

**1. IDENTIFY THE POLICY, PROJECT, SERVICE REFORM OR BUDGET OPTION:**

a) Name of the Policy, Project, Service Reform or Budget Option to be screened

Temporary Saturday Closure (July & August) of Box Office Counter at City Halls & Old Fruitmarket, Glasgow 87-101 Albion St, Glasgow G1 1NQ

b) List main outcome focus and supporting activities of the Policy, Project, Service Reform or Budget Option

Excluding the Merchant City Festival (Saturday 27 July 2019) there are no shows taking place on any Saturday during July and August at the venue.

The BBC Scottish Symphony Orchestra based at the venue is on holiday during this time, the SMIC office is closed on a Saturday and with this venue generally having low footfall on any non-show day across the year as internal analysis showed many days (including midweek days) where no cash sales were taken at this venue counter. Online sales are increasingly more popular and convenient, as per all live event selling.

Therefore, it is recommended that the Box Office counter at the Candleriggs entrance, normally open between 10:00 – 18:00, be closed on a temporary basis on the following Saturday dates across July and August 2019 namely:

Saturday 6,13 and 20 July , Saturday 3,10,17, 24 and 31 August 2019

The main Box Office counter at the Glasgow Royal Concert Hall would remain open on a Saturday throughout this period alongside the telephone booking service on 0141 353 8000 open Monday – Saturday 10:00-18:00 and the 24/7 online sales operation via [www.ticketsglasgow.com](http://www.ticketsglasgow.com)

This would allow the Box Office to reduce unnecessary cover at City Halls & Old Fruitmarket by bringing 2 full time staff to work at the Glasgow Royal Concert Hall and reduce the need for any Bank or Agency staff to be employed during on the dates listed above.

The Box Office has 7 term time staff who are employed on long-standing 10 month contracts which affords the staff July and August off each year, therefore using staff efficiently in this way to assist the overall operation will be a real and tangible benefit.

Business clients and promoters would still contact the Box Office Management team directly.

They would not liaise with the clerks on duty at City Halls and Old Fruitmarket therefore there would be no adverse reaction for the operation.

Venue Management would manage security at the venue as per usual and the Attendants team would remain on duty from the Albion Street entrance and still be able to patrol throughout the building while on duty with no impact on their duties.

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c) Name of officer completing assessment (signed and date)

Alison Jack 19 June 2019

d) Assessment Verified by (signed and date)

A handwritten signature in black ink, appearing to read 'Alison Jack', is written inside a rectangular box.

27/6/19

**2. EVIDENCE & ENGAGEMENT**

The best approach to find out if a policy, etc is likely to impact negatively or positively on equality groups is to look at existing research, previous consultation recommendations, studies or consult with representatives of those groups. This will provide you with what do you need to know that will provide you with evidence of the needs of the diverse population and their needs.

Please name any research, data, consultation or studies referred to for this assessment:	Please state if this reference refers to; Gender, BME, Disabled people, LGBT, older people, children & young people or faith & belief.	Do you intend to set up your own consultation? If so, please list the main issues that come from this consultation.
Data on tickets bought at the counter in City Halls on previous summer seasons	All	No

### 3. ASSESSMENT & DIFFERENTIAL IMPACT

Use the table below to tick where you think the **Policy, Project, Service Reform or Budget Option** has either a negative impact (could disadvantage them) or a positive impact (contributes to promoting equality or improving relations within a equality group), based on the evidence you have collated

		Positive Impact – it could benefit an equality group	Good Practice/ Promotes Equality or improved relations	Negative Impact – it could disadvantage an equality group	Reason for Change in Policy or Policy Development
<b>GENDER</b>	Women				
	Men				
<b>RACE</b>	Asian People				
	Black People				
	Chinese People				
	White People				
	People of mixed race				
	European People (Polish, Greek, Italian, etc)				
<b>DISABILITY</b>	Physical disability			✓Those with mobility problems would still have the opportunity to buy tickets at the Box Office counter at the Glasgow Royal Concert Hall, just under a mile from City Halls. The Box Office is situated at the Buchanan Street (South)	Under use of counter ticket booking at City Halls during the summer. Re-allocation of staff on Saturdays will allow staffing cover to be allocated where

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				<p>entrance and is accessed from there via several external steps however, customers requiring assistance with access can go to the Killermont Street (North) entrance, where there are automated doors to the building, no stairs and two (2) platform lifts for those who cannot manage stairs along with hand rails to help those who can manage them. Customers would then walk 60 meters on the flat level from the North entrance to the Box Office situated at the South entrance. This will allow customers to buy their tickets without encountering the difficulty of the steps at Buchanan Street.</p>	needed.
	Sensory Impairment (sight, hearing)				
	Mental Health Issues				
<b>LGBT</b>	Lesbians				
	Gay Men				
	Bisexual				
	Transgender				
<b>AGE</b>	Older People (60 +)				
	Younger People (16-25)				

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	Children (0-16)				
<b>MARRIAGE &amp; CIVIL P'SHIP</b>	Women				
	Men				
	Lesbians				
	Gay Men				
	Bisexual				
	Transgender				
	Women				
<b>RELIGION &amp; BELIEF</b>	Input *				
<b>SOCIAL AND ECONOMIC DIS - ADVANTAGE</b>					

\* There are too many faith groups to provide a list, therefore, please input the faith group e.g. Muslims, Buddhists, Jews, Christians, Hindus, etc. Consider the different faith groups individually when considering positive or negative impacts

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Continue to answer or tick the following questions where the initial screening (above) indicated that there may be a negative impact on certain equality groups. \*\* Equality Legislation listed a back of this document.

IMPACT	YES	NO
<b>HIGH</b>		
There is substantial evidence and/or concern that people from different groups or communities are (or could be) differently affected by the policy.		✓
<b>MEDIUM</b>		
There is some evidence and/or some concern that people from different groups or communities are (or could be) differently affected		✓
<b>LOW</b>		
There is little or no evidence that some people from different groups or communities are (or could be) differently affected.		✓
<b>Does the negative impact breach any of the equality legislation? **</b>		✓
	<b>Immediately</b>	<b>Within next 6 months</b>
The negative impact requires action to be taken		✓

\*\* See summary of legislation in appendix at the back of this form (you may also require to refer directly to the Equality Act 2010)

## 4. OUTCOMES AND ACTION

## SCREENING ASSESSMENT OUTCOME ACTIONS

Screening Outcome	Yes /No /Not At This Stage	Further Action Required	Lead Officer	Timescale for Resolution
Was a significant impact from the project, policy or strategy identified?	Not at this stage			
Does the project, policy of strategy require to be amended to have a positive impact?	No			
Does a Full Impact Assessment need to undertaken?	Not at this stage			
If none of the above is required, please recommend the <b>next steps</b> to be taken.  (i.e. is there a strategic group that can monitor any future impacts as part of implementation?)		Monitor any complaints that may arise from the temporary counter closure to inform future protocol. Especially in relation to people with a physical disability as the alternative counter sale ticket site located at Glasgow Royal Concert Hall is less easily accessible for people using wheelchairs or walking sticks.	Alison Jack	Ongoing from summer 19



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