.</li> <li>Information, including library stock, available on all faiths</li> </ul>

<b>Sexual orientation</b>	No	Low	Low	No	Yes <ul style="list-style-type: none"> <li>Libraries &amp; Archives hold a regular LGBT month every year which promotes books and other material from LGBT authors, as well as containing book stock to meet all needs</li> <li>Staff training on equality and diversity</li> </ul>
<b>Pregnancy and maternity</b>	No	Low	Low	No	Yes <ul style="list-style-type: none"> <li>The facility will have a baby change facility</li> <li>LRA book stock will include information books to support pregnancy and maternity.</li> </ul>
<b>Marriage and Civil Partnerships</b>	No	Low	Low	No	No
<b>Carer's responsibilities</b>	No	Low	Low	No	<ul style="list-style-type: none"> <li>LRA Offers to adult carers (including LAC carers and those with elderly relatives) and to young carers are promoted to individuals and to organisations that support those individuals</li> <li>The building will enable carers to bring people to events/activities to</li> </ul>

## Part 1: INITIAL SCREENING

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

Low	Medium	High
Low relevance or Insufficient information/evidence to make a judgement.	Medium relevance or Insufficient information/evidence to make a Judgement.	High relevance to equality, /likely to have adverse impact on protected groups

### Medium

The development of the Hub will provide a number of enhancements to Southborough which includes the KCC Library, GP surgery, Southborough Town Council, Hall/Theatre, football pavilion, community rooms and café. It will provide better access to public services for all sectors of the community. The project will deliver a greater mix of services in one location to meet the needs of the local community.

The scheme went out for public consultation (30 November 2015 for 8 weeks) on two options being taken forward. Option 1 new build and option 2 part retain and refurbish. The majority of respondents supported option 1 and feedback was also sort on the EQUIA as part of the consultation. STC and the Southborough Hub Board have agreed to pursue option 1 new build. This is now progressing with the project now at the detailed design stage.

### Context

Southborough Community Hub is an exciting project designed to integrate public service provision to meet the needs of a diverse and growing community.

The Key partners on the development are;

- Libraries, Registration & Archives (KCC)
- Southborough Town Council
- Tunbridge Wells Borough Council
- St Andrew's Medical centre
- Ridgeway Football Club

The proposed services in the hub are proposed as;

- Southborough Library
- Southborough town council services
- Hall/Theatre
- Community facilities available for rent to all, helping to attract other public and voluntary community services
- Café
- Adjoining medical centre
- Football pavilion on an adjacent site
- Town square



- Housing development

The project is driven by a shared objective to regenerate the town centre of Southborough by improving facilities and access to local public services for all, offering high quality customer care and exploiting the potential offered by joint working. Customer access will be developed to ensure equal access for all services including providing meeting spaces which can accommodate family requirements 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 facility a community hub for everyone which will act as a focal point for the town and provide a large community space at the heart of Southborough. It will endeavour to provide a wide range of community organisations with the facilities they need and ensure that customers receive a seamless service that leads to increased use of all services in the building and high levels of customer satisfaction.

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

Increasing Opportunities, Improving Outcomes: Strategic statement 2015 -2020

Kent residents enjoy a good quality of life, and more people benefit from greater social, cultural and sporting opportunities.

Outcomes Framework 2015-2019

Kent residents enjoy a high quality of life, and the physical, cultural, social and environmental fabric of the county is protected and sustained  
Commission and design services with our partners

Customer Services Strategy 2017

Better designed service delivery  
Enhanced Partnership

Libraries and Archives Annual Operating Plan 2017/18

Delivery of the Southborough Hub

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

TWBC Five Year Plan 2014

The Borough Council's mission for Our Five Year Plan is to be an enabler of change, encouraging economic growth and investment into the Borough whilst ensuring the appropriate infrastructure is in place to support growth and enhance quality of life". The Southborough Hub project falls broadly within the 'Confident Borough' theme, which identifies that; 'By 2019, the Borough will have worked alongside Parish and Town Councils and voluntary and community organisations to deliver a range of community facilities and to support them in delivering a range of services and events'. Southborough is identified as a key settlement. The vision document confirming that TWBC is keen to work with partners to develop proposals for housing, retail, employment, tourism and community facilities as well as supporting infrastructure.

### **Aims and Objectives**

The Hub will support community activity through the following objectives:

- To bring forward a top quality facility which is energy efficient, meets equality standards, 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;
- Look to minimise facility revenue costs through a more efficient building;
- To deliver on asset collaboration with a number of public sector organisations;
- 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 Hub would be local residents, who would be provided the opportunity to access a wide range of public and third sector partners.

