

As a public authority we need to ensure that all our strategies, policies, service and functions, both current and proposed have given proper consideration to equality, diversity, cohesion and integration. In all appropriate instances we will need to carry out an equality, diversity, cohesion and integration impact assessment.

This form:

- can be used to prompt discussion when carrying out your impact assessment
- should be completed either during the assessment process or following completion of the assessment
- should include a brief explanation where a section is not applicable

Directorate: Environment and Neighbourhoods	Service area: Parks and Countryside
Lead person: Tony Stringwell	Contact number: 0113 3957400
Date of the equality, diversity, cohesion and integration impact assessment: 11th October 2012	

1. Title: Tropical World Refurbishment Project
Is this a:
<input type="checkbox"/> Strategy /Policy <input type="checkbox"/> Service / Function <input checked="" type="checkbox"/> Other
If other, please specify

2. Members of the assessment team:

Name	Organisation	Role on assessment team e.g. service user, manager of service, specialist
Mike Kinnaird	Leeds City Council	Parks Development Manager
Dave Morgan	Leeds City Council	Parks Estate Manager
Tony Stringwell	Leeds City Council	Senior Project Manager
Claire Hern	Leeds City Council	Project Officer

3. Summary of strategy, policy, service or function that was assessed:

In 2012 Leeds City Council received confirmation that the Ziff family would like to extend their long standing patronage of Tropical World with another generous donation towards enhancing visitor facilities.

Conceptual design drawings have been prepared outlining the following improvements:

- The relocation of the existing crocodiles to a new walk over enclosure.
- Refurbishment of the existing aquarium area with the addition of a new walk through aquarium.
- Major renovation of the nocturnal enclosure.
- A redesigned and refreshed visitor entrance including extending the café into the heart of Tropical World, and a new children’s zone.
- New educational and interpretation information.
- New toilet block.

These have been subject to a consultation exercise and the proposals have been positively received.

This Equality, Diversity, Cohesion and Integration Impact Assessment will review the proposed refurbishment of facilities & visitor attractions at Tropical World.

4. Scope of the equality, diversity, cohesion and integration impact assessment

(complete - 4a. if you are assessing a strategy, policy or plan and 4b. if you are assessing a service, function or event)

4a. Strategy, policy or plan

(please tick the appropriate box below)

The vision and themes, objectives or outcomes	<input type="checkbox"/>
The vision and themes, objectives or outcomes and the supporting guidance	<input type="checkbox"/>
A specific section within the strategy, policy or plan	<input type="checkbox"/>

Please provide detail:

4b. Service, function, event

please tick the appropriate box below	
The whole service (including service provision and employment)	<input type="checkbox"/>
A specific part of the service (including service provision or employment or a specific section of the service)	<input checked="" type="checkbox"/>
Procuring of a service (by contract or grant) (please see equality assurance in procurement)	<input type="checkbox"/>
Please provide detail:	

5. Fact finding – what do we already know
 Make a note here of all information you will be using to carry out this assessment. This could include: previous consultation, involvement, research, results from perception surveys, equality monitoring and customer/ staff feedback.

(priority should be given to equality, diversity, cohesion and integration related information)

Arnold and Marjorie Ziff Tropical World has been open to the public since 1984, and originally functioned as an indoor botanical garden. The site is made up of several interlocking buildings including Coronation House, which was the original show house for the estate, and the Tropical House built in 1984. Since the sites inception, a number of additional annexes have been added before arriving at the present layout in the late 1980's. In recognition of the Ziff family for many years being patrons of the park and generous benefactors, the site was renamed the Arnold and Marjorie Ziff Tropical World in 2009.

Although some minor refurbishment work has been undertaken, the site has not benefited from any significant investment since it opened. Recent customer feedback coupled with numerous ongoing maintenance issues, have highlighted the need to refresh the presentation of Tropical World in order to meet the expectations of existing and prospective customers.

The Parks and Countryside service regularly encourages user feedback. Visitor feedback websites provide an excellent source to gauge visitor opinion. An evaluation of feedback provided by visitors who utilise these websites demonstrate that the attraction is highly valued by the public. Prior to submission of this report, 82% of people reviewing the attraction provided a positive review, rating the attraction as either 'excellent' or 'very good'. In contrast, the website also serves as a useful source of constructive critical review with some visitors highlighting the need for refreshment of displays and the attraction in general.

