

KCC - Growth, Environment and Transport Directorate (GET).

Equality Analysis / Impact Assessment (EqIA) template

Name of decision, policy, procedure, project or service: Archive search room – change in opening hours/Update post consultation period.

Brief description of policy, procedure, project or service

The current opening hours for the search room are:

Monday – Wednesday	9am-6pm
Thursday	9am-8pm
Friday	9am-6pm
Saturday	9am-5pm
Sunday	Closed

Aims and Objectives

Libraries, Registration & Archives (LRA) has reviewed the opening hours of the Archive search room taking into account a range of criteria to shape a proposal including; usage figures, customer feedback already received and opening hours of other Archive services. The proposal is to reduce the opening hours by 15 hours a week. This will contribute towards LRA's Medium Term Financial Plan targets for 2018/19.

To be clear, this reduction in opening hours only applies to the Archives search room itself, not the full Archives service. Staff will still be available to answer customer enquiries online and by telephone during the newly proposed closed times. As not everyone is able to travel to Maidstone to use the Archive, many customers already access the service remotely.

The Kent History and Library Centre's standard local studies section will still be open and accessible. Customers will still be able to use these resources during this time, including parish records and newspapers on microfilm. It's the more specialised resources where access will be slightly more restricted. As plans for digitisation of the Archives progress, our expectation is that more people will be able to access our collections online.

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This is a proposal that we are now taking to public consultation so that customers' feedback can be taken into account before any decision is taken.

We want to ensure any reduction of hours is focussed on less busy times during the week, retaining Saturday opening to ensure access for those working Monday – Friday, as well as school children and students. It is proposed that the search room is closed one day a week with the remainder of the hours reduced over the rest of the working week. The proposal is to close on a Friday and open 9-5 Monday – Thursday and Saturday. We welcome customer feedback as part of the public consultation to shape the final outcome.

This proposal does mean a reduction in hours, but many other authorities' Archive services are not open as long as Kent's current hours, and the same is true of the National Archives. Even with the suggested reduction in opening hours, Kent will still be open for longer than other archive services in the region- please see data and other Archive opening hours included in the full impact assessment section.

Friday has been selected as the proposed closed day for two reasons

- It is already one of the quieter days in terms of customer visits
- Friday as the closed day would not clash with the majority of neighbouring archive services' closed days. This is important as customers have said they often use more than one archive service in the region.

The closed day will enable use of the Archive search room for other purposes, such as group visits from local schools and colleges, or events. Many of our older customers have told us they do not like to travel to KHLC in the evening, and therefore do not attend events in which they are interested. The closure of the search room will allow us to have the space to offer events during the day. This closure will also present the opportunity to see the Archive team at work on the historic collections.

Consultation will focus on the Archive search room users and Archive service customers as these will be the main audience impacted by this proposal. The consultation will give service users the opportunity to provide feedback on the proposed new opening hours before a decision is taken.

JUDGEMENT

Continue to progress the proposal

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The consultation process will be used to identify negative impacts on the identified protected characteristic groups, and will set future opening hours which best suit the majority of search room users.

I have found the Adverse Equality Impact Rating to be Low

GET Document Control

Revision History

Version	Date	Authors	Comment
V0.1	15.11.17	Lindsay Prestage	
V0.2	16.11.17	Aisha Affejee	Comments added
V0.3	5.12.17	James Pearson	Comments added
V0.4	5.12.17	Anne Wynde	Comments added
V0.5	7.12.17	Sarah Stanley	Comments added
V0.6	7.12.17	Karen Sillifant	Comments amalgamated
V0.7	7.12.17	Karen Sillifant	Draft cleaned up ready for consideration at meeting on 13 Dec 17
V0.8	13.12.17	James Pearson	Comments added by project team during meeting
V0.9	14.12.17	Karen Sillifant	Rewritten, incorporating comments
V0.91	15.12.17	Karen Sillifant	Accepting JP's further comments
V0.92	21.12.17	Karen Sillifant	Accepting Akua Agyepong's comments
V1 (this should be assigned to the version the Director signs off)	01.02.18	Karen Sillifant	

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V1.1	27 March 18	Karen Sillifant	Updated EqIA incorporating results of consultation survey
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Document Sign-Off (this must be both the relevant Head of Service and the relevant Director)

Attestation

I have read and paid due regard to the Equality Analysis/Impact Assessment. I agree with the actions to mitigate any adverse impact(s) that has /have been identified.

