

REPORT OF PROVISION OF INFORMATION TASK AND FINISH GROUP

SUBJECT: TOURIST INFORMATION PROVISION (NEWPORT AND TENBY)

Purpose of Report

To agree a new focus to the National Park Authority's work to support the visitor economy in Pembrokeshire.

Introduction

In May 2016, the Authority set up a Task and Finish Group to "explore potential changes to the provision of information to visitors, including the future roles of Tourist Information Centres and Visitor Centres".

The following were appointed as members of the Task and Finish Group:

- Cllr Mike James;
- Cllr Lyn Jenkins;
- Cllr Bob Kilmister;
- Cllr David Rees;
- Christine Gwyther; and
- Ted Sangster

At the first meeting Cllr Mike James was appointed Chairman and Christine Gwyther appointed Vice Chair.

The Task and Finish Group met 5 times between November 2015 and August 2016. In addition, site visits were arranged to each of the 5 centres run by the Authority. The work of the Group was supported by the Director of Delivery and Discovery.

As part of its work the Group considered previous changes to the Tourist Information Centres and Visitor Centres, along with trends relating to financial information and visitor numbers and received presentations on the work of the:

- Ranger Team;
- Discovery Team; and
- Communications, Marketing and Graphics Team.

However, it is the view of the Authority's 'Provision of Information Working Group' that a new approach to the provision of visitor services by PCNPA is now needed in order to meet the present and future challenges facing the local tourism industry as well as the needs of residents in Pembrokeshire.

Having considered the different ways that the Authority provides information to visitors (and local people) the Task and Finish Group considered that it should focus on how the Authority manages its Visitor Centres and attractions.

Pembrokeshire Coast National Park Authority Visitor Centres and Attractions
Pembrokeshire Coast National Park Authority (PCNPA) presently manages the following visitor centres and attractions:

- Castell Henllys Iron Age Fort;
- Carew Castle and Tidal Mill;
- Oriel y Parc Visitor Centre and Landscape Gallery;
- Newport Tourist Information Centre; and
- Tenby National Park Visitor Centre.

The five sites listed above have historically provided an important component of PCNPA's face-to-face visitor services and currently form part of a wider network of tourist information sites across the county. The five sites presently cost the NPA £471,000 a year to run and they collectively deal with approximately 300,000 customers per year.

There is widespread acknowledgement that the above centres provide high quality visitor services (Castell Henllys, Carew Castle and Oriel y Parc have all been awarded Certificates of Excellence via Trip Advisor) that help the NPA in delivering its secondary purpose (i.e. "to promote enjoyment and understanding of the National Park") whilst adding significant value to the visitor experience in Pembrokeshire and providing important services for local residents too.

Previous Changes to the Visitor Centres

The Task and Finish Group considered the work undertaken by the Authority to review its visitor centres over the last few years. The review process has focussed on three distinct priorities:

1. Ensuring that the Authority's existing portfolio of visitor centres and attractions are as cost effective as possible and represent 'value for money' in terms of the cost to the 'public purse';
2. The second stage focussed on providing a clear strategic vision for the Authority's visitor centres and sites that places the needs of residents and visitors at the heart of decision making; and
3. The final phase focussed on 'future proofing' our visitor centres and sites by exploring alternative delivery models to meet future customer needs.

Stage 1

The National Park Authority's budget reduced by 12% over the last 5 years with the Authority's visitor centres and attractions achieving a 17.5% reduction in their operating costs over the same period (see table below).

	2011/12	2016/17	£ Reduction	% Reduction
Centre Gross Operating Costs	570	470	100	17.54%
NPA Grant & Levy	4492	3940	552	12.29%

Stage 2

The NPA follows a model of delivery that aims to support a more customer-focussed approach to the operation of our visitor centres whilst ensuring that we compliment the wider 'tourism offer' in Pembrokeshire. The main priorities for the Authority's visitor centres and attractions are set out below:

CONGRUENCE – a clearer focus on linking PCNPA's visitor services with the outcomes identified in the Corporate Plan, ensuring that our services are clearly differentiated from those provided by other tourism bodies locally and that our decisions are driven by customer needs.

COMMUNITIES – ensuring that PCNPA's visitor services deliver tangible benefits for local residents as well as the large number of visitors to the area every year. Contributing to local community life and the wider socio-economic aspirations of Pembrokeshire.

CO-ORDINATION – working with HQ and across PCNPA's visitor sites, as well as with other local tourism organisations in Pembrokeshire, to maximise the tourism offer locally (e.g. cross-promotion of castle sites, promotion of sustainable tourism, etc.).

