

Equality Impact Assessment (EqIA)

STEP 1: Responsibility and involvement

Title of proposal/ project/strategy/ procurement/policy	Proposed changes to Hertfordshire Archives and Local Studies (HALS) opening hours	Head of Service or Business Manager	Andrew Bignell, Head of Service
Names of those involved in completing the EqIA:	Julie Gregson, Head of Heritage services; Janice Brooker, Senior Librarian: Local studies	Lead officer contact details:	Julie Gregson, Head of Heritage Services, julie.gregson@hertfordshire.gov.uk ; 01992 01992 555100; Comnet/internal: 25100
Date completed:	8 May 2017	Review date:	January 2018

STEP 2: Objectives of proposal and scope of assessment – what do you want to achieve?

<p>Proposal objective – what you want to achieve – intended outcomes – purpose and need</p>	<p>Proposed change to reduce HALS opening hours in order to respond to changing patterns of use, increased demand for digital and digitised records, increased online use and periods of lower onsite customer usage. The changes will enable Heritage Services to re-align resources to increase support for digitisation, cataloguing, and services for remote customers to deliver priorities outlined in the Shared Heritage 10 year strategy and generate income and required savings.</p> <p>The proposed pattern of opening hours: Mon: Closed for public Research Tue: 9:00am-5:00pm* Wed: 9:00am-5:00pm Thu: 9:00am-5:00pm Fri: 9:00am-12:30pm Sat: 10:00am-2:00pm twice a month (first and third Saturday of the month)</p> <p>*Limited opening extension to hours once a month (first Tuesday of the month) on a trial basis for 6 months</p> <p>The proposal to reduce opening hours has been drafted with the aim of causing minimum disruption to people wanting to use HALS for research and onsite services. It takes account of customer feedback on opening hours and digitisation priorities gathered in Autumn 2016.</p>
<p>Stakeholders: Who will be affected: the public, partners, staff, service users, local Member etc</p>	<p>All HALS customers who visit the public reading rooms for research use. These include members of the public and internal customers (from HCC departments).</p> <p>Members of the public include family and local history researchers, academic researchers, archaeologists, members of family and local history groups such as the Herts Association of Local History, St Albans and Hertfordshire Architectural and Archaeological Society, Herts Family History Association, Herts Records Society.</p> <p>HALS volunteers who volunteer in the reading rooms at times which will now be closed to researchers.</p> <p>HALS donors and depositors – opening hour changes will not affect care of collections but will reduce public access to their collections and the availability of appointments.</p>

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	<p>Remote customers contacting the service by phone (remote customers via email contact will not be affected) including Libraries staff.</p> <p>HALS staff will be affected by changes to rota patterns and reduced build-up of flexi credit for Saturday and evening hours.</p>
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STEP 3: Available data and monitoring information

Relevant equality information For example: Community profiles / service user demographics, data and monitoring information (local and national), similar or previous EqIAs, complaints, audits or inspections, local knowledge and consultations.	What the data tell us about equalities
HCC Community Profile data	<p>Hertfordshire's population will become larger and more diverse over the next decade. This growth is not evenly distributed across the age range. By 2021 42.6% of the population will either be under 20 or over 65.</p> <p>The older population will increase significantly over the next ten years. Currently one out of every five households in Hertfordshire contains only residents that are aged 65+. 59% of these households contain one person living alone. The Office of National Statistics projects that by 2021 the number of over 65s will have increased by 22.4% and the number of over 80s will have increased by 28.2%.</p> <p>There are 110,000 carers in Hertfordshire, with latest estimates suggesting up to 34% of Hertfordshire's population regularly give support to someone because of frailty, old age or long term disability. 34% of over 65s provide over 50 hours of care a week, in comparison to 9% of 0-24 year olds.</p> <p>HCC's community profile data shows that 69,000 people in Hertfordshire have a disability. This includes 23,000 people with a severe physical disability. Around 26,000 people have a learning disability. People with disabilities are statistically less likely to be employed than people who have no disabilities.</p> <p>20% of children in Hertfordshire live in single parent households. Single parent households are statistically more likely to experience poverty than households with two adults. Most single parent households have the woman as the lone parent.</p> <p>Hertfordshire has a higher percentage of ethnic groups than the East of England regional average, but lower than the national average. Asian and African people make up the largest of the ethnic minorities.</p>
HALS customers - break down into research visitors, learning events & outreach, volunteers, Remote customers	<p>Research visitors: physical visits to HALS have been in modest decline since 2014-15 . The total number of visits in 2016-17 was 7,436. The average time spent by visitors at HALS was 3.2 hours (ARA survey 2016). Opening hours consultation (2016) provided additional information about our customers:</p> <p><u>Location:</u> 25% of our visitors came from the SG13 and surrounding postcodes, with 60% from the rest of Hertfordshire, and 15% from outside the county including international visitors.</p>