Name	Signature	Title	Date of Issue
James Pearson	J.Pearson	Head of Service	01/02/2018
		Corporate Director	

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Part 1 - Screening

Regarding the decision, policy, procedure, project or service under consideration,

Could this policy, procedure, project or service, or any proposed changes to it, affect any Protected Group (listed below) less favourably (negatively) than others in Kent?

Could this policy, procedure, project or service promote equal opportunities for this group?

Please note that there is no justification for direct discrimination; and indirect discrimination will need to be justified according to the legal requirements

Protected Group	You MUST provide a brief commentary as to your findings, or this EqlA will be returned to you unsigned			High/Medium/Low Favourable Impact
	High Negative Impact	Medium Negative Impact	Low Negative Impact	
Age	None	None	<p>Closing at the end of the day could have a negative impact on young people who need to visit after school or college or on those who work Monday-Friday</p> <p>One consultee made a general comment reflecting the potential impact on young</p>	<p>Low: The search room will be available for group visits, including school visits, on the closed day.</p> <p>The search room will remain open on a Saturday to allow people who work Monday – Friday to access the resources.</p>

			<p>people as mentioned above, and said in addition that <i>“older users who are more likely not to own or have access to their own computer will be adversely affected by reduced opening hours.”</i></p> <p>In mitigation anyone of any age who does not own a computer can use the public computers in the Kent History and Library Centre, located in the same building as the Archive search room and open at times when the Search Room is proposed to be closed.</p> <p>Another said <i>“For myself with age-related vision, hearing and mobility problems, the location and accessibility of the</i></p>	<p>Favourable impact: Many of our older customers have told us they do not like to travel to KHLC in the evening, and therefore do not attend events which they are interested in. The closure of the search room will allow us to have the space to offer events during the day.</p> <p>1% (one customer) said in response to this <i>“I take issue about the comments on the aged not being able to attend some events they'd like to in the evening. For me, the evening is the only time that i can attend, I have study commitments travelling to other sites in Kent, so am often not available during the day.”</i></p>
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			<p><i>various services and machines is of increasing importance. Poor quality old microfilms on a screen the wrong distance for my glasses to focus, make it difficult to see and transcribe records of interest.”</i></p> <p>This is an element that the service will look at outside this proposal.</p>	<p>When planning events programmes, LRA will consider still hosting some events in the evening.</p> <p>The data and evidence that we have show more use at the start of the day than the end which has influenced the proposal. This will be tested through the consultation.</p> <p>Concerns were expressed by 3 consultees that those working full time could be disadvantaged if there was no later closed time during the week however the data and evidence on use does not support this.</p>
Disability	None	None	None - the consultation process will ensure that customers in this characteristic group	None

			<p>will have the opportunity to raise any impact this will have on them.</p> <p>As mentioned above, one person commented <i>“For myself with age-related vision, hearing and mobility problems, the location and accessibility of the various services and machines is of increasing importance. Poor quality old microfilms on a screen the wrong distance for my glasses to focus, make it difficult to see and transcribe records of interest.”</i> See comment in box above on this</p>	
Gender	None	None	None - The consultation process will ensure that	None

			<p>customers in this characteristic group will have the opportunity to raise any impact this will have on them.</p> <p>One customer commented <i>“It will impact on those with caring responsibilities, and therefore mainly women.”</i></p> <p>See below in the “Carer’s” section for how LRA will seek to mitigate this”.</p>	
Gender identity/ Transgender	None	None	None - The consultation process will ensure that customers in this characteristic group will have the opportunity to raise any impact this will have on them.	None
Race	None	None	None - The consultation process will ensure that customers in this	None

			characteristic group will have the opportunity to raise any impact this will have on them.	
Religion and Belief	None	None	<p>None - The consultation process will ensure that customers in this characteristic group will have the opportunity to raise the impact this will have on them.</p> <p>One customer commented <i>"discontinuing one late night evening could be seen as disadvantageous...for whom Saturday would not be an alternative day due to religious reasons."</i></p> <p>No customer affected by this personally flagged this up as a concern.</p>	None

