

READING BOROUGH COUNCIL

REPORT BY DIRECTOR ENVIRONMENT & NEIGHBOURHOOD SERVICES

TO:	COUNCIL		
DATE:	18 OCTOBER 2016	AGENDA ITEM:	9
TITLE:	BUDGET SAVINGS PROPOSAL: ARTHUR HILL POOL		
LEAD COUNCILLOR:	PAUL GITTINGS	PORTFOLIO:	CULTURE, SPORT & CONSUMER SERVICES
SERVICE:	READING SPORT AND LEISURE (RSL)	WARDS:	ABBEY, PARK, REDLANDS
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1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 The Corporate Plan and budget for 2016-2019 were set at Council on the 23rd February 2016. The report to Council made it clear that further options to reduce the Council's overall budget envelope to bridge the budget gap in all years to 2019/20 would need to be considered. Policy Committee on the 18th July 2016 approved a first tranche of additional savings proposals totalling £19.84m with over £19m still to be identified to bridge the currently forecast budget gap between 2016 and 2020. The report made clear that further proposals would need to be brought forward in the Autumn to address this budget shortfall.
- 1.2 This report outlines a budget savings proposal to close Arthur Hill Pool to enable full-year revenue savings in 2017/18 and future years of £120k per annum, remove significant liabilities regarding the short-term investment of approximately £700k needed to upgrade the facility and also to reduce ongoing property maintenance costs. The report sets this in the context of the Council's approach to modernising its leisure facilities and in principle approval for the development of a new 25m 6 lane pool at Palmer Park Stadium linked to the existing leisure facilities. The report makes clear that the value of any capital receipt to the Council from disposing of the current Arthur Hill Pool site would be used to contribute to the cost of this new pool at Palmer Park Stadium.
- 1.2 An Equality Impact Assessment (EIA) for this proposal is attached at Appendix 1.

2. RECOMMENDED ACTION

- 2.1 That Council approves the permanent closure of Arthur Hill Pool from 19th December 2016 as set out in in paragraph 4.2 of the report to deliver the savings identified in section 9 of the report, having full regard to the Equality Impact Assessment at Appendix 1.
- 2.2 That, following closure, the Arthur Hill Pool site is declared surplus to requirements and be disposed of.
- 2.3 That the property be advertised in line with the Council's approved policy, to both third sector organisations and on the open market and that a further report be considered by Policy Committee once bids have been received.
- 2.4 That a sum equivalent to the capital receipt arising from the disposal of the site is invested in new replacement swimming facilities.

3. POLICY CONTEXT

- 3.1 The Council has undertaken a review of its leisure facilities with a view to considering options for the modernisation of the leisure estate into the future. Policy Committee at its meeting on the 30 November 2015 approved in principle the development of a new 25m 6 lane pool at Palmer Park Stadium linked to the existing leisure facilities. The Council is in the early stages of a procurement exercise for a new leisure operator to run the Council's facilities, including the design, build and operation of new pools to replace both Central and Arthur Hill pools. It is estimated that it will take between 3 and 4 years to deliver these new facilities.
- 3.2 This review of leisure facilities sits within the wider financial context of the Council, and specifically the need to make further substantial savings in order to remain financially viable and able to deliver priority services. The Council has no option but to continue to make significant savings as a direct result of changes in how local authorities are funded by national government and the continued austerity measures that have been put in place to reduce public spending. The Council has already made savings of £65m over the last 5 years however, the scale of further savings of circa £40m over the next three years represents a greater challenge than anything previously faced by the Council.
- 3.3 The Council has also approved a Corporate Asset Management Strategy, which seeks to reduce the running costs and future maintenance liabilities of its buildings and property through a programme of rationalisation and targeted re-investment.

4. THE PROPOSAL

4.1 Current Position:

Arthur Hill Pool is an old facility on a constrained site that has very little scope for significantly improving its offer to local people. The building was

constructed circa 1911 as a purpose built swimming pool and, other than a later addition at the rear that now houses a small gym, remains largely configured as originally built with changing cubicles directly off poolside. The capacity of the pool is limited and relative to the levels of use it has inherently high staffing and operating costs compared to more modern multi-use leisure and swimming facilities.

