

What is the name of your policy, function or service?

Galloway Visitor Centres Project

What are the main aims and objectives of the policy, function or service?

Galloway Forest Park is Britain's largest covering 76,000 hectares. Since its designation in 1947, the Park has evolved and now provides a wealth of recreational facilities and is recognised as a significant contributor to the tourism economy of south-west Scotland.

The last survey in 2004 estimated visitor numbers exceed 850,000. This figure has been growing by at least 4% each year and now exceeds 1 million visitors per annum.

Two of the three visitor centres are based in outdated, converted buildings with failing infrastructure and cramped conditions that fail to meet growing visitor expectations.

In 2007 the Forestry Commission commissioned Tourism Resource Consultants (TRC) to prepare a detailed report that could deliver its vision to see the Galloway Forest Park evolve into an outstanding visitor and recreational destination for the South West of Scotland and increase the Park's value as an economic driver for the rural area.

The programme of works for Galloway Forest Park comprises of three distinct projects:

1. Proposed improvements to the existing visitor centre at Clatteringshaws
2. Proposed new visitor centre at Kirroughtree
3. Proposed improvements to the existing visitor centre site at Glentroot

The key objectives are to;

- Maximise the opportunities for the private sector operators across the Park and surrounding region by providing sustainable opportunities for successful private sector investment, innovation, business development and partnerships.
- Minimise running costs.
- FCS will provide an excellent visitor experience in and around the Galloway Forest Park visitor centres, to meet and exceed customer expectations. All aspects of the visitor experience will be easy to access and enjoyable.
- FCS will provide interpretation as an integrated part of the visitor experience. Interpretation will express a strong sense of place via the agreed themes, offering a pleasing authentic experience with a distinct local flavour.

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- With an ongoing commitment to excellence, the FCS visitor facilities within GFP will encourage and enable engagement with the Great Outdoors and so support a healthy regional tourism economy.
- Kirroughtree to act as the main gateway centre to GFP with Clatteringshaws as a secondary gateway. Glentroll will continue to work as an additional and known entry from Girvan and Ayr.
- Enhance and strengthen the FCS brand as a sustainable forest manager and recreation provider. Brand hierarchy leads with FCS, then GFP, then Dark Skies and 7 Stanes. Care will be required to avoid brand conflicts through third party providers.
- Modernise and improve the level of service to our customers and achieve as a minimum a 4 star Visit Scotland rating (whilst aiming for 5 stars) and attain Gold Green tourism scheme standard.
- Position and maintain GFP among the top visitor destinations within Dumfries and Galloway.
- Improve the level of access to all and meet the requirements of the Forestry Commission Equality and Diversity strategy.
- Improve business efficiency within three years through eliminating the current operating deficit by either creating income from leasing or increase of sales. The better use of the ranger and visitor centre team to work as visitor hosts supported by the Visitor Centre Services Manager.
- Increase the value of visits to the Park and surrounding area through increased dwell time, repeat visits, overnight stays and local spend.

Briefly describe the impact (or potential impact) on people?

Through out the development of the visitor centres the project will have a range of potential impacts on people, in order to minimise the impact various measures have been put in place.

From feasibility and concept design through to the design development and planning processes people were given the opportunity to contribute to the project through a range of stakeholder and public consultation events. These events and their location are shown in the table below:

January 2012	Commercial Lets Survey	Online
07 February 2012	Staff Information Event	Kirroughtree
17 February 2012	Public Consultation Event	Kirroughtree
17 February 2012	Key Stakeholders Consultation Event	Kirroughtree
18 April 2012	Open Consultation Event	Macmillan Hall, Newton Stewart

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14 May 2012	Commercial Lets – Staff briefing	Email
14 June 2012	Staff Briefing	FCS Galloway Offices
10 July 2012	Tender Open Day	Creebridge House Hotel/On site
20 – 27 July 2012	Name the information container	Online competition
Ongoing	Regular updating of the blog http://gallowayvisitorcentres.blogspot.com	Online
Ongoing	Regular updating of the website http://forestry.gov.uk/website/forestry.nsf/byuniq ue/INFD-8QGEJX	Online

As well as the consultation events and online updates, regular updates have been provided via the Visitor Centres. Visitor centre staff kept informed at all times to ensure they were able to answer public enquiries accurately and notices were placed strategically within the visitor centres and the wider forest park detailing the progress of the project and planned changes to each of the sites. A Q&A document has been produced and is regularly updated to keep staff informed of the current status of the project.

In order to maximise the potential visitor numbers to Kirroughtree (the biggest development of the overall project) a new access road has been planned in conjunction with Amey and Dumfries and Galloway Council, this will ensure that there is less impact on passing traffic for the residents in the village of Stronord, the new access road will also bring the visitors through the forest park directly to Kirroughtree visitor centre and bike shop.

