

Area North Committee – 26 March 2014

## 8. Community Health and Leisure Service Update

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### Purpose of the Report

This report provides an update on the work of the Community Health and Leisure Service in Area North.

### Public Interest

This report seeks to provide Area North members with a progress report on the work undertaken by the Council's Community Health and Leisure Service in the last 12 months. This report highlights specific examples of work undertaken within the area so that members can gain an understanding of how the service is creating value and making a difference for residents in their respective communities.

### Recommendations

- (1) That the Area North Committee notes the content of this report.
- (2) That Members contact the Community Health and Leisure Manager, if they would like to discuss the current service delivery programme or recommend future priorities. Service planning takes place on an annual basis and draft plans for 2014/15 are being drafted and refined over the next few months.

### Background

The services provided by the Community Health and Leisure team are summarised in the table below:

What?	Why?
Healthy Lifestyles	To provide a high quality physical activity and healthy lifestyles programme to enable more people to become active and healthier in South Somerset in line with Council Plan Focus 4.1 and the South Somerset Health and Wellbeing Strategy.
Sports Development	To develop and support community sports clubs and other voluntary organisation to deliver excellent sporting opportunities for all residents in South Somerset in line with Council Plan Focus 4.1.
Play and Youth Facilities	To increase the quality and quantity of play opportunities in South Somerset in line with Council Plan Focus 4.3

Opportunities for Young People	To provide and support the development of positive activities for young people in South Somerset in line with Council Plan Focus 4.1.
Leisure Facility Development/Management	To manage and develop sports facilities that help to provide a healthy living environment and sustainable communities in line with Council Plan 4.3

## Report

### 1. Healthy Lifestyles

#### Core Work:

- To increase the utilisation of the outdoors and green spaces for exercise and health related activity.
- To decrease the number of adults and children in South Somerset who are currently inactive.
- To reduce the number of overweight and obese adults and children in South Somerset

#### Area North delivery summary in the last 12 months

##### Health Walks

Since November 2012, five residents in Area North have undertaken the Health Walk Leader training. Two of these leaders will lead walks with the Stoke Sub Hamdon Health Walk Group and will be responsible for leading the new beginners shorter walks offered by the Stoke Walking Group.

The Stoke Sub Hamdon group continue to walk on a fortnightly basis and have maintained their numbers of approximately 20 per walk.

One volunteer and one member of staff from South Somerset Mind have been trained up to lead Health Walks in Langport. Health Walks are now happening monthly from the Angel Café in Langport.

The Health Walk Directory continues to be updated detailing all the walking groups across the district. The latest refreshed directory for winter 2014 was publicised and circulated in January 2014.

##### Health Inequalities

Health testing and lifestyle advice has been delivered at the Gypsy Traveller site at Ilton.

Support has been given to South Somerset Mind staff and volunteers to set up their Health Walks Group at Langport and promote it in the local community

##### Active Ageing

Flexercise is a countywide project to train up staff and volunteers to deliver chair based physical activity sessions. There are now 40 Flexercise Leaders delivering Flexercise Sessions in Area North in approximately 15 venues. These venues range from Nursing Homes, Residential Homes, Sheltered Housing Schemes, Care Homes, Day Centres and Active Living Centres.

Since November 2013, one Flexercise Workshop has been delivered in Area North with seven individuals from Area North attending the training. No leaders from Area North attended the Update Workshops that have been run this year.

Attending falls network meetings to try and improve/develop the community based falls prevention service in South Somerset.

We have supported Yarlinton Housing Group schemes with health testing and healthy lifestyles advice at Parsonage Close, Somerton and Laburnum Drive, Somerton. Boccia and Ping Sessions have been delivered at both schemes and the equipment has been loaned to them for use on a weekly basis.

### **Healthy Communities**

One volunteer from Area North has been trained in the Run England, Leadership in Running Fitness qualification. We have worked with the leader to establish a beginners group which forms part of the Langport Runners Club, the beginners running group costs £1 to attend and runs from Langport and Huish Sports a Social Club. To date an average of 6-10 new runners have attended per week.

Three Active Somerset classes continue to run on a self-sufficient basis in Long Load, Martock and Stoke Sub Hamdon. We are currently working with community representatives to set up a further class at East Lambrook and a class for more elderly residents in Stoke Sub Hamdon.