A condition survey carried out by Faithful & Gould in April 2015 concluded that:

'The overall structural condition of this building is considered to be poor. There is significant evidence of structural defects affecting primarily the basement concrete structures including the pool 'tank', pool surround, and suspended ground floor and support structures'.

Faithful & Gould estimated the then costs of necessary works to repair the pool and building to be over £650k, these costs will have increased subsequently in line with general trends in the construction industry.

As explained in 3.1 above the Council is in the process of procuring replacement swimming facilities, including the provision of a replacement pool linked to existing Palmer Park facilities.

4.2 Options Proposed:

The proposal is to close Arthur Hill Pool as soon as practicably possible. Emergency works were carried out in the summer of 2014 to enable Arthur Hill pool to remain operational. These works were intended to extend the short-term operational life of the pool and did not negate the need for the additional investment outlined above and there is an increasing risk of major building or plant failure with the passage of time.

In the context of the Council's difficult financial position and budget cuts required as a result of the Government's austerity measures, it is not considered appropriate to spend large amounts of money to keep Arthur Hill Pool open for a relatively short period pending its replacement and nor would this represent good value for money for Council Tax payers. A planned closure as soon as possible is therefore proposed to better manage the impact on user groups through alternative provision and to avoid the risk of an unplanned, forced closure that is becoming increasingly likely.

In order to enable alternative arrangements to be put in place with current users, including the four schools who currently use the pool for swimming lessons, it is proposed that the pool closes from the 19th December 2016.

Alternative swimming facilities within the borough are available at Central Pool, Academy Sport and Meadway Sports Centre. The Council is also progressing the provision of a demountable pool at Rivermead. Aligned to this provision, enhanced bus services to Rivermead will be in place from this autumn. This will include a new hourly bus service between Rivermead and the Town Centre from October this year (effectively an extension to the new route serving the new housing development at Kenavon Drive) comprising 11 buses per day Mon-Fri, 8 buses per day Sat, Sun & Bank Hols.

The Equality Impact Assessment (EIA) for this proposal (attached at Appendix 1) more fully describes how the impact of closure for current user groups will be mitigated pending the availability of new facilities at Palmer Park Stadium.

With regard to staff impact, RSL experiences a relatively high turnover of staff and is currently facing recruitment difficulties in adequately staffing all its sites and has a number of vacancies. Staff currently largely employed at the Arthur Hill site will be redeployed to other RSL facilities thereby assisting the service with capacity and resilience.

In addition to the review of leisure facilities, and the conclusion that more modern facilities are required, the Council has also been conducting a wider review of its land and property assets with a view to rationalising to reduce spend on maintenance and to realise capital receipts through disposing of any surplus assets. These measures will assist the Council's financial position and help protect other front-line services, especially those to the most vulnerable. Ceasing the operation of Arthur Hill Pool will also contribute to the savings and receipts linked to the objectives of this wider asset review. The value of any capital receipt secured through the disposal of the Arthur Hill site following closure would be utilised to help fund the provision of new replacement swimming facilities.

4.3 Other Options Considered:

As outlined above it is not considered a tenable option to spend significant sums on Arthur Hill Pool to keep it open for a relatively short period pending the development of replacement facilities at Palmer Park Stadium.

The other option considered is to try and keep the pool open without carrying out the significant investment needed to address its poor condition. Not only does this present a significant risk of an unplanned closure, which will increase over time, due to a building or plant failure, it also means that the ongoing staffing and maintenance costs would continue to be incurred. In the context of the Council's budget position and the imperative need to make further savings and the greater potential disruption caused to users by an unplanned closure, this option is not recommended.

5. CONTRIBUTION TO STRATEGIC AIMS

- 5.1 The budget saving proposal to close Arthur Hill Pool is a response to the serious financial challenges facing the Council and the requirement to make significant further savings in order to be able to meet legal obligations to set a balanced budget. It therefore directly contributes to the strategic aim:

'Remaining financially sustainable to deliver these service priorities.'

- 5.2 As implied by the above, delivering further savings is essential for the Council to be able to continue deliver a range of services and meet wider strategic needs and priorities, particularly as regards protecting and improving outcomes for those who are most vulnerable.

