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|--|---------------------------|---|----------------------------------|
| <b>Name of service area / function:</b>  |                           | <b>Lead officer for this EIA:</b>   |                                  |
| Neighbourhood Pride Service – Public Toilets   |                           | Name: Russell Stone<br>Phone Number: 01904 553108<br>Job Title: Head of Neighbourhood Pride Service |                                  |
| <b>Describe the service area / function:</b>   |                           |   |                                  |
| <p>The provision, cleaning and maintenance of public toilets in the following locations:</p> <ul style="list-style-type: none"> <li>• St Georges Field</li> <li>• Coppergate</li> <li>• Parliament Street (to be closed in September 09 and replaced with a new facility in Silver Street)</li> <li>• St Sampsons Square</li> <li>• Exhibition Square</li> <li>• Museum Gardens</li> <li>• Union Terrace</li> <li>• Nunnery Lane</li> <li>• Tanner Row</li> <li>• Haxby</li> <li>• Acomb</li> </ul> <p>Issues to consider include the number and location of facilities, accessibility, price and standard</p> |                           |   |                                  |
| <b>EIA start date:</b>   | <b>EIA finish date:</b>   | <b>Date EIA reviewed:</b>   | <b>EIA signed off by:</b>        |
| 16 <sup>th</sup> January 2009  | 27 <sup>th</sup> May 2009 | June 2010   | DMT – 18 <sup>th</sup> June 2009 |

## 2. Assess - identifying the issues and evidence.

| Think about ...   | Positives, issues, or gaps for your service ...   | What evidence do you have to support this? | <b>Groups affected.</b> Race, Disability, Gender, Age, Sexual Orientation or Religion/Belief. |
|---|---|--|---|
| <p><b>Accessibility</b><br/>Is the building or site accessible? Is it welcoming and appropriate for its function and the needs of the customer?</p> | <p>All our facilities have disabled user facilities which contain alarm cords and specially sited and accessible toilets and basins. These are accessed by a nationally used RADAR key. We also provide night toilets.</p> <p>Male and female facilities are provided at all locations as standard.</p> <p>One of our current facilities has stairs leading down to the male toilets. This is due to close in June 2009.</p> <p>All of the three attended locations provide baby changing facilities.</p> <p>The new facility been built in Silver Street will incorporate a Changing Place, containing a hoist, an adult sized changing bench, a toilet placed with room either side for a carer, a screen for privacy and a basin.</p> <p>Although toilet provision is covered on the Council's web site this requires updating/improving. See the Disabled Go website for example of info (link at end of issues section).</p> <p>Toilets are signposted around the City</p> |  | <p>Disability, Age</p>  |

| Think about ...  | Positives, issues, or gaps for your service ...   | What evidence do you have to support this?                    | <b>Groups affected.</b> Race, Disability, Gender, Age, Sexual Orientation or Religion/Belief. |
|--|---|---|---|
| <b>Disabled user alarms</b>  | All our disabled user facilities have an alarm system fitted, but as with all other local authorities none of these are linked to a 'centre' of any kind, so rely on passers by to raise the alarm/get assistance.  | Bench marking with other local authorities., but still a gap. |   |
| <b>Appropriateness of service</b>  | This service is appropriate for all users.  |   |   |
| <b>Opening Hours</b>   | All our facilities are open from 08.00 to 20.00 and have a night toilet open when the main block is closed.   |   | All are catered for   |
| <b>Costs / charges</b><br>Do you charge for your service? Do these charges affect everyone equally? Do some customers incur greater costs or get 'less for their money'? | All our attended facilities charge an entry fee of 20p in the two partially attended facilities and 40p in the one fully attended facility, but apart from one (two following the opening of the new facility in Sept), fully attended facility, we only attend the female facility, and therefore only females are charged in these facilities. This charge goes towards the cost of the attendant and is part of an old policy which is being reviewed. |   | Gender  |

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|---|--|--|---|
| <p><b>Consultation / user involvement</b><br/>           How do you consult disadvantaged / minority groups about your service?<br/>           What has the outcome been?<br/>           Could you improve / do more of this in the future?</p> | <p>We are currently reviewing the provision of all facilities, as many are old buildings, with poor access or facilities and some of our provision may be in conflict with equality issues.</p> <p>We have had a meeting with the York Access group, who have carried out an audit of all facilities and reported their findings back to us.</p> <p>We have also consulted with them on the proposed new facility for the City Centre.</p> <p>ENCAMS, who are an independent body who work with central and local government on environmental issues, have carried out some consultation with local businesses on the provision of public toilets.</p> |  |   |

