

## Forestry Commission Equality Analysis Form

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

Glentress Development Framework and Masterplan

### 2. What are the main aims and objectives of the Policy function or service?

The requirement for a Development Framework and Masterplan at Glentress has emerged from the recommendations within a feasibility study which was prepared in July 2010. A copy of the Feasibility Study can be obtained by contacting the Project Manager Leona Wilkie (contact details are provided in Section 4)

The study concluded that Glentress is worthy of further consideration as a mixed use resort through a more detailed Masterplan. Since the completion of the feasibility study the need for a Masterplan has increased for the following reasons: -

- Recent acquisition of approximately 500 hectares of new land;
- The need to prevent ad hoc developments which jeopardises the future potential of the site;
- Successful completion of the Peel Centre and the demolition of the Hub, Dutch Bar, Deer Larder and Red Squirrel toilet block which may provide development opportunities;
- Interest from a range of occupiers/users;
- Predicted increase in visitor numbers;
- Assist with the long term management of the site;
- The need to ensure that our future plans create a sustainable visitors destination in line with our equality and diversity strategy.

#### Our Vision

With over 300,000 visitors per year and growing, Glentress Forest is the biggest visitor attraction in the Scottish Borders. We now wish to build on the existing success of Glentress and to have a Masterplan in place to ensure that any further development comes forward in a co-ordinated and sustainable manner over the period 2013 to 2028.

Our aim is to have a development framework and Masterplan to describe and map an overall development concept, present and future land use, built designs and form, landscaping, infrastructure, circulation and servicing. The Masterplan will need to be based on an understanding of place and provide a structured approach to creating a clear and consistent framework for development. Most importantly the Masterplan needs to reflect commercial realities and be developed in conjunction with the site users, potential site users, the local community and other key stakeholders. A clear implementation programme will be required highlighting potential development phases, and infrastructure costs.

The purpose of the Masterplan is to

- Provide a clear strategy for the future land use of the area for the next 5 -15 years;
- Ensure that the most suitable areas are identified for the most appropriate land use;
- Ensure that a sustainable strategy is in place for Glentress which will support recreation, education, tourism, economic development and equality and diversity, whilst safeguarding the role of the forest for timber production;
- Ensure that there is a planned approach to infrastructure; and
- Enhance Glentress as an award winning attraction

It is essential that the development framework and Masterplan is viable and deliverable. In order to achieve this the following key issues will have to be addressed: -

- **Visitor experience** which is authentic and enduring and reflects the FCS brand, values and philosophy of a rural setting.
- **Health and safety considerations** with multiple site users access provision and the need to separate vehicles, cyclists and pedestrians wherever possible is vital.
- **Equality and diversity considerations** including the need to improve easy access facilities and to ensure that Glentress can offer something for everyone.
- **Wider spectrum of use** to include entry level mountain bike trails and easy walking routes.
- **Car parking** capacity, locations and management including overflow provision.
- **Visitor flow** around the site to provide a high quality and safe visitor experience.
- **Commercial development opportunities** including sustaining and enhancing the existing businesses and making provision for overnight accommodation.
- **Natural and built heritage** to be secured and if appropriate made accessible.
- **Forest Design** of the existing woodland and proposed afforestation needs to be to an exemplar standard, compatible with and enhance the visitor experience.

Our recent acquisitions offer the opportunity to improve the range, nature and location of facilities, services, improve visitor flow, and potentially introduce more commercial opportunities. It also allows for the separation of the forest operational activity from the recreation uses.

The Masterplan will set out a potential land use framework which could result in development opportunities being progressed with the potential to secure additional income from development sales, helping maximise the contribution that the NFE makes towards delivering Ministerial priorities such as:

- supporting local economic development and tourism (through developing tourism and commercial recreation opportunities); and
- Creating successful and sustainable places in accordance with the design quality agenda.
- Conserve and enhance the public benefits from the estate.

### 3. Briefly describe the impact (or potential impact) on people

Generally throughout the preparation of the project there will be a range of potential impacts on the local communities (Peebles, Innerleithen, Walkerburn etc.) and the site users (both current and potential). It is hoped that these impacts will be positive because the overarching ambition of this project is to ensure that we are considering a longer term plan for Glentress that will:

- Improve access to facilities and to ensure that Glentress can offer something for everyone in accordance with the requirements of Forestry Commission Equality and Diversity strategy.
- Both direct and indirect benefits on the local businesses and communities of Peebles, Innerleithen, Cardona and Walkerburn.
- Offer the opportunity to separate the multiple site users from the commercial operations of the forest where possible.

It is of course still necessary to plan for any possible negative impacts so that they can be mitigated or avoided.

As part of this project we had a total of 12 consultation events. These events were a mixture of themed workshops and public open days. The events were well attended and provided the opportunity for stakeholders and the community to contribute to how Glentress could be developed in the future. For details of the consultation event results please see [Appendix 1](#).

Our consultation strategy was developed with regard to the ten national standards of best practice. Each of the consultation events were held at Glentress providing facilities to cater for those with additional requirements. On the public open days we agreed that there will be no charge for car parking. Where people were unable to attend an event other arrangements were put in place to meet with that particular organisation or member of the public. Alternatively there was a comments box left at Glentress Peel for people to leave their comments at a time which suited them. The comments box and exhibition banners were left for people to view and comment on for 4 weeks after each event.

FC commissioned survey data has illustrated that the predominate customer group currently at Glentress Peel is the mountain biking fraternity, which is largely dominated by the younger clientele, although since the opening of Glentress Peel, it would appear that the clientele base has diversified. We have therefore targeted specific groups, businesses and individuals who cater for other potential site users along to the workshop events to ensure that a wider range of views and potential site users are represented. For example we are engaging with the local councillor who is Old People's Champion for the area as well as the Scottish Borders Advisory Group who assist people with learning difficulties and work with service providers to explore options for making areas within the Scottish Borders more accessible. For details of the survey data please see [Appendix 2](#).

As well as the consultation events there was information and regular updates via our website <http://www.forestry.gov.uk/website/forestry.nsf/byunique/infd-97nfwr>. We

are currently looking into the possibility of preparing and distributing a newsletter during the ongoing project lifecycle.

A Q&A document has been prepared and will be regularly updated during the projects lifecycle to ensure that all members of the staff and project team are kept informed. This document is also available via our website:  
<http://www.forestry.gov.uk/website/forestry.nsf/byunique/infd-97nfwr>

#### **4. What are the names and contact details of the initiative's owner and the person who completed the Equality Analysis?**

This project is overseen by a Project Board:

Alan Stevenson is the Senior Responsible Owner (SRO)  
[alan.stevenson@forestry.gsi.gov.uk](mailto:alan.stevenson@forestry.gsi.gov.uk)

Bill Meadows is the Senior Supporting Officer (SSO) [bill.meadows@forestry.gsi.gov.uk](mailto:bill.meadows@forestry.gsi.gov.uk)

Leona Wilkie is the Project Manager (PM) [leona.wilkie@forestry.gsi.gov.uk](mailto:leona.wilkie@forestry.gsi.gov.uk)

This equality analysis was completed by Leona Wilkie

Any queries should be directed to Leona Wilkie at:

Forestry Commission Scotland  
Five Sisters House  
Five Sisters Business Park  
West Calder  
EH55 8PN

#### **5. Is this a new Equality Analysis, or a review of a previous Equality Analysis?**

<b>New.</b>	<b>Yes</b>
<b>3 year review.</b>	<b>n/a</b>
<b>Early review, explain why.</b>	<b>n/a</b>
<b>Review due to end of the initiative.</b>	<b>n/a</b>

#### **6. If this is a review, when was the previous Equality Analysis signed off?**

n/a

## **7. How will this initiative be put into practice?**

The purpose of this project is to plan for the future of Glentress therefore the nature of this project is conceptual, further detailed design work will be required should the development framework and masterplan be implemented once it is complete. With that said it is still vital that at this concept stage we have regard to how the masterplan can plan and allow for the following:-

Catering for all groups not just the existing site users;

Ensuring appropriate access for all type of site users including those with disabilities.

An updated equality analysis will be provided should the masterplan or elements of the masterplan progress to detailed design stage.