6. COMMUNITY ENGAGEMENT AND INFORMATION

- 6.1 The proposed closure of Arthur Hill Pool in mid-December 2016 will enable proactive engagement with all current user groups in relation to accessing alternative provision whilst not disrupting existing bookings for the intervening period.
- 6.2 The Council is in the early stages of a procurement exercise for a new leisure operator to run the Council's facilities, including the design, build and operation of new pools to replace both Central and Arthur Hill pools. The development of proposals for a new pool at Palmer Park Stadium will include appropriate engagement with local communities and will also be subject to statutory consultation as part of the planning process.

7. EQUALITY IMPACT ASSESSMENT

- 7.1 Under the Equality Act 2010, Section 149, a public authority must, in the exercise of its functions, have due regard to the need to—
- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
 - advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
 - foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 7.2 An Equality Impact Assessment (EIA) is considered relevant to the decision on the recommendations of this report and the EIA is attached at Appendix 1. In summary, the EIA acknowledges that the closure of Arthur Hill Pool will mean that existing users will not have access to swimming in the immediate East Reading area pending the delivery of replacement new facilities at Palmer Park Stadium. This impact can be mitigated for key user groups by offering alternative provision at other facilities in Reading (Academy Sport, Meadway and Central). General access to public swimming is also available at Bulmershe and Loddon Valley leisure sites to the south and east of the Borough. Those currently using the small gym will be able to access facilities at Palmer Park Stadium that is close by and has longer opening hours.

8. LEGAL IMPLICATIONS

- 8.1 The provision of Leisure facilities and services is not a statutory duty. The Council is subject to a legal requirement to set a balanced budget.

9. FINANCIAL IMPLICATIONS

- 9.1 Closure of Arthur Hill Pool will result in a revenue saving on RSL's current direct delivery costs of £120,000 per year from April 2017 and avoid the imminent need for capital investment of approximately £700,000 to address the building's poor condition. Closure and disposal will also result in a reduction in property maintenance costs and generation of a capital receipt.

- 9.2 Estimated financial implications over the next 3 years are set-out in the table below (these reflect the overall financial impacts compared to the costs of keeping the pool open, not just the recurrent full-year revenue saving of £120k p.a.):

	2016/17	2017/18	2018/19
Saving to RSL Revenue Budget	-30,000	-120,000	-120,000
Saving to Corporate Property Maintenance Budget	-10,000	-30,000	-30,000
Costs of securing vacated building	+10,000	+5,000	
Saving on capital expenditure required to address current condition		-650,000	-50,000
Capital receipt secured through disposal of the site			To be determined

- 9.3 In summary, over the period the proposal will result in the Council spending £325,000 less revenue and a net improvement on potential capital expenditure / income of £700,000 plus the capital receipt from site disposal that is yet to be determined. The value of this receipt will be invested in new replacement facilities.

10. BACKGROUND PAPERS

- 10.1 Agenda and Minutes Policy Committee / Council 15th / 23rd February 2016.

'Budget proposals 2016-20 to Narrow the Budget Gap' - Report to Policy Committee 18th July 2016.

'Review of leisure Facilities and Future Provision' - Report to Policy Committee 30th November 2015.

Reading Borough Council, Arthur Hill Baths Condition Survey 13th April 2015 - Faithful + Gould.

Local Government Financial settlement 2016/17.

Equality Impact Assessment

Provide basic details

Name of proposal

Closure of Arthur Hill Pool & Fitness Studio

Directorate: DENS

Service: Leisure & Recreation

Name and job title of person doing the assessment

Name: Ben Stanesby

Job Title: Leisure & Recreation Manager

Date of assessment: 27/06/2016

Scope your proposal

What is the aim of your Proposal?

The proposal is to close Arthur Hill Pool as soon as practicably possible. Arthur Hill Pool is an old facility on a constrained site that has very little scope for significantly improving its offer to local people. The building was constructed circa 1911 as a purpose built swimming pool and, other than a later addition at the rear that now houses a small gym, remains largely configured as originally built with changing cubicles directly off poolside. The capacity of the pool is limited and relative to the levels of use it has high staffing and operating costs compared to more modern multi-use leisure and swimming facilities.

In the context of the Council's difficult financial position and budget cuts required as a result of the Government's austerity measures, it is not considered appropriate to spend large amounts of money to keep Arthur Hill Pool open for a relatively short period pending its replacement and nor would this represent good value for money for Council tax payers. A planned closure as soon as possible is therefore proposed to better manage the impact on user groups and to avoid the risk of an unplanned, forced closure.