Officers attended the Area North Community Event to raise awareness of the Healthy Lifestyles Team and how we can support communities and groups to be more active and lead a healthier lifestyle.

Supported the CIC in South Petherton at the Folk Fest promoting the work of the Healthy Lifestyle Team and the activities that happen in and around the South Petherton Area.

We have been liaising with the Surgery in Somerton and their Patient Participation Group (PPG) regarding supporting them to develop some community initiatives to increase activity and promote healthy lifestyles. The initiatives will run on a 'self health' theme aiming to organise educational activities and support groups to help keep patients out of the surgery and maximise their chance of staying well.

Funding of £250 was given to the Martial Arts and Self Defence club run by two volunteers from Somerton. The club works in Somerton and the surrounding area offering classes in Schools and community venues. As well as learning self-defence techniques and physical exercise the classes also focus on improving confidence, developing life skills and teaching discipline. The fund will be specifically used to support low income families to access the classes.

Seven health check sessions have been organised in Area North during March. Locations include; Martock, Stoke Sub Hamdon, Tintinhull, Ash, Long Load, Ilchester and Norton Sub Hamdon. Six of the seven sessions are being funded through County Councillor John Bailey's Health and Wellbeing funding. Checks will offer blood pressure, blood sugar, cholesterol, BMI, Lung function and Body Fat Percentage as well as advice and information on local activity opportunities. The checks aim to raise awareness of the risk of developing cardiovascular disease and where possible develop new activity opportunities in communities.

### **Children's Centres, Schools and Young People**

This year we have worked with two Children's Centres covering Area North; Little Marsh at Ilchester and The Levels at Langport.

Health Testing and healthy lifestyle support and information given at a number of groups for the Children's Centres including Active Tots, Little Explorers and the Little Fishes group in Stoke Sub Hamdon

Martock Buggy Walks are on hold at the moment due to the member of staff running them is currently on maternity leave. They plan to re-start these walks in the spring.

The Buggy Walk at South Petherton ran throughout the summer and autumn and was popular with parents of the Ilchester and Langport centres, however this walk is also currently on hold until the spring due to the bad weather.

Buggy Walk routes have been mapped and uploaded to the Walks with Buggies website [www.walkswithbuggies.com](http://www.walkswithbuggies.com) for families to access.

A Get Set Cook course was delivered at the Levels Children's Centre by Somerset Community Food to improve cooking skills and understanding surrounding a healthy balanced diet. Six families accessed this course.

We have attended Advisory Board and Annual Conversation meetings for the Cluster of Children's Centres run by Action for Children at The Levels Langport and Little Marsh at Ilchester offering centres a range of initiatives and programmes to support family health.

Three physical activity talk and health testing sessions have been delivered to the Post Natal Group that is run by Somerset Partnership. Discussions are held about when and how to exercise and where to find out about opportunities to be active.

A British Heart Foundation Active Clubs training day was offered to all primary schools in the district to give them skills to run exercise and activity sessions for children in schools and at after school clubs. The workshop was attended by 9 members of staff from various schools, 4 of which were from schools in Area North (Tintinhull, Kingsbury Episcopi, Somerton and Langport).

A healthy eating session was delivered at Monteclefe School in Somerton. Twenty students attended representing the 13 schools who form the Huish Community Learning Partnership. Students were given ideas and resources to take back to their schools to help educate other children and improve healthy eating habits in their school

Presentation delivered at the Health and Wellbeing in Learning Healthy Weight Conference to a number of Schools from across Somerset. The team have offered a menu of activities to support schools to be more active and encourage healthy lifestyles.

### **Work of district wide significance in the last 12 months**

Healthy Workplaces - workplaces that have been involved in the healthy workplace programme this year include; Pittards, Screwfix, Asda, Yarlinton, SSDC, Yeovil College, Yeovil District Hospital, BAE systems and Westlands.

Twelve different initiatives have been delivered, these include: the weightloss challenge, blood pressure monitoring, two rounders tournaments, three Pilates classes and a bike fix.

Pad-e continues to be updated and populated with new information. We have received some valuable user feedback and this has helped inform new design to improve the user-friendliness of the site. It is important to note, that there is no cost to this service other than officer time as we are utilising in house web design and development skills. Over 500 activities are listed with in excess of 500 hits received in the first month and consistent visits since the launch.

