

## Agenda Item No. 7(f)

## DERBYSHIRE COUNTY COUNCIL

## CABINET

14 March 2017

Report of the Strategic Director - Economy, Transport and Communities

**PROPOSED CHANGES TO OPENING HOURS AT THE DERBYSHIRE  
RECORD OFFICE (HEALTH AND COMMUNITIES)**

(1) **Purpose of Report** To inform Cabinet of the outcome of a public consultation about proposed changes to the opening hours at Derbyshire Record Office and to seek approval to introduce revised opening hours with effect from 1 June 2017.

(2) **Information and Analysis** At its meeting on 20 September 2016, Cabinet approved plans to consult about a possible reduction to the opening hours at the Derbyshire Record Office (DRO) to help realise a saving of up to £125,000 (Minute No. 276/16 refers). In addition to the ongoing budget cuts facing the Council, the need to make savings at the DRO has become more pressing owing to the additional financial pressures facing the service. Currently, the budget is approximately £525,000, of which Derby City Council contributes approximately 20%, but when the refurbishment of the DRO was completed in 2013, the rates bill levied on the building increased from approximately £24,000 per annum to its current level of £69,000 but no additional revenue funding was made available to meet the £45,000 shortfall.

The DRO is currently open five and a half days a week for a total of 41 hours:

Day	Hours
Monday	9.30am to 5pm
Tuesday	9.30am to 5pm
Wednesday	9.30am to 5pm
Thursday	9.30am to 5pm
Friday	9.30am to 5pm
Saturday	9.30am to 1pm

An analysis of usage over the period 2014-2016 shows that the most visits are received on a Tuesday; 21% of customers visit DRO on this day. Monday and Friday are slightly less busy, with 17-19% of customers visiting on these days. A reduction to the current opening hours at the DRO from 41 to 30 hours a week was proposed based on current levels of use.

**Option 1:** Monday closed, Tuesday to Friday 9.30am to 5pm

**Option 2:** Friday closed, Monday to Thursday 9.30am to 5pm

**Option 3:** Wednesday closed, Monday, Tuesday, Thursday, Friday  
9.30 to 5pm

Each option also included opening on the last Saturday of each month from 9.30am to 1pm.

In line with the County Council's commitment to transparent decision making, Cabinet agreed to undertake a programme of consultation about these options, which was subsequently carried out as follows:

September - Consultation to obtain responses to the three options  
November 2016 from residents and local organisations, together with any other proposed alternatives or suggestions that consultees wished to make.

December 2016 – Evaluation of feedback and preparation of final proposals.  
January 2017

Public feedback in response to the Council's three initial options was obtained from a questionnaire offered to all those using the service during the consultation period. To ensure that the views of the wider public, including non-service users, were included, an online version was hosted on the Council's website and additional paper copies were made available from static libraries. There were 356 responses to the questionnaire.

Not surprisingly, 63% of respondents did not support the proposal to reduce opening hours at the DRO. When asked why, the majority of service users thought that the DRO should offer an accessible, flexible service. Some users were concerned about limiting access to the research and resources, and others had concerns about losing access to staff knowledge and expertise. Individuals mentioned that they travelled long distances to access the service whilst others working full time felt that a reduction in opening hours would restrict their access. However, there were no other practical suggestions about how the DRO could make the required reductions to its budget.

The survey asked respondents to agree or disagree with the three options on possible changes to the opening hours at DRO. Option 1 (Monday closed, Tuesday to Friday 9.30am to 5pm) was the preferred option with Options 2 and 3 gaining less support.

Some 19% of respondents felt that opening all day on a Saturday was essential to enable users enough time to access the service fully. Many

respondents also commented on the need for full days of opening in order to justify the time and expense of travelling to Matlock and their ability to achieve the maximum amount of research in a day. Some 29% of respondents were concerned about the impact of limiting the amount of hours that DRO was open outside of normal working hours as this would restrict access for people in full time work.

To respond positively to the concerns raised about access outside normal working hours during the consultation process, it is proposed that the DRO should open on the last Saturday of the month between 9.30am and 4pm, rather than 9.30am to 1pm, as originally proposed.