Other beneficiaries include:

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

### **Consultation and data**

In order to raise the profile of the project a pre-engagement questionnaire was undertaken on the 20 May and closed on the 23 June 2015. The questionnaire looked to inform the design and development of the project. The outcome of this report has already been shared with Kent County Council's design and planning consultants so that appropriate measures can be taken into the design, planning application and operational model.

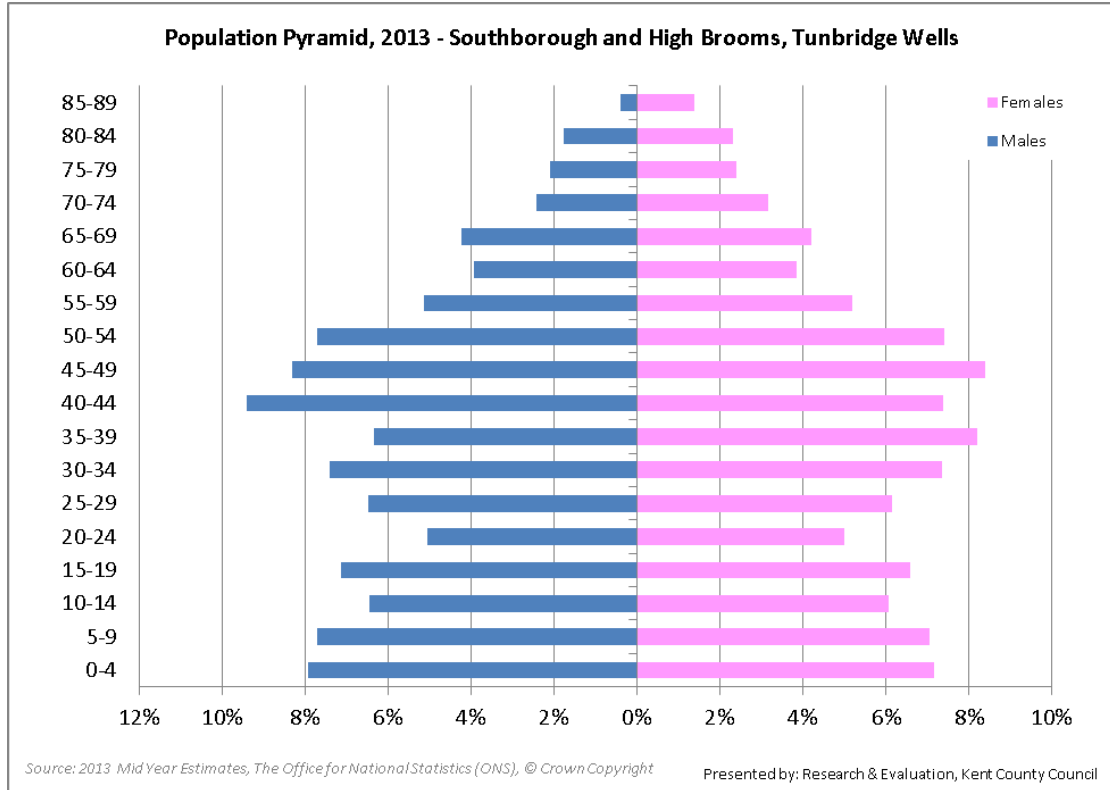
Architects have since worked up two options for the site in more detail and designs were presented to the public as part of a consultation in late 2015 early 2016. Option two had a part refurb part new build of the current Royal Victoria Hall with option one being a complete new build. The final outcome saw Southborough and High Brooms residents voting overwhelmingly for option one new build and STC and the Southborough Hub Board then endorsed this position. The architect did not identify anything relating to equality protected groups.

### Age and Gender

The following table sets out the age and gender for Southborough and High Brooms based on mid-year 2013 estimates from the office of national statistics. This information will be used to determine how balanced a response rate the consultation receives.

The initial questionnaire had a higher level of female respondents than male respondents and additional resource will be put into increasing male participation through for example, writing to the High Brooms Men's Club and seeking their feedback.

In addition respondents to the questionnaire were found to be from either the older or younger population. This was in line with what the Hall catered for suggesting that the impact would be greatly felt by these two criteria and therefore these have been identified as key impacted groups.