Secured external funding for the Healthy Lifestyles Team for the period April 2014 to March 2015 from Public Health at Somerset County Council (formally Public Health at NHS Somerset)

One member of the Healthy Lifestyles Team (Cheryl Lingard) has left the team and is on secondment for two years until October 2015. Cheryl has been replaced by a Healthy Lifestyles Graduate (similar to an intern but for a 2 year period) Sam Wenden-De-Lira.

### **Emerging Priorities for the year ahead**

The development of at least one 321 route in a location in Area North. 321 routes are permanent 1, 2 or 3km routes marked with way markers to encourage residents to begin walking or running. They provide safe, way marked and measured routes for all residents to access at any time free of charge.

Building on the success of the Sport50 project in Area North by developing adapted sports and activity sessions for the 50+ population at community venues in Area North.

We will be working with Jo Morgan, SSDC's Equalities Officer and South Somerset Disability Forum to refresh the mapped walking routes for South Somerset. This piece of work will involve assessing the accessibility of all of the mapped routes (55 in total covering the entire district) and redesigning the leaflets.

## **2. Sports Development**

### **Core Work:**

- To support the development of new and existing community sports clubs.
- To support the development of coaches, volunteers and officials.
- To seek to enhance school sport.

### **Area North delivery summary in the last 12 months**

#### **Sport Specific Development**

##### **Tennis**

Martock Tennis Club from Area North along with four other tennis clubs across the district took part in the 5<sup>th</sup> South Somerset Mini Tennis Red Schools Project. At Martock Tennis Club, 16 participants from two primary schools (Ash and Norton Sub Hamdon) took part in the project.

The final of the South Somerset Mini Red Schools project took part at Martock Tennis Club in June 2013, attended by 10 primary schools and 40 young people. Keinton Mandeville School won the final, beating Milford Junior from Yeovil. Eight young leaders from Stanchester Academy supported the event scoring matches between schools.

Somerton, Tintinhull and Martock Tennis Clubs are three of seven clubs across South Somerset who continues to host events within the South Somerset Mini Tennis Series. Since September 2012, Somerton, Tintinhull and Martock Tennis Clubs have hosted 17 competitions between them. The income from the South Somerset Mini Tennis Series is re-invested back into supporting tennis development in the district.

### **Rugby**

In partnership with the RFU also supported Martock RFC to deliver a secondary school teacher CPD course to PE teachers and delivered a Year 10 rugby festival supported by young leaders from Stanchester Academy. Five schools and 35 children attended the seven's rugby festival.

Officers have supported Martock RFC to host school area rugby finals and county semi-finals.

Supported four 6<sup>th</sup> form girls from Huish Episcopi Academy to attend RFU scrum factory course and they are now using the skills developed to run after school rugby club supporting Somerset RFU, giving 24 volunteering hours to support this and the seven's rugby festival at Martock.

### **Badminton**

The South Somerset Community Badminton Network (CBN), which was set up by the Sports Development team in 2009 has continued to lead the development of badminton across South Somerset in partnership with key partners and Badminton England. The following represents some of the development work within Area North over the last 12 months.

Badminton coaching was delivered over six weeks to Norton Sub Hamdon and Ash primary schools, 54 children attended.

Continue to deliver the Martock Badminton Breakfast club which is funded by the school and delivered by the South Somerset CBN, 16 participants take part in this weekly session.

Officers delivered a primary schools badminton festival at Huish Episcopi Academy in February, this was attended by 5 schools in Area North; Huish Episcopi, Curry Rivel, Hambridge, Kingsbury Episcopi and Long Sutton. Thirty-six children took part in the festival.

Officers delivered a primary schools badminton festival at Stanchester Academy in partnership with Yeovil Graduates BC. Martock, Ash and Norton primary schools took part and 16 children took part.

Officers delivered a new Badminton Schools Recreation League, to increase the competitive opportunities for young people to play badminton. There were three central venues; one was at Huish Episcopi this was attended by six secondary schools and 24 participants. Four young leaders from Huish Episcopi were also trained to support the officiating of this event.

### **Hockey**

In partnership with Somerset Activity and Sports Partnership and Yeovil and Sherborne Hockey Club, SSDC has invested into a self-employed Community Hockey Coach who will deliver a number of development programmes at the new Artificial Grass Pitch (AGP).

