

EQUALITY IMPACT ASSESSMENT (EQIA): SCREENING FORM

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

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

Revised Booking and Administrative Fees Structure – Ticketing – Glasgow Life – Budget Option (Updated 2021)

In addition to the previous revision of the ticket fees and charges introduced in 2019 (see section c below), we are looking at:

- a) increasing our booking fee from 10 to 12%, i.e. a 2% increase per customer ticket
- b) promoting e-tickets in addition to thermal paper tickets
- c) retain existing transaction and dispatch fees at 2019 levels.

Please note: this assessment includes the previous changes regarding the ticketing fees structure in 2019 in addition to the new proposed changes in 2022. This proposal would start from the 2022-2023 financial year from 1 April 2022.

As such it replaces the previous assessment.

b) Reason for Change in Policy or Policy Development

The main reason for implementing this proposal would be to generate more income following the loss of income experienced by Glasgow Life during the pandemic (estimated to be approximately £38M) – hence the additional increase in booking fees from 10% to 12% representing a 2% increase on the booking fee on top of the customer ticket price. The ticket price is set by the promoter or event organiser.

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

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Changes to the booking fee model that the Glasgow Life Box Office applies to purchase of tickets by customers (this now includes Celtic Connections, Aye Write! and World Pipe Band Championships but excludes the resident Orchestras due to the conditions of their contracts with Glasgow Life). The main principles of the revised fee proposal are by adjusting fees to still remain below commercial market rates of 12.5% and 13.5% and on occasion as high as 17% and to:

1. Generate additional income for Glasgow Life that will allow Arts, Music and Cultural Venues to rebuild after the impact of the COVID-19 pandemic so that contribution can be made to help fund Glasgow Life community events that may otherwise have their budget cut in the current financial climate
2. Balance new income by removing fees from tickets up to and including £5.00, thus helping organisers for choirs, dance groups, community shows including any children's tickets in this price category.
3. Increase fees on tickets from £5.01 upwards with a 12% fee applied against each ticket price. This is a common-place fee within the arts, music and sporting industry and remains less than other sales outlets or venues.
This level of booking fee remains relatively low in comparison with the commercial market with rates of 12.5% and 13.5% fees as standard with the highest fee of 17% applied on occasion.
4. The transaction fee charges are per order, regardless of number of tickets within the order and will remain at rates of £1.50 for Online and £1.75 for Telephone.
5. Combined with the postage charge of £1.00, Online total = £2.50 and Telephone total = £2.75, which remain less than market leaders who apply fulfilment charges of £2.95.
6. This proposal is designed to make the check-out process easier to understand for customers.
7. The booking fee would be added to the ticket price at the point of advertising the performance, then when tickets purchasers are paying they will be given a breakdown of all charges for receipt purposes to show the ticket's face value plus applicable fees.
8. Customers buying their ticket at the counter would only incur charges for their ticket cost and respective booking fee.
9. E-tickets introduced alongside thermal paper tickets to give customers more choice, promote contactless transactions which would help customers save money on postage fees and reduce carbon footprint with less paper use within the community.

d) Summary of geographic area impacts

Please use the tick boxes below to identify which areas of the city are potentially affected. You may also wish to flag if there are particular areas to be noted e.g. ward or local areas.

North East		North West		South		City wide	X
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Other area details:

The tickets issued are most likely to be for Art and Music venues which are predominantly situated in the city centre. However, these performance venues are designed to serve the whole city.

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

Helen Maclean 29/03/19, revised 22/07/21, revised 21/02/22

f) Assessment Verified by (signed and date)

Alison Jack 29/03/19, revised 21/02/22

2. GATHERING EVIDENCE & STAKEHOLDER ENGAGEMENT

The best approach to find out if a policy, etc is likely to impact positively or negatively on equality groups is to look at existing research, previous consultation recommendations, studies or consult with representatives of those groups. You should list below any data, consultations (previous relevant or future planned), or any relevant research or analysis that supports the Policy, Project, Service Reform or Budget Option being undertaken.

Please name any research, data, consultation or studies referred to for this assessment:	Please state if this reference refers to one or more of the protected characteristics: <ul style="list-style-type: none"> ➤ age ➤ disability, ➤ race and/or ethnicity, ➤ religion or belief (including lack of belief), ➤ gender, ➤ gender reassignment, ➤ sexual orientation ➤ marriage and civil partnership, ➤ pregnancy and maternity, 	Do you intend to set up your own consultation? If so, please list the main issues that you wish to address if the consultation is planned; or if consultation has been completed, please note the outcome(s) of consultation.
Review of booking, postage and transaction fees charged by other cultural providers. This demonstrated that the proposed new Glasgow Life Booking Fee of 10% would still be competitive if these changes are approved i.e. within the industry market where 12.5% and 13.5% booking fees are standard with the highest booking fee of 17% applied on occasion. (see APPENDIX A)	All	We will continue to monitor the effect of the change once it is introduced.
Analysis of previous ticket sales in relation to the number that would have been subject to no booking	All	

