



**Cabinet**  
**Thursday, 23rd April, 2026 at 6.00 pm**  
**in the Council Chamber, Town Hall, Saturday Market**  
**Place, King's Lynn PE30 5DQ**

**Reports marked to follow on the Agenda and/or Supplementary Documents**

1. **CUSTOM HOUSE REFURBISHMENT – FULL EQUALITY IMPACT ASSESSMENT** (Pages 2 - 8)

**Contact**

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## Stage 2 – Full Equality Impact Assessment Form

*Text below in red is for guidance when completing the form*

### **Title of the Equality Impact Assessment report:**

Custom House Contract

### **1. What is the service area(s) and who is the lead officer?**

- Assistant Director for Regeneration, Housing and Place- Duncan Hall
- Lead Officer – Abigail Rawlings, Project Officer
- What is the current position/service/policy – Heritage Asset managed by BCKLWN.

### **2. What change are you proposing?**

Proposal to let the contract for accessibility interventions and repair works to the Custom House in King's Lynn. The works will see the installation of a platform lift between the ground and first floor and an accessible toilet, along with works to create a compliant fire escape route and a general programme of repair and restoration works. The project aims to revitalise the Custom House, ensuring this landmark heritage asset is open and accessible to the public. The regeneration will enable the building to support a more diverse and flexible range of uses than its currently allows.

The proposal has arisen through discussions with Neighbourhood Board, Stakeholders and the building's owner. The Custom House works form part of The Riverfront Regeneration Project, that is one of a number of projects agreed to proceed by the King's Lynn Town Board (now called the Neighborhood Board) under the Town Deal for King's Lynn. The Towns Fund Programme seeks to enhance visitor appeal for the town centre and additionally help reactivate underutilised valuable heritage assets.

Cabinet level decision.



**3. How will this change help the Council achieve its Corporate Strategy priorities (and therefore your Directorate/service objectives)?**

Promote Growth and Prosperity.

**4. What is your evidence of need for change?**

This is a response to local issues/conditions as identified in the Towns Fund Business Case and seeks to revitalise the Riverfront area with a series of improvements and accessibility interventions to the Custom House. The Towns Fund Business Case was subject to a EIA pre-screening where the equality implications were looked at and projects identified that would require further EIAs.

Comprising a range of linked interventions, the project was identified in the Town Investment Plan as a critical intervention under the 'Historic Riverfront and Repurposed Town Centre' theme. This fits with local community engagement, which identified the opportunity to renew the town's historic core and waterfront to enhance the visitor economy, as well as the priorities of the Town Deal Board which identified an aim for more people to live in the town centre.

The Custom House is currently closed and only open to the public once a year on Heritage Open Day. While the ground floor has recently been used by a local art group, the wider building is not currently fit for full opening and requires a series of repairs and improvements before it can be offered for full public use again. There is no accessible access to anywhere other than the ground floor west room and doesn't currently have any toilets available to the public when open.



**5. Does this change deliver improved value for money and/or release efficiency savings?**

Service will be improved as the BCKLWN will be able to open the Custom House to the public as an accessible, improved heritage asset.

The works will address a number of repairs needs that the council has a liability for under the repairing lease. The preferred business plan option proposes an operational set up that covers the current yearly costs.

The works will bring the building inline and compliant with DDA regulations.

The contract will be awarded inline with the available budget for the works, ensuring the correct balance between cost and quality for a Grade I listed building.

**6. What geographical area does this proposal cover?**

The proposal relates directly to the Custom House building and the surrounding Purfleet Quay but following the works the building will be able to be accessed by residents from across King's Lynn & West Norfolk and visitors to the area.

**7. What is the impact of your proposal?**

Outputs: a refurbished, revitalised heritage asset, accessible to all.

Service users with mobility issues will be able to access beyond the ground floor for the first time and use the accessible facilities. The building is not currently accessible to those with mobility issues.

The building will be available and potentially open to the public 7 days a week.

The building is currently closed to the public, when it was open only one ground floor room was accessible. After the works are complete the building will be available for wider use by all. Without the refurbishment works the building will not be accessible to those with protected characteristics.



**8. What data have you used to support your assessment of the impact of your proposal?**

In addition to the quantitative and qualitative data in the business case submitted to government for the Town Deal funding application, the updated business plan details the proposed plans for the building which outlines the potential beneficial impact of the proposal;

1. The refurbished space and improved facilities at the Custom House also create the potential to widen the use of the building to include a café, offering a welcoming social hub that promotes inclusion, reduces isolation and encourages community cohesion.
2. The works will secure the long-term future of the Custom House, currently closed, allowing the public to experience the heritage asset and maximising the social value of an asset the council has a long repairing lease on for the benefit of the wider community.



**9. What consultation has been undertaken/will need to be undertaken will stakeholders/groups directly or indirectly impacted by the proposals and how do you intend to use this information to inform the decision?**

Consultation on the proposal has been undertaken with the Neighbourhood Board, the Riverfront Regeneration Project Board and Riverfront Stakeholders.

Further consultation was undertaken during the development of the proposed business plan, this included stakeholders such as existing users, local heritage groups, local residents, business owners and internal BCKLWN stakeholders. This information gathered during consultation was used to devise the design and business case.

Building Control have signed off the design as compliant with Approved Document M (Access to and Use of Buildings).

**10. Are there any implications for other service areas?**

Property Services currently manage the Custom House and action any repairs and maintenance. The works will greatly reduce the maintenance liabilities by carrying out required repairs.

**11. What impact (either positive or negative will this change have on different groups of the population?**

There is a positive impact for those with protected characteristics around Disability, Age, Pregnancy and Maternity and represents a positive impact for all who wish to use visit the building. Without the proposed works the building will remain inaccessible to those with mobility issues arising from Disability or Age.

The proposed works will allow access to more areas of the building (including for the first time the first floor). This will allow more people to use and enjoy the heritage asset for a wider range of uses.

These changes are necessary if the council wish the building to be open and available to wider groups.



**12. Other staff involved in Assessment (including Corporate Equality Group Representatives), and comments from Equality Working Group reps**

Ashley Easter

James Grant

Alison Demonty

Dave Robson



**Assessment Completed By: Abigail Rawlings**

**Job Title: Project Officer**

**Date: 15/04/2026**

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