Since September 2013, 204 sessions have been delivered by the Community Hockey Coach, with throughput of 4,277 juniors and 2,349 adults, across the district.

The following represents hockey development work within Area North, since September 2013:

- The Community Hockey Coach delivered a Boys Hockey Festival at Yeovil AGP, which was attended by Stanchester Academy.
- The Community Hockey coach has also delivered a taster session for Quicksticks to Kingsbury Episcopi primary school.
- Delivered a primary schools hockey festival at Yeovil AGP, attended by Ash, Martock and All Saints (Montacute) primary schools from Area North. This event was attended by over 60 children.
- Officers have worked with Stanchester Academy to train three students as young leaders who have supported the secondary school hockey festival delivered at Yeovil AGP.

**Yeovil Federation** – Five primary schools (Ash, Chilthorne Domer, South Petherton, Martock and Norton) from Area North took part in an Olympic Legacy project which was delivered for schools within Yeovil Federation, 19 schools in total were involved in the project and around 900 young people received coaching from qualified coaches and 29 teachers were given a CPD opportunity in a particular sport in order to increase their confidence of teaching that sport. The programme for the five schools included; gymnastics, tag rugby, tennis, hockey, badminton and cricket, with 310 children receiving coaching.

**Disability Sport** – Officers delivered a sportability festival at Stanchester Academy, which was attended by Ash, Norton and St Margaret's (Tintinhull). This festival targeted children with low confidence or special educational needs, with 22 children attending and the event was supported by 8 leaders from Stanchester Academy.

### **Work of district wide significance in the last 12 months**

**Yeovil Artificial Grass Pitch** - A new sand dressed Artificial Grass Pitch was opened at Yeovil Recreation Centre in August 2013, the £800k facility was delivered on budget and on time. The facility has 25 hours of regular use during weekdays and 7 hours of use on Saturday's. The facility has 71% occupancy on weekday peak times (6-9.30pm).

**Join In (Yeovil)** - Delivered a second successful Join In Local Sport event in July 2013 in the Quedam Shopping Centre, Yeovil. This event was a celebration of grassroots sports where shoppers could try taster sessions in a variety of different sports. Ten local sports clubs from the Yeovil area took part in the event which was attended by over 150 shoppers throughout the morning.

**Sport Specific Development** - Delivered a programme of sports specific development opportunities in partnership with key community sports clubs and NGB's for residents. Sports included Tennis, Badminton, Hockey, Gymnastics, Athletics and Swimming.

### **Emerging Priorities for the year ahead**

Delivering the South Somerset Community Badminton Network Action Plan 2014/15 across the district, this has received £2.5k funding from Badminton England. This will include two Smash Up badminton clubs at Stanchester and Huish Academies, continuing with the breakfast badminton club at Martock and hopefully continuing the re-launched the community badminton club at Hambridge.

Deliver another successful South Somerset Mini Tennis Red Schools development programme in 2014, working with local tennis clubs (including Martock and Somerton Tennis Clubs), schools and the Lawn Tennis Association. Officers have already been working with a new coaching team at Somerton Tennis Club linking up with 5 primary schools for 2014 schools programme and to establish a new after school tennis coaching programme with Huish Leisure.

Continue to develop the hockey development programme within the district, working with Stanchester and Huish Episcopi academies to develop opportunities for both curriculum and after school hockey. We also hope to be working with both Martock and All Saints (Montacute) primary schools in the Spring/Summer 2014.

Officers also working with Huish Episcopi Academy and British Cycling to host a cyclo cross event at the school in May 2014. 160 young people will take part in the event and maximum capacity has been reached for the event, despite further interest.

### 3. Play and Youth Facilities

#### Core Work:

- To work in partnership with others to provide a range of challenging and exciting play spaces and youth facilities across the district.
- To offer annual, quarterly and routine play inspection service to not-for-profit organisations.

#### Area North delivery summary in the last 12 months

**Abbeyfields Play Area, Curry Rivel** –The improvements to this play area included installing a butterfly seesaw, extending the activity trail, refurbishing the toddler climbing frame and painting the existing equipment. The improvements have enhanced the play opportunities and ensured the facility can provide a venue for play for many years to come.

**Thurlocks Play Area, Tintinhull** – Following public consultation this play area has been refurbished and new facilities provided. The improvements include a new roundabout, junior swings, basket swing, agility trail, impact absorbing surfaces, improved access, tree planting and repainting/refitting existing play equipment.