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	<p><u>Age</u>: 0-34 years 12%, 35-64 years 35%, 65+ years 53%</p> <p><u>Disability</u>: 17% of the respondents indicated that they considered themselves to have a disability</p> <p><u>Gender</u>: female 60%, male 40%</p> <p>ARA Survey (2016) provided information on the diversity of HALS visitors:</p> <p><u>Ethnicity</u>: Mixed race: 2%, White: 97%, Other: 1%</p> <p>Remote customers: we are continually developing online access via the online catalogue CALMView, the online index Hertfordshire Names Online, Herts Memories community archive websites and information on HCC's website. CALMView saw a rise in use of 30% between 2014-15 and 2015-16. While there has been a slight reduction in the number of virtual visits to HALS resources in 2016-17 at 275,836 (-9%) in comparison to 2015-16, perhaps reflecting recent changes to webpages, online and remote usage continues to be significant. Email enquiries have remained strong. (3,808 in 2016-17, in comparison to 2,905 in 2014-15).</p> <p>Volunteers: 179 volunteers in 2016-17, most based at HALS, but others off site, either volunteering remotely for HALS, on projects or as part of off-site Herts Memories groups. Volunteering goes from strength to strength, with an increase of 13% in hours in 2016-17 on the previous year.</p> <p>Learning & Access Service (at HALS and outreach ie offsite): a wide range of visits, talks, film screenings are devised and delivered by staff. Outreach talks are delivered in Hertfordshire or beyond the county boundary. Overall, 2016-17 saw an increase in the number of all types of learning events compared with previous year, at 176 with a total number of attendees, at 3,123.</p> <p>In general there is a downward trend in engagement with HALS onsite services, while there is continuing strong demand for outreach services and remote and online access.</p>
National Trends & benchmarking data	This proposal is in line with changes to archive service opening hours elsewhere. Benchmarking data shows other archive services responding to lower onsite usage and increasing demand for digital access. This includes reduced weekend and evening opening.

STEP 4: Impact Assessment – Service Users, communities and partners (where relevant)

Guidance on groups of service users to consider within each protected group can be found [here](#)

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
All	HALS customers may be unable to visit a time convenient to them such as customers in full time work who visit on Tuesday evening	Continuing to offer Saturday opening twice a month and Tuesday evenings once a month on request for customers who are unable to visit during office hours Accelerated provision of online and digital services (enabled by these proposed changes) would allow access HALS services at home.