DRO's copying and research service will continue to ensure that access to information is available to people who are not able to visit in person. DRO is also increasing the availability of the number and range of records available online.

As the regulatory body for archive services holding Public Records, The National Archives (TNA) were also consulted. Its response acknowledged the need for the reduction and recognised that the proposed changes were well planned and would be based on evidence, consultation and analysis.

Based on the feedback received as part of the consultation process, it is proposed that DRO closes on Mondays and opens 9.30am-5pm Tuesdays to Fridays, and 9.30am-4pm on the last Saturday of each month with effect from 1 June 2017, this will ensure that the proposed changes in opening hours can be widely publicised to current and potential users.

(3) **Financial Considerations** Implementing reduced opening hours will offer the potential to make savings of up to £125,000 through changes to current staffing levels and this will be the subject of a future report to Cabinet.

(4) **Legal Considerations** There are two specific legal matters which Cabinet Members must consider when making the decision regarding changes to the opening hours at the DRO.

Derbyshire County Council has a statutory duty under the Local Government Act 1972 to make 'proper arrangements' for its records. The Council also has legal obligations to manage and provide access to public records as a designated Place of Deposit for public records under the Public Records Act 1967. In considering the potential changes to the opening hours at the DRO, following consultation, Cabinet will need to be satisfied that the proposed service will not result in the Council failing to meet its statutory obligations. In the opinion of officers, and based on feedback from TNA, the proposed changes to the opening hours at the DRO will enable the County Council to continue to fulfil its statutory duty

The Council also has specific duty in relation to the Equality Act 2010 which states the Council should give 'due regard' to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity and fostering good relations, in the exercising of its functions. This need for 'due regard' specifically applies to the nine protected characteristics set out in the Act.

A single Equality Impact Analysis has been carried out for the proposed changes to the opening hours at the DRO, and Members' attention is drawn to the analysis, attached as Appendix 1 to this report. The analysis identified a potentially modest impact on older people, based on the age profile of existing users and the fact that the average age of respondents to the consultation was 59.1 with the majority of respondents aged 60 and above. However, it is not considered that the issues identified in the analysis are of such significance as to affect the Officer's Recommendation.

In preparing this report the relevance of the following factors has been considered: prevention of crime and disorder, equality and diversity, environmental, health, property, social value and transport considerations.

(5) **Key Decision** No.

(6) **Call-In** Is it required that call-in be waived for any decision on this report? No.

(7) **Background Papers** Held on file within the Economy, Transport and Communities Department. Officer contact details – Don Gibbs, extension 36572.

(8) **OFFICER'S RECOMMENDATIONS** That Cabinet:

8.1 Approves the change in opening hours at Derbyshire Record Office to Tuesday-Friday, 9.30am-5.00pm and the last Saturday of the month, 9.30am-4pm with effect from 1 June 2017.

8.2 Agrees that a paper is presented to a future meeting with proposals for a revised staffing structure at the Derbyshire Record Office.

**Mike Ashworth**  
**Strategic Director - Economy, Transport and Communities**

# Derbyshire County Council

## Equality Impact Analysis Record Form 2012

Department	Economy, Transport and Communities
Service Area	Derbyshire Record Office (DRO)
Title of policy/ practice/ service of function	Archives and local studies service
Chair of Analysis Team	Sarah Chubb

### Stage 1. Prioritising what is being analysed

- Why has the policy, practice, service or function been chosen?
- What if any proposals have been made to alter the policy, service or function?

Derbyshire Record Office (DRO) is currently open Monday to Friday 9.30-5 and Saturday 9.30-1. Budget reductions are required across Derbyshire County Council and as a consequence, the Record Office must make a budget saving in 2017/18. In order to make this saving, it is proposed that the opening hours be reduced by closing one day during the week, and opening one Saturday per month.

- What is the purpose of the policy, practice, service or function?

To reduce costs at DRO in order to achieve the required budget saving.