## Health and Disability

Based on 2011 census ONS data

2011	Southborough & High Brooms		Tunbridge Wells		KCC Area	
	No.	%	No.	%	No.	%
<b>ALL PEOPLE - Total</b>	<b>7,713</b>	<b>100%</b>	<b>115,049</b>	<b>100%</b>	<b>1,463,740</b>	<b>100%</b>
Day-to-day activities limited a lot	476	6.2%	6,972	6.1%	116,407	8.0%
Day-to-day activities limited a little	649	8.4%	9,399	8.2%	140,631	9.6%
Day-to-day activities not limited	6,588	85.4%	98,678	85.8%	1,206,702	82.4%
<b>General Health - all people</b>	<b>7,713</b>	<b>100%</b>	<b>115,049</b>	<b>100%</b>	<b>1,463,740</b>	<b>100%</b>
<i>Very good health</i>	3,787	49.1%	59,156	51.4%	683,205	46.7%
<i>Good health</i>	2,646	34.3%	38,656	33.6%	510,399	34.9%
<i>Fair health</i>	956	12.4%	12,788	11.1%	194,931	13.3%
<i>Bad health</i>	253	3.3%	3,550	3.1%	58,536	4.0%
<i>Very bad health</i>	71	0.9%	899	0.8%	16,669	1.1%

Survey results suggests that some people (14.6%) have some limited activities and this could be used as a criteria to investigate further.

Ethnicity

Based on 2011 census ONS data.

2011	Southborough and High Brooms		Tunbridge Wells		KCC Area	
	No.	% of all people	No.	% of all people	No.	% of all people
<b>White</b>	<b>7,289</b>	<b>94.5%</b>	<b>109,239</b>	<b>94.9%</b>	<b>1,371,102</b>	<b>93.7%</b>
<b>BME (not white)</b>	<b>424</b>	<b>5.5%</b>	<b>5,810</b>	<b>5.1%</b>	<b>92,638</b>	<b>6.3%</b>
<b>White</b>	<b>7,289</b>	<b>94.5%</b>	<b>109,239</b>	<b>94.9%</b>	<b>1,371,102</b>	<b>93.7%</b>
<i>English/Welsh/Scottish/Northern Irish/British</i>	6,962	90.3%	103,115	89.6%	1,303,558	89.1%
<i>Irish</i>	32	0.4%	880	0.8%	10,239	0.7%
<i>Gypsy or Irish Traveller</i>	30	0.4%	322	0.3%	4,685	0.3%
<i>Other White</i>	265	3.4%	4,922	4.3%	52,620	3.6%
<b>Mixed/multiple ethnic groups</b>	<b>148</b>	<b>1.9%</b>	<b>1,893</b>	<b>1.6%</b>	<b>22,107</b>	<b>1.5%</b>
<i>White and Black Caribbean</i>	43	0.6%	414	0.4%	6,266	0.4%
<i>White and Black African</i>	14	0.2%	222	0.2%	2,997	0.2%
<i>White and Asian</i>	56	0.7%	787	0.7%	7,520	0.5%
<i>Other Mixed</i>	35	0.5%	470	0.4%	5,324	0.4%
<b>Asian/Asian British</b>	<b>209</b>	<b>2.7%</b>	<b>2,903</b>	<b>2.5%</b>	<b>47,614</b>	<b>3.3%</b>
<i>Indian</i>	58	0.8%	736	0.6%	18,136	1.2%

<i>Pakistani</i>	1	0.0%	175	0.2%	2,406	0.2%
<i>Bangladeshi</i>	57	0.7%	513	0.4%	3,381	0.2%
<i>Chinese</i>	19	0.2%	552	0.5%	5,978	0.4%
<i>Other Asian</i>	74	1.0%	927	0.8%	17,713	1.2%
<b>Black/African/Caribbean/Black British</b>	<b>42</b>	<b>0.5%</b>	<b>638</b>	<b>0.6%</b>	<b>16,216</b>	<b>1.1%</b>
<i>African</i>	31	0.4%	419	0.4%	11,523	0.8%
<i>Caribbean</i>	5	0.1%	142	0.1%	3,293	0.2%
<i>Other Black</i>	6	0.1%	77	0.1%	1,400	0.1%
<b>Other ethnic group</b>	<b>25</b>	<b>0.3%</b>	<b>376</b>	<b>0.3%</b>	<b>6,701</b>	<b>0.5%</b>
<i>Arab</i>	3	0.0%	122	0.1%	1,535	0.1%
<i>Any other ethnic group</i>	22	0.3%	254	0.2%	5,166	0.4%

The ethnicity in the area suggests a high level of white respondents with a lower proportion of other groups. Our consultation activities will look to ensure we give everyone the opportunity to have their say and will be available in alternative formats on request.