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

### **Desk Based Evidence**

Glentress is located in the Scottish Borders. In considering evidence regarding the protected characteristics the key sources of data used for the purposes of this Equality Analysis included:

- FC Scotland All Forests Visitor Monitoring (AFS1); Survey of visitors to FCS forests 2004-2007
- Forest Visitor Surveys 2009: 7stanes User Survey
- Mystery Shopper 2010/11 – results for Glentress
- Public Opinion of Forestry, Scotland 2011
- Scotland Visitor Survey 2011, Visit Scotland (including results for Scottish Borders)
- Census 2011/2001 results re Scottish population
- FC Monitoring stats for Workforce data

### **Visitors to Scotland's forests and woodlands:**

#### **FC Scotland All Forests Visitor Monitoring (AFS1); Survey of visitors to FCS forests 2004-2007**

- Estimated 8.7 m visits to FCS forests per year. From sample tested:
- 54% male; 46% female
- 20% between 35 and 44; 43% aged 45 or over; 17% aged over 60
- 99% white; 1% non-white ethnic origin
- 5% of visitors stated they or a party member had a disability or special need.
- 49% were on a local day trip of less than 6 miles from home
- 78% travelled to the forest by car; 18% walked; less than 1% used public transport
- Across the NFE as a whole 60% of mountain bikers travelled more than 15 miles to get to the forest they visited

- 47% of those visiting the Borders recorded cycling or mountain biking as the most popular activity

**Profile of visitors to Scottish Borders forests:** (*Source: FC Scotland All Forests Visitor Monitoring (AFS1); Survey of visitors to FCS forests 2004-2007*)

Estimated 821,000 visits per year

**Gender:**

Male 65%

Female 35%

**Age:**

Under 16 16%

16 – 24 35%

35 – 49 39%

60+ 10%

**Ethnicity:** no separate data

**Disability:** no separate data

**Trip characteristics:**

23% local day trip < 6 miles

57% day trip > 6 miles

17% overnight trip

**Main activity:**

25% dog walking

19% other walking

47% cycling/mountain biking

Average duration of visit: 2 hours

**Travel to forest;**

84% own vehicle

15% walked

1% bicycle

**Forest Visitor Surveys 2009:** 7stanes User Survey (7stanes refers to seven mountain biking centres spanning the south of Scotland, from the heart of the Scottish Borders to Dumfries and Galloway including Glentress.)

**Visitor profile:**

Groups with children >10 7%

Groups with children to young adults aged 10 – 20 17%

Groups with young adults aged 21-30 32%

Groups with adults aged 31- 40 59%

Groups with adults aged 41- 50 39%

Groups with adults aged 50+ 12%

**Visit details:**

44% of visitors were recommended 7stanes by other mountain bikers

51% of visitors used GOOGLE search engine

90% of visitors travelled to the venues using their own transport

8% of visitors cycled to the venues

41% of visitors were day visitors

85% of visitors used the café facilities

87% were satisfied with the various sources of information

91% were satisfied with information available on 7stanes

72% were satisfied with the facilities available

**Mystery Shopper 2010/11**

Glentress was amongst a sample assessed of FCS staffed visitor centres and Christmas Tree sales centres between May 2010 and March 2011 with the staffed visitor centres forming 70% of the sample.

**Profile:** 56 assessments were completed in total equally split between male and female.

**Age:** 1 was completed by an under 25; 10 by those aged 25-34; 16 by those aged 35-54; 20 by those aged 55-64; 9 by those aged 66 and above

**Ethnicity:** 43 classified themselves as Scottish; 6 as English; 3 as Irish; 1 as Indian; 1 from other white background and 2 preferred not to say.

**Disability:** 14% of visitors stated that they or someone they visited with, had a long term illness, health problem or disability that limits their daily activity.

Results: Glentress achieved an overall score of 86.3% and was one of three centres who scored below 90% with the other 9 Visitor Centres scoring above 90%, including one with 100%

Across Scotland walks, non FC staff and exhibitions and wildlife watching were the highest scoring sections;

**Public Opinion of Forestry, Scotland 2011 (based on 1018 interviews)**

75% said they had visited forests or woodlands (including non FC owned facilities) for walks, picnics or other recreation in the last few years

74% said they visited at least once a month in the summer (April – September) of 2010

41% said they visited at least once a month in the winter (October – March) of 2010/11

83% more likely to have visited woodlands in the countryside compared with 60% who were more likely to visit woodlands in and around towns. 43% visited both

The most commonly reported reasons for not having visited woodlands in the last few years were “not interested in going” (42%) and “other personal mobility reasons” (23%)

For Scotland as a whole 78% rated the woodland recreation opportunities as good or very good; 2% rated them as poor or very poor

**Scotland Visitor Survey 2011**

14.7 m tourists took overnight stays in Scotland during 2010

16% of visitors are from overseas with the largest proportions from USA, Germany and France.

31% tour Scotland

24% are based in a countryside location

14% combine city and countryside attractions

9% are entirely city based

58% chose to visit Scotland for the scenery/landscape

72% of visitors were very satisfied with their overall experience; 88% would definitely recommend Scotland as a destination to others

**Scotland Visitor Survey 2011: Borders results**

0.48 m tourists visited Scottish Borders in 2010

31% were aged 55 or over

8 % were in the 16-24 age group

31% of visitors walked a short walk with 29% undertaking longer walks

20% of visitors took part in mountain biking

62% of visitors were very satisfied; 71% would definitely recommend the Borders as a destination to others

**Census results from 2001 and 2011: Scottish Population (Please note that not all of the 2011 census data has been published therefore we need to refer to the 2001 census.**

**Gender: male** National average: 48.5%(2011 census );

**Gender: female** National average: 51.5% (2011 census);

**Ethnicity:**

The size of the minority ethnic population was just over 100,000 in 2001 or 2% of the total population of Scotland

The table below highlights the Scottish population by ethnic group - All People

	% of total Population	% minority ethnic population	Base
White Scottish	88.09	na	4,459,071

Other White British	7.38	na	373,685
White Irish	0.98	na	49,428
Any other White background	1.54	na	78,150
Indian	0.30	14.79	15,037
Pakistani	0.63	31.27	31,793
Bangladeshi	0.04	1.95	1,981
Chinese	0.32	16.04	16,310
Other South Asian	0.12	6.09	6,196
Caribbean	0.04	1.75	1,778
African	0.10	5.03	5,118
Black Scottish or any other Black background	0.02	1.11	1,129
Any Mixed Background	0.25	12.55	12,764
Any other background	0.19	9.41	9,571

### **Age:**

The estimated population of Scotland on 30 June 2011 was 5,254,800 with 17% of people estimated to be aged under 16, 66% aged 16 to 64 and 17% aged 65 and over.

Current projections suggest that the population of Scotland will rise to 5.76 million by 2035 and that the population will age significantly, with the number of people aged 65 and over increasing by 63%, from 0.88 million to 1.43 million.

[\(Scottish Government Evidence Finder\)](#)

**Disability: Scotland** National average: 13.5% using the definition DDA disabled and

also work-limiting disabled (*Annual Population Survey April 2010 – March 2011*)

**Types of disability:** – (*Disability in Scotland 2004 DRC*)

- It is estimated that there are 180,000 people in Scotland who have serious sight problems (*RNIB Scotland*). In May 2003 an estimated 18,066 adults with learning disabilities were known to local authorities throughout Scotland (*Scottish Executive, 2004*).
- It is estimated that 729,000 people have some form of hearing loss, deafness or may be a Deaf person. Eighty per cent of hearing impaired people are aged over 60 years (*Scottish Executive, 2003*).
- One in four people will experience a mental health problem at some point in their lives (*Scottish Association for Mental Health*)

**Religion** (*Census 2001*)

- Church of Scotland: 42%
- No religion 27.5%
- Roman catholic 16%
- Other Christian 7%
- Religion not stated 5.5%
- Islam 0.8%
- Other religion 0.6%
- Buddhism 0.1%
- Sikhism 0.1%
- Judaism 0.1%
- Hinduism 0.1%

**Scottish Borders Council profile** (*Census 2011*)

**Gender:** 48% male; 52% female

**Age**

19% under 16

60% working age

22% pensionable age

**Marriage**

30% of Scottish population is single (never married compared to 24% of Borders population;

44% of the Scottish population is married compared with 49% of the Borders;

5.5% of the Scottish population is re-married compared to 7% in the Borders;

3.5% of the Scottish population is separated compared to 3% of the Borders;

7% of both the Scottish and Borders population is divorced

9% of the Scottish and Borders population is widowed (*Census 2001*)

**Emerging Visitor Surveys**

All Forest Survey 2 is due to go live in September 2013 and run for a year. The

survey is expected to capture valuable data regarding the 9 protected groups and will provide FCS with improved data regarding their use of the forest. In the interim we will work towards identifying gaps in our visitor profile again the 9 protected groups by making contact with local groups during the consultation process.

