

DERBYSHIRE COUNTY COUNCIL

CABINET

26 October 2017

Report of the Strategic Director - Economy, Transport and Communities

**PROPOSED CHANGES TO OPENING HOURS AT BUXTON MUSEUM
AND ART GALLERY (STRATEGIC LEADERSHIP, CULTURE AND
TOURISM)**

(1) **Purpose of Report** To inform Cabinet of the outcome of the public consultation about proposed changes to opening hours at Buxton Museum and Art Gallery (BMAG) and to seek approval to introduce revised opening hours with effect from 