To enable all the visitor centres to cater for all walks of life regular site tours and meetings were held by the Project Manager and Peter Ingram Monk of the Fieldfare Trust. Peter advised on areas which would enable the buildings, access and facilities to meet and exceed the minimum current disability guidelines. These recommendations have been acted upon and where appropriate have been incorporated into the overall project design. By undertaking these reviews we are able to ensure that the facilities are accessible by people of differing abilities.

The developments at the sites are planned as follows:

Clatteringshaws

This site is at the heart of the GFP. It is integral to the Dark Sky Park and must be able to operate with external very limited and prescriptive lighting at night. The site works as an orientation point for the rest of park and area and has the potential to show off renewable energies and dark skies due to the location and views.

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Recent work has tackled the most important elements to prevent business failure at this location. However, additional work is required to cope with increasing visitor numbers, especially coach tours. This work will involve:

- ✓ Redesign to create a welcome and gateway function for the Forest Park
- ✓ Renew and update all current wildlife displays
- ✓ Install panoramic windows throughout the loch-facing side of the building.
- ✓ Share the current wildlife room space between extra catering outlet, retail capacity and interpretation.
- ✓ Improvements to kitchen servery, retail space and storage.
- ✓ Maximising customer through put.
- ✓ Ensure the Dark skies are a major asset to the site.
- ✓ Office, storage and toilet space for operating staff.

Kirroughtree

Kirroughtree will be the primary gateway centre for the Forest Park. New visitors will be encouraged to start here. The site must be inspiring, welcoming and functional for all our target visitor groups (see Visitor Experience Plan).

This site is an excellent place for an active day out. Hosting many larger events and being a must visit destination for young families this site must cater for the widest user group and largest audience. As with the other centres it must be able to operate with very limited and prescriptive external lighting at night. Management have noticed that mountain biking has become the dominant use at this site. Where it is recognised that mountain biking is one of the important user groups the challenge is to ensure other users are catered for and feel as welcome at the site.

The continued increase in visitor numbers, the current poor condition of the building and its incorrect alignment requires a major re-working of this site. The proposal therefore is to construct a new build that holds a catering outlet/retail and bike / outdoor shop using a well tested timber framed construction. The new building and accompanying spaces must;

- ✓ Flow to maximise visitor enjoyment and business functionality taking account of deliveries, service trucks etc.
- ✓ Cater for office, storage and toilet space for operating staff.
- ✓ Design to create a welcome and gateway function for the Forest Park
- ✓ Make best use of the surrounding landscape, vistas etc.
- ✓ Improve pedestrian access from the parking area to the centre entrance
- ✓ Create kitchen, servery, seating area, retail space, toilets and showers, FCS welcome area, first aid and storage.
- ✓ Maximising customer through put.
- ✓ Moving of existing play area.

The redundant outbuildings will be demolished (the existing breakpad shop, FCS Workshop and CVCWT office) and the old visitor centre refurbished to provide, CVCWT office plus meeting room space and workshop area for our industrial staff incorporating and office with IT connections, indoor storage of tools and a covered area for storage of plant and materials. Access will be from the existing entrance.

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The new development will place different visitor groups within closer proximity of each other. In particular, the mountain bike trailhead will be nearer the new centre. Careful design of the site layout has been required in order to minimise conflict between the different user groups. A key issue is to ensure that the cyclists have clear access to the mountain bike trails, toilets and showers without crossing the flow of other visitor groups.

Glentroot

Space to orientate visitors and interpret place will continue to be limited and requires careful planning to ensure this function is significantly enhanced over the current offer. This site is the only centre with in a woodland setting and fully timber built. With a family market and walking fraternity it is the link to the wild outdoors. However, in more recent months there has been a sharp increase in the number of mountain bikers using the blue route as a warm up for the more serious routes at Kirroughtree. Recent work has improved the facilities at this location and constructed new toilets adjacent to the visitor centre. This encourages visitors to the site to enter the visitor centre. Remaining aspects to be catered for are:

- ✓ Create a warm and informative FCS welcome maximising the limited space
- ✓ Provide integrated interpretation within the catering outlet for the site themes selected for Glentroot (VEP.)
- ✓ Increase toilet capacity (upgrades did not create enough toilet provision for car park numbers.)
- ✓ Adjust catering area.

What are the names and contact details of the initiatives owner and the person who completed the Equality Analysis?

The Project is overseen by a Project Board who's Senior Responsible Owner (SRO) is Rob Soutar. rob.soutar@forestry.gsi.gov.uk

Project Manager for the Visitor Centres project is Claire Eldred.
claire.eldred@forestry.gsi.gov.uk

This equality analysis was completed by the Project Assistant Sarah Wilson.
sarah.wilson3@forestry.gsi.gov.uk

The correspondence address for the above personnel is
Forestry Commission Scotland
Galloway Forest District
Creebridge
Newton Stewart
DG8 6AJ

Equality Analysis

Is this a new equality analysis or a review of a previous equality analysis?