Tropical World is an integrated element of the Roundhay Park Estate which under went a

full Equality, Diversity, Cohesion and Integration Assessment in March 2012. This initial EDCI assessed the following;

Review of facilities and infrastructure at Roundhay Park, as detailed below:-

- Landscape improvements, including pathways, access, furniture, planting and bedding
- Provision of information – Park signage, notice boards, leaflets, LCC intranet
- Provision at events held in the Park
- Exhibition gardens

The following groups were consulted as part of this assessment:

- General Park users and local community groups were consulted, along with community groups, partners and hard to reach groups, including:-
- Community Organisations:- Shadwell FC, Leeds Anglers, Friends of Roundhay Park Archaeology Group, West Riding Track League
- Disability Groups:- Yorkshire Cancer Research, Alzheimer's Society, Take Heart Charity Foundation, Yorkshire Teenage Cancer Trust, Martin House, Prostate UK, Walk For Skin, Yorkshire Cancer Centre, PHAB, Scope, MENCAP
- Older & Younger People:- Over 55's Club, Friends of Roundhay Park, Age Concern and various local schools, toddler groups, colleges and Education Leeds

The Roundhay Park Estate EDCI, Tropical World is mostly compliant with DDA regulations and meets all the requirements of BIAZA (British and Irish Association of Zoos and Aquariums) and has regular visits from Leeds City Council's Environment Section and local vets, to ensure standards are met. Improvements to the visitor experience are constantly reviewed and updated. In terms of gaps in the EDCI assessment for the whole Estate it was identified that Tropical World is DDA compliant but there are still a number of issues to address such as accessible entrance and exit doors and also the toilet facilities.

Funding has been identified to refurbish and reinvigorate the attraction and conceptual design drawings have been prepared outlining the following improvements:

- The relocation of the existing crocodiles to a new walk over enclosure.
- Refurbishment of the existing aquarium area with the addition of a new walk through aquarium.
- Major renovation of the nocturnal enclosure.
- A redesigned and refreshed visitor entrance with improved access including extending the café into the heart of Tropical World, and a new children's zone.
- New educational and interpretation information.
- New toilet block.

As is evident from the above proposed list of works, significant improvements are planned for the visitor facility which will address existing EDCI issues.

**Are there any gaps in equality and diversity information
Please provide detail:**

None Identified

Action required:

6. Wider involvement – have you involved groups of people who are most likely to be affected or interested

Yes

No

Please provide detail:

In order to gain a broad range of views on the existing facilities at Tropical World, and gauge opinion on the concept design proposals, the service sought to engage directly with visitors and undertook a consultation exercise. This included web based consultation via Talking Point, and two separate consultation events, one within Tropical World and the other in the Roundhay Park visitor centre. The outcome of this process has been the collation of valuable feedback in both qualitative and quantitative form. The salient points from that consultation are highlighted below:

- 84% of people surveyed felt the range of visitor facilities that are available are 'good' or 'very good'.
- 66% rate the facilities and or services that are provided for children and their parents positively and 31% regarded them as 'fair'.
- 67% of people surveyed felt that they could identify areas for improvement that would encourage them to use Tropical World more often, or stay for longer.
- 98 % of people surveyed said that they support the proposals for improvement.
- The main areas identified through consultation for improvement were as follows:
 - On site toilet facilities.
 - Improved attractions.
 - Improved children's facilities.
 - Enhanced café facilities.

A survey was carried out as part of this consultation exercise which included within it pertinent Equality, Diversity and Cohesion related questions about the respondent.

In addition to the above, a presentation and consultation event was also carried out with the Friends of Roundhay Park, who are a key stakeholder for the park. Following that presentation, the Friends of Roundhay have positively endorsed the proposals for Tropical World.

Inclusive within the proposal for improvement are plans for new toilet facilities and an extension of the existing café. These work packages will be subject to a planning application and will therefore included further consultation through the planning process.

Action required:

Certain elements of the proposed project will be subject to further consultation through the

formal planning process.