**Lightgate Lane Play Area & MUGA, South Petherton** – The extensive construction of this new play area and MUGA for South Petherton was completed in the spring of 2013, following delays in the construction work due to wet site conditions over the winter of 2012/13. The new facilities look superb and are being well used.

**Chilthorne Domer Recreation Ground** – Officers supported Chilthorne Domer Recreation Field Committee and Parish Council with their plans and delivery of new play equipment and landscaping. In February and March 2014 a new zip line, basket swing, climbing frame and circular footpath and seating were constructed at the recreation ground. These improvements were possible following the community securing significant external funding.

**Copse Lane Play Area, Ilton** – Following consultation with officers the parish council was awarded a grant of £5,715 towards the provision of a new roundabout at the play area. The grant award utilises funding received through a S106 agreement secured from

the adjoining Yarlington Homes development. The new roundabout is expected to be installed at any moment and should be available for the public to use this spring.

#### **Work of district wide significance in the last 12 months**

Play and Youth Facility Officers have completed five play area refurbishments within the capital programme across the district in the current financial year as well as providing a chargeable annual inspection service to 66 play and youth facility providers (22 in Area North, 24 in Area East, 16 in Area West and 4 in Area South) as well as offering a quarterly or routine inspection service. The value of capital improvement schemes directly delivered, or with partners, totals nearly £700,000.

The team directly manages 56 play areas across the district.

#### **Emerging Priorities for the year ahead**

**Stanchester Way Play Area, Curry Rivel** – This play area has been designed and public consultation completed. In the spring/early summer of 2014 the play area will be refurbished and ready for all to enjoy this summer.

**Lavers Oak Play Area, Martock** – Officer plan to consult stakeholders, design and refurbish this small play area on the outskirts of Martock during 2014/15.

### **4. Opportunities for Young People**

#### **Core Work:**

- To support the development of stimulating things to do and places to go.
- To support the development of new and existing youth clubs.
- To develop opportunities for young people to volunteer and become involved in their communities.
- To support the development of playschemes and targeted holiday activity programmes.

#### **Area North delivery summary in the last 12 months**

**Youth Club Leader Training** – Officers organised free First Aid and Food Hygiene level 2 training for volunteers working in youth clubs in South Somerset. Those attending included volunteers working with groups in Area North.

**Holiday Playscheme Awards** - £100 awards provide to Chilthorne Domer, Curry Rivel, Aller and Martock and helped to enable more play opportunities for children in Area North.

**Duke of Edinburgh Awards** – The service funded the cost of the Octagon Theatre to enable the annual awards ceremony to take place. Young people many from Area North participated in the event, at which a total of 240 awards were presented to young people from across the district.

**Somerset Rural Youth Project (SRYP)** – The district council has a service level agreement with the SRYP and over the last year they have provided youth work across the district, including communities in Area North. A more detailed breakdown of the work they do and where it has happened can be found in the report presented to District Executive on 6<sup>th</sup> March 2014.

### **Work of district wide significance in the last 12 months**

**National Playday** - On the 7<sup>th</sup> August 2013 a National Play Day was held at Yeovil Country Park, which was attended by an estimated 5000 people. The day was part of a national event held each year to celebrate children's right to play.

**Gold Star Awards** – were held at the Octagon Theatre Yeovil on 29th October 2013 with a full auditorium. The event recognises the achievement of volunteers and young people across the district. There were 72 nominations in 11 categories. Working in conjunction with the Western Gazette for the first time, there was positive press coverage of the event in

### **Emerging Priorities for the year ahead**

**Play Day Programme** – Another year of Play Days is planned for 2014 and will include settlements in Area North. The planning of these days is in progress, but at the time of writing the report the communities to be included in the plan have not been confirmed.

Deliver another successful National Play Day at Yeovil Country Park on Wednesday 6<sup>th</sup> August 2014.

To support the new and existing youth clubs that have been established in Area North.

Agreeing a new Service Level Agreement with the SRYP to cover the work they carry out over 2014/15.

## **5. Leisure Facility Development and Management**

### **Core Work:**

- To provide sports clubs and community organisations with specialist advice and support to develop their facility projects.
- To secure appropriate leisure contributions from housing development to enhance local and strategic sport and recreation provision.
- To maximise access to existing dual use school sports facilities.
- To effectively and efficiently manage the Council's Facilities at Yeovil Recreation Centre.