Sexual Orientation	None	None	None - The consultation process will ensure that customers in this characteristic group will have the opportunity to raise any impact this will have on them.	None
Pregnancy and Maternity	None	None	None- The consultation process will ensure that customers in this characteristic group will have the opportunity to raise any impact this will have on them.	None
Marriage and Civil Partnerships	N/A	N/A	N/A	N/A
Carer's Responsibilities	None	.	None The consultation process will ensure that customers in this characteristic group will have the opportunity to raise any impact this will have on them.	None

			<p>8.5% of surveys were completed by carers (9 people in total). Of these 66% (6 carers) of carer respondents did not raise any concerns.</p> <p>33% (3 people) queried the loss of the late night opening.</p> <p><i>“As I work full time and care for my mother on a Saturday I can only access the centre on the late opening evening”.</i></p> <p><i>“It will impact on those with caring responsibilities, and therefore mainly women.”</i></p> <p>.</p>	
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Part 2 - Full Equality Analysis /Impact Assessment

From the screening grid, identify the Protected Groups impacted

General to all- The proposed day of closure was raised in a number of responses in the consultation and as a result of this we are proposing to move the day closed from a Friday to a Monday in response.

Age

- Negative: Possibly young people attending school or college or Monday-Friday workers, but felt mitigated by the Saturday offer and the data and evidence does not support late night opening.
- Positive: More opportunities for class visits, events, activities that benefit current Archive users, and those who haven't visited before. For example, older people tell us they are reluctant to visit after dark so not always able to attend evening events. The amended opening hours would enable us to hold events in the daytime which is not possible at present.
- 63% of customers responding to the survey were aged 60 – 84, 16% were aged 50-59, 15% were aged 25 – 49 & 1% (one respondent) was aged 16 – 24.

NB: As responses to the Archive Search Room Opening Hours consultation are now in, this EQIA has been updated to take all impact into account.

Information and Data used to carry out your assessment

- Information collected from Netloan (the PC booking system) shows no consistency on which week day is the quietest in terms of number of seats booked, but does reveal that Friday is most often the quietest day in terms of hours of use (excluding Saturday).
- 109 customer responses to the survey. Of these:
 - 51% were female, 44% were male, (5% preferred not to say)