New	√
3 year Review	X
Early Review, explain why	X
Review due to end of initiative	X

If this is a review, when was the previous equality analysis signed off?

N/A

How will this initiative be put into practice?

The project which is currently within SCAPE Stage 4 – Pre construction detailed design will report to the Forest Enterprise Scotland Management Board on 13 September 2012 for approval to commence with the construction phase in autumn 2012. All three Visitor Centre sites are proposed to be completed by autumn 2013.

Completed tenders for the four commercial lets business opportunities have been received from potential operators and are currently undergoing review and interviews. New operators will be in place prior to the completion of the buildings. During the tender process interested parties were asked to demonstrate their commitment to equality and diversity both as an employee and as a service provider.

As part of their final business tender interested parties were asked to complete the relevant ITT. Section C4 item 1.4 of the Catering and Retail ITT and the Bike Shop ITT states:

'Tenderers should provide details of their policy and approach to Equalities and Diversity'

In addition to the requirement in the ITT, section 12 of the Catering and Retail operating conditions and section 9 of the Bike Shop operating conditions requires the operator to have in place policies that comply with FCS equal opportunities policy in every respect or agree to and sign that they will follow FCS Equal Opportunities and Diversity policy. The Operator must not discriminate in relation to employment on the grounds of age, disability, gender, trans-gender identity, sexual orientation, race or religious belief.

Alongside the requirements of the ITT and Operating Conditions the Heads of Terms, which will form part of the lease requires the operator to prepare and issue the landlord (FCS) with a copy of it's equality and diversity policy and it's protection of children and

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vulnerable persons policy, both of which will be required to meet the satisfaction of the landlord and be strictly adhered to.

What evidence regarding the protected characteristics have you obtained to analyse this initiative? Quote sources including details of engagement.

To ensure that the development proposals take in to account the requirements of the local population and perceived visitor groups a monitoring and evaluation process has been implemented.

The following resources have been utilised in the compilation of this report:

2001 Census Information

Tourism Resources Company (Independent report undertaken at Galloway Forest Park in 2008)

Office for National Statistics

Off site survey undertaken by FCS staff in Newton Stewart (2011)

Postal Survey undertaken by FCS staff (2012)

Visitor Experience Plan (2011)

