



Service area.	One Leisure
Date of assessment.	February 2010
Name of strategy / policy / function / service to be assessed.	One Leisure Normal Operating Procedures & Emergency Action Plans (NOPs & EAPs)
Is this a new or existing strategy / policy / function / service?	This EIA is based on existing procedures
Name of manager responsible for strategy / policy / function / service.	
Names of people conducting the assessment.	
Step 1 – Description of strategy / policy / function / service.	
Describe the aims; objectives and purpose of the strategy / policy / function / service (include how it fits in to wider aims or strategic objectives).	<p>The One Leisure NOPs & EAPs provide staff with clearly defined day-to-day systems and procedures to implement, follow, adhere to and apply throughout their employment with One Leisure. Consequently by following the One Leisure NOPs & EAPs, employees will improve the health, safety and welfare of customers of One Leisure.</p> <p>The NOPs & EAPs set out the procedures for One Leisure managed by HDC for 2009 - 10. These procedures are reviewed and updated annually and identify training needs for staff.</p> <p>The policy also fits in to the Council’s Corporate and Strategic Framework by achieving the following objectives in the Council’s corporate plan, ‘Growing Success’:</p> <ul style="list-style-type: none"> • To protect the health of individuals.



	<ul style="list-style-type: none"> • To share and use knowledge. • To ensure we have employees with the appropriate skills. <p>The NOPs & EAPs will also assist HDC to meet objectives from within the Corporate Equality Policy, Consultation & Engagement Strategy and Communications & Marketing Strategy which all require effective customer service.</p> <p>The service objective is linked to HDC’s corporate plan ‘Growing Success’ and the Council Aim ‘to improve our systems and practices’.</p> <p>The following key activities have been identified and will be measured to determine the effectiveness of One Leisure’s objectives:</p> <ul style="list-style-type: none"> ◆ To provide a high quality of customer service. ◆ Effectively manage resources and finances. ◆ Make the Centres as safe as possible. ◆ Improve employee skills as agreed in individual Performance Development Plan. ◆ Gain and maintain Quest accreditation. ◆ Reduction in the number of accidents attributable to the Leisure Centres or their employees. <p>The service will seek to achieve this through key actions identified within each Centres’ Annual Business Plan.</p>



<p>Are there any (existing) equality objectives of the strategy / policy or function / service?</p>	<p>To assist with EAPs at all sites, if an alarm is activated, audible and visible alarms will be activated.</p> <p>All staff are trained to ensure they have the necessary knowledge of emergency evacuation procedures for each job role.</p> <p>To the knowledge of the One Leisure Strategy Group, there are no further existing equality objectives of the NOPs and EAPs.</p>
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<p>Who is intended to benefit from the strategy / policy / function / service and in what way?</p>	<p>Customers: Improved levels of service through minimising risk to customers.</p> <p>One Leisure Employees: A more consistent approach to the undertaking and completion of operating procedures leading to improved management of occupational health and safety.</p>
<p>What are the intended outcomes of this strategy / policy / function / service?</p>	<p>The intended outcome is to minimise risk to employees and customers of One Leisure.</p>



Step 2 – Data.

What baseline **quantitative data (statistics)** do you have about the strategy / policy / function / service relating to equalities groups (e.g. monitoring data on proportions of service users compared to proportions in the population), relevant to this policy?

At present data includes:

- Employee accident report forms:

Records all accidents reported by employees resulting from undertaking work-related tasks and duties.

All accidents are analysed to determine cause and reviewed by the Centre Manager and the One Leisure Safety Manager to ensure appropriate corrective action is undertaken and improvements made to NOPs when applicable.

Year	Total Number of OL* Employees	Total Number of Accidents
2006 - 07	536	11
2007 - 08	552	24
2008 - 09	551	21
2009 - 10**	560	16

*OL - One Leisure

** All 2009 - 10 figures based on 01.04.09 - 31.12.09

- Non-Employee accident report forms:



Records all accidents reported by non-employees resulting from participation in activities or use of One Leisure facilities

All accidents are analysed to determine cause and reviewed by the Centre Manager and the One Leisure Safety Manager to ensure appropriate corrective action is undertaken and improvements made to NOPs when applicable.