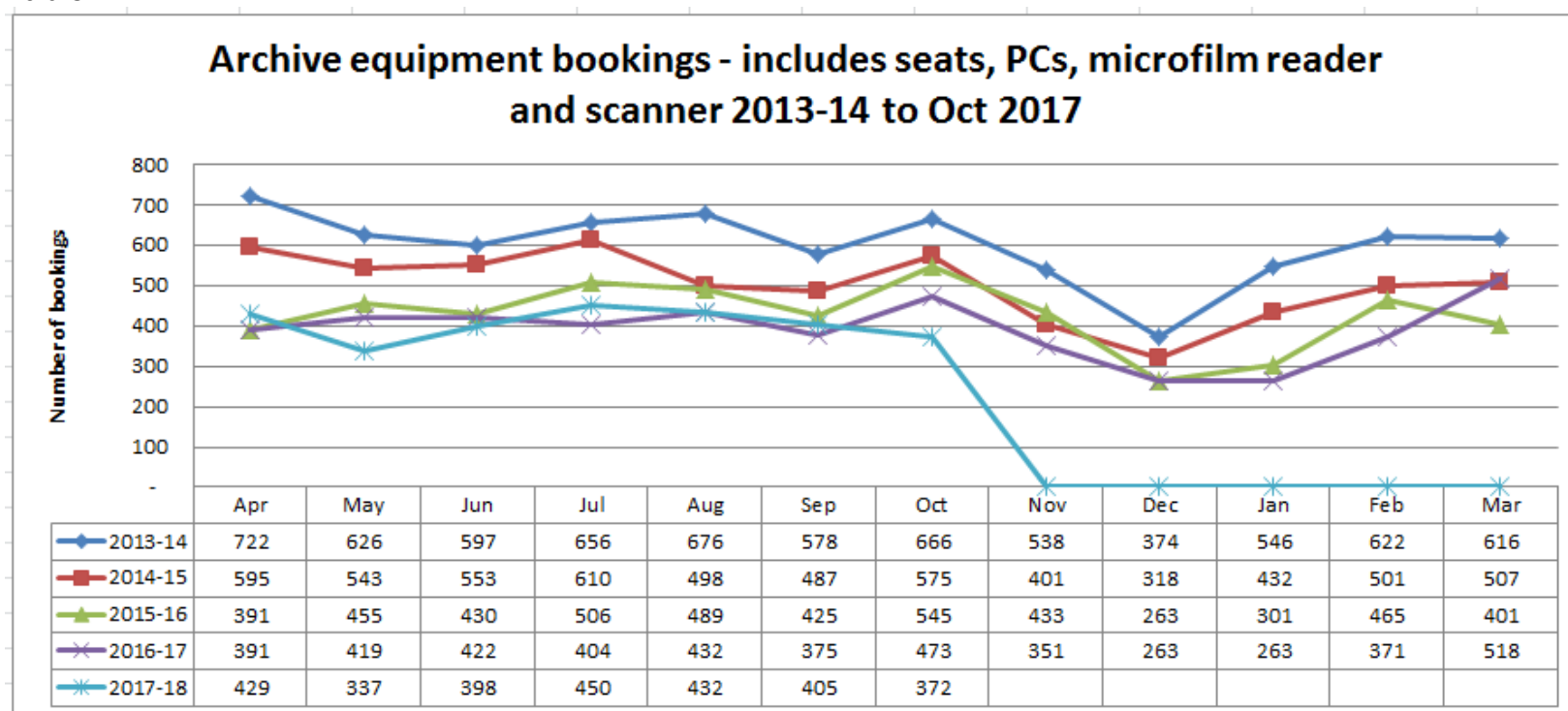
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- 63% were aged 60 – 84, 16% were aged 50-59, 15% were aged 25 – 49 & 1% (one respondent) was aged 16 – 24
- 45% said they did not regard themselves as belonging to a particular religion, and 14% preferred not to say. 45% did regard themselves as belonging to a particular religion - of these 100% were Christian.
- 14% considered themselves disabled. 76% did not. 10% preferred not to say.
- 8.5% were carers. 86.5% were not. 5% preferred not to say.
- 81% identified as White English, 2% White Scottish, 1% White Irish, 3% White Other, 1% Mixed: 1% White & Asian, 13% preferred not to say.
- 71% were heterosexual / straight, 1% were Bi / Bisexual, 1% were Gay Male, 1% were Other, 26% preferred not to say.

Table 1:



**Table 2:
September and October 2017**

Sum of No. of users	Session start hour									
	9.00 - 10.00	10.00 - 11.00	11.00 - 12.00	12.00 - 13.00	13.00 - 14.00	14.00 - 15.00	15.00 - 16.00	16.00 - 17.00	17.00 - 18.00	
Monday	18	18	2	12	5	4	4	1		
Tuesday	24	28	11	8	3	2	1	2		
Wednesday	14	24	13	10	3	5	1		1	
Thursday	27	20	15	14	2	1	7	2	4	
Friday	17	12	11	6	6	18	4			
Saturday	22	5		4	8	6				
Grand Total	122	107	52	54	27	36	17	5	5	