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|---|---|--|---|
| <p><b>Performance management</b><br/>Do you equality monitor take-up of, or satisfaction with, your service? What do the results tell you? How do you use the results? Can any of this be improved?</p>   | <p>As part of the review we installed counters to record the numbers of users, which will help us decide if the toilets are located correctly, i.e. no footfall would equal wrongly located. the initial data will be used to inform some of the recommendations in the review report</p> <p>We decided not to carry out user surveys as customers may see this as a personal subject and not wish to discuss this type of issue, and we are not in a position to remedy issues straight away, which could have given us more problems by raising expectation levels too early,</p> |  |   |
| <p><b>Service Planning</b><br/>Are there already equality issues addressed in your service/work plans or audits? How and when will these issues be addressed? How will the issues raised in this EIA be incorporated into your mainstream planning?</p> | <p>These are being looked at as part of the current review of provision.</p>  |  |   |

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|-----------------|--|--|---|
| <b>Signage</b>  | As part of the review we are looking at improving signage, using internationally recognised symbols, which have already been used by some other local authorities. |  |   |

Disabled Go Info re: accessible toilets:

<http://www.disabledgo.info/AccessGuide.asp?VenueID=19385&TownID=28>

### **3. Consult** - Get stakeholder/customer feedback on your service.

#### **Before you consult. . .**

##### **Describe how and when you will consult service users?**

Who will you consult? What method will you use? When will the findings be available? Will the consultation / involvement be ongoing, regular or a one-off? And so on.

We have consulted with the York Access group by attending one of their monthly meetings, we consulted them on:

- The proposed new Silver Street facility.
- All the existing facilities.

We have also consulted with the corporate Equalities Team and included their advice and guidance within this document.

#### **After you have consulted. . .**

##### **Summarise the main findings from your consultation?**

What was the equality profile of your respondents? (i.e. who did you get responses from?) What are the main findings? Are there more findings yet to come? How are you feeding back to respondents? And so on.

NB – if you're updating this section say when this information was added.

We attended one of the York Access groups monthly meetings, following which they carried out an audit of all facilities and reported the finding back to us, which were practical issues such as types of taps, locations of basins.

At the meeting we presented and discussed the floor plans and materials to be used in the proposed Silver Street facility, including the new changing place. Feedback on this was very positive.

## 4. Improve - Develop an improvement and monitoring plan.

| <b>Issue</b><br>What issues are you tackling? | <b>Considerations</b><br>Is less favourable treatment unavoidable due to specific restrictions? Are there any current or future changes that need to be considered? Have you sought advice? Who from? | <b>Objective</b><br>What outcome do you want to achieve?                         | <b>Action</b><br>What improvements can you make to achieve this outcome?<br><br>Add these actions to your service or directorate plan. | <b>Success</b><br>How will you know whether you have achieved the objective? What success measures / PI's will you use? |
|---|---|--|--|---|
| Alarms on the disabled user toilets.          | Consideration as to how we could link the alarms to a centre, who would react and give assistance. Advice being sought from our community services team.  | A system linked to a central response centre.                                    |  |   |
| Charges                                       | Should we only charge at fully attended locations   | Only charging at fully attended locations, covering the costs of the attendants. |  |   |



## 5. Report - Summarise the key issues and actions (this bit will be made public).

| Summary  |   |
|--|---|
| <p>Please summarise the key issues that you have identified (aim for 5).</p>               | 1. Introduction of a new facility at Silver Street  |
|  | 2. Linked alarms on disabled user toilets   |
|  | 3. Charging in place at the attended facilities only.   |
|  | 4. Improved Signage   |
|  | 5. Improved information on our web site   |
| <p>Please summarise the key action points that you have identified (again, aim for 5).</p> | 1. Ensure new facility meets all user requirements following consultation.                              |
|  | 2. Continue to investigate methods to improve the disabled alarm system.                                |
|  | 3. Review the charging policy in attended facilities, particularly as these are female facilities only. |
|  | 4. Continue to investigate improved signage   |
|  | 5. Ensure the web site is updated   |