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Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
	Volunteers on Tuesday evenings, Friday afternoons and Saturdays	<p>Our remote enquiry, copy and research services continue to assist customers who are unable to visit in person.</p> <p>8 volunteers would be affected (7 on Friday, 1 on Saturday). Offer a different time slot if convenient. Remote volunteering such as Herts Memories. Establish alternative volunteering options for Friday afternoon such as map conservation.</p>
Age	Older people might be affected if support required which only allowed them to come to HALS on one of the days affected by change. Older people may need to allow more time to travel to HALS and to use services, so reduction to a half day on Friday and shorter day on most Tuesdays could have an adverse impact.	<p>Tuesday evenings once a month on request for customers who require a longer day.</p> <p>Saturday opening hours have a later start to allow for longer travel time at the start of the day.</p> <p>Our remote enquiry, copy and research services continue to assist customers who are unable to visit in person.</p>
Disability Including Learning Disability	<p>People with disabilities might be affected if support required which only allowed them to come to HALS on one of the days affected by change. People with disabilities may need to allow more time to travel to HALS and to use services, so reduction to a half day on Friday and shorter day on most Tuesdays could have an adverse impact. One comment was received which reflected this impact.</p> <p>Changes to routines can have a significant negative affect on customers with learning disabilities/ difficulties and other mental health problems.</p>	<p>Tuesday evenings once a month on request for customers who require a longer day.</p> <p>Saturday opening hours have a later start to allow for longer travel time at the start of the day.</p> <p>Our remote enquiry, copy and research services continue to assist customers who are unable to visit in person.</p> <p>Well planned communications to provide as much advanced notice as possible across all channels. Staff well trained to advise customers of changes.</p>
Race	People from BME communities may find it harder to access archive services – e.g. language barriers may lead to a lack of understanding about changes to hours	Staff will be able to use the Intran service to talk to the customer about the opening hours changes if their first language is not English. This service is available in 150 languages.
Gender reassignment	There are no unique impacts identified for this characteristic	The position will continue to be monitored and action will be taken to address any identified issues.
Pregnancy and maternity	There are no unique impacts identified for this characteristic	The position will continue to be monitored and action will be taken to address any identified issues

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Religion or belief	There are no unique impacts identified for this characteristic	The position will continue to be monitored and action will be taken to address any identified issues.
Sex	<p>60% of HALS customers are women. Most carers are women: 58% of carers are women; 42% are men. Reduced opening outside office hours may impact on those with caring or family responsibilities.</p> <p>JSNA estimates that there are 85,000 military veterans living in Herts and that they are more likely to suffer disability, mental health disorders and ill-health than the general population. The majority of them will be men. They are also likely to be in need of additional welfare support from organisations such as Royal British Legion due to financial difficulties</p>	<p>Continuing to offer Saturday opening twice a month and one Tuesday evenings per month on request for customers who are unable to visit during office hours</p> <p>Accelerate provision of online and digital services (enabled by these proposed changes) would allow carer's and their dependants to access HALS services at home</p> <p>Our remote enquiry, copy and research services continue to assist customers who are unable to visit in person.</p>
Sexual orientation	There are no unique impacts identified for this characteristic	The position will continue to be monitored and action will be taken to address any identified issues.
Marriage & civil partnership	There are no unique impacts identified for this characteristic	The position will continue to be monitored and action will be taken to address any identified issues.
Carers (by association with any of the above)	Carers might be affected if respite care only allowed them to come to HALS on one of the days affected by change	<p>Continuing to offer Saturday opening twice a month and one Tuesday evenings per month on request for customers who are unable to visit during office hours</p> <p>Accelerated provision of online and digital services (enabled by these proposed changes) would allow carer's and their dependants to access HALS services at home</p> <p>Our remote enquiry, copy and research services continue to assist customers who are unable to visit in person.</p>
Opportunity to advance equality of opportunity and/or foster good relations (Please refer to the guidance for more information on the public sector duties)		

STEP 5: Gaps identified

Gaps identified Do you need to collect more data/information or carry out consultation? (A 'How to engage' consultation guide is on Compass). How will you	None
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make sure your consultation is accessible to those affected?	
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STEP 6: Other impacts

Consider if your proposal has the potential (positive and negative) to impact on areas such as health and wellbeing, crime and disorder and community relations. There is more information in the guidance.