COMMERCIAL – improving the commercial focus of our visitor centres in order to maximise the use of our limited resources and to ensure that the visitor services on-offer are financially sustainable in the long-term

Stage 3

The NPA established a 'Provision of Information to Visitors Working Group' in May 2015 to look specifically at how new models of service delivery might enhance the Authority's visitor services.

In particular, the group focussed on the potential for working in close collaboration with the private sector and local community organisations to deliver a more 'joined-up' range of visitor services that reduces PCNPA's portfolio of buildings in favour of a more equitable and 'people-focussed' service.

The Case for Change

Tourism is one of Pembrokeshire's most significant industries, worth just under £500 million to Pembrokeshire¹, and is the largest private sector employer representing 35% of the total workforce².

In a range of coastal destinations in Pembrokeshire, including key locations within the National Park, tourism plays an even greater role. For example, a report by

¹ STEAM Report, Pembrokeshire County Council, 2009 (<http://www.tourismhelp.co.uk/content.asp?id=339>)

² Dr. Steven Jones, Director of Development, Pembrokeshire County Council, Economy Overview & Scrutiny Committee Meeting, 16th September 2010 (<http://mgenglish.pembrokeshire.gov.uk/ieListDocuments.aspx?CIId=292&MIId=2123&Ver=4>)

Sheffield Hallam University³ looked at employment, economic outputs and trends for seaside resorts and towns including Tenby, Saundersfoot and Fishguard. The report shows that:

- Average year round employment supported by tourism in Tenby, Saundersfoot and Fishguard is 3,700 jobs;
- As a percentage of all jobs, these are 53% in Tenby, 49% in Saundersfoot and 21% in Fishguard (outside NP);
- Annual output directly attributable to tourism is estimated at £33 million for Tenby, £9 million for Saundersfoot and £7 million for Fishguard

However, despite the dependency of the local economy on tourism, it is apparent that over the last 15 years visitors are undertaking less trips to the Welsh seaside, with a decline in the number of trips and nights spent by UK visitors overall on the Welsh coast. The seaside share of the UK holiday market in Wales has fallen in recent times⁴.

Consequently, despite the importance of tourism to the Welsh economy (which represents approximately 5.8% of GDP in Wales⁵) the industry remains volatile and is susceptible to considerable change through a range of factors often beyond the control of organisations in Pembrokeshire such as the strength of the pound, the ever changing weather, seasonal occurrences that disrupt or distract potential visitors (such as major flooding events) or wider changes in the political climate (such as those linked to the UK's recent decision to leave the EU).

In tandem with the above, the boom in smart-phone ownership and wider access to web-based information sources is dramatically transforming the way that people research, book and enjoy their holidays. This is leading to a 'last minute' culture which heightens the seasonal nature of Pembrokeshire's tourism economy and means that visitors are both much more informed before arriving in the county and less dependent on traditional visitor services such as tourism information centres (TICs) to enhance their holiday experience.

Crucially, there is also a need for PCNPA to more clearly define its distinct role within the wider context of tourism delivery locally. Pembrokeshire County Council (PCC) has the lead role for both economic development and tourism development in Pembrokeshire and they cater for the generalised provision of tourist information via their existing network of integrated TIC's at various sites across the county.

The view of the Task and Finish Group was that the NPA needs to focus on areas of work where it adds the most value through its expertise in conservation and interpretation. As a result, the three larger centres (e.g. Oriel y Parc, Carew Castle and Castell Henllys) are seen as sites where the visitor 'offer' is distinctly improved

³ The Seaside Tourist Industry in England and Wales – employment, economic output, location & trends, Centre for Regional Economic and Social Research (CRESR), Sheffield Hallam University, June 2010 (<http://www.shu.ac.uk/assets/pdf/cresr-seaside-tourism-report.pdf>)

⁴ Coastal Tourism Strategy, WAG, 2008 (<http://wales.gov.uk/docs/drah/publications/Tourism/090612coastaleng.pdf>)

⁵ Wales Tourism Alliance website - <http://www.tourismalliance.org.uk/en/tourism-the-welsh-economy/>

through PCNPA's direct involvement. However, there was consensus by the Task and Finish Group that the more generalised provision of tourist information, currently in operation at Newport and Tenby, can be delivered in different ways without the need for PCNPA taking a direct lead role.