### Stage 2. The team carrying out the analysis

<i>Name</i>	<i>Area of expertise/ role</i>
Sarah Chubb (Chair)	Archives & Local Studies Manager
Michelle Parker	Information Manager
Don Gibbs	Service Director, Libraries & Heritage

### Stage 3. The scope of the analysis – what it covers

The impact of a reduction of opening hours on users of DRO.
---

### Stage 4. Data and consultation feedback

#### a. Sources of data and consultation used

<i>Source</i>	<i>Reason for using</i>
DRO user statistics 2015/16 and 2016/17	Gives number of users per day
DRO user postcodes 2015/16 and 2016/17	Gives geographical distance travelled
National customer satisfaction survey (physical users)	Gives profile of physical user group
National customer satisfaction survey (remote users)	Gives profile of remote user group
Staff information (extracted from SAP)	Gives age, salary and gender of staff
Customer consultation questionnaire	Gives specific feedback on the proposals

### Stage 5. Analysing the impact or effects

#### a. What does the data tell you?

<i>Protected Group</i>	<i>Findings</i>
Age	<p>DRO customers are generally older and retired; according to the 2016 customer survey, the average age was 61.6. (Children under the age of 18 usually visit the Record Office as part of an organised school visit and were not covered by the customer survey).</p> <p>From the information available it is not believed that the proposals will have a disproportionately adverse impact on people because of their age. The changes may impact more on older people, however, this is not due to unfair discrimination but due to the demographic of service users.</p>
Disability	<p>According to the 2016 CIPFA customer survey, 79% of customers do not consider themselves to have a disability. Of the remainder, 14% had some impairment of mobility, 9% of hearing and 6% of mental health. It is not believed, therefore, that the proposals are likely to have a disproportionately adverse impact on disabled people.</p>

<b><i>Protected Group</i></b>	<b><i>Findings</i></b>
Gender (Sex)	The 2016 customer survey shows that 59% of customers were male, 36% female, and 6% preferred not to say. The proposals are therefore more likely to affect men than women due to the demographic of service users.
Gender reassignment	There is no data on gender reassignment among service users and this proposal is not considered to have any impact on this group.
Marriage and civil partnership	There is no data on marital status of users and this proposal is not considered to have any impact on this group.
Pregnancy and maternity	There is no data on pregnancy or maternity and this proposal is not considered to have any impact on this group.
Race	According to the 2016 CIPFA customer survey, 90% were White, 6% preferred not to say, 3% were Mixed, and 1% were Asian. The available information therefore suggests that the proposals will have no adverse impact on race.
Religion and belief including non-belief	The Record Office holds the records of the Anglican Diocese of Derby as well as other non-conformist churches. These records are used for religious purposes, such as proving a baptism to enable marriage to take place within a church. Customers usually access the records for this purpose between Monday and Friday. Although the proposals will reduce accessibility of these records by a day a week, the impact is not considered to be significant.
Sexual orientation	There is no data on sexual orientation of users and this proposal is not considered to have any impact on this group.

#### Non-statutory

<b><i>Protected Group</i></b>	<b><i>Findings</i></b>
Socio-economic	Disadvantaged socio-economic groups are less likely to use the Record Office. There are complex reasons for this, relating to awareness of the resources and confidence in accessing them, but the cost of travel to Matlock is also a factor. The proposals to reduce opening hours will not affect the costs of visiting the DRO and are considered to have little adverse impact on this group.
Rural	People in rural communities may find it difficult to travel by public transport to DRO, which affects their ability to use the service. The proposals slightly reduce the number of days when the DRO is open but there will still be opportunities to travel by public transport so this is not considered to have a

<b>Protected Group</b>	<b>Findings</b>
	disproportionate impact on people in rural communities.

- b. What does customer feedback, complaints or discussions with stakeholder groups tell you about the impact of the policy, practice, service or function on the protected characteristic groups?

