

HDC Initial Equality Impact Assessment Form (EIA1)

Service Area/Section	Harborough Museum (Community Service)		Persons undertaking the assessment (please also state name of contact officer)		Jayne Wisely (Community Recreation Manager)
Name of policy or function to be assessed	Harborough Museum	Date of assessment	29 October 2007	New or existing policy	Existing Facility
1. Briefly describe the aims, objective or purpose of the policy, or service function.	<p>Harborough Museum officially opened in June 1983 and is the product of a partnership arrangement between Harborough District Council, Leicestershire County Council and the Market Harborough Historical Society. The Museum itself is located on the first floor of the Council Office building. Access for the ambulant is via a door off the Fox Yard car park. For users that need to use the lift, access is via the internal lift within the council building</p> <p>The collections relate to the town of Market Harborough and surrounding area and comprise mainly of social history artefacts.</p> <p>The purpose of the service is to provide a local history museum which reflects the rich heritage of the town and surrounding area. The museum provides handling and education sessions for local schools and activities for families during holidays. The museum is a valuable source of information for visitors to the town, as well as being an information point for local people with a particular interest in local history.</p>				
2. Are there any associated objectives of the policy/function?	The museum is a facility that is accessed by all members of the community. The Audience Development Plan – ADP (October 2005) specifically looks at improving access for school groups, families, disabled people and tourists.				
3. Who is intended to benefit from this policy and in what way?	The service and ADP seeks to encourage all people to use the museum, specifically to remove the physical and attitudinal barriers for usage.				
4. What outcomes are wanted from this policy/function and for whom?	To maintain (and increase with the installation of the South Leicestershire Treasure) the number of visitors to the Museum. To provide a quality visitor experience for all visitors.				

<p>5. How do these outcomes meet or hinder other policies, values, or objectives of HDC?</p>	<p>The provision of the museum supports the values and priorities through;-</p> <p>Place – Providing visitors to the museum a sense of place, informing them of how the history of the town and surrounding area has shaped the place where they live, work and visit. It provides specific information in the local industries and the impact they had upon the town. Furthermore it is a tourist attractions that specifically attracts visitors outside of the area to visit the museum and town.</p> <p>People – The museum is an excellent resource for people wanting to explore the local history of the town, and their own family history. It has a positive impact upon their health and wellbeing and the social well being of our communities.</p> <p>Resources – The partnership arrangement between HDC, LCC and MHHS is an efficient use of the resources that are available. Furthermore this partnership approach (and working with other external partners) has proven to be successful when applying for external funding. A prime example of this is the funding for the South Leicestershire Treasure project. The total project cost was £966,000 and over 90% of this funding was from external funding bodies, and the remaining 10% funded by LCC.</p>		
<p>6. What factors/forces could contribute/detract from the intended outcomes?</p>	<p>The physical access and location of the Museum detracts from the service and impacts upon the number of users. Due to the increased security measures introduced by the Council, it makes it extremely difficult for users of the museum who require the use of the lift to access the facility. These include the less ambulant, wheelchair users and parents with children in pushchairs.</p> <p>Following lengthy internal discussions a procedure has been agreed to escort museum visitors through the council building to the museum. This procedure is attached as Appendix 1 for information. As can be seen from the procedure it heavily relies upon the Caretaker being free to escort the visitors, however the reality of this happening is extremely unlikely. Therefore both the customer service and museum staff has to leave their posts to escort the visitor – which has its own safety and security issues.</p> <p>The lift usage is monitored by the Museum Assistants, data on the number and type of visitors is recorded along with any comments from visitors. An underlying theme to the comments is that they are extremely grateful, but somewhat embarrassed by the whole procedure. There also seems to be a communication issue relating to the use of the lift, either people did not know there was lift access, or when staff have been asked they have given inaccurate responses.</p>		
<p>7. Who are the main stakeholders in relation to this policy?</p>	<p>Leicestershire County Council Market Harborough Historical Society The Friends of Harborough Museum The Family History Society Market Harborough Local History Group School Groups</p>	<p>8. Who implements the policy/function and is responsible for the policy?</p>	<p>A partnership arrangement between HDC, LCC and MHHS</p>