Year	Total Number of OL* Admissions	No. of Accidents Attributable to OL*
2006 - 07	2,294,574	15
2007 - 08	2,348,869	27
2008 - 09	2,425,341	66
2009 - 10**	1,712,580	35

*OL - One Leisure

** All 2009 - 10 figures based on 01.04.09 - 31.12.09

Accidents per 1000 One Leisure admissions

Year	OLH	OLS	OLR	OLSN	OLSI	Total
2006 - 07	0.13	0.06	0.16	0.05	0.02	0.07
2007 - 08	0.07	0.52	0.21	0.10	0.04	0.11
2008 - 09	0.22	0.60	0.40	0.42	0.10	0.27
2009 - 10**	0.08	0.68	0.52	0.22	0.02	0.19



	<p style="text-align: center;">** All 2009 - 10 figures based on 01.04.09 - 31.12.09</p> <ul style="list-style-type: none"> • The Royal Society for the Prevention of Accidents (RoSPA) Occupational Health & Safety Awards. <p>The awards are non-competitive and are based on occupational health and safety performance assessed against specific criteria. Evidence has to be provided of a good health and safety management system by answering key performance questions and supporting the answers with a concise portfolio of relevant documentation including NOPs and EAPs and analysis of management of health and safety within the work place.</p> <p>One Leisure currently holds the RoSPA Gold Award, awarded for achieving a very high level of performance, demonstrating well developed occupational health and safety management systems and culture, outstanding control of risk and very low levels of error, harm and loss.</p>
<p>What qualitative data (opinions etc) do you have on different groups (e.g. comments from previous consumer satisfaction surveys / consultation, feedback exercises, or evidence from</p>	<p>At present data includes:</p> <ul style="list-style-type: none"> • Risk Reduction Action Plan (RRAP): <p>The RRAP is based on risk assessments, reference documents, NOPs and EAPs</p>



<p>other authorities undertaking similar work), relevant to this strategy / policy / function / service?</p>	<p>that identify improvements that must be made. The RRAP is an annual document monitored, reviewed and updated.</p> <p>Each of One Leisure’s Centres has a site specific RRAP. An annual review and update of the RRAP takes place in July by the One Leisure Safety Manager (OLSM) and each Centre’s Safety Officer (CSO) following a review of all risk assessments.</p> <p>Any additional actions identified throughout the year as a result of formal inspections are added immediately.</p> <ul style="list-style-type: none"> • Emergency Action Plan drills: <p>EAP drills are undertaken throughout the year incorporating both employees and non-employees and records maintained indicating and identifying training needs and changes to procedures and plans.</p> <p>Each One Leisure Centre will undertake a minimum of 2 EAP drills per year. Outcomes are reviewed at the One Leisure monthly Health & Safety Officer meetings and at the District Council’s Safety Advisory Group.</p> <ul style="list-style-type: none"> • Performance Development Reviews: <p>Training needs of all employees are identified and recorded through PDRs, EAP drills, monitoring of performance and team meetings undertaken throughout the</p>
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	<p>year.</p> <p>An Annual Health & Safety Training Plan for each job role is monitored, reviewed, implemented and recorded for all employees of each job role and completed between December and January.</p>
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Step 3 - Policy impact.	
<p>Are there concerns that the strategy / policy / function / service could have a differential impact on different racial groups?</p> <p>What evidence do you have for your answer?</p>	<p>There are no concerns that the NOPs and EAPs have any racial differentials within One Leisure.</p> <p>No employee or non-employee comments received concerning NOPs and EAPs.</p>
<p>Are there concerns that the strategy / policy / function / service could have a differential impact on gender, including transgender people?</p> <p>What evidence do you have for your answer?</p>	<p>There are no concerns that the NOPs and EAPs have any gender including transgender people, differentials within One Leisure.</p> <p>No employee or non-employee comments received concerning NOPs and EAPs.</p>
<p>Are there concerns that the strategy / policy / function / service could have a differential impact on disabled people?</p> <p>What evidence do you have for your answer?</p>	<p>There are no concerns that the NOPs and EAPs have any disability differentials within One Leisure.</p> <p>No employee or non-employee comments received concerning NOPs and EAPs.</p> <p>All causes of accidents are highlighted on the Accident Report</p>