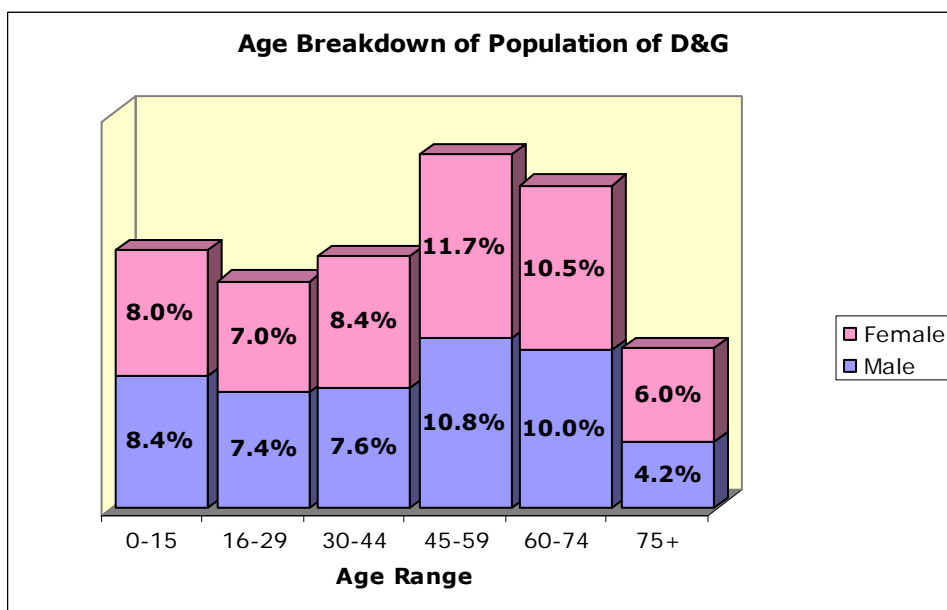
Profile of Dumfries and Galloway

Total Population of Dumfries and Galloway **147,765**

Percentage of Females in Dumfries and Galloway **52%**

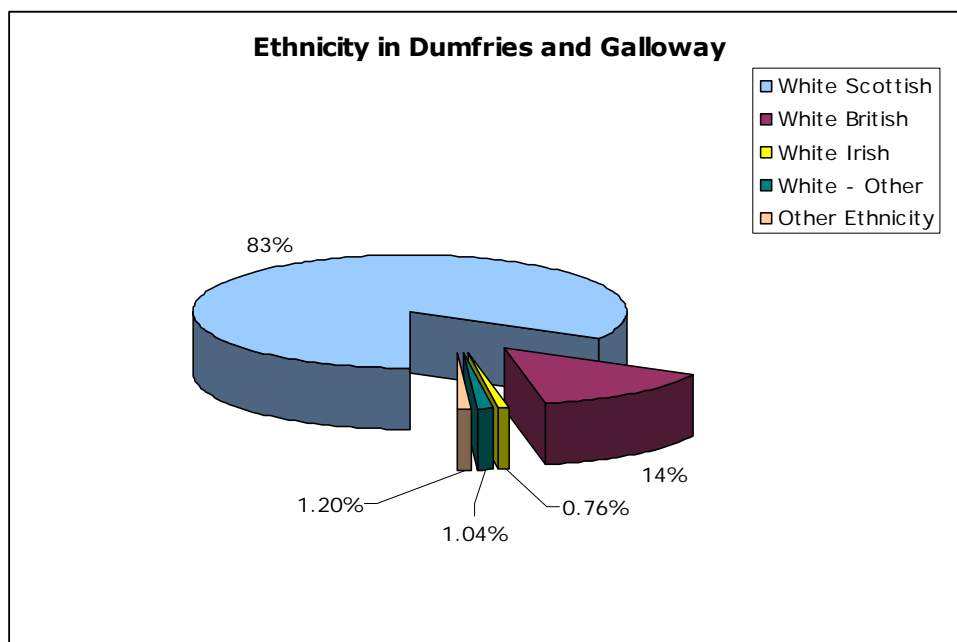
Percentage of Males in Dumfries and Galloway **48%**

Dumfries and Galloway has a higher number of residents in the over 45 age range as shown in the chart below:



Equality Analysis

The ethnic profile of Dumfries and Galloway is illustrated below:



*White British excludes White Scottish

All other ethnicities account for just over 1% of the total population of Dumfries and Galloway.

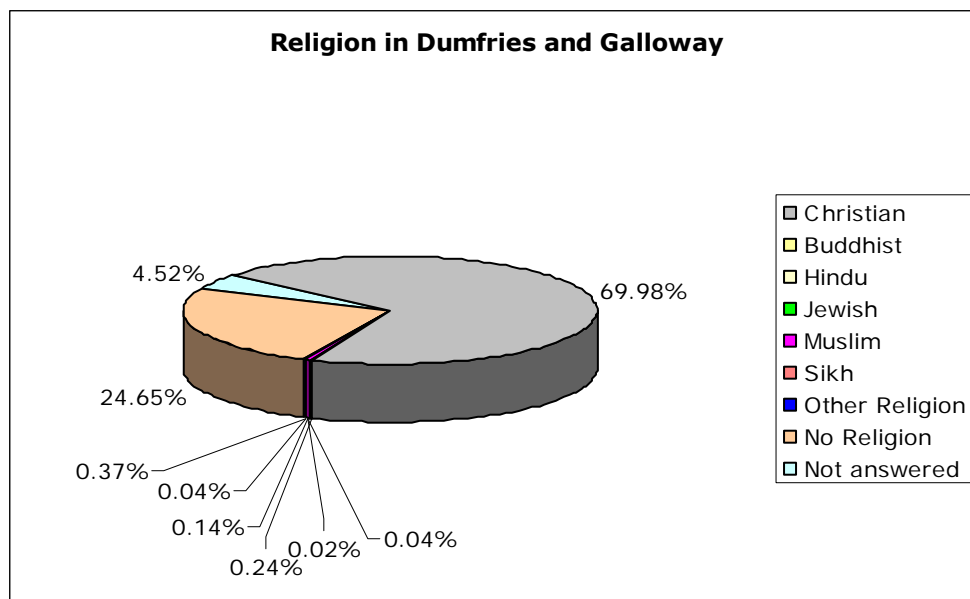
The 1.2% of other ethnicity within Dumfries and Galloway is broken down as follows:

Indian	12%
Pakistani and Bangladeshi	13%
Other South Asian	5%
Chinese	25%
Caribbean, Black Scottish and Other	
Black	6%
African	7%
Other	10%
Mixed	22%

The percentage of households where not all persons are in the same ethnic category is 0.51%.

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Religion in Dumfries and Galloway



The percentage of households in Dumfries and Galloway where households are not all in the same religious category is 23.03%.

According to data collated in the national 2001 census the percentage of persons residing in Dumfries and Galloway who regard themselves as disabled or with a limiting long term illness is 20.6%, which in comparison to the percentage of persons over the age of 60 residing within the locality is relatively low.

Mobility and sensory issues were the most common of disabilities (though sensory impairment was often a secondary effect of other disabilities/long term illnesses).

On Site Survey

An onsite survey was undertaken by TRC (Tourism Resources Company) on behalf of Galloway District Forest Park. A total of 300 on site responses (100 at each of the visitor centres) were received. The summary below shows the information received from the responses.