In the medium term, it is proposed to build a new 25m community pool along with a teaching pool at Palmer Park. This will provide enhanced facilities in the area.

In the interim, changes will be made to the programmes at other pools within Reading to specifically accommodate more disadvantaged or vulnerable groups currently using Arthur Hill Pool.

The general swimming programmes in Reading's pools, including lessons, are able to accommodate people who currently use the Arthur Hill should the facility close.

Appendix 1 Equalities Impact Assessment

The proposal is outlined in more detail in the accompanying proposal document.

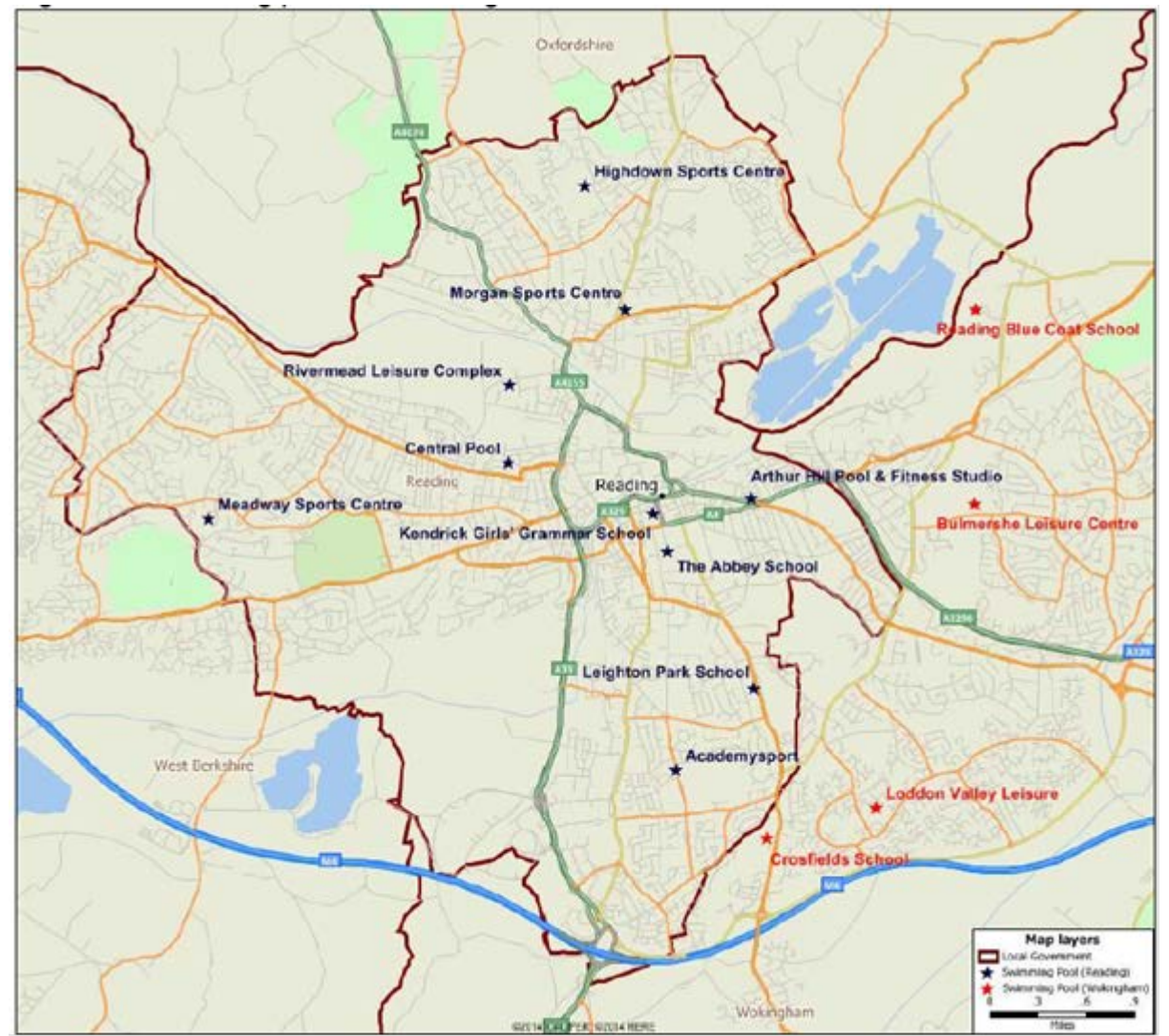
Who will benefit from this proposal and how?