### Engagement Data Sources

The consultation events provided a value opportunity to obtain a range of views from a wide ranging audience. Those who attended the consultation events were encouraged to complete a questionnaire.- The results of both public exhibitions are appended to this report. Common themes specific to Glentress included: -

- More facilities and activities for young families;
- Road safety
- Nursery and Skills area which can be overlooked and is accessible from car parks;
- Facilities for non mountain bikers, such as walking, indoor activities, arts & crafts fair for families and the elderly.
- More mountain bike trails
- Accommodation

**FC Scotland Workforce** demographics as at 30 March 2012:

#### Gender

Female: 26.5%

Male: 73.5%

#### Age Distribution

- 16 to 24 – 4%
- 25 to 34 – 15%
- 35 to 44 – 24%
- 45 to 54 – 36%
- 55 to 64 – 20%
- 65 and over – 1%

### 9. 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.

#### General comments

Data regarding visitors to FCS forests and Scottish Borders has been extracted from the following key sources:

- FC Scotland All Forests Visitor Monitoring (AFS1); Survey of visitors to FCS forests 2004-2007
- Forest Visitor Surveys 2009: 7stanes User Survey
- Mystery Shopper 2010/11 – results for Glentress
- Public Opinion of Forestry, Scotland 2011

Data regarding visitors to Scotland and in particular the Borders has been extracted from: Scotland Visitor Survey 2011, Visit Scotland (including results for Scottish Borders)

	<p>Data regarding the Scottish population has been extracted from the 2001 and 2011 Census results, where available.</p> <p>Data regarding the FC Scotland workforce has been extracted from the FC Monitoring Reports.</p> <p>A 2<sup>nd</sup> All Forest Survey (AFS2) is currently in the process of being updated. . AFS2 is expected to be complete later this year.</p> <p>Customer feedback is received on the web site and feedback questions on the electronic kiosks encourage customer feedback, which will help us to continually improve our services and the visitor experience.</p>
<b>Age</b>	<p>Evidence relating to age of Visitors to Forests in Scotland, Scottish Borders, FCS Workforce and Scottish population captured above.</p> <p>The AFS2 results when available will be analysed to examine the up to date age profile of our visitors</p>
<b>Disability</b>	<p>Evidence relating to disability of Visitors to Forests in Scotland, FCS Workforce and Scottish population captured above.</p> <p>The AFS2 results when available will be analysed to examine the up to date age profile of our visitors</p>
<b>Gender</b>	<p>Evidence relating to gender of Visitors to Forests in Scotland, Scottish Borders, FCS Workforce and Scottish population captured above.</p> <p>The AFS2 results will be analysed to examine the up to date gender profile of our visitors</p>
<b>Gender Reassignment</b>	<p>No visitor data collected specifically in AFS1; No Scottish population data publicly available</p> <p>The AFS2 results will be analysed to examine the up to date gender reassignment profile of our visitors</p>
<b>Marriage and Civil Partnership</b>	<p>No visitor data collected specifically in AFS1; No Workforce data. Evidence relating to marriage of Scottish population captured above.</p> <p>The AFS2 results will be analysed to examine the up to date marriage and civil partnership profile of our visitors</p>
<b>Pregnancy and Maternity</b>	<p>No visitor data collected specifically in AFS1; no population data.</p> <p>The AFS2 results will be analysed to examine the up to date pregnancy and maternity profile of our visitors</p>

<b>Race</b>	<p>Evidence relating to race of Visitors to Forests in Scotland and Scottish population captured above.</p> <p>The AFS2 results will be analysed to examine the up to date race profile of our visitors</p>
<b>Religion and Belief</b>	<p>Evidence captured relating to religion or belief of Scottish population; No visitor data collected specifically in AFS1.</p> <p>The AFS2 results will be analysed to examine the up to date religion and belief profile of our visitors</p>
<b>Sexual Orientation</b>	<p>No visitor data collected specifically in AFS1; no comprehensive official statistics on sexual orientation for population;</p> <p>The AFS2 results will be analysed to examine the up to date sexual orientation profile of our visitors</p>

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

	<b>Positive Impact</b>	<b>Negative impact</b>	<b>High, Medium or Low</b>	<b>Comments</b>
<b>Age</b>	✓		<b>Low</b>	<p>framework and Masterplan Our consultation events on the development were open to people of all ages. Whilst designing the Masterplan consideration has been given to trying to attract those from all age groups.</p> <p>We already know from our FC Visitor Surveys we know that a wide range of people of all ages visit our forests and woodlands.</p> <p>Looking at the AFS1 visitor profile of those visiting Scottish Borders forests there is a higher percentage of those in the working age category compared with the Scottish population. The percentage of those under 16 is fairly representative of the Scottish population whilst those</p>

				<p>in the age 60+ bracket are lower than the Scottish population. However it is evident from walking around the site that as a result of the upgrading the facilities at Glentress Peel that this has had a positive impact on attracting those in the age 60+ bracket.</p> <p>The consultation events also highlighted the need to cater for families and those in the 60+ bracket through providing more walking facilities and indoor facilities for children.</p> <p>The Masterplan will continue to build on this.</p>
<b>Disability</b>	✓		<b>Low</b>	<p>There is no specific data regarding the disability composition of visitors to Glentress/Scottish Borders who consider they have a disability but it is known that visitors to Scottish forests who consider they have a disability are under representative of the Scottish population.</p> <p>Our consultation exercise has identified the need for more accessible facilities at Glentress – was anything in particular highlighted as an issue, or requests for any particular type of facility/service?</p> <p>We continue to engage with Fieldfare Trust on an ongoing basis across the FC Scotland estate to evaluate the facilities including trails to ensure these reach as diverse an audience as possible we will continue to review provision and seek to upgrade existing facilities where possible and funding allows.</p> <p>At present there is not any specialist mountain bike hire available for people with</p>

				<p>disabilities on the Glentress estate but our experience to date including the analysis of user feedback demonstrates that those requiring specialist equipment bring their own. We will continue to analyse customer feedback to identify if there is a demand for specialist hire on site and share this with our bike hire providers.</p> <p>The AFS2 survey results will provide an up to date disability visitor profile which we can compare with the AF1 results to identify if we are attracting visitors representing the overall demographics of the Scottish population</p>
<b>Gender</b>	✓		<b>Low</b>	<p>Glentress is a major mountain biking centre offering 50 miles of world-class trails. The AF1 results show the majority of cyclists/ mountain bikers were male (86%), whilst females preferred venues that offered more family orientated/friendly facilities. This demographic differs from the gender composition of visitors to the Scottish forests.</p> <p>The AFS1 results for Scottish Borders show that 65% of visitors are male; 35% female compared with a Scottish population of 48% male; 52% female.</p> <p>The new facilities at Glentress peel other alternative for those who do not wish to mountain bike – would be good here to include detail of what some of these new facilities are. The Masterplan is exploring how we can build on catering for non mountain bike users. The consultation events revealed a</p>

				<p>need to cater for families, walkers and horse riders. This is being considered as part of the options for the masterplan</p> <p>The AFS2 survey results will provide an up to date gender visitor profile which we can compare with the AF1 results to identify if we are attracting visitors representing the overall demographics of the Scottish population.</p>
<b>Gender reassignment</b>	✓		<b>Low</b>	<p>The consultation process and outputs for the Masterplan are not gender specific.</p> <p>At a corporate level FC has engaged with a: gender and Stonewall several times and these organisations have not raised any issues about our customer services with regard to meeting the needs of the transgendered community.</p> <p>We are not aware of any potential impacts on this group. However, we will review our plans if we receive any feedback that highlights issues</p>
<b>Marriage and Civil Partnership</b>	✓		<b>Low</b>	<p>The FC does not operate any facilities/services related to this group in Glentress.</p> <p>We are not aware of any potential impacts on this group. However, we will review our plans if we receive any feedback that highlights issues.</p>
<b>Pregnancy and Maternity</b>	✓		<b>Low</b>	<p>Baby changing facilities are available in both male and female toilets.</p> <p>Baby changing facilities for disabled users are available on request.</p>

				<p>As part of the recent Glentress Peel development the wildlife watching facilities have been improved; the number of short walks which start a short distance from the VC has increased and improved visitor facilities including a larger café area with improved space for those with pushchairs to navigate the area is available. All of the above increase the attraction of Glentress to a wider audience beyond the mountain biking community including pregnant women and people with young children.</p> <p>The Masterplan process seeks to further build on this.</p> <p>We are not aware of any potential impacts on this group. However, we will review our plans if we receive any feedback that highlights issues</p>
<b>Race</b>	✓		<b>Low</b>	<p>All ethnicities are made welcome to Glentress Peel as part of the public consultation. The data collected as part of AFS 1 showed 1% of visits to FCS forests were undertaken by those from a non-white ethnic origin. 49% of visits were carried out by those a local day trip of less than 6 miles from home thus we can be confident that the majority of visitors will be representative of the local population. The 2001 Census demonstrates that 2% of the overall Scottish population comes from a non-white ethnic background; however this reduces to less than 1% in the Scottish Borders.</p> <p>We will continue to monitor visitor numbers through analysing the results from public opinion surveys and AFS2 and</p>

				where opportunities and resources allow will seek to work with local groups to encourage BAME communities to visit the Glentress VC
<b>Religion and Belief</b>	✓		<b>Low</b>	Due to the type of recreation activities offered by FC and demographics of the Scottish population/visitor profile we have very few requests for adapted services and facilities that relate to religion and belief. Although there is no dedicated prayer room a quiet area for those seeking private space can be made available on request. During the consultation process for the Masterplan we will review comments to further establish if we have sufficient facilities.
<b>Sexual Orientation</b>	✓		<b>Low</b>	Discussions at a corporate level with Stonewall have indicated there do not appear to be any particular issues with regard to customer access and participation linked to sexual orientation.  We are not aware of any potential impacts on this group. However, we will review our plans if we receive any feedback that highlights issues