**Table 3:
February 2016 – January 2017**

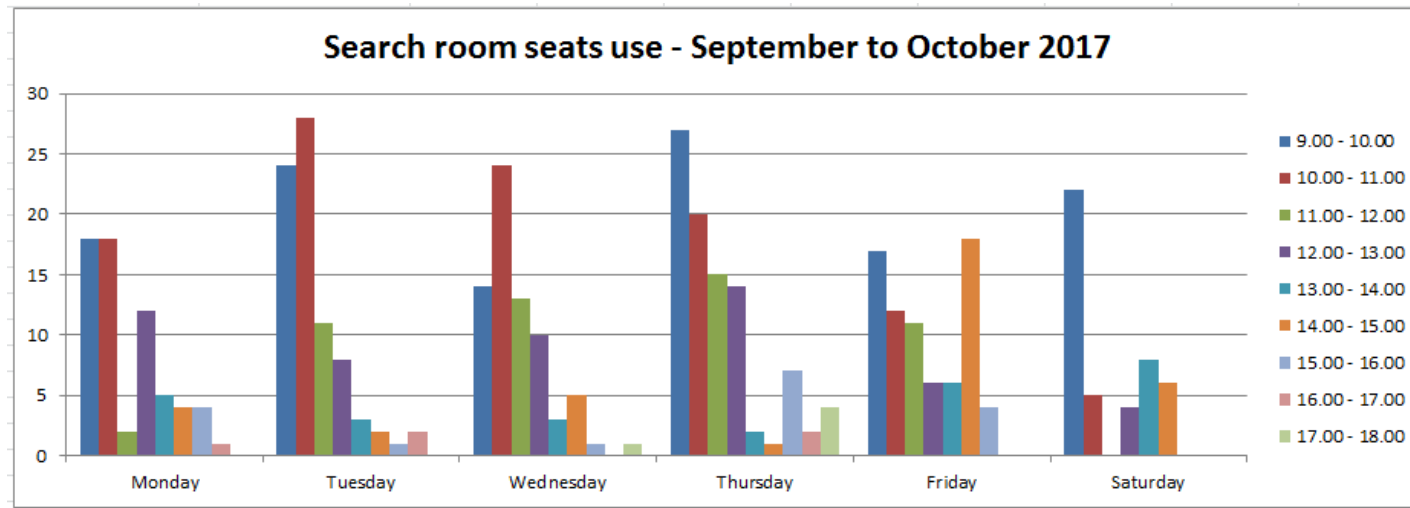
Count of Search room seat													
Day	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Grand Total
Monday	42	27	27	23	34	25	32	25	44	27	21	42	369
Tuesday	32	50	28	36	28	40	46	29	33	29	31	48	430
Wednesday	45	51	51	36	40	39	52	30	22	47	32	36	481
Thursday	51	55	28	27	56	45	38	47	69	37	35	31	519
Friday	36	22	60	41	25	35	32	36	29	31	17	21	385
Saturday	18	15	21	23	22	20	29	17	31	20	24	17	257
Grand Total	224	220	215	186	205	204	229	184	228	191	160	195	2441

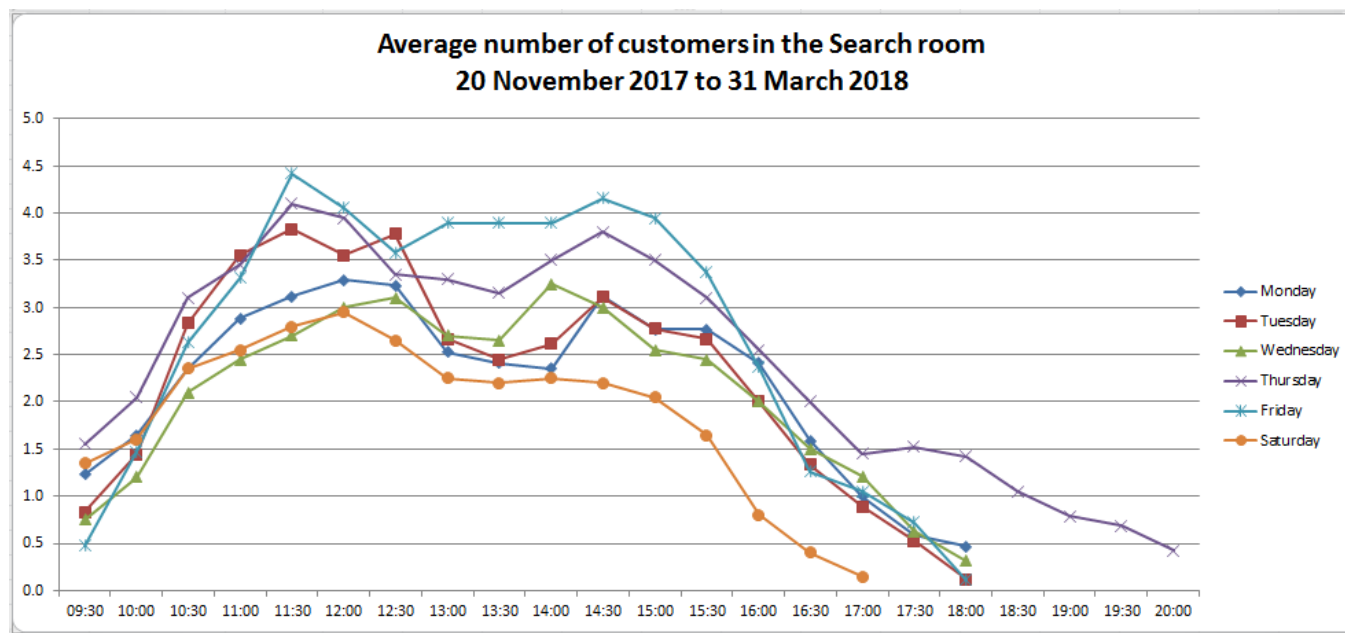
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Table 4