RESPONDENT AGE PROFILE				
Age	Total	Kirroughtree Visitor Centre	Glentrool Visitor Centre	Clatteringshaws Visitor Centre
18-24	9%	19%	3%	4%
25-44	47%	51%	53%	37%
45+	44%	30%	44%	59%

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A younger market was in evidence at Kirroughtree including young families and mountain bikers in particular, nearly one fifth of the respondents were under the age of 25 (19% at Kirroughtree Visitor Centre).

Clatteringshaws had the highest percentage of over 45's with nearly two thirds of all visitors to Clatteringshaws Visitor Centres being in this age group.

Data from previous surveys and reports that have been carried out suggest that 52% of visitors to the centres are males and 48% female. The most recent Public Opinion on Forestry survey showed that 75% of mountain bike users were male. It is suggested that due to the number of mountain bike users at Kirroughtree the majority of male respondents will have been located at Kirroughtree.

From the 300 visitors to the three sites 18% said the main reason for visiting the sites was the visitor centres second only to the forest walks (27%). When all the respondents were asked if they would be visiting the centres during their visit 90% said they would.

FOR WHAT REASON DO PEOPLE VISIT THE FOREST CENTRES				
	Total	Kirroughtree Visitor Centre	Glentrool Visitor Centre	Clatteringshaws Visitor Centre
Café	92%	85%	95%	95%
Toilets	90%	88%	85%	97%
General Tourist Information	23%	22%	26%	21%
Forest Information	21%	33%	29%	4%
Forest Interpretation	1%	-	2%	1%
Retail	4%	5%	7%	-
Bike Hire	2%	5%	-	-

Origins of Visitors to Galloway Visitor Centres	
Area	%
Dumfries and Galloway	50.3
Ayrshire	30.5
Rest of Scotland	7.1
Rest of UK	11.3
Overseas	0.8

Equality Analysis

Off Site Survey

Local staff undertook an off-site survey in the town of Newton Stewart during the summer of 2011 to try to identify barriers to access. As the majority of visitors to the Visitor Centres are from Dumfries and Galloway, Newton Stewart was identified as the best place to conduct this survey as this is the nearest town to all three centres.

Of the one hundred respondents of which 99% were from the local area, 89% had previously been to Kirroughtree. 39% of respondents reported that they visit at least once a month. Walking trails, café and play area/equipment were the most frequently used facilities. Scenery, space, peace and quiet and friendliness were some of the qualities appreciated about the area.

In terms of suggested improvements, year-round café opening and more segregation of walkers and cyclists stood out as frequent requests. Leaflets, the local paper and the web were reported as the most useful media for these users.

14% of the respondents to the survey reported having a disability with mobility problems; none of the 14% reported any issues with accessing the site or facilities.

The survey results highlighted the very high profile and usage that the Visitor Centre at Kirroughtree has locally, rather than any obvious barriers.

Targeted Survey

Due to limited data being collected from members of the community who are categorised as being a protected characteristic group, surveys were directly mailed to the organisations listed below, the organisations were asked to distribute and collate the questionnaires on our behalf, in order to maximise the number of respondents and value of the responses they were offered the opportunity to be visited by a member of the project team to discuss their needs and concerns.

Below is a table that shows the organisations that were invited to respond and the targeted user groups:

ORGANISATION	AGE	DISABILITY	GENDER	MARRIAGE/ CIVIL	PREGNANCY/ MATERNITY	RACE	RELIGION	SEXUALITY
Busy Bees	X		X		X			
Newton Stewart Playcare	X		X		X			

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Stranraer Play centre	X		X		X			
Southern Machars Playcare	X		X		X			
Re-Think		X	X					
Homestart	X	X	X		X			
LGBT support	X		X					X
Headway		X						
The Riverside Centre	X	X	X					
Castle Douglas Day Centre	X	X	X					
Cornwall Park	X	X	X					
West View	X	X	X					
Parents Inclusion Network	X		X		X			X
Princess Royal Trust for Carers	X	X	X					
User and Carer Involvement	X	X	X					
Dumfries and Galloway Multicultural Association				X		X	X	

From the surveys received 55% of the respondents were female.

The percentage of respondents within each age group was as follows:

Age	Percentage of respondents
0-17	18%
18-24	14%
25-34	18%
35-44	9%
45-54	27%
55-64	5%
65+	9%

Equality Analysis

All respondents were in the White ethnicity group, with 82% being categorised as White British and 18% as White Other. 5% declared having a disability whilst 9% reported mobility problems.

All of the respondents had visited Galloway Forest Park on at least one occasion.

None of the targeted groups who submitted completed questionnaires highlighted difficulties in accessing Galloway Forest Park or the onsite facilities. 95% had visited at least one of the onsite Visitor Centres. The main reasons for visiting the centres were for refreshments, the use of washroom facilities and to buy gifts. The 5% who had not visited a centre during their visit gave lack of time as their reason for not doing so.