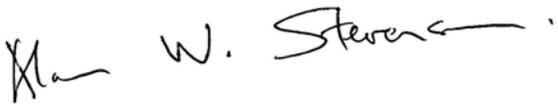
**11. What have you changed in the initiative to reduce or eliminate any negative impact?**

With the current restrictions on budgets there are not sufficient funds for further specialist trails developed thus our focus will be on maintaining and upgrading as opportunities and resources allow. Through the consultation events demand has emerged for the new trails, bike parks etc. As well as the need for more facilities for families, accommodation. Whilst Forestry Commission Scotland cannot fund these types of developments they can facilitate them through procuring and agreeing ground leases

**12. Where negative impact can not be reduced, give the reasons why.**

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<b>13. Does this initiative fulfil the General Equality Duty?</b>	
	<b>Comment</b>
<b>Eliminate unlawful discrimination, harassment and victimisation.</b>	Yes. We have opened our consultation process to all and advertised our events in a bid to try and consult with as many people as possible include people within the 9 protected groups. As plans are developed further in Glentress we will review the impacts on groups.
<b>Advance equality of opportunity.</b>	Yes. The Masterplan will consider how to make the facilities at Glentress as accessible to as wide and diverse an audience as possible. As well as considering how to overcome any barriers in the future
<b>Foster good relations.</b>	<p>Yes. At the inception meeting and prior to the consultation events the external consultants are given guidance and support in ensuring that equality duties are applied.</p> <p>Looking ahead we will analyse the AFS2 survey results to compare the current visitor profile with the updated Census 2011 results. Where we identify that groups from the PCs are under represented we will seek opportunities, subject to resources being available, to engage with representatives of the protected characteristics to establish their requirements and where possible take direct action to eliminate unlawful discrimination, harassment and victimisation</p>
<b>14. Describe the arrangements to measure and monitor the actual impact of this initiative on people from the protected characteristic groups.</b>	
<b>How will you measure the effects of the initiative?</b>	The AFS2 survey results are anticipated to be available in late 2013 and this will allow us to compare the current visitor profile with the updated Census results to see if we are attracting visitors to Glentress that are representative of the Scottish population. Should the results demonstrate that groups from the PCs are under represented we will seek opportunities, subject to resources being available, to engage with these groups to establish their requirements and where possible encourage wider take up of the facilities

	<p>that Glentress offers.</p> <p>On an ongoing basis customer, staff and tenant feedback is gathered through various forms and will be analysed along with mystery shopper information so that we can continually improve what is available</p>
<p><b>What type of information is needed for monitoring and how often will it be analysed?</b></p>	<p>Updated visitor profile information – AFS2</p> <p>Updated Scottish population data – Census 2011 is still being analysed and further reports are emerging</p> <p>As noted above we will analyse the AFS2 survey results to compare the current visitor profile with the updated Census results.</p>
<p><b>How will you engage stakeholders* in implementation, monitoring and review?</b></p>	<p>As noted above we will analyse the AFS2 survey results to compare the current visitor profile with the updated Census results.</p>
<p><b>Who will be responsible for the monitoring and review?</b></p>	<p>Project Manager for delivery of the masterplan</p>
<p><b>15. What is the review date for this Equality Analysis?</b></p>	
<p><b>Date of next review(s)</b></p>	<p>Timescale will depend on the timing of individual projects that might come forward if the Masterplan is to be implemented, but at least every 3 years.</p>
<p><b>What could trigger an early revision?</b></p>	<p>Please refer to response above.</p>
<p><b>16. Senior manager sign off</b></p>	
<p><b>I agree with this Equality Analysis and its supporting evidence relating to this initiative and that it demonstrates that it advances or will advance, the three aims of the General Equality Duty.</b></p>	
<p><b>Name</b></p>	<p>Alan Stevenson</p>
<p><b>Signature</b></p>	
<p><b>Job Title</b></p>	<p>Head of CRT</p>
<p><b>Date</b></p>	<p>16 August 2013</p>

## Consultation results

Q1 – For how long do you come to Glentress/Tweed Valley when you visit?

Number of days	Percentage
<1day	37%
1day	09%
2 days	27%
>2 days	27%

Q2 – What type of accommodation do you/would you find preferable?

Accommodation type	Percentage
Hotel	10%
Hostel	05%
B &B	12%
Tent	12%
Basic huts	17%
Cabins	44%

Q3 – When you come to Glentress/Tweed Valley, do you come:

	Percentage
Alone	11%
With a partner	24%
With a family	22%
With friends	43%

Q4 – Do you visit other attractions while you are in the Tweed valley?

Yes/No	Percentage
Yes	43%
No	57%

Q5 – What would make you stay longer in the Tweed valley?

- Affordable and appropriate accommodation
- More trails between areas
- Transport – bike buses
- Link Innerleithen and Glentress with a trail
- More accommodation & entertainment at Glentress (evening)
- The weather
- More trails
- Small children's play
- Cheap accommodation

- More wig-wams and cabins
- Family accommodation near Glentress

## Q6 – How do you travel to Glentress/Tweed Valley?

Transport method	Percentage
Bike	30%
Car/Van	59%
Bus	08%
Train	03%

## Q7 – Any other comments?

- Trail running
- More huts
- More wig-wams
- More links to Innerleithen – trails
- Improve circulation around Peel and car parks
- Horse riding around Nether Horsburgh and Castlehill
- Great facilities but Café should be better (service and cleaning)
- Encourage walking groups
- Memberships
- Gypsy heritage
- Make more of the areas heritage
- Doesn't cater for the disabled
- More chalet style accommodation
- New trails including black/red links between Glentress and Innerleithen

# Glentress Questionnaire Analysis

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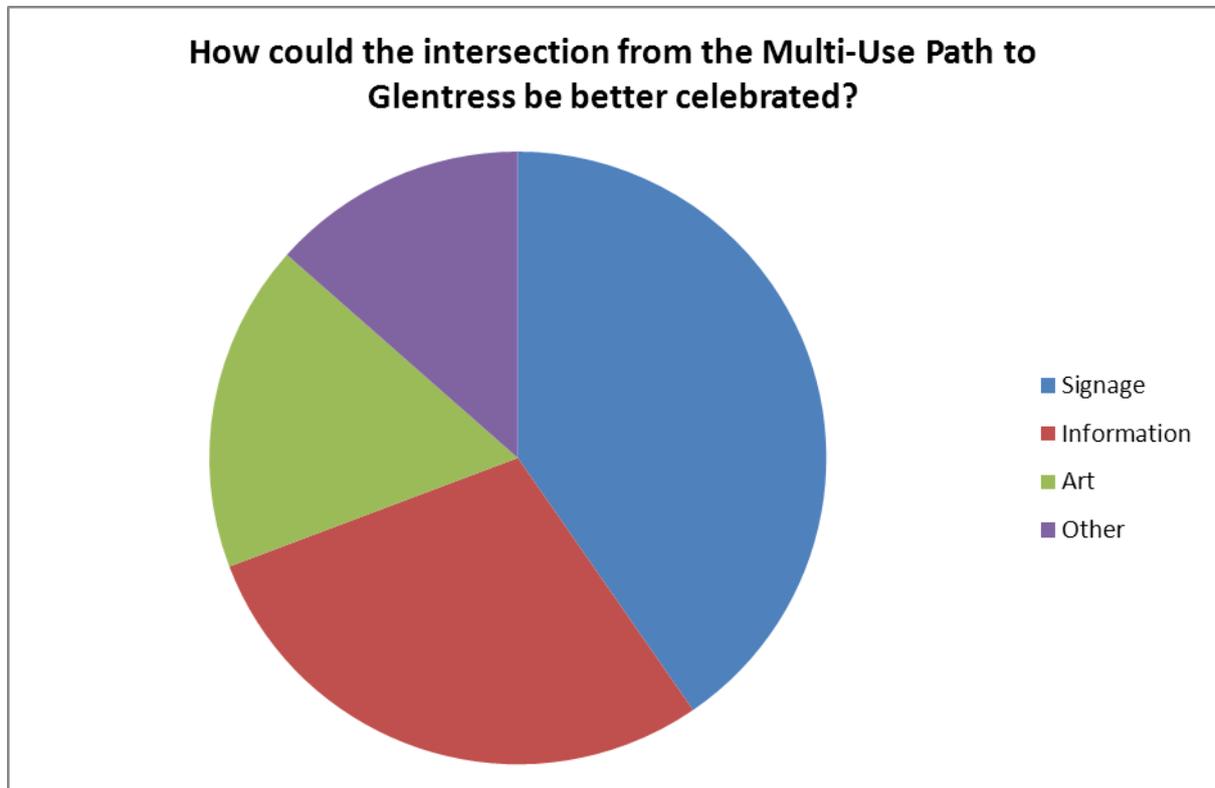
The Public Consultation event took place in the Peel Café in Glentress on Friday 12<sup>th</sup> July between 5pm and 8pm, and Saturday 13<sup>th</sup> July between 9am and 2pm. The consultations were well attended by the public, and members of Barton Willmore and the Forestry Commission were on hand to discuss the masterplan concepts and to answer questions. In total 80 questionnaires and 11 maps were received. 28 questionnaires and 6 maps were collected at the consultation events. The information boards were left in situ for 3 weeks, and a further 52 questionnaires and 5 maps were received via a drop box.