We use search room seats use as a guide as use of the Archive search room as customers don't just come in to the Archive, you need to book a desk in the Archive search room to look at original archive material and some of the printed material. From these tables it can be seen that there is a variation in usage across the weekdays with Mondays and Fridays being the lowest levels of use. There are clearly low levels of use after 5pm every day but good levels of use first thing at 9am when Kent History and Library Centre opens. In the chart above the coloured bars show when the seats are booked. While 18:00- 20:00 is not shown on the graph this is because in this period there was no usage during these times.

Who have you involved consulted and engaged with?

The consultation ran for five weeks from 5 February to the 12 March 2018 and the following groups were targeted:

- Archive search room customers (anyone with a library card activated for the search room)
- Archive User Group

- Archive service customers including those who use us online
- KCC members
- We have also consulted with key partners; Canterbury Cathedral Archives, Medway (MALSC), National Archives (opening times of these below)

Other Archive services' opening hours:

Archive Office	Closure day	Opening hours	Saturday opening
Medway Archive and Local History Centre	Wednesday	Monday, Tuesday, Thursday, Friday 0900-1700	Saturday 0900-1600
Canterbury Cathedral Archives	Monday Friday	Tuesday – Thursday: 0915-1645	Saturdays – 1st Saturday of every month: 0915- 1245
Essex Archive Office	Every Monday, Friday and Saturday (except for once a month)	Based on a two week rota: Tuesday – Thursday 1000-1700 One week in every month Tuesday 1000-2000 Friday 0900-1600	One Saturday a month 0900-1600
Surrey History Centre	Monday	Tuesday 0930-1700 Wednesday 1015-1700 Thursday 0930-1700 Friday 0930-1700	Saturday 0930-1600
East Sussex The Keep	Monday	Tuesday 0930-1700 Wednesday 0930 –1700 Thursday 0930 –1700 Friday 0930-1700 (Reading Room closed 1300-1400)	Saturday 0930-1600

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Bromley Historic Collections		Monday 0930-1800 Tuesday 0930-1800 Wednesday 0930-1800 Thursday 0930-2000 Friday 0930 -1800	Saturday 0930-1700
The National Archives	Monday	Tuesday 0900-1900 Wednesday 0900-1700 Thursday 0900- 1900 Friday 0900-1700	Saturday 0900-1700

From the information above we can see that what Kent is proposing for its opening hours is aligned to the principles applied elsewhere.

Consultation methodology:

The following methods were used to inform customers about the consultation:

- Consultation document explaining rationale, setting out the proposal and providing information on how people could have their say
- Posters at KHLC and Archive search room
- Entry on consultation directory (kent.gov.uk/archivesearchroom) and invite to 6,075 registered users who have expressed an interest in being kept informed on consultations regarding Libraries and Archives
- A dedicated page on the Archive website (kentarchives.org.uk) with a copy of the poster which signposted people to the consultation documents and questionnaire so they could reply online
- Link to the consultation in each team members email signature
- Staff were briefed to promote the consultation and provide support to customers who needed assistance to understand the proposals and to respond.