	<p>Form and to date there have been no issues of accidents that could be attributed to disability. If this does happen, the EAP would be revised accordingly.</p> <p>Pool side staff are aware of and are trained in, the use of the pool hoist for entry and exit of the pool for those customers that require it.</p> <p>Centres with stairs and lifts have Evac Chairs. The procedure is found in</p>
<p>Are there concerns that the strategy / policy /function / service could have a differential impact on lesbian, gay, or bisexual people compared with heterosexual people?</p> <p>What evidence do you have for your answer?</p>	<p>There are no concerns that the NOPs and EAPs have any sexuality differentials within One Leisure.</p> <p>No employee or non-employee comments received concerning NOPs and EAPs.</p>
<p>Are there concerns that the strategy / policy / function / service could have a differential impact on younger or older people?</p> <p>What evidence do you have for your answer?</p>	<p>There are no concerns that the NOPs and EAPs have any age differentials within One Leisure.</p> <p>No employee or non-employee comments received concerning NOPs and EAPs.</p>



<p>Are there concerns that the strategy / policy / function / service could have a differential impact on grounds of religion or belief?</p> <p>What evidence do you have for your answer?</p>	<p>There are no concerns that the NOPs and EAPs have any religious or belief differentials within One Leisure.</p> <p>No employee or non-employee comments received concerning NOPs and EAPs.</p>
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<p>Action plan and timetable.</p> <p>The initial review considered:</p> <ul style="list-style-type: none"> • The systems and procedures in place at all six One Leisure sites. • Do staff know what their responsibility is to implement an emergency action plan? • Do staff understand the needs of different user groups and what they should do to get help and information? <p>The initial review indicated that:</p> <ul style="list-style-type: none"> • The NOPs and EAPs are suitable for purpose. All staff receive; regular role specific Health & Safety training; an annual Performance Development Review; feedback on EAP outcomes; regular operational duties training; permanent staff complete e-learning fire safety modules; and all necessary procedures are in place to meet needs of customers. <p>At present there is little evidence to indicate that there are any issues or problems associated with NOPs or EAPs. As part of the monitoring procedure for the service the following activities are carried out and it is anticipated that any equality issues would be</p>



identified:

- Monitor trends of employee accidents.
- Monitor trends of non-employee accidents.
- Monitor customer complaints by service and activity.

To further enhance the monitoring of the service:

- The existing level of knowledge and understanding of staff regarding equality and diversity must be determined as this will also identify training needs.
- Training already planned for 2010 - 2011 includes the One Leisure BEE Programme. A customer service and personal development programme, designed to improve skills, knowledge and attitude helping all individuals to deliver exceptional customer service. This is achieved through the delivery of six core modules and one additional equality and diversity module. Resource implication will be identified as part of this process.
- The One Card member scheme will be used, where appropriate, to identify the type of assistance some customers may need in the event of an emergency. This could relate to disability and age, and language barriers.

The action plan will be incorporated into the One Leisure training audit to be completed during 2010 - 11 and will also be included within each individual One Leisure Centre Business Plan 2010 - 2011.

Objective	Action	Target/Timetable for completion of
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<p>Ensure staff have an understanding and awareness of equality and diversity.</p>	<p>Identify training needs of staff.</p> <p>Ensure staff receive appropriate equality & diversity training, including the BEE Programme equality and diversity module.</p>	<p>October 2010</p> <p>March 2011</p>
<p>Monitor One Card equality data.</p>	<p>Where appropriate, use the One Card member scheme to identify the type of assistance some customers may need in the event of an emergency. This could relate to disability, age and language barriers and will be included within the NOPs & EAPs where appropriate.</p>	<p>Review March 2010, June 2010, September 2010, December 2010 & March 2011</p>