### Key Issues:

- **Road safety** concerns were frequently mentioned, with respondents suggesting a bridge, underpass and road safety warning signs.
- **Nursery skills and children's play area should be overlooked by café seating** for safety and entertainment, and also be accessible from the car park.
- **Buzzard's Nest free ride park should be maintained** and the road to the car park should be kept open to allow young families and the elderly to access the forest and the views from the top.
- Glentress should continue to be developed as a **mountain biking destination** which can compete with the Welsh mountain biking facilities. More trails are needed.
- More **facilities and activities for young families** should be provided, and the forest should be developed so that it remains accessible for other users such as walkers and the elderly.
- There is some concern that this development will take business away from local hotels and restaurants in Peebles.

## Q1 - The intersection on the Multi-Use Path that leads to Glentress has been identified through consultation as important. How could it be better celebrated?

69% of those who answered the questionnaire responded to this question.



**76%** of respondents to this question wanted **signage**. Content and form suggestions for these signs included:

- Distance to trails
- How to access trails
- Facilities
- Location of water points
- Easy to spot signs
- Large welcome/goodbye signs (as per ski resort)
- Map boards

Three respondents stated that signs would not be useful, should be kept to a minimum, and questioned who would read the signs.

**55%** of respondents to this question wanted **information**. Suggestions for information needed and ways to display this information included:

- Activities
- Maps
- Leaflet about facilities

- Story of local town linkages shown through photos along the Multi-Use Path
- Show Peebles on Glentress route map and advise why people should visit surrounding towns
- Clearer opening times for café
- Information on local history, plants and wildlife
- Glentress is not well advertised on internet
- Information further away as visitors drive from a wide catchment area

**33%** of respondents to this question wanted **art**. Suggestions for art included:

- Local Art Installations
- Art that doubles as signage
- Must be high quality art
- Graphics
- Involve local schoolchildren
- Sculpture trail
- Integrate art into north shore/bridges
- Change art regularly
- Mountain bike related art

One respondent stated that art was not necessary as the beautiful scenery was enough, and four respondents thought that art was not important.

**25%** of respondents to this question had **other** suggestions which included:

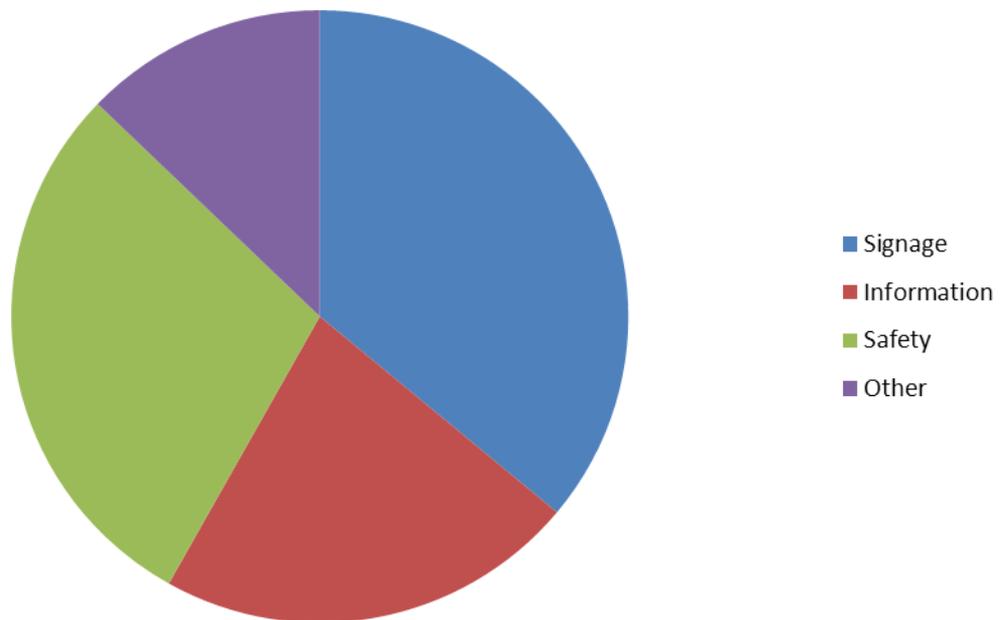
- Lighting features at night
- Underpass or footbridge at Glentress
- Marketing and media
- Wildflowers on verges
- Potted history of nearby sites of interest
- Give the area a name
- Smooth path from Peebles Hydro for road bikes
- More skinnies/north shore

Road safety concerns were frequently mentioned, with respondents suggesting a bridge, and road safety warning signs.

## Q2 – What would make the journey from the Multi-Use Path/ River Tweed to Glentress better?

71% of those who answered the questionnaire responded to this question.

### What would make the journey from the Multi Use Path to Glentress better?



Of the respondents to this question,

**54%** wanted **signage**. Suggestions for signage included:

- Advertise the available facilities at Glentress
- Improve signage from the Multi-Use Path with clear directions to Glentress
- Show location of water points

Some respondents felt there were already enough signs.

**44%** wanted **safety**. Road safety was highlighted as a major concern and a variety of suggestions for improvements were received:

Crossings:

- Light controlled
- Underpass
- Footbridge over road
- Partition road users (motorised vehicles, cyclists, walking)
- Ensure road has clear sight lines

Signage:

- Warning of cyclists
- Reduce speed limit signs
- All road users should respect each other

**33%** wanted **information**. Suggestions for information included:

- Maps
- History of local landscape and directions e.g. Horsburgh Castle

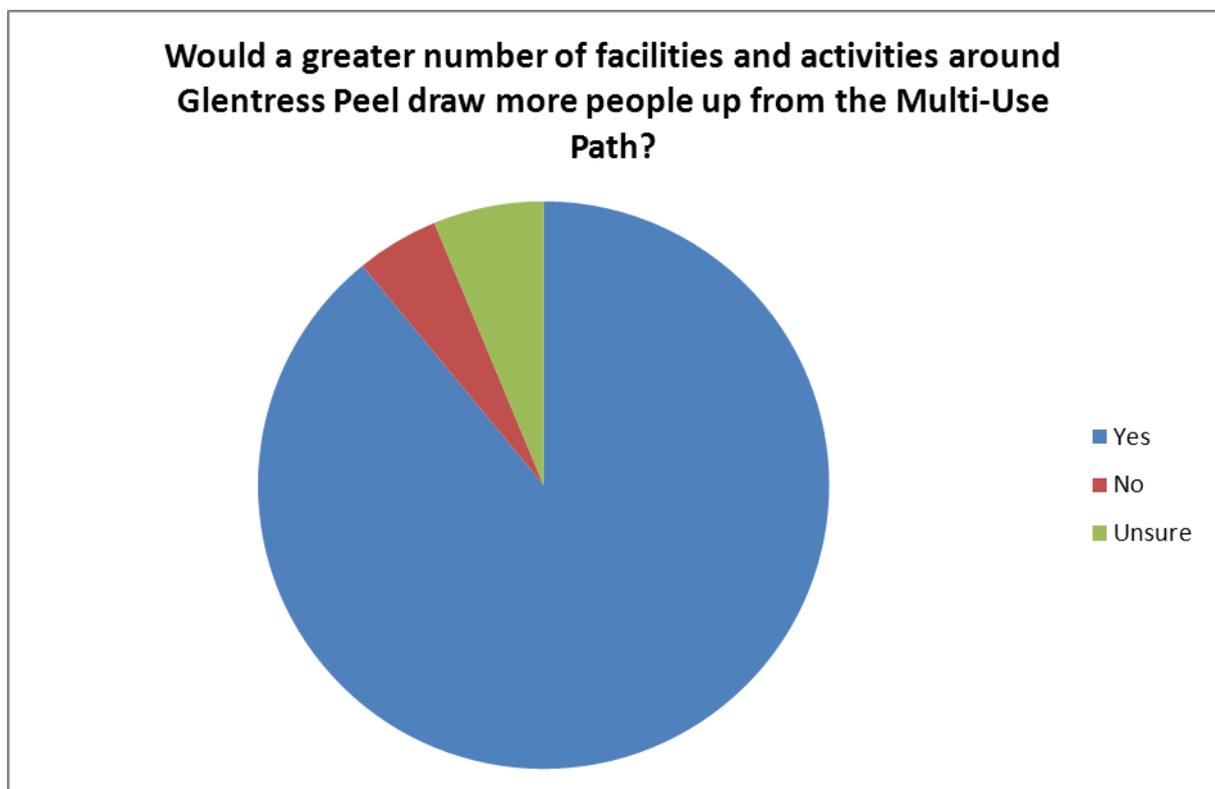
- Glentress activities and facilities
- Include the Multi-Use Path on Glentress map
- More interesting bike features
- Safety signs on shared track
- Information to keep children engaged en route

**19%** made **other** suggestions which included:

- Keep cyclists off the main road
- Improve road surface and fill potholes to make road more bike friendly
- Signage to each end of the path
- Art
- More side hits/north shore ladders etc
- Path should run along the road rather than up the hill
- Traffic slowing measures or lights
- Bridge or tunnel road crossing required

### Q3 – Would a great number of facilities and activities around Glentress Peel draw more people up from the Multi-Use Path?