What gaps are there in the available evidence?

	Describe the gaps and what you have done to fill them, or why you cannot fill them.
Age	No additional information required
Disability	No additional information required
Gender	No additional information required
Gender Reassignment	Limited information available, minimal impact on this group
Marriage and Civil Partnership	Limited information available, minimal impact on this group
Pregnancy and Maternity	No additional information required
Race	No additional information required
Religion and Belief	Limited information available, minimal impact on this group
Sexual Orientation	Limited information available, minimal impact on this group

Themes and Project Consultation Topic	Age	Disability	Gender and Gender Reassignment	Marriage and Civil Partnership	Pregnancy and Maternity	Race	Religion or Belief	Sexual Orientation
Path survey carried out by FCS highlighted that existing paths are 80% in the red zone with only around 15% in the family or easier zone. Make GFP market is elderly & family.	Major path redesign project took place in 2009. In 2011/12 additional money was received that started the realignment of the trails around both Kirroughtree and Glentroll to allow a greater percentage of visitors to access the woodlands. This work will be on going from now on.							
Support visit by Fieldfare trust indicated that most of the facilities in the forest marked as accessible were not.		Signage is being removed and websites updated to avoid confusion.						
Distance from car park to visitor centre too great for wheel chair users and poor surface.	New Visitor centre design and lay out has accessible parking closest to the centre. Surface material is designed to be smoother and has no small stones to make							

Equality Analysis

Themes and Project Consultation Topic	Age	Disability	Gender and Gender Reassignment	Marriage and Civil partnership	Pregnancy and Maternity	Race	Religion or Belief	Sexual Orientation
	surface ride rough.							
Surface around existing VC is not suitable for accessible use.	Existing centre was resurfaced with concrete to enable better movement for all. New VC design will ensure free movement through out the centre and its immediate area.							
Toilet provision is adequate but only just	We are looking to acquire additional funding for a changing places WC. If funding is not available at this stage the design has been developed so the facility can be retro-fitted. Development at Glentroll increase WC provision and upgrade facilities. An additional full accessible toilet will be open 24 hrs and accessible from outside.		A more evenly balanced number of toilets are being built in to the design		Baby changing was adequate but better facilities are being investigated for the new centre			
No local bus service to any of the Vc's	At major events FCS lay on shuttle bus form VC to Newton Stewart town							

Equality Analysis

Themes and Project Consultation Topic	Age	Disability	Gender and Gender Reassignment	Marriage and Civil Partnership	Pregnancy and Maternity	Race	Religion or Belief	Sexual Orientation
	<p>centre. Discussions with bus providers in region to try and get local bus routes to include new VC at Kirroughtree when open. New drop off and pick up points are being designed within the process to ensure maximum utilisation of the services with drop off and pick up points being positioned at key points. Buses will where required drop off at points along the route even if not a designated stop. Bus providers are required to provide accessibility and seating for wheelchairs users and prams/pushchairs.</p>							
<p>Increase in age of region</p>	<p>The region is recognised as having an increase in older people. As a result we have improved the paths and are looking at access in and around all</p>							

Equality Analysis

Themes and Project Consultation Topic	Age	Disability	Gender and Gender Reassignment	Marriage and Civil Partnership	Pregnancy and Maternity	Race	Religion or Belief	Sexual Orientation
	centres.							
Large use of play park by mother and toddler groups: Impact of moving and changing some or all of the existing furniture and not being able to see park from café.	Play park is being moved to ensure full viewing from catering outlet. A range of play equipment and natural play equipment is being investigated. The play area is to be designed to suit all ages and							

Equality Analysis

Themes and Project Consultation Topic	Age	Disability	Gender and Gender Reassignment	Marriage and Civil Partnership	Pregnancy and Maternity	Race	Religion or Belief	Sexual Orientation
	<p>abilities. Susan Hanlon, Landscape Architect with FCS is acting as consultant for this project.</p>							
<p>Seating furniture not accessible</p>		<p>FCS design team has developed new furniture that keeps all cross bars under ground. Galloway will use metal shoes for uprights to avoid digging up new accessible surfaces This includes looking at a range of sizes to accommodate various party sizes. Internal seating will be provided in a range of sizes to allow for larger</p>						

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Themes and Project Consultation Topic	Age	Disability	Gender and Gender Reassignment	Marriage and Civil partnership	Pregnancy and Maternity	Race	Religion or Belief	Sexual Orientation
	parties and those with one or more wheelchair user.							
Not enough toilet provision at GVC after upgrade in 2010. Especially for men			Additional toilets are being created as part of the larger project					
Less able persons are getting larger in line with general population. This leads to larger wheel chairs and aids	All accesses and halls are being made wider to ensure increase in aids scale does not impede movement or site visits.							
Doors must be able to be opened easily by all	New VC will when ever possible have the ability to be opened using power by pushing a button or automatic.							
Accessible parking not fit for purpose		All sites were dealt with in 2010/11 FY. However more						