### **Area North delivery summary in the last 12 months**

**Huish Episcopi AGP** – support has been provided to progress the Academy's aspiration to turn their red-gra area into a third generation artificial grass pitch suitable primarily for football and hockey. The project is progressing well, although there is still some further football development planning to be undertaken in order to be in a position to apply for Football Foundation funding later in the year.

### **Work of district wide significance in the last 12 months**

**Planning consultation responses** – the service responded comprehensively to 75 planning application consultation requests during 2013; 21 (28%) were for applications in Area North; several of which have been quite complex involving detailed conversations with parish councils.

We are finding that members and town and parish councils across the district are engaging more in the consultation process prior to the service submitting its final consultation response to planning which is positive progress.

The service has also prepared two Proofs of Evidence for planning appeals (Templecombe and Chard) to defend our methodology and requests. At the recent appeal relating to Templecombe, the Inspector found the evidence for Community Health and Leisure contributions to be sound which reaffirms the views of other inspectors presiding over local appeals that our evidence base is currently robust.

Off-site S106 contributions received for leisure through this team's work total over £2.6 million. In Area North, over £1.8 million of capital and commuted sums have been secured via signed S106 agreements and £588,380 of capital and commuted sums have been received. A total of £176,332 (capital and revenue) has been spent on facility projects to date.

**Planning workshops** – The service manager and Leisure Policy Officer delivered a workshop for 19 members in July 2013 to explain how the service calculates S106 contribution requests, to clarify the process and some common misconceptions. Positive feedback was received.

A similar leisure planning workshop was delivered to the Somerset Association of Local Council members last December in West Camel to help parish and town councils to gain a better understanding of the process too. Again, feedback was positive.

**Passport to Leisure** – allows residents on low incomes to obtain discounts on the cost of certain leisure and cultural activities at Wincanton Sports Centre, Crewkerne Aqua Centre, Goldenstones Leisure Centre, Octagon Theatre, SSDC directly organised holiday activities, St Michael's Hall and Yeovil Recreation Centre. The service administers the scheme (free of charge) and currently there are 398 valid cards which breaks down by area as follows:

<b>East</b>	56 (14%)
<b>North</b>	39 (9%)
<b>South</b>	287 (72%)
<b>West</b>	16 (4%)

### **Emerging Priorities for the year ahead**

Continue to secure appropriate leisure contributions from developments in Area North.

Continue to provide support to Huish Academy to deliver a new AGP.

Work with Huish and Langport Cricket Club to complete facility development improvements using remaining Section 106 funding.

Work with Ilton Parish Council/the Warren Trust/Area Development to potentially develop a new recreation ground within Ilton.

## **6. Other service delivery/achievements**

**The Resource Service** transferred to The Hub from 1<sup>st</sup> April 2013 for five years. The transfer is projected to bring cost savings of up to £130,000 over 5 years. The Hub is currently projecting to deliver the service within budget at the end of year 1.

**Communications** – The service directly generated 35 press releases in the last 12 months and produces a monthly communication to 5200 people on our Health & Well Being newsletter mailing list.

Between 1200-1400 (25%+) actively open this newsletter (industry average is 20%). Between 150 – 300 people click through to specific articles (way up on average of 17%). These figures have been sustained and improved over the last five years showing that this is a valued resource for our customers. Opt outs over the year are only 0.2% which is remarkable given the amount of newsletters and spam people receive.

Facebook - a new Play Youth South Somerset page set up in July. Through promotion the 'likes' are now in excess of 100 and rising. Further promotions are planned soon to boost the number of likes. We are also in the process of setting up a Yeovil Rec Facebook page.

### **Financial Implications**

No new implications.

### **Corporate Priority Implications**

The work of the Community Health and Leisure service contributes to the following aims within the Health and Communities Focus of the Council Plan:

- Ensure that the strategic priorities of the Somerset Health and Well-being Board reflect local needs and align council resources to deliver projects to address those needs
- Maintain and enhance the South Somerset network of leisure and cultural facilities, optimising opportunities for external funding to promote healthy living.

### **Equality and Diversity Implications**

Consideration is given by the service to ensure that all facilities and services are accessible.

**Background Papers:** *None*

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