The replacement facility with greater flexibility of use and greater capacity would produce a significant improvement in service and many benefits. This EIA specifically addresses the impacts of the proposed closure of Arthur Hill before the new facility is developed and open.

A closure of Arthur Hill and its subsequent replacement would reduce the cost of providing facilities contributing to the savings the Council needs to make. This would help safeguard services that are provided to people across Reading.

What outcomes will the change achieve and for whom?

Reading currently provides a number of swimming pools and there is also provision at Loddon Valley and Bulmershe pools to the south and east of the Council boundaries in Wokingham.



Appendix 1 Equalities Impact Assessment

While travel to use other centres may be a barrier, the programming of Reading's swimming pools will enable people to continue to access services at other facilities should Arthur Hill close.

These pools already offer a broad range of swimming sessions able to accommodate the general activity provided at Arthur Hill Pool. Where specialist activity is provided, alternative provision will be organised in consultation with users.

Who are the main stakeholders and what do they want?

Arthur Hill has very limited car parking available with a total of 6 spaces, there is also very limited on street car parking in the locality. The vast majority of general public use is local residents who do not drive to use the facilities.

Local residents

Local residents use the pool for a variety of sessions including adult lane swimming, general swimming, swimming lessons and there is also a small gym to the back of the pool.

Other stakeholders

Reading Naturists: Thursday 8 - 9.30pm

Ghurkas Association: Monday 10 - 11am

Private Hire: 1 lane fitness swim Sunday 9-10am

Dolphin Club: A disabled swimming session Sunday 9.30 -10.30

Reading Royals Synchronised Swimming Club: Thursday 5.30 - 6.45am

Primary Schools:

The following schools use the pool throughout the year term-time at the following times:

- St Johns Thurs 9.30 - 10.30am
- Alfred Sutton Tuesdays 9.30 - 11.30am and Thursday 1.45 - 2.45pm
- Christ the King Tuesdays 1.45 - 2.45pm
- Redlands Wednesday 9.30 - 11.30

These schools use the pool for the teaching of swimming as part of their curriculum. Arthur Hill pool is within walking distance for the schools above except for Christ the King.

There is alternative space available at Central Swimming Pool, Meadway Sports Centre and Academy Sport. Time slots would be offered to the schools but transport would need to be arranged.

Appendix 1 Equalities Impact Assessment

A wider group of people use the gym and a closure is not believed likely to discriminate against any particular group. There is also a gym at nearby Palmer Park with substantially longer opening times.

Assess whether an EIA is Relevant

How does your proposal relate to eliminating discrimination; promoting equality of opportunity; promoting good community relations?

Do you have evidence or reason to believe that some (racial, disability, gender, sexuality, age and religious belief) groups may be affected differently than others? (Think about your monitoring information, research, national data/reports etc)

Yes No

Is there already public concern about potentially discriminatory practices/impact or could there be? Think about your complaints, consultation, feedback.

Yes No

If the answer is Yes to any of the above you need to do an Equality Impact Assessment.

If No you **MUST** complete this statement

An Equality Impact Assessment is not relevant because:

n/a

Signed (completing officer)

Date

Signed (Lead Officer)

Date

Assess the Impact of the Proposal

Your assessment must include:

- Consultation
- Collection and Assessment of Data
- Judgement about whether the impact is negative or positive

Think about who does and doesn't use the service? Is the take up representative of the community? What do different minority groups think? (You might think your policy, project or service is accessible and addressing the needs of these groups, but asking them might

Appendix 1 Equalities Impact Assessment

give you a totally different view). Does it really meet their varied needs? Are some groups less likely to get a good service?

How do your proposals relate to other services - will your proposals have knock on effects on other services elsewhere? Are there proposals being made for other services that relate to yours and could lead to a cumulative impact?

Example: A local authority takes separate decisions to limit the eligibility criteria for community care services; increase charges for respite services; scale back its accessible housing programme; and cut concessionary travel.

Each separate decision may have a significant effect on the lives of disabled residents, and the cumulative impact of these decisions may be considerable.

This combined impact would not be apparent if decisions are considered in isolation.

Consultation

There has not been public consultation.