Religion

Based on 2011 census ONS data

2011	Southborough and High Brooms		Tunbridge Wells		KCC Area	
	No.	% of all people	No.	% of all people	No.	% of all people
<b>All People</b>	<b>7,713</b>	<b>100%</b>	<b>115,049</b>	<b>100%</b>	<b>1,463,740</b>	<b>100%</b>
Christian	4,807	62.3%	72,403	62.9%	915,200	62.5%
Buddhist	29	0.4%	444	0.4%	6,802	0.5%
Hindu	31	0.4%	461	0.4%	10,943	0.7%
Jewish	15	0.2%	232	0.2%	1,777	0.1%
Muslim	126	1.6%	1,241	1.1%	13,932	1.0%
Sikh	6	0.1%	58	0.1%	10,545	0.7%
Other religion	26	0.3%	436	0.4%	6,145	0.4%
No religion	2,095	27.2%	30,622	26.6%	391,591	26.8%
Religion not stated	578	7.5%	9,152	8.0%	106,805	7.3%

Sexual orientation

Based on marital status data

2011	Southborough and High Brooms		Tunbridge Wells		KCC Area	
	No.	% of 16+ pop	No.	% of 16+ pop	No.	% of 16+ pop
<b>Population age 16+</b>	<b>5,991</b>	<b>100%</b>	<b>89,556</b>	<b>100%</b>	<b>1,154,344</b>	<b>100%</b>
Living in a couple	3,655	61.0%	56,138	62.7%	705,406	61.1%
<i>Married</i>	2,744	45.8%	44,492	49.7%	558,238	48.4%
<i>Cohabiting (opposite sex)</i>	846	14.1%	10,818	12.1%	138,424	12.0%
<i>In a registered same-sex civil partnership or cohabiting (same-sex)</i>	65	1.1%	828	0.9%	8,744	0.8%
Not living in a couple	2,336	39.0%	33,418	37.3%	448,938	38.9%
<i>Single (never married or never registered a same-sex civil partnership)</i>	1,435	24.0%	19,639	21.9%	259,064	22.4%
<i>Married or in a registered same-sex civil partnership</i>	55	0.9%	1,009	1.1%	12,576	1.1%
<i>Separated (but still legally married or still legally in a same-sex civil partnership)</i>	138	2.3%	1,765	2.0%	24,994	2.2%



<i>Divorced or formerly in a same-sex civil partnership which is now legally dissolved</i>	404	6.7%	5,756	6.4%	76,549	6.6%
<i>Widowed or surviving partner from a same-sex civil partnership</i>	304	5.1%	5,249	5.9%	75,755	6.6%

The results of the consultation including who attended, how it was advertised, number of people who attended and feedback which was received and analysed can be viewed here [http://www.southboroughcouncil.co.uk/wp-content/uploads/2017/02/Southborough2520Hub2520Consultation2520Written2520Report\\_Final.pdf](http://www.southboroughcouncil.co.uk/wp-content/uploads/2017/02/Southborough2520Hub2520Consultation2520Written2520Report_Final.pdf)



Job Title: Head of Library Registration and Archives

Date: 19 May 2017

## Equality Impact Assessment - Action Plan 21 April 2017

Protected Characteristic	Issues identified	Action to be taken	Expected outcomes	Owner	Timescale	Cost implications
Disability	- Access -Layout	-Workshop with access officer to look at any issues has been done and further work is required as part of RIBA stage 4 -Consult local access group has been completed	Layout that compliments disabled access	Jonathan White (JW)	Complete and ongoing	Minor changes to design layout
Disability-Visually impaired	- Need to consult around signage and accessibility	- Consult with access group	Layout informed by feedback	JW	July 2018	None costs already accounted for
Disability-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	Needs of deaf community taken into account	JW	July 2018	None costs already accounted for
	- Need for inclusive	- Visit local	Positive influence	JW	Nov 2016 -	

Race	services	community groups (Gurkha, Muslim) to discuss how we can encourage them to use services	on design of services		ongoing Hub staff to continue this approach in future years	
Age - Older people	- Need for accessible, user friendly service	- Visit local community groups to discuss how we can encourage them to use the Hub	Positive influence on design of services	JW	Throughout the project 2015/16/17/18 Hub staff ongoing in future years as well	
All	Layout and furniture needs to take account of all protected characteristic group needs	Engage with groups and get specialist advice with needed plus review layout following a period of building being open	Furniture compliments building design and does not create any access issues	JW	Ongoing with layout design and then post building opening	
Race – language	Language needs to be taken account of to ensure services are accessible to all	Engage with community as appropriate to determine any requirements for services to be provided in different languages	Services available for all	JW	Ongoing including after the building is open	None, software already available

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