Consultees were invited to submit their views on the proposals via a questionnaire that could be filled out either in hard copy or online via the consultation directory. Hard copy questionnaires were available in the search room or on request and could be

returned via a drop box in the search room. All consultation material included details of how people could request alternative formats

109 people completed the consultation survey. 25% (27 people) left comments about the EqIA (some made more than one comment). Of these:

- 52% (14 people) agreed there was no adverse impact on any of the protected characteristics
- 3 people suggested there could be an impact on age
- 3 people suggested there could be an impact on carers
- 1 person suggested there could be an impact on gender
- 1 person suggested there could be an impact on disability
- 1 person suggested there could be an impact on race / belief

Analysis

Adverse Impact

Age: Possibly young people attending school or college or Monday-Friday workers but felt mitigated by the Saturday offer.

Positive Impact:

Age: More opportunities for class visits, events and activities that benefit current Archive users, and those who haven't visited before. For example, many older people tell us they are reluctant to visit after dark so not always able to attend evening events. The amended opening hours would enable us to hold events in the daytime - something not possible at present.

JUDGEMENT

Continue to progress the proposal

The consultation survey results have been used to identify negative impacts on the identified protected characteristics, and will set future opening hours which best suit the majority of search room users.

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Part 3 - Action Plan

Protected Characteristic	Issues identified	Action to be taken	Expected outcomes	Owner	Timescale	Resource implications
Age	<p>Possibly a detrimental impact on young people attending school or college</p> <p>From 109 responses, 3 customers (3%) commented directly on this protected characteristic & the possible impact of the proposed new hours.</p>	<p>Ensure consultation reaches all ages</p> <p>Use the results of the consultation to select opening times that will be most beneficial to these groups.</p> <p>Better promotion of opening hours including Saturdays</p> <p>Promote that services are still available online</p> <p>Promote local studies services that are still available at the Kent History and</p>	<p>Future opening hours will be selected to be beneficial to the majority of search room users.</p> <p>Future events will be planned to be beneficial to the majority of search room users.</p> <p>Customers are able to make adjustments to equipment to assist their comfort and use of the services.</p>		<p>Consultation closed 12 March 2018. All actions for consultation complete.</p> <p>Other actions pending decision on this proposal with the exception of work around promoting the service which should progress irrespective of this.</p>	

	<p>One made a general comment reflecting the potential impact on young people as mentioned above, and said in addition that <i>“older users who are more likely not to own or have access to their own computer will be adversely affected be reduced opening hours.”</i></p> <p>Only one person in the 16 – 24 age bracket completed the survey - they did not flag up the change to Thursday opening</p>	<p>Library Services outside of the proposed new hours</p> <p>Anyone of any age who does not own a computer can use the public computers in the Kent History and Library Centre, located in the same building as the Archive search room and open at times when the Search Room is closed.</p> <p>The Archives team will look at promotion to schools and young people as we are keen to boost use and interest from this age group.</p> <p>The Archive team</p>				
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	<p>hours as being a concern.</p> <p>Another said <i>“For myself with age-related vision, hearing and mobility problems, the location and accessibility of the various services and machines is of increasing importance. Poor quality old microfilms on a screen the wrong distance for my glasses to focus, make it difficult to see and transcribe records of interest.”</i></p> <p>In response the LRA’s comment that many of our older customers have told us they do not like to travel to KHLC in</p>	<p>will take this into consideration, assess the current equipment in the Search Room and ensure that customers are aware of adjustments they can make to assist their comfort and use of the services. We will also keep this in mind when further developing the search room & its resources.</p>				
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	<p>the evening, and therefore do not attend events which they are interested in. The closure of the search room will allow us to have the space to offer events during the day.</p> <p>One customer said in response <i>"I take issue about the comments on the aged not being able to attend some events they'd like to in the evening. For me, the evening is the only time that i can attend, I have study commitments travelling to other sites in Kent, so am often not available during</i></p>	<p>When planning events we will consider continuing to host some events in the evening where viable.</p>				
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	<i>the day.”</i>					
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Have the actions been included in your business/ service plan?

Some actions are already included in the service plan where around promotion and digitisation. Wider implementation of the proposal will go to GEDC for decision in May 2018