Alternative options would be offered to organisations hiring Arthur Hill Swimming pool should a decision to close the facility be made. Similar times and facilities are available to accommodate all hirers with the exception of the Reading Nautist Club where providing the appropriate privacy is not possible. Through discussion with these organisations the best alternative provision will be identified.

Of the public sessions, the women's and women and children sessions are predominantly used by the Asian and Muslim community who live locally. Consultation with these customers would be undertaken to determine whether to relocate sessions to either Central Swimming Pool or Meadway Sports Centre.

Users of the general swimming sessions would be advised of the alternative sessions that are available at local pools where similar times and sessions are available throughout the week.

Gym users would be advised of the availability of the nearby Palmer Park Sports Stadium facilities that are within easy walking distance.

Appendix 1 Equalities Impact Assessment

Collect and Assess your Data

Using information from Census, residents survey data, service monitoring data, satisfaction or complaints, feedback, consultation, research, your knowledge and the knowledge of people in your team, staff groups etc. describe how the proposal could impact on each group.

Describe how this proposal could impact on racial groups

Diversity of local Wards

The facility lies within Park Ward with 29.2% of the population being identified as Asian/Asian British in the 2011 census. The adjacent Abbey and Redlands Wards were identified as having 24.4% and 16.9% of their population as Asian/Asian British.

The use of Arthur Hill reflects the very local population in part due to the lack of car parking and its size, meaning it predominantly attracts local people.

A large proportion of students using the centre for swimming lessons are of Asian descent. When lessons have had to be cancelled for prolonged periods of time, users have been unwilling to travel to other pools in Reading to learn to swim.

As well as the Reading pools, Bulmershe Swimming Pool also provides swimming lessons. It is unknown how many people from the Arthur Hill locality access Bulmershe.

On average 15 people attend the women's only session of which almost all attendees are Asian/Asian British. On average 35 people attend the mother and child session of which approximately 90% are estimated to be Asian/Asian British. It is unknown what proportion of customers would choose to travel to Central Swimming Pool or Meadway Sports Centre if Arthur Hill were closed. Alternative provision, however, would be offered and consulted upon.

There are 65 people on lessons at Arthur Hill of which approximately 40% are estimated to be Asian/Asian British. There is sufficient capacity to provide swimming lessons to people displaced from Arthur Hill. Should it close all customers will be offered alternative lessons. However previous experience of when lessons have had to be cancelled for prolonged periods of time, users have been unwilling to travel to other pools in Reading to learn to swim.

The ethnicity profile of the local schools reflects those of the ward generally. There are approximately 200 pupils attending Arthur Hill for school swimming lessons. There is capacity to accommodate all these schools at Central Swimming pool. Alternatively the schools programme could be extended at Academy sport to accommodate the majority of the schools and similarly there is capacity at Meadway Sports Centre. If Arthur Hill were to close a choice of site options could be offered. It is unlikely the pupils could walk to use these venues and an additional cost would need to be borne by the schools. The requirement for

Appendix 1 Equalities Impact Assessment

transport to access lessons is not unusual and is the case with many of the schools using Reading's pools for swimming lessons.

Is there a negative impact? Yes No Not sure

Describe how this proposal could impact on Gender/transgender (cover pregnancy and maternity, marriage)

There is both a women only swimming session as well as a women and child session. It is unknown what proportion of customers would choose to travel to Central Swimming Pool if these sessions were cancelled. Provision, however, will be offered and consulted upon should Arthur Hill be closed.

At Academy Sport Leisure Centre a women only session takes place every Thursday from 7.00pm to 8.00pm.

Is there a negative impact? Yes No Not sure

Describe how this proposal could impact on Disability

There is one weekly hiring by a disabled people's group. An alternative location and time slot would be offered to this group to minimise the impact.

Is there a negative impact? Yes No Not sure

Describe how this proposal could impact on Sexual orientation (cover civil partnership)

The proposal does not impact adversely on any one group.

Is there a negative impact? Yes No Not sure

Describe how this proposal could impact on Age

Arthur Hill is used by a broad range of people with the exception of the very old who are unlikely to use the facilities.

There are 65 children attending swimming lessons at Arthur Hill. There is sufficient capacity to provide swimming lessons to people displaced from Arthur Hill. Should it close all customers will be offered alternative lessons. However previous experience of when lessons have had to be cancelled for prolonged periods of time is that users have been unwilling to travel to other pools in Reading to learn to swim.

