Equip Box: FAQ

1. **What is the Equip Box?**
   The Equip Boxes are self-contained secure lockers that contains sports equipment such as football, basketball, rackets, etc. placed in public spaces such as parks and community centres. It is designed to offer free access to sports equipment that can be unlocked via a mobile app. Stations are modular, weatherproof, and mounted on existing infrastructure (e.g. light poles or fences), requiring no permanent installation or groundworks. Each station is monitored remotely and serviced regularly by Equip Sport.

2. **Why is Westminster Council considering introducing Equip Boxes?**
   We are exploring this idea based on feedback from the community, particularly from local residents, who have expressed interest in having more accessible equipment to exercise with or while their children play at nearby playgrounds. The Equip Boxes could provide a free, convenient way for people to engage in physical activity in public spaces, improving overall health and well-being.

3. **Is the Equip Box project guaranteed to happen?**
   At this stage, we are not yet moving forward with the installation of Equip Boxes. We are currently gathering feedback to determine if there is sufficient interest and support for the project. Your input will play a crucial role in deciding whether the project moves forward.

4. **How would the Equip Box work?**
   Each Equip Box would contain sport equipment (such as football, basketball, rackets, etc), which can be unlocked using a mobile app. You would simply download the app, sign up, and then use it to access the equipment at your local park or community centres and return it when you finished using it.

5. **Who can use the Equip Box?**
   The Equip Box would be available for everyone in the community to use, regardless of age or fitness level. Whether you're a beginner or a seasoned fitness enthusiast, the equipment is designed to be accessible for all.

6. **Will the Equip Box be safe and free to use?**
   Yes, the Equip Box will be free to use, and safety is a top priority. Equip will ensure that all equipment is regularly inspected and maintained to a high standard. The accompanying mobile app will provide clear instructions and guidance on how to use each piece of equipment safely. As with any public

fitness installation, we encourage users to follow safety guidelines, use the equipment responsibly, and report any issues they encounter.

While Equip will implement measures to prevent theft or vandalism, these precautions are designed not to affect accessibility. Most services will be free, though some specific equipment may carry a charge this will depend on user feedback and demand.

7. **Will there be any support for people who aren't comfortable using the app?**
   We understand that not everyone feels confident using digital tools, and we want to ensure the Equip Boxes are accessible to all. To support this, we're exploring options such as providing physical access via a key and having staff or volunteers available to assist users—particularly during the early stages of the project. While the mobile app will be the main point of contact for most users, Equip will be responsible for ensuring that alternative support is available where needed. Our goal is to make the experience as inclusive and user-friendly as possible, regardless of digital confidence.

8. **Are you capturing my personal information and sharing this data?**
   To help ensure the app is used safely and effectively, users will be asked to provide some basic personal information. However, any data shared with the Council will be anonymised and used only for reporting monthly usage trends and helping to identify locations where the service can have the greatest impact. Personal data may also be collected for anti-theft and security purposes, but this will be handled in line with data protection regulations. Equip is committed to safeguarding user privacy and will not share identifiable personal information without consent.

9. **Will the Equip Box be accessible to people with disabilities?**
   Yes, the Equip Box is designed to be accessible to people with disabilities, particularly those who can use the equipment independently or with support from a friend, family member, or carer. While it may not include specialist adaptive equipment, the aim is to ensure that the space is welcoming and usable for a wide range of abilities. We are committed to learning from users and making improvements where needed, and we welcome feedback to help us enhance accessibility further.