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Themes and Project Consultation Topic	Age	Disability	Gender and Gender Reassignment	Marriage and Civil partnership	Pregnancy and Maternity	Race	Religion or Belief	Sexual Orientation
		improvements are required at KVC and GVC						
Utensils for eating	New tenants will be asked to be able to supply easy holding utensils and cup holders.							
Hire of bike tag-along and buggies	New tenants will be required to rent tag-along's and look at other opportunities to increase use of forest facilities including off road accessible buggies.							
Food choices	As part of the commercial lets opportunity we have stated that dietary requirements must also be taken account of such as providing Gluten free products and being able to remove items if they do not fit with a specific dietary requirement, we have added in that leases should take account of food choices on the basis of religious beliefs as demand dictates.							

What does all the evidence tell you about the actual or likely impact on different groups?

Age

Positive impact – High

The provision of visitor centres that will cater for all ages within the catering and retail facilities and on site quality play areas/equipment with clear distinction between mountain bike trails and walking trails will ensure a safe and secure environment for all.

Disability

Positive impact – High

By providing buildings and facilities above the disabled access minimum requirements will ensure that disabled visitors are able to move freely around the visitor centres with or without carer support. If funding is secured for a changing places WC at Kirroughtree this will be the first available in the area. (The nearest one at present is 60 miles away in Dumfries). The provision of a changing places WC will make the whole of GFP and surrounding area accessible for a range of the population we have been unable to cater for.

Gender

No impact/Minimal impact

As mountain biking at Kirroughtree is very male dominated; in order to maximise the number of female visitors to Kirroughtree the children's play park will be developed and re-sited this is the only site with a full children's play park so we therefore wish to maximise the number of female and family visitors.

The new operators of the bike shop will be required to hold events for a range of groups including female only groups again this will encourage more female users to utilise the park facilities.

All the visitor centres will continue to provide access and facilities for both sexes.

Gender reassignment

No impact/Minimal impact

No barriers were identified. The visitor centres will continue to provide access and facilities for both sexes without the need for specific provisions.

Marriage/Civil Partnership

Positive impact – Medium

Within the new operating conditions for the lease of the new visitor centres, the operators are given the option of providing a range of private functions which could include marriages and civil partnerships or at least the celebration of these; which may

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be of benefit. As per the terms of the lease this would be made available to all people regardless of religion and gender.

Pregnancy and Maternity

No impact/Minimal impact

No Barriers were identified. Baby changing facilities are available at all sites.

Breastfeeding is not restricted at any of the visitor centres or within the wider forest park.

Race

No impact/Minimal impact

No Barriers were identified. The visitor centres and facilities will remain accessible to all without the need for specific provisions.

Religion and Belief

Positive impact – Medium

The provision of on site catering facilities within the centres will allow meals to be catered for in advance for those with religious dietary requirements, as per the heads of terms in the new operating conditions.

Sexual Orientation

No impact/Minimal impact

No Barriers were identified. The visitor centres and facilities will remain accessible to all without the need for specific provisions.

What have you changed in the initiative to reduce or eliminate any negative impact?

To ensure that the facilities and services remain accessible to all guidance was sought from various specialists including the independent assessment of the accessibility of the sites by the Fieldfare Trust.

Fieldfare trusts recommendations were as follows:

Glentool

- Main visitor centre entrance door and door to accessible WC to have 1000mm clear opening
- Main visitor centre entrance door and door to accessible WC to have power assisted opening
- Peter Ingram Monk to advise on ironmongery and fit out of access WC

Clatteringshaws

- Existing accessible WC to have power assisted doors

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- External doors to catering area (main entrance and double doors out to loch) be power assisted
- All doors to have 1000mm clear opening where wheelchair access may be required. This is to be in both the public and private area to cater for disabled visitors and employees
- Servery counter to have a low level section

Kirroughtree

External

- Ensure the surfacing for the paths from the car park are a suitable surface- Peter Ingram Monk to advise on sample. Stranraer sea front gardens have a good example of surfacing to be used
- Addition of 5 additional disabled parking spaces (please see attached plan for location)
- Wheelchair/buggy access between bike shop and walking trail head
- Change of surface at bridge into site for those with visual impairment (see plan)
- Change of surface to walking trail head for those with visual impairment (see plan)
- Walking path across site to be suitable for wheelchairs/buggies and with yellow tapping board
- Children's play area to incorporate traditional play (currently on site) with any new natural play