New Models / New Programmes

As a result, the changes detailed above in combination with the need to create a service that is 'fit for purpose' for the challenges the Authority will face in the future provides an opportunity to deliver our information services in a different way.

The working group agreed that the following list of potential projects provide a good overview of the types of services that PCNPA should be seeking to deliver in the years ahead.

Initiative	Investment
<u>Parkwise</u> – a tailored training programme to train business staff in Pembrokeshire to provide up-to-date visitor information about the National Park (creating an informal business-based 'TIC' network).	£10,000 – training materials, marketing activity and additional staff time to implement.
<u>Naturally Connected</u> – a project to promote biodiversity to tourism businesses in Pembrokeshire. Raising awareness of the biodiversity present on key business sites and providing an action plan to enhance on-site biodiversity.	£5,000 – promotional materials and additional staff time
<u>Seasonal Pop-Up Events</u> - to provide a range of new and exciting 'pop-up' events on beaches and key business sites (large camp sites, major attraction sites, etc) during the 2017 summer season and beyond.	£15,000 – devise programme, marketing materials, recruit seasonal staff, train volunteers and secure associated PCNPA staff time.
<u>Tourism Ambassador Scheme</u> – to train and support a network of community ambassadors, in conjunction with PLANED, that can provide information for visitors as well as walks and talks in key village locations throughout the National Park.	£10,000 – devise training programme, recruit volunteers, provide support materials and mentoring, fund annual 'get together' to celebrate achievements.
<u>Interpretive Materials</u> – to provide a tailored series of interpretation materials across key business and community sites across Pembrokeshire to promote people's enjoyment and understanding of the National Park.	£5,000 – design, produce and distribute interpretive materials (inc' associated staff time).

<u>Update 'Roadshow' Materials</u> – to refresh and update the branding of PCNPA's 'roadshow' materials (e.g. pop-up equipment and trailers) used to promote the National Park at local village fetes and events.	£10,000 – re-design and purchase revised 'pop-up' equipment to increase PCNPA's 'presence' at key shows and events throughout the year.
<u>Haverfordwest Library</u> – to develop a joint visitor services offer between PCNPA and PCC at the new 'state-of-the-art' library building (to be located at the present Riverside Market site).	£5,000 – develop a fully integrated interpretation plan, interpretive materials and operational plan for the visitor related services based at the new PCC managed library facility.
<u>PCNPA Web site</u> – we could invest to make the PCNPA website more user friendly and work with PCC to support the Visit Pembrokeshire web site.	£20,000 – but dependent on approach taken.

The above package of new and/or expanded initiatives would cost the Authority in the region of £60K per year to implement, with a one-off cost relating to the web site. With no new funding forthcoming the preferred option put forward by the Task and Finish Group is for the Authority to support the proposed new programmes of work (detailed above) by changing our existing activities in Tenby and Newport.

Proposal

The 'Provision of Information to Visitors Working Group' is, therefore, recommending that the Authority enters into a period of consultation with businesses and community organisations in Tenby and Newport to see if we can deliver visitor information in these two important locations in partnership with others and without the need for PCNPA to manage its current visitor centre buildings.

Ultimately, the Authority would like to put in place partnership arrangements that will ensure that both Newport and Tenby continue to receive localised visitor information services so that we can re-allocate a proportion of the current expenditure associated with the Authority's premises in order to support the package of new initiatives (detailed above) aimed at delivering a modernised and more equitable service across the National Park.

It is anticipated that the outcomes of the consultation will be presented to Members at its November 2016 meeting for decision. It is anticipated that any changes will be implemented prior to the 2017 summer season.

Potential Impact on Staff

The processes relating to staff are set out in the Authority's Reorganisation and Redundancy Policy. Mechanisms are in place to consult with staff at representative (including trade union) and individual level regarding proposals to reorganise work. The aim of consultation is to allow staff to consider proposed changes, to contribute to plans and for managers to consider how to mitigate potential impact. Decisions relating to staffing will follow the consultation processes and are delegated to the Chief Executive.

Disposal of Property

In the event that the Authority declares either or both properties surplus to operational requirements, their future should be determined in accordance with the Authority's adopted Asset Management Policy. This requires that the Authority holds the minimum estate necessary. In practise this would involve negotiations with our Tenby landlord in pursuit of an early surrender of our remaining occupational lease and a potential freehold disposal of the Newport property following a period of open marketing.

Overview – Tenby

Tenby performs as a traditional visitor centre with additional interpretive materials to help enhance people's visit to Pembrokeshire Coast National Park. It provides a base for staff hot-desking and generates a good retail income.

- Visitors – PCC visitor surveys suggest that this area of Pembrokeshire has the most bed spaces locally (hotels, guest houses and caravan sites) and the highest density of visitors. Our recent small-scale survey suggests that virtually no visitors made a special trip to the centre (rather they call in as they pass from the nearby car park to the town centre) and that most of the information provided is general tourism information (bus time tables, local services, toilets /beach locations etc.) As a result, there is limited engagement with the interpretation materials on-site;
- Local use – few meetings take place with local residents (there are numerous alternative venues for meetings in the town);
- Staff – staff living in South Pembrokeshire sometimes use the offices to save the commute to Llanion;
- Alternatives – there is a PCC visitor centre located within 200 yards (alongside the multi-storey car park). Tenby has a long established community museum which receives 17,000 visitors pa. and the local PCC library also acts as an 'information hub'.

Exit

- The property is leased until 2019 so the Authority is committed to paying an annual rental and rates. It is estimated that the cost associated with the early surrender of the Authority's lease and associated rates would equate to £160K (see appendices for further details) While this is the maximum figure we would seek to negotiate a reduced sum;
- The cost of the exit payment will diminish as time passes;
- The net annual operating cost of the centre is c.£75,000 pa. On the basis of the exit costs of £160,000, by ceasing operation during 2016-17 the Authority will offset the cost through reducing its operating costs;
- The contractual lease expiry date is 24th December 2019. PCNPA could cease trading from the premises at any time prior to the lease expiry date at our discretion, although in the absence of any formally documented early surrender agreement with our landlord, our obligations to pay rent, rates etc. would continue until the 24th December 2019;
- Visitor information is available at the PCC TIC and Town Museum and can be supplemented by PCNPA's main website, local displays, events, leaflets and training. (Additionally it is believed that we would achieve greater visitor engagement by taking our offer to the visitor - talks/ displays/information at

caravan parks, hotels; beach events for children etc. - rather than expecting visitors to come to us).

- Our bases at Carew and Llanion are sufficiently close to mean that PCNPA staff living in the Tenby area would not have far to travel to work.
- The Tenby Manager performs a range of duties (including film making, driving instructor, central purchaser, Coast-to-Coast distribution co-ordinator) all of which will need to be delivered in different ways.
- There may be opportunities for redeploying existing staff.

Overview - Newport

Newport performs as a traditional visitor centre with additional interpretive materials, is a base for staff hot desking, and generates a good retail income (especially from book sales).

- PCC visitor surveys suggest that visitors to this area of Pembrokeshire are mainly social economic groupings A and B, mainly repeat visitors and ICT literate. A recent small-scale survey by PCNPA staff suggests that virtually no visitors made a special trip to the centre (rather they call in as they pass from the nearby car park to the town centre) and that most of the information provided is general tourism information (bus time tables, local services, toilet/ beaches locations etc.) There is limited engagement with the interpretation materials on-site.
- Local Use – few meetings take place with local residents (there being numerous alternative venues for meetings in the town).
- Staff – staff living in North Pembrokeshire regularly use the offices to save the commute to Llanion.
- Alternatives – there is a PCC visitor centre in Fishguard (c. 8 miles) and Ceredigion Visitor Centre in Cardigan (c.10 miles) and Castell Henllys (c 4 miles).
- Closure will generate revenue saving of £20,000 pa and a net capital receipt for the building in excess of £100,000.
- There may be opportunities for redeploying some existing staff.

Exit

- The Authority is not aware of any grant-aid regulations or estate management issues which would preclude a sale.
- “Partial” exit strategies (e.g. sharing with PCC library, leasing as a community TIC) will not generate a capital receipt but will lock PCNPA into managing a building and the provision of a service which cannot be justified as a priority in the current financial climate.
- The capital receipt from the potential sale of Newport TIC could be re-invested on other services;
- Visitor information is already available at Fishguard, Castell Henllys and Cardigan with additional information made available via PCNPA’s website, through local displays, events, leaflets and training.

Risk considerations

The proposed changes, presented within this paper, are geared towards the reallocation of funding to support revised programmes of work as well as a more sustainable and equitable range of visitor services across the National Park. Whilst the potential closure of any facility is an emotive issues there is a certain inequity in having a focussed visitor building in Tenby and Newport when we know that there

are over 4.5 million visitors to Pembrokeshire with only a fraction visiting these two specific locations.

The desire is, therefore, to create a 'people-led' service, in partnership with local businesses and communities, that supports a wider geographical spread, ensuring that we take PCNPA's visitor services 'to the customer' so that even more visitors and residents experience the benefits of accessing the Authority's services closer to their chosen destination. It is hoped that this will deliver improved benefits to a wider audience whilst reducing costs.

Compliance

The proposed changes to PCNPA's visitor services will enhance the Authority's ability "*to encourage and support the development of sustainable employment and businesses, particularly in tourism and recreation*" and "*to protect and promote the local culture of language, arts and heritage of the area*" as set out in the Authority's 2016/17 Corporate Plan.

Human Rights/Equality issues

An initial equality impact assessment (EIA) screening analysis (see Appendix 1) suggests that a full EIA is not necessary due to the limited use of the visitor centres by local residents (as evidenced by a recent survey) plus the limited impact on individuals and/or groups with protected characteristics.

Biodiversity implications/Sustainability appraisal

The proposed actions in this paper do not conflict with the National Park Management Plan and/or departmental policies for nature conservation, climate change and resource use. It is envisaged that a reduction in building and staff costs will, ultimately, allow the Authority to deliver a more cost-effective and sustainable range of visitor services.

Welsh Language considerations

The proposals comply with the requirements of the [Compliance Notice](#) served upon the Authority under Section 44 of the Welsh Language (Wales) Measure 2011.

Conclusion

The changing nature of the visitor economy requires a new approach to service delivery that puts the needs of customers at the heart of decision making. The Authority is keen to move away from a traditional 'visitor centre' model of service delivery by investing in an exciting package of new initiatives that will be delivered in partnership with the tourism trade and local community organisations.

However, this can only be achieved by consolidating PCNPA's existing portfolio of premises with a specific focus on the Authority's facilities at Tenby and Newport. The NPA is, therefore, planning to undertake a period of consultation with businesses and community organisations in Tenby and Newport to see if we can deliver visitor information in these two important locations in new ways.

RECOMMENDATION:

To consult on a proposal to change the way information services are delivered in Tenby and Newport in order to invest in a package of new initiatives aimed at supporting the growth of the wider visitor economy in Pembrokeshire.

Background Documents

- Various Reports presented to the Provision of Information to Visitors Task and Finish Group – 3rd February 2016 – Present
- Centres Study Tour – Members of the Provision of Information to Visitors Task and Finish Group – 15th December 2015
- Report to National Park Authority regarding creation of Task and Finish Group to look at the Future Provision of Information to Visitors - 6 May 2015
- Report to Recreation and Tourism Review Committee – Review of Tourism and Destination Management in Pembrokeshire – 28th January 2015
- Report to National Park Authority – Overview of Community Consultation Activities – 17th December 2014
- Report to Recreation and Tourism Review Committee – Overview of Service Performance from April 2012 – Mar 2013 – 13th November 2013
- Report to Recreation and Tourism Review Committee – Review of Future agenda Items (Verbal Report) – 16th October 2013
- Report to Recreation and Tourism Review Committee regarding Newport Visitor Centre - 13 March 2013

(For further information, please contact James Parkin ext 4807)

Author: - James Parkin – PCNPA Director of Delivery and Discovery

Consulted:

- PCNPA – All Centre Managers
- Tegryn Jones – PCNPA Chief Executive
- Richard Griffiths – PCNPA Finance Manager
- June Skilton – PCNPA HR Manager
- PCNPA – Provision of Information Task and Finish Group
- Martin White – PCC Head of Regeneration
- Alan Turner – PCC Tourism Marketing Manager
- Mike Cavanagh – PCC Head of Cultural Services
- Staff Team – Pembrokeshire Tourism

APPENDIX 1

Newport Financial Data

Annual Revenue savings

Net annual operating costs	£19,000
Annual maintenance	£2,000
	<u>£21,000</u>

Capital Receipt (NET)	Proceeds of sale (less costs of sale)	£100,000
	Less Redundancy	-£15,000
		<u>£85,000</u>

Tenby Financial Data

Annual Revenue savings

Net annual operating costs	£72,000
Annual maintenance	£2,000
	<u>£73,000</u>

Capital Outlay	Settlement of Lease & Rates	-£100,000 *
	Redundancy	-£50,000
	Vacate & Relocation	-£10,000
		<u>-£160,000</u>

* May be able to negotiate early settlement but unlikely so figures are based on full rates & rates obligation.

Appendix 2 - Pembrokeshire Coast National Park Authority

Impact Screening - Equality

Screening for relevance

Screening is a short, sharp exercise that helps to determine relevance; the aim is to decide whether a full impact assessment is appropriate. This helps the Authority to focus its efforts effectively.

Describe the policy, practice, plan, review etc that you are screening:

To consult on a proposal to change the way information services are delivered in Tenby and Newport in order to invest in a package of new initiatives aimed at supporting the growth of the wider visitor economy in Pembrokeshire

Screening completed by (name, job title and date): James Parkin, Director of Delivery and Discovery, 20th July 2016

(Note screening should be carried out by officer who has good understanding of the policy area)

Questions to consider	Yes/No	Comments
<p>Does the policy affect service users, employees or the wider community? (and therefore be likely to have significant effect on groups of people with protected characteristics).</p> <p>The relevance of a policy will depend not only on the number of those affected, but also the significance of the effect on them.</p>	Yes	<p>The potential closure of both the Tenby and Newport Visitor Centres will impact on approximately 70,000 visitors who presently use the services provided at these two locations.</p> <p>However, it is worth noting that a recent visitor survey (2015) suggests that very few local residents utilise the services provided at both Tenby and Newport Visitor Centres.</p> <p>Ultimately, it is felt that the Authority's intention to invest in new models of service delivery will compensate for the potential closure of the associated buildings by providing more localised services across multiple sites in the National Park.</p>

<p>Is it a major policy? ie significantly affecting how functions are delivered in terms of people with protected characteristics.</p>	<p>No</p>	<p>No, the proposed changes do not represent a major shift in policy but instead represent a move to a new model of service delivery for the provision of information to visitors.</p>
<p>Will it have a significant effect on how other organisations operate in terms of equality? (for example, a national strategy or inspection criteria)</p>	<p>No</p>	<p>No, although there is a potential 'compound' impact of TIC's closing and/or reducing opening hours across Pembrokeshire. If anything, our services should be more dispersed across a wider geographical areas rather than being focussed in just Tenby and Newport.</p>
<p>Does it relate to functions that previous engagement activities have identified as being important to particular characteristics?</p>	<p>No</p>	<p>Not to my knowledge – also canvassed staff internally.</p>
<p>Does it relate to the Authority's equality objectives and outcomes?</p>		<p>PCNPA's equality outcomes are set out below (as identified in the Strategic Equality Plan 2016-2020)...</p> <ul style="list-style-type: none"> To continue removing barriers that can be identified for people accessing PCNPA services To promote greater levels of participation from communities and other stakeholders in the decision making at PCNPA To develop a level of understanding of equality, fairness and justice issues among staff and members as befits a Welsh public sector organisation To promote equality and diversity within the PCNPA workforce.
<p>Does it relate to an area where there are known inequalities? (For example, disabled people's access to public transport; the gender pay gap; etc.)</p>	<p>No</p>	<p>There is no evidence that people with 'protected characteristics' utilise the services provided through our Visitor Centres to a greater or lesser degree than anywhere else in the National Park. As a result, the mitigating actions highlighted in the committee report should ensure that people with 'protected characteristics' receive the same level of access to services through the newly</p>

		prosed delivery model(s), as they would at present.
Does it relate to a policy where there is significant potential for reducing inequalities or improving outcomes? (For example increasing take-up of traineeships by female students)	No	No. Only the physical location of a building helps to make access to services easier for local residents in this case. However, the present approach only benefits residents in Tenby and Newport and provides no advantage to residents from other communities in the National Park. As a result, a move towards a more geographically disperse service should support a more equitable service for all in the long-term.
Does it relate to an area where there is a lack of published research or other evidence?	Yes	Yes, in the sense that there is very little evidence (either locally and/or nationally) regarding the use of visitor services by people with 'protected characteristics'.
Approval by Head of Service: Tegryn Jones		
Is a full Impact assessment required? No		
Who will carry out the Impact assessment.....		
Name: James Parkin	Job Title: Director of Delivery and Discovery	Date: 27 th July 2016

Please include the completed form with any draft National Park Authority Committee Report

Notes:

Equality Act

Public bodies are required to have due regard to the need to:

1. eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act
2. advance equality of opportunity between people who share a relevant protected characteristic and those who do not
3. foster good relations between people who share a protected characteristic and those who do not.

The general duty covers the following protected characteristics:

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity
- Race – including ethnic or national origin, colour or nationality
- Religion or belief – including lack of belief
- Sex
- Sexual orientation

It applies to marriage and civil partnership, but only in respect of the requirement to eliminate discrimination in employment.