There are approximately 200 pupils attending Arthur Hill for school swimming lessons. There is capacity to accommodate all these schools at Central Swimming pool. Alternatively the schools programme could be extended at Academy sport to accommodate the majority of the schools and similarly there is capacity at Meadway Sports Centre. If Arthur Hill were to close a choice of sites options could be offered. It is unlikely the schools could walk to use these venues and an

Appendix 1 Equalities Impact Assessment

additional cost would need to be borne by the schools. The requirement for transport to access lessons is not unusual and is the case with many of the schools using Reading's pools for swimming lessons.

Is there a negative impact?

Yes No

Not sure

Describe how this proposal could impact on Religious belief?

The facility lies within Park Ward with 15.2% of the population being identified as Muslim in the 2011 census. The adjacent Abbey and Redlands Wards were identified as having 10.5% and 9.1% of their population as being Muslim.

The vast majority of people attending the women only sessions (15 attendees) or woman and child sessions(35 attendees) are Asian/Asian British and a large proportion are likely to be Muslim. It is likely that due to their beliefs they do not feel able to use the facilities with men.

Should these sessions be cancelled it is unknown what proportion of people would be prepared to travel to other Reading pools. Alternative sessions would however be offered and consulted upon.

At Academy Sport Leisure Centre a ladies only session takes place every Thursday from 7.00pm to 8.00pm.

The swimming lessons currently have a reasonably high proportion of Muslim students, reflecting the ethnic mix of people attending. When lessons have had to be cancelled for prolonged periods of time, users have been unwilling to travel to other pools in Reading to learn to swim. However, should this programme of lessons be cancelled, alternatives will be offered to students.

As well as the Council's pools, Bulmershe Pool also provides swimming lessons. It is unknown how many people from the Arthur Hill locality access Bulmershe.

The religion profile of the local schools reflects those of the ward generally. There are approximately 200 pupils attending Arthur Hill for school swimming lessons. There is capacity to accommodate all these schools at Central Swimming pool. Alternatively the schools programme could be extended at Academy sport to accommodate the majority of the schools and similarly there is capacity at Meadway Sports Centre. If Arthur Hill were to close a choice of sites options could be offered. It is unlikely the schools could walk to use these venues and an additional cost would need to be borne by the schools. The requirement for transport to access lessons is not unusual and is the case with many of the schools using Reading's pools for swimming lessons.

Is there a negative impact?

Yes No

Not sure

Appendix 1 Equalities Impact Assessment

Make a Decision

If the impact is negative then you must consider whether you can legally justify it. If not you must set out how you will reduce or eliminate the impact. If you are not sure what the impact will be you MUST assume that there could be a negative impact. You may have to do further consultation or test out your proposal and monitor the impact before full implementation.

1. **No negative impact identified** Go to sign off

2. **Negative impact identified but there is a justifiable reason** ✓

You must give due regard or weight but this does not necessarily mean that the equality duty overrides other clearly conflicting statutory duties that you must comply with.

Reason

The Council is unable to continue to afford to provide Arthur Hill and will be opening a larger replacement facility in 3-4 years. The Council will need to make other cuts to other services if Arthur Hill is kept open in the interim. Changes to service can be made to reduce the impact of temporary service reduction. See point 3 below.

3. **Negative impact identified or uncertain** ✓

What action will you take to eliminate or reduce the impact? Set out your actions and timescale?

Negative impacts are mitigated by provision of sessions at other swimming pools within Reading or local to the Arthur Hill area. Where necessary, additional sessions would be run or changes to programmes made to accommodate people displaced from Arthur Hill. This would include:

- a) An additional women (encompassing women and child) only session at Central Swimming Pool or Meadway Sports Centre;
- b) Making space available for the Dolphin Club and The Ghurka Association at one of Reading's Pools;
- c) Accommodating local schools within Reading's pools;
- d) Ensuring there is capacity to accommodate everyone on Arthur Hill's swimming lesson programme.



How will you monitor for adverse impact in the future?

Collection and analysis of quarterly performance monitoring data.

Monitoring of complaints.

Customer feedback.

Appendix 1 Equalities Impact Assessment

Signed (completing officer)		Date 15.09.16
Signed (Lead Officer)		Date 15.09.16