7. Who may be affected by this activity?
please tick all relevant and significant equality characteristics, stakeholders and barriers that apply to your strategy, policy, service or function

Equality characteristics

<input checked="" type="checkbox"/> Age	<input type="checkbox"/> Carers	<input checked="" type="checkbox"/> Disability
<input type="checkbox"/> Gender reassignment	<input checked="" type="checkbox"/> Race	<input type="checkbox"/> Religion or Belief
<input checked="" type="checkbox"/> Sex (male or female)	<input type="checkbox"/> Sexual orientation	
<input type="checkbox"/> Other		

(for example – marriage and civil partnership, pregnancy and maternity, social class, income, unemployment, residential location or family background, education or skills level)

Please specify:

Stakeholders

<input checked="" type="checkbox"/> Services users	<input type="checkbox"/> Employees	<input type="checkbox"/> Trade Unions
<input type="checkbox"/> Partners	<input type="checkbox"/> Members	<input type="checkbox"/> Suppliers
<input type="checkbox"/> Other please specify		

Potential barriers.

<input checked="" type="checkbox"/> Built environment	<input checked="" type="checkbox"/> Location of premises and services
<input type="checkbox"/> Information and communication	<input checked="" type="checkbox"/> Customer care

Timing

Stereotypes and assumptions

Cost

Consultation and involvement

specific barriers to the strategy, policy, services or function

Please specify

8. Positive and negative impact

Think about what you are assessing (scope), the fact finding information, the potential positive and negative impact on equality characteristics, stakeholders and the effect of the barriers

8a. Positive impact:

Built Environment

- Improved signage and interpretation to provide different levels of information about access and features,
- The Installation of a new walkthrough aquarium to replace the existing.
- The creation of a new enclosure for the Morlett's Crocodiles.
- The provision of a new retail entrance area within the Coronation House.
- The extension of the café area via a conservatory
- The installation of a children's party \ education area.
- The provision a new build accessible toilet block.

Location of Premises

- The attraction will remain in the same location as the current centre, which is in close proximity to the car park and the nearby attraction of Roundhay park.

Information and Communication

- Educational visits – teacher pack- teacher guided tours, education rooms.
- More school holiday activities
- Improved interpretation

Customer Care and Staff/Volunteer Training

- All staff to be trained in hosting activities and events,

Action required:

- Ensure essential training is undertaken for staff and volunteers such as Customer Care.
- Ensure all signage and interpretation is clear, visible and accessible.
- Ensure publications are accurate and undertake regular updates to websites including news and offers, events and activities, walks and tours and links to partner sites.

8b. Negative impact:
None identified.
Action required:
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9. Will this activity promote strong and positive relationships between the groups/communities identified?
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Please provide detail:
Action required:
None

10. Does this activity bring groups/communities into increased contact with each other (e.g. in schools, neighbourhood, workplace)?
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Please provide detail:
Action required:
None

11. Could this activity be perceived as benefiting one group at the expense of another?
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Please provide detail:

Action required:

None

12. Equality, diversity, cohesion and integration action plan

(insert all your actions from your assessment here, set timescales, measures and identify a lead person for each action)

Action	Timescale	Measure	Lead person
Ensure compliance with Equality and Diversity aspirations and undertake any training required.	Summer 2014 (approx) Prior to completion of renovation	Clear instructions for partners Proposals to be in line with council policies	S Gregory- Estate Officer M Glover – Organisational Development Manager
Ensure all signage and interpretation is clear, visible and accessible	18 months (approx)	Regular Inspections by estate staff – in line with management & maintenance plans	S Gregory- Estate Officer
Ensure publications are accurate and undertake regular updates to websites including news and offers, events and activities, walks and tours and links to partner sites.	6 – 12 monthly reviews	Continued closer working with partners for regular updates and correct links to websites, Suitable Signage Published program of events & activities	S Gregory– Estate Officer Parks Web Publishers
Ensure activities and event cater for the whole community	On completion of project	Monitor attendance – Ensure events program is fully inclusive	S Gregory– Estate Officer

13. Governance, ownership and approval

State here who has approved the actions and outcomes from the equality, diversity, cohesion and integration impact assessment

Name	Job Title	Date
Sean Flesher	Chief Officer Parks and Countryside	30/10/2012

14. Monitoring progress for equality, diversity, cohesion and integration actions (please tick)

- As part of Service Planning performance monitoring
- As part of Project monitoring
- Update report will be agreed and provided to the appropriate board
Please specify which board
- Other (please specify)

15. Publishing

Date screening completed

If relates to a Key Decision send to Corporate Governance

Any other decision please send to Equality Team (equalityteam@leeds.gov.uk)