9. Are there any concerns that the policy/function could have a differential impact on racial groups?	Y	N	No
• What existing evidence (either presumed or otherwise) do you have for this?	Towards an Audience Development Plan – Research Report Nov 2004. Harborough Museum is attracting visitors proportional to the local demographic population		
10. Are there any concerns that the policy/function could have a differential impact due to gender?	Y	N	No
• What existing evidence (either presumed or otherwise) do you have for this?	Towards an Audience Development Plan – Research Report Nov 2004. Harborough Museum is attracting visitors proportional to the local demographic population		
11. Are there any concerns that the policy/function could have a differential impact due to disability?	Y	N	Yes more for physically disabled and accessibility issues. The museum has an induction loop installed (however needs fixing – LCC responsibility), and work is currently being undertaken with the written material for interpreting the exhibits
• What existing evidence (either presumed or otherwise) do you have for this?	Lift Usage Monitor, Comments in Visitor Book.		
12. Are there any concerns that the policy/function could have a differential impact due to sexual orientation?	Y	N	No
• What existing evidence (either presumed or otherwise) do you have for this?	none		
13. Are there any concerns that the policy/function could have a differential impact due to age?	Y	N	No – only the physical access to the building for the old less ambulant, or young families with children in push chairs
• What existing evidence (either presumed or otherwise) do you have for this?	Lift Usage Monitor, Comments in Visitor Book.		

14. Are there any concerns that the policy/function could have a differential impact due to religious belief?	Y	N	No
• What existing evidence (either presumed or otherwise) do you have for this?	Towards an Audience Development Plan – Research Report Nov 2004. Harborough Museum is attracting visitors proportional to the local demographic population		
15. Are there any concerns that the policy/function could have a differential impact due to people having dependants/caring responsibilities?	Y	N	Yes – due to the physical access to the building for the old less ambulant, or young families with children in push chairs
• What existing evidence (either presumed or otherwise) do you have for this?	Lift Usage Monitor, Comments in Visitor Book		
16. Could any differential impact identified in 9-15 amount to there being the potential for adverse impact in this policy?	Y	N	The physical location of the Museum has a direct impact upon the ease that it can be accessed for people with disabilities, less ambulant and families with push chairs that require the use of the lift.
17. Can any adverse impact be justified on the grounds of promoting equality of opportunity for one or more groups or any other reason?	Y	N	No
18. Should the policy proceed to a full impact assessment?	Y	N	Yes
19. If no, are there any recommended changes required to the policy to improve it around the equality agenda?			

Additional notes/guidance (Policy Officer)	
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Signed (completing officer) Date / /

Signed (completing officer) Date / /

Signed (Head of Service) Date / /

Appendix 1

Visitors to the Museum needing lift access

Procedure Monday to Friday during office hours

1. Visitors report to Council reception
2. Customer Service staff telephones the Caretaker #1328 or mob 07769 670929.
3. Caretaker will escort the visitor to the museum using the internal lift
4. Customer service to phone museum #1085 to inform museum assistant that a visitor will be coming in via Council Office entrance.
5. Museum Assistants to turn off bell at Council Office entrance until the visitor has entered the museum.

At the end of the visit

6. Museum Assistants to phone caretakers.
7. Museum Assistants to turn off the bell to the Council office entrance
8. Caretakers to escort the visitor back to the Reception (or fox yard if preferred)
9. Museum Assistants to turn the bell back on.

Please note;- the caretakers are happy to assist, however it must be remembered that they will be undertaking other tasks and so there may be a slight delay. In particular 15:00 – 16:30 daily when post is a priority, and 10:30 Wednesdays when the fire alarm is tested.

Procedure Sunday

1. Visitors will either press the disabled bell or send an able bodied person to request the use of the lift.
2. Museum Assistant to take flat fob No17 from till drawer and go downstairs to Museum entrance to de-activate HDC alarm using fob.
3. Museum Assistants go back to Museum and turn off bell to Council offices (key is inside locked alarm cupboard on a piece of string, place in box to the right of the HDC door).
4. Using pass, open door to the Council offices, go down the stairs and let the people in from fox yard entrance.
5. Place visitor in the lift and press 1 for Museum level. DO NOT GO UP IN THE LIFT IN CASE OF BREAKDOWN.
6. Go up the stairs, meet the visitor out of the lift and take them into the Museum.

At the end of the visit

7. On departure, escort visitor into lift and press G (for ground).
8. Go downstairs and meet them from the lift and escort them out of fox yard entrance.
9. Return into offices and re-bolt the door, and return to the Museum via the offices.
10. Turn the bell back on
11. Go back downstairs to Museum entrance and activate HDC alarm using the flat fob.

Procedure for Saturdays

1. Procedure as above except that HDC alarm is not set until 4pm, so it is not necessary to de-activate / activate the alarm

Procedure for Evenings

1. When Council meeting in progress use procedure for Saturdays
2. When Council meeting **NOT** in progress you will need to turn on lights for ground / first floor landing and follow Sunday procedures.

IF THE HDC ALARM IS ACCIDENTALLY ACTIVATED AT ANY TIME, THE CARETAKER MUST BE INFORMED ON 07769 670929, AS HE MAY NEED TO RESET THE ALARM FOR THE WHOLE BUILDING.