STEP 7: Conclusion of your analysis

Select one conclusion of your analysis	Give details
<input type="checkbox"/> No equality impacts identified – No change required to proposal.	
<input type="checkbox"/> Minimal equality impacts identified – Adverse impacts have been identified, but have been objectively justified (provided you do not unlawfully discriminate). – Ensure decision makers consider the cumulative effect of how a number of decisions impact on equality.	
<input checked="" type="checkbox"/> Potential equality impacts identified – Take ‘mitigating action’ to remove barriers or better advance equality. – Complete the action plan in the next section	<p>The introduction of revised opening hours will have a potential impact due to the following mitigations:</p> <p>Changes to opening hours take account of the least used hours and the responses to HALS opening hours questionnaire in Autumn 2016. Tuesday evening opening on request once a month and two Saturdays per month provide options for customers who are unable to visit during office hours.</p> <p>Accelerated provision of online and digital services (enabled by these proposed changes) would allow access HALS services at home.</p> <p>Alternative volunteering options for Friday afternoons will be explored. Different time slots or remote volunteering will be offered if suitable.</p> <p>Learning and access events will continue to be offered at varied times to reach the widest audiences. This will include events outside of opening hours as at present.</p> <p>Services for remote customers contacting HALS by electronic means will be unaffected. Telephone access will be slightly reduced; as on Mondays and at other closed times at present CSC or Libraries staff would refer enquiries by email.</p> <p>Planned communications will ensure effective communications of changes to minimise impact on customers and partners.</p>

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Select one conclusion of your analysis	Give details
<input type="checkbox"/> Major equality impacts identified <ul style="list-style-type: none"> – Stop and remove the policy – The adverse effects are not justified, cannot be mitigated or show unlawful discrimination. – Ensure decision makers understand the equality impact. 	

STEP 8: Action plan

Issue or opportunity identified relating to: – Mitigation measures – Further research – Consultation proposal – Monitor and review	Action proposed	Officer Responsible and target date
Customers may not be aware of or understand the changes to opening hours	<p>Clear information (posters, e-news, information on the website) provided about changes to opening hours at least four weeks in advance of the changes.</p> <p>Information provided to LHS staff to:</p> <ul style="list-style-type: none"> • give clear messages to customers explaining why the changes have been made • to explain changes to regular customers and partners in advance • signpost customers to online and alternative resources to support their research whilst HALS is closed for public research <p>Ensure flexibility during introduction of the revised opening hours to support researchers for whom the timescale of implementation poses a particular problem e.g. allow greater number of documents to be ordered for production</p> <p>Information provided to volunteers in advance to explain the rationale and affected individuals spoken to on a one to one basis</p> <p>Promotion of remote enquiry, copy and research services to assist customers who are unable to visit in person.</p>	Sue Burton, Operations Officer; June 2017
Further research, monitoring and review	Promote and continue to monitor opening hours, including limited Tuesday evening and review 6 months after introduction.	Julie Gregson, Head of Heritage Services; January 2018
Accelerated provision of online and digital services (enabled by these proposed changes) will improve access for remote customers. The	Information gathered during the opening hours consultation in 2016 has been used to inform priorities for digitisation in 2017. Digitisation progress will be well publicised to	Julie Gregson, Head of Heritage Services; March 2018

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Issue or opportunity identified relating to: – Mitigation measures – Further research – Consultation proposal – Monitor and review	Action proposed	Officer Responsible and target date
changes refocuses resources to reflect changing demand.	ensure customers are well placed to benefit from increased access opportunities.	

This EqIA has been reviewed and signed off by:

Head of Service or Business Manager:

Date:

Equality Action Group Chair:

Date:

HCC's Diversity Board requires the Equality team to compile a central list of EqIAs so a random sample can be quality assured. Each Equality Action Group is encouraged to keep a forward plan of key service decisions that may require an EqIA, but please can you ensure the Equality team is made aware of any EqIAs completed so we can add them to our list. (email: equalities@hertfordshire.gov.uk).

Thank you.