80% of those who answered the questionnaire responded to this question.



Of those who responded, **89% agreed** that a **greater number of facilities and activities** would draw people from the Multi-Use Path to Glentress.

**6%** were **unsure** and **5% disagreed**.

Further ideas for facilities and activities included:

- Promote the parking/café/retail facilities to road cyclists
- Glentress should become a biking resort
- Range of accommodation needed
- More advertising e.g. cycle hire for visitors from Edinburgh
- If seats and art on route then Multi-Use Path could be a walking destination itself

## Q4 – What do you think would encourage visitors to stay longer at Glentress?



As the word cloud shows, there were a variety of suggestions for what would encourage visitors to stay longer at Glentress. The four most frequent suggestions were mountain bike trails, non-mountain bike activities, facilities for children and accommodation.

The comments on all of the themes are explored in detail below:

### MTB trails (22)

- Higher number of trails
- Greater variety in all ability levels from green to black
- Pump park/ 4 cross track
- High level routes signposted to other Tweed Valley locations

### Non MTB activities (18)

- Walking trails

- Indoor activities for winter e.g. climbing wall, archery, skate park
- Arts and craft fair
- Link to Sir Walter Scott Trail – information on the gardens he planted at Abbotsford near Melrose & Bowhill near Selkirk
- Activities for families with young children, and the elderly

#### Facilities for children (17)

- Nursery
- Wellybooters active play
- School camp
- Activities aimed at younger children
- Promote Glentress as a family day out
- Adventure playground like Kirroughtree
- Children's play area – would bring parents in after school
- Brass rubbing trail, sculpture trail
- Children's free play area based on forest school ideas
- Pre school equipment

#### Accommodation (13)

- Affordable
- Nearby
- Camping/caravan site with good facilities and flat pitches
- Encourage existing accommodation in Peebles to be more bike friendly
- Current wigwam site has poor access as the hill is too steep, facilities needed at the base
- Alternative accommodation such as igloo

#### Café (7)

- Local produce, limit menu, high quality
- Another café at Buzzard's Nest
- Better seating

#### Uplift (6)

- Similar to Innerleithen

#### Information (4)

- Maps
- More information on activities in the area
- Publicise trails more on site

#### Events (3)

- Evening events or weekend events e.g. Tweedlove, live music, dual slalom

#### Open longer (3)

- Existing bike rental shop should be open longer
- Existing toilets and showers should be open longer

- Swipe card entry to facilities with annual parking permits
- Subscription/membership for out of hours toilet access

#### Publicity (3)

- Internet marketing
- Encourage biking magazines to review Glentress

#### Picnic food shop (3)

- Affordable food shop for making picnic lunches

#### Membership (2)

- Membership offers
- Cleaner facilities

#### MTB magazines (1)

- Newsagents selling biking magazines and books

#### Outdoor Shops (1)

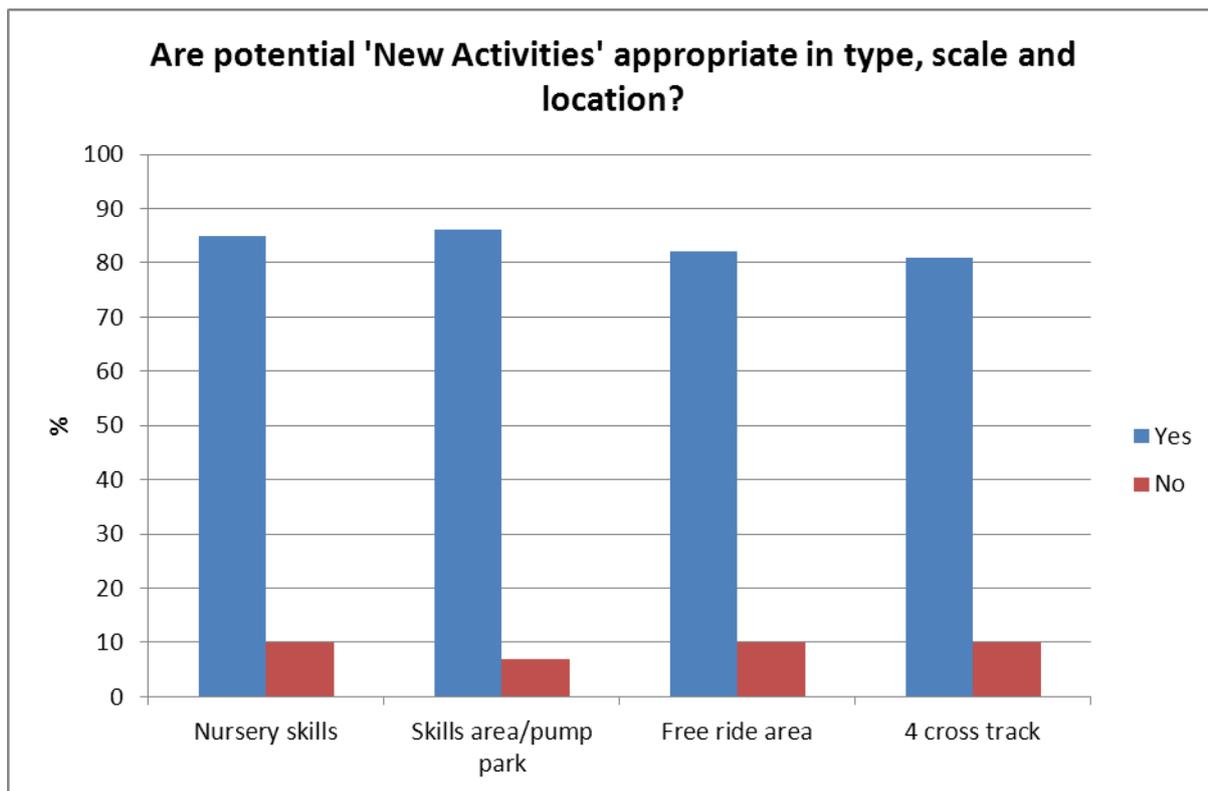
- More outdoor/biking shops

#### Parking (1)

- More free parking

Q5 – Do you think the mix of potential ‘New Activities’ suggested for around Glentress Peel/Castlehill are appropriate in type, scale and location?

91% of those who answered the questionnaire responded to this question.



Activity	Agree appropriate?
Skills area/pump park	86%
Nursery skills area	85%
Free ride park	82%
4 cross track	81%

**68%** of those who responded agreed that **all 4 options** were appropriate in type, scale and location.

Two respondents explained that they did not respond as they were not keen mountain bikers and so did not understand the technical terms.

Comments relating to the type, scale and location of potential 'New Activities' included:

- Important to maintain emphasis on mountain biking at Glentress – this is why people come
- Ensure cycling activities are visible from Peel as a showcase
- Large pump park with multiple lines
- Nursery skills area too close to carpark
- Skills area/pump park too close to carpark
- Skills area/pump park essential
- Concerns over 4 cross track – considered a dead end as no longer a recognised event, global usage shows that 4 cross is not a viable installation as it has high maintenance costs and low usage

- If skills area/pump park/free ride track/4 cross track mainly teenage interest could they all be combined into one?
- Larger facilities
- Too many facilities within small area?
- Progression from nursery skills to skills area to create more interest and secure the maximum number of visits
- Brass rubbing posts
- Natural play area
- Agree with new free ride park, but not at a loss/lack of upkeep at Buzzard's Nest
- Improve existing free ride park at Buzzard's Nest
- Green route closer to Peel would reduce the need for families with young children to drive to Buzzard's Nest car park