<b>Protected Group</b>	<b>Findings</b>
Age	Customer feedback mirrors findings from the 2016 CIPFA survey. The average of respondents was 59.1 with the majority of respondents aged 60 and above.
Disability	A minority of respondents identified themselves as having a disability including, learning disability, and disability affecting vision. A small number of people have 'other disabilities' within the group of DRO users but this will not impact on their use of service.
Gender (Sex)	From the information available and consultation it is not believed that the proposals will pose a disproportionately adverse impact on people because of their gender
Gender reassignment	From the information available and consultation it is not believed that the proposals will pose a disproportionately adverse impact on people because of their gender reassignment
Marriage and civil partnership	From the information available and consultation it is not believed that the proposals will pose a disproportionately adverse impact on people because of their civil marriage partnerships
Pregnancy and maternity	From the information available and consultation, it is not believed that the proposals will pose a disproportionately adverse impact on people because of pregnancy or maternity
Race	From the information available and consultation, it is not believed that the proposals will pose a disproportionately adverse impact on people because of their race
Religion and belief including non-belief	From the information available and consultation, it is not believed that the proposals will pose a disproportionately adverse impact on people because of their religion or belief
Sexual orientation	From the information available and consultation, it is not believed that the proposals will pose a disproportionately adverse impact on people because of their sexual orientation.



## Non-statutory

<b>Protected Group</b>	<b>Findings</b>
Socio-economic	From the information available it is likely that there will no significant impact on people in poorer and disadvantaged communities using the service.
Rural	From the information available it is likely that there will no significant impact on people in rural communities using the service.

- c. Are there any other groups of people who may experience an adverse impact because of the proposals to change a policy or service who are not listed above?

No
----

- d. Gaps in data

What are your main gaps in information and understanding of the impact of your policy and services? Please indicate whether you have identified ways of filling these gaps.

Gaps in data	Action to deal with this
N/A	N/A

**Stage 6. Ways of mitigating unlawful prohibited conduct or unwanted adverse impact, or to promote improved equality of opportunity or good relations**

In response to customer feedback, it is proposed to open one Saturday per month, 9.30-4, which is longer than currently and originally proposed. This will enable customers who cannot come at other times of the week to gain more use from the service on that day.

Remote services (e.g. paid for research and copying service) remain unaffected by the proposals, so users who cannot visit in person can still request research and copies to be sent to them.

In order to reduce the impact of reduced opening hours on access to information, service priorities will be centred on increasing digital access for people at home or in their local library.

**Stage 7. Do stakeholders agree with your findings and proposed response?**

See customer feedback under stage 5 and stage 6 above.

**Stage 8. Main conclusions**

There is no significant adverse impact of the proposals to any protected groups. Any impact will be mitigated so far as possible through provision of remote services and online access.

The changes may impact more on older people. This is, however, not due to unfair discrimination but due to the demographic of service users.

## Stage 9. Objectives setting/ implementation

<i>Objective</i>	<i>Planned action</i>	<i>Who</i>	<i>When</i>	<i>How will this be monitored?</i>
Reduce the impact on access to information by increasing remote access	Make parish registers available online via Ancestry	S Chubb	Dec 2017	Economy, Transport and Communities Management Team
	Continue seeking external funding for projects to catalogue and digitise material to increase its accessibility online	S Chubb	Mar 2018 and ongoing	
	Continually improve and develop DRO's website, online finding aids and digital images to enable a better user experience when accessing resources remotely	S Chubb	Mar 2018 and ongoing	

### **Stage 10. Monitoring and review/ mainstreaming into business plans**

Please indicate whether any of your objectives have been added to service or business plans and your arrangements for monitoring and reviewing progress/ future impact?

Objectives are included in the Record Office's Management Policy and will be added to the 2017/18 service plan. Progress will be monitored and reviewed as part of departmental service plan monitoring.

### **Stage 11. Agreeing and publishing the completed analysis**

Completed analysis approved by \_\_\_\_\_ on \_\_\_\_\_

Where and when published?

### **Decision-making processes**

**Where linked to decision on proposals to change, reduce or withdraw service/ financial decisions/ large-scale staffing restructures**

**Attached to report (title):**

**Date of report:**

**Author of report:**

**Audience for report e.g. Cabinet/ date:**

**Web location of report:**

**Outcome from report being considered**

--

**Details of follow-up action or monitoring of actions/ decision undertaken**

--

**Updated by:**

**Date:**