Catering

- All doors to have 1000mm clear opening where wheelchair access may be required. This is to be in both the public and private area to cater for disabled visitors and employees
- Kitchen servery to have low level point
- One set of the double doors onto the decked area to be power assisted
- Catering Access WC to be changed to a changing places WC (<http://changing-places.org/>)* possible by cutting into the staff offices area for extra space
- Provide separate baby changing room (by cutting into the staff office area) if not possible baby changing in male/female/accessible WC's
- Peter Ingram Monk to advise on ironmongery and fit out of access WC

Bike Shop

- Front door to be power assisted
- All doors to have 1000mm clear opening where wheelchair access may be required. This is to be in both the public and private area to cater for disabled visitors and employees
- Peter Ingram Monk to advise on ironmongery and fit out of access WC

All of the recommendations were assessed on merit and on costs. Where it was not feasible to incorporate the recommendations, in particular the power assisted doors (due to ongoing risks i.e. power failures/lack of engineers over weekends) consultations took place with Peter Ingram Monk to ensure that the centres still met with and exceeded current disability guidelines.

Equality Analysis

*Provision of the changing places WC is subject to being able to obtain sufficient funding for the equipment, the space required for a changing places WC has been incorporated into the final design which will allow installation of the equipment at a later stage if budget allows. In the meantime the space will be fitted out to exceed the minimum disability access requirements for a disabled toilet.

The new operators of the visitor centres were provided with minimum standards for the provision of catering (in particular with regards to medical/religious dietary requirements) provision of retail items and access to the facilities on site which must be adhered to within their lease and in line with Forestry Commission Scotland policies and procedures. This must be signed and agreed to by the new operator prior to the commencement of the new business.

The creation of three seasonal ranger roles as part of the project, Forestry Commission Scotland can ensure continuity of the regular community events that take place, therefore eliminating any potential impact on existing user groups.

Where negative impact can not be reduced, give the reasons why?

No negative impact was identified.

Does this initiative fulfil the General Equality Duty?

	Comment
Eliminate unlawful discrimination, harassment and victimisation.	The aim is that the visitor centres will remain accessible and open to all, with facilities designed for all users. The new operators will be duty bound (by way of signed agreement as part of the lease) to ensure that no employee or visitor to the centre will be subject to harassment, victimisation or discrimination for any reason. All reasonable precautions will be made and in the event of a complaint arising from a member of the public FCS has set procedures in place and a dedicated member of staff to manage complaints and disputes.
Advance equality of opportunity	The development of the visitor centres will allow for members of the community and tourists to come together to enjoy the benefits that the wider forest parks have to offer. Every effort will be made to ensure that all needs are catered for.
Foster good relations	FCS will continue to host events for the local communities and work in partnership with other organisations; including the new business operators to promote the facilities at the centres and within the wider forest park to all.

Equality Analysis

Describe the arrangements to measure and monitor the actual impact of this initiative on people from the protected characteristic groups

	Comment
How will you measure the effects of the initiative	Monitoring of the project site will be undertaken by members of FCS staff using a variety of methods and where deemed necessary; independent organisations. Visitor comments will still be collated from the visitor centres on a regular basis. Monitoring of the new operators will be undertaken by the Visitor Centre Services Manager. Comments received from the public to the new operators must be forwarded to FCS on a monthly basis as per their heads of terms. This will then be recorded and acted upon accordingly. The nature of the information recorded will determine when the data is analysed, though in any case should not be less than on an annual basis.
What types of information is needed for monitoring and how often will it be analysed.	Information will be required to ascertain the level of impact (if any) the project is having on each of the identified groups. It will be important to have a detailed and accurate record of the negative and positive impacts the project has incurred, this will assist in any future projects.
How will you engage stakeholders in implementation, monitoring and review	A communication plan and strategy has been developed for the project alongside a compiled list of key stakeholders. Regular stakeholder and public events which have taken place; these will continue throughout the entirety of the project. Where feedback is limited every effort will be made to gather feedback from under-represented sections of the community. The use of identified local organisations will assist in this process. During construction at Kirroughtree a dedicated information cabin, the 'bulletin box' (so named following public competition for the naming of the information cabin) will be regularly updated with information and accessible to all visitors to the site. The blog and website will continue to be updated regularly. In the event that the construction of the new building may have a negative impact on the wider area local notices will be produced and distributed using various media.
Who will be responsible for the monitoring and review	The monitoring and review will be lead by the project manager in the first instance, once the project is complete ongoing monitoring and review will become an aspect of the Visitor Centres Service Manager.

Equality Analysis

What is the review date for this Equality Analysis?

The next review will take place on completion of the project (approx Oct 2013).
In the event of any significant changes to the design proposals or local characteristics and early review will be undertaken.

Senior manager sign off

I agree with this Equality Analysis and it's supporting evidence relating to this initiative and that it demonstrates that it advances or will advance, the three aims of the General Equality Duty.

Name_____Rob Soutar_____

Job Title_____Forest District Manager _____

Date___23 August 2012_____