## Q6 – Are there any other locations where you think these, or other activities should be located?

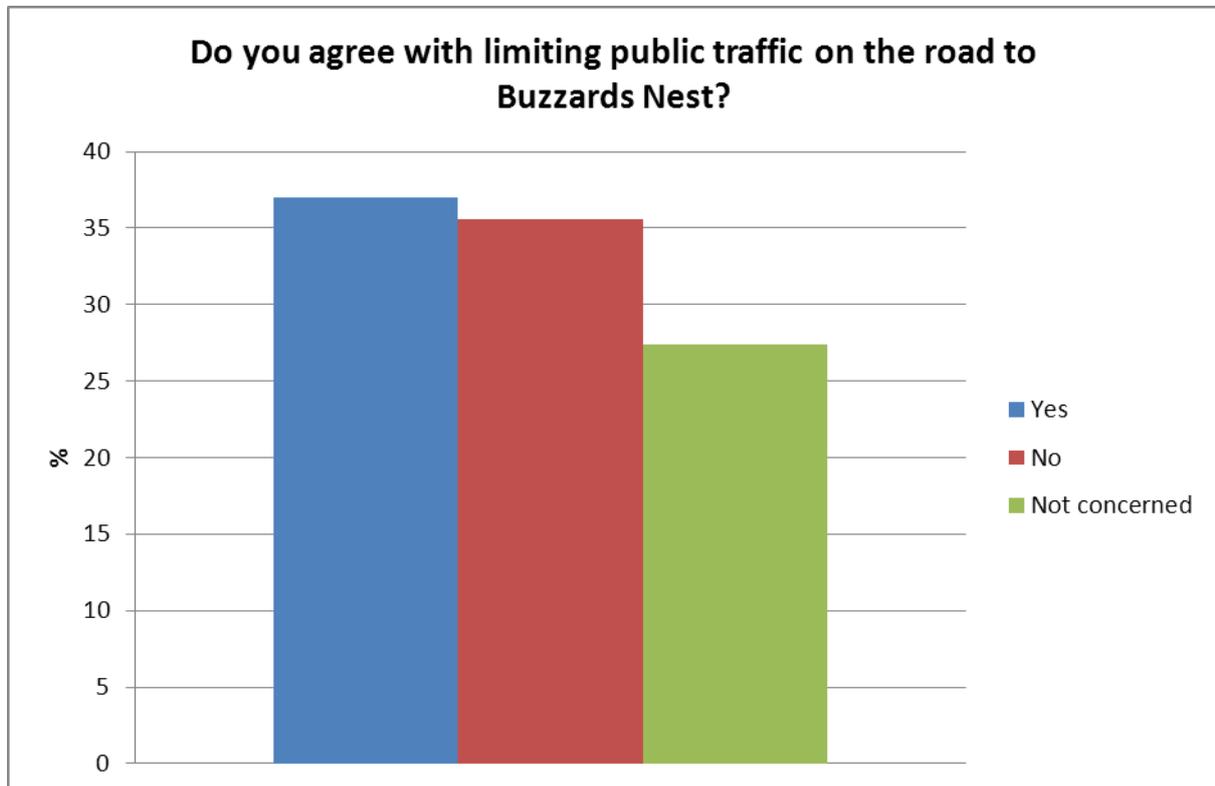
Other suggested locations for activities within Glentress include:

- Peel
- Keep development around the bottom area to provide a hub, but still allow access elsewhere
- Use slope facing café for pump track style descent
- More green routes around Peel Centre
- Around the entrance as suggested
- Castehill site
- Nursery skills and skills area should be overlooked by seating/café for safety and entertainment, and also be near car park for access
- Children's play area should be in the village, overlooked by café seating and separate from cars
- Buzzard's Nest (but need another café)
- 4 cross track at Buzzard's Nest
- Keep existing facilities and build new facilities that are more technically demanding and link to encouraging people to go up into the forest
- Out of the way where other forest users can walk safely
- Further into forest, even if contoured round to Horsburgh
- Downhill/endurance stages laid out so people can use them all the time

Locations outside of Glentress were also suggested at Innerleithen/Peebles, Ayrshire, Fife, develop other 7stanes sites.

## Q7 – Do you agree with limiting public traffic on the road to Buzzard’s Nest, due to safety concerns and forest operations?

91% of those who responded to the questionnaire answered this question.



**37%** of those who responded **agreed** with limiting public traffic to Buzzard’s Nest. **36%** **disagreed** and **27%** were **not concerned**.

Opinion was divided on whether traffic should be restricted to Buzzard’s Nest. A number questioned the stated safety concerns and asked how many accidents there had been. Those who wanted to keep the road open suggested signage to slow traffic around the junctions with the bike trials. It was noted that speed not the number of vehicles was problematic and so speed calming measures were required.

Those with young families stated that the green route is accessed from Buzzard’s Nest and it would be a deterrent if you had to cycle uphill to the start from the Peel centre, as families want the freedom to take their car, bikes and picnic with them, not wait for a bus up-lift.

If no, would a bus up-lift service from Glentress Peel to the Buzzard’s Nest negate your concerns?

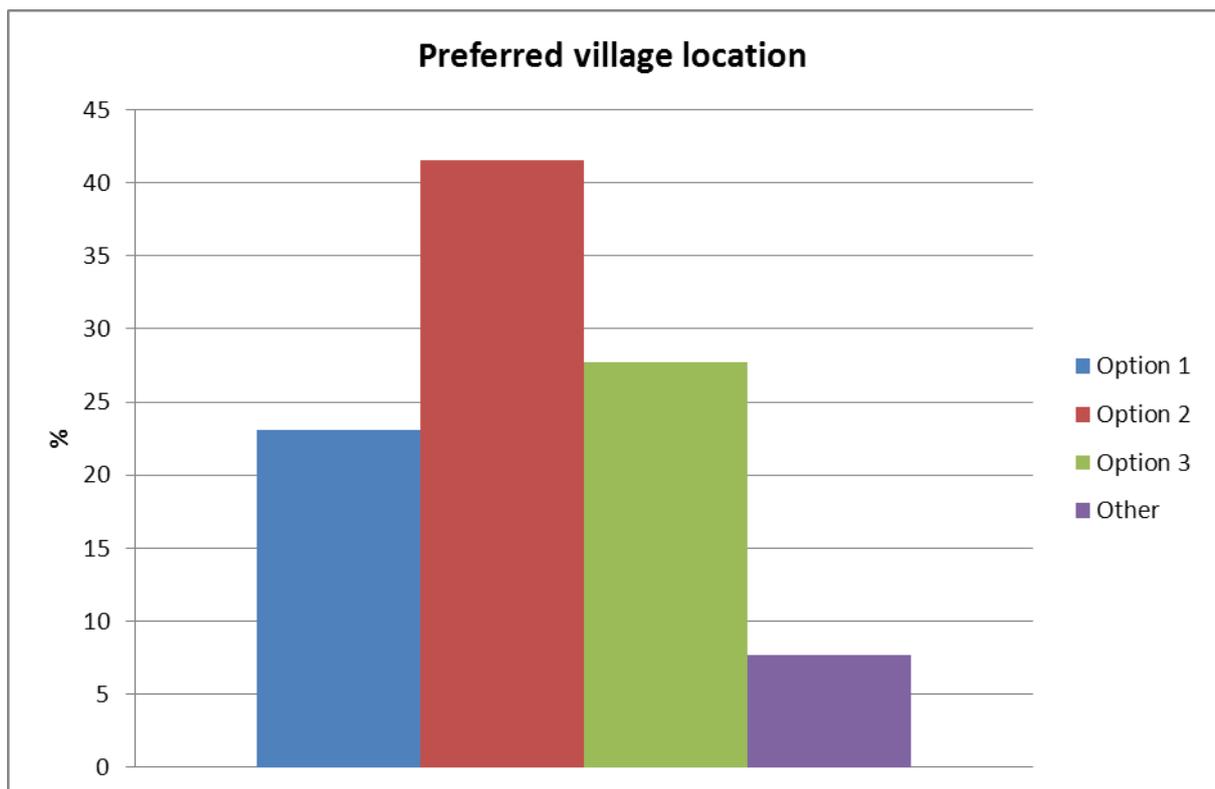
Of the 36% who answered no, 50% though that a bus up-lift would be useful, 38% though that a bus up-lift service would not negate their concerns, and 12% did not respond.

Comments included:

- Concern that this section of trails will be removed.
- Car park at the top at Buzzard's Nest is essential if you have children/dogs/are unfit/are elderly as most trails start at the top.
- Buzzard's Nest car park enables people to spread through the forest and makes the forest accessible to a wide range of users.

## Q8 – What is your preferred location and form of 'village' i.e. commercial activity and accommodation (bunk house/hostel) etc?

81% of those who responded to the questionnaire answered this question.