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<p>fee if the new proposal of no fee for tickets up to £5 in price was already in place. This showed that approximately 10,000 tickets would have been exempt from this fee in the 2017/18 financial year (see APPENDIX A).</p>		
<p>Analysis of previous ticket sales in relation to various price bands in relation to the projected effect of the proposal. This showed that 71% of tickets sold in 2017/18 were priced up to £30 and 78% were priced up to £40, therefore for more than two thirds (78%) of the tickets sold, the fee increase would be £1.00 - £2.00 increase per ticket, while less than a quarter (22%) of tickets sold would have an increase of £2.00 plus per ticket by having a 10% fee per ticket applied.</p>	<p>All</p>	

3. ASSESSMENT & DIFFERENTIAL IMPACTS

Use the table below to provide some **narrative** where you think the **Policy, Project, Service Reform or Budget Option** has either a positive impact (contributes to promoting equality or improving relations within an equality group) or a negative impact (could disadvantage them) and note the reason for the change in policy or the reason for policy development, based on the evidence you have collated.

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
SEX/ GENDER	Women	N/A	N/A	The ticket price set by the promoter or event organiser remains the main factor in a customer deciding if they can afford to attend a concert. The increase in ticket booking fees may make it more difficult for some people experiencing economic deprivation to afford attendance at performances and events. However, the introduction of e-tickets (on mobile phones or via a self-print at home option) as well as thermal paper tickets means that customers can save on a postage fee of £1.00 if they have the means to choose the e-ticket option. (This would help to offset the increase in booking fee).
	Men	N/A	N/A	As above
	Transgender	N/A	N/A	As above
RACE*	White	N/A	N/A	As above
<i>Further information on the breakdown below each of these headings, as per</i>	Mixed or Multiple Ethnic Groups	N/A	N/A	As above
	Asian	N/A	N/A	As above

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<i>census, is available here.</i> <i>For example Asian includes Chinese, Pakistani and Indian etc</i>	African	N/A	N/A	As above
	Caribbean or Black	N/A	N/A	As above
	Other Ethnic Group	N/A	N/A	As above
DISABILITY	Physical disability	N/A	N/A	As above
<i>A definition of disability under the Equality Act 2010 is available here.</i>	Sensory Impairment (sight, hearing,)	N/A	N/A	As above
	Mental Health	N/A	N/A	As above
	Learning Disability	N/A	N/A	As above
LGBT	Lesbians	N/A	N/A	As above
	Gay Men	N/A	N/A	As above
	Bisexual	N/A	N/A	As above
AGE	Older People (60 +)	N/A	N/A	As above
	Younger People (16-25)	N/A	N/A	As above
	Children (0-16)	N/A	N/A	As above
MARRIAGE & CIVIL PARTNERSHIP	Women	N/A	N/A	N/A
	Men	N/A	N/A	N/A
	Lesbians	N/A	N/A	N/A

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	Gay Men	N/A	N/A	N/A
PREGNANCY & MATERNITY	Women	N/A	N/A	N/A
RELIGION & BELIEF** A list of religions used in the census is available here .	See note	N/A	N/A	N/A

* For reasons of brevity race is not an exhaustive list, and therefore please feel free to augment the list above where appropriate; to reflect the complexity of other racial identities.

** 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. A list of religions used in the census is available [here](#).

Summary of Protected Characteristics Most Impacted

N/A

Summary of Socio Economic Impacts

The increase in booking fees of 2% may affect those who find it difficult to afford cultural tickets.

Summary of Human Rights Impacts

N/A

Summary of Health Inequalities* Impacts

Please include reference to any protected characteristic group which may be affected in terms of health inequalities.

Also make reference to other groups that may potentially be affected – including people with drug problems, homeless people, care-experienced young people and carers. This is an indicative but not exhaustive list and any relevant groups along with the anticipated impacts should be noted.

N/A

*Health inequalities between people arise because of inequalities in society. Health inequalities are influenced by a wide range of factors, including access to education, employment and good housing; equitable access to healthcare; individuals' circumstances and behaviours, including lifestyle factors (e.g. diet), and income. These issues are known as the social determinants of health.

They are also influenced by levels of access to and participation in culture, learning, sport and physical activity opportunities.

Decisions made about Glasgow Life's policies, projects, service reforms and budget options have the potential to make a positive or negative difference to health. Particular attention should be paid to *not* making health inequalities worse. For example widening the gap between those experiencing more healthy years lived and those who fair worse. Our aim should be to reduce this gap and promote health equity in Glasgow.

4. OUTCOMES, ACTION & PUBLIC REPORTING

Screening Outcome	Yes /No Or / Not At This Stage
Was a significant level of negative impact arising from the project, policy or strategy identified?	No
Does the project, policy or strategy require to be amended to have a positive impact?	Not at this stage
Does a Full Impact Assessment need to be undertaken?	Not at this stage

Actions: Next Steps

(i.e. is there a strategic group that can monitor any future actions)

Further Action Required/ Action To Be Undertaken	Lead Officer and/or Lead Strategic Group	Timescale for Resolution of Negative Impact (s) / Delivery of Positive Impact (s)
Monitoring of the effect on ticket sales of the proposed 2% increase in booking fees.		Ongoing

Public Reporting

All completed EQIA Screenings are required to be publically available on the [Council EQIA Webpage](#) once they have been signed off by the relevant manager, and/or Strategic, Policy, or Operational Group. (See [EQIA Guidance](#): Pgs. 11-12)

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