**42%** preferred **Option 2**

**28%** preferred **Option 3**

**23%** preferred **Option 1**

**8%** suggested other locations

Comments in relation to Option 2:

- Advantageous to separate cars and cyclists/pedestrians and give bikes priority.
- Car parking was too dense, bigger spaces needed to leave enough room for taking bikes off the back of cars
- Play area needs to be closer to café

Other suggestions included:

- Need to locate children's play area next to seating area – this is not done in Option 2 or 3
- Ensure Buzzard's Nest car park is kept open
- Work with local businesses and facilities
- Have a caravan site in Peebles

## Q9 – Do you have any other suggestions for the 'village'?

Suggestions included:

### Food

- Provision of food in evenings
- Choice of restaurants
- Serving good basic food
- Delicatessen for picnic food
- Car free area around cafes and activities
- Barbeque and picnic area

### Accommodation

- Caravan park
- Cheaper accommodation
- Important to integrate accommodation with other areas close by
- Accommodation should have dedicated parking in close proximity
- Flat camping area
- Camp activities such as campfire, disco
- No Centre Parcs style village

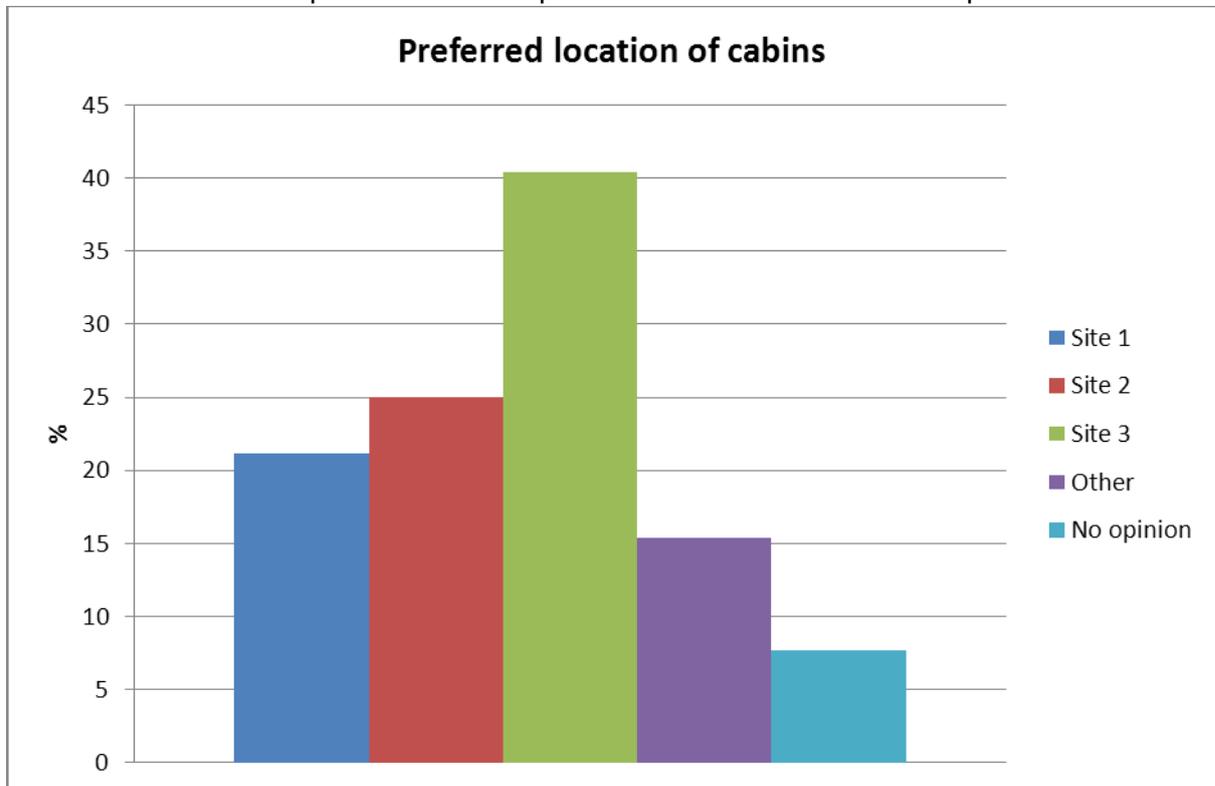
### Other activities

- Heated outdoor pool
- Outdoor fitness trail
- Activities to bring people in during the winter e.g. indoor climbing wall, tennis courts, dry ski slope
- Shop selling newspapers, postcards, biking books, biking magazines
- Lockers for valuables/keys/phones
- Event space on Castlehill site

- Fountains/water features
- Maintain rural feel
- Spend more money on trail development rather than a village
- Avoid spreading development out too much
- Children’s play area, near toilets and café seating for parents
- No corporate retailers
- Adventure playground
- Chairlift
- Existing car park too small for cars with bike racks
- Leave car parking where it is and build village around existing café and shop
- Keep it as a bike/ski resort, not too commercial.
- Whistler style alpine square to ride into, great focal point for concerts or open air screenings
- Road should not bisect the area
- Information hub for local businesses in and around the Tweed Valley

## Q10 – What is your preferred location for the Cabins as shown on Option 4?

65% of those who responded to the questionnaire answered this question.



**40%** preferred **Site 3**

**25%** preferred **Site 2**

**21%** preferred **Site 1**

8% had no opinion

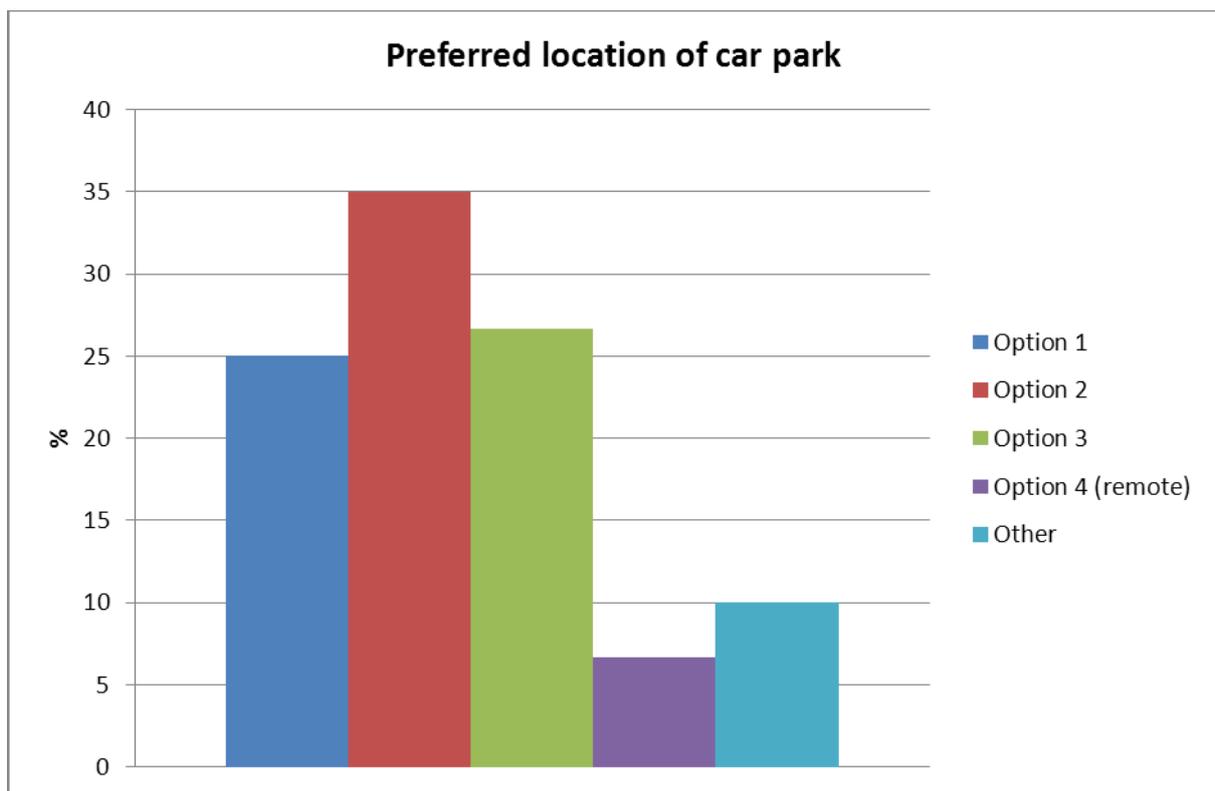
15% answered Other

Suggestions included:

- Locate cabins closer to the village, or nearer to Glentress Peel.
- No village needed
- Any option as long as cars can access accommodation
- Not Site 2, no views and more midgies
- Accommodation on location labelled for remote car parking
- Concern how will affect existing local accommodation providers

## Q11 – What is your preferred location and form of car parking?

75% of those who answered the questionnaire responded to this question.



**35%** preferred **Option 2**

**27%** preferred **Option 3**

**25%** preferred **Option 1**

**10%** suggested **Other** locations

**7%** preferred **Option 4 (remote car parking)**

Comments included:

- No preferred option as long as the car park could cater for numbers required.
- Car parking should be closer with lower density to allow for greater functionality for bikes and children
- Planting should act as a screen and to provide shade
- Option 2 is preferable but may not have enough space for festivals
- Spreading car parking onto open hillside disturbs the view and creates a long walk to the hub. Keep car parking on low lying brownfield land
- Remote car parking will lead to people parking illegally and will deter visitors with young children or non-cyclists
- One car park for mountain bikers, one for day-trippers

### **Map comments**

Two maps suggested modelling Glentress on a ski village.

Two maps referred to equestrian uses, wanting more trails and to raise awareness of horses to the mountain biking community.

Two maps detailed an obstacle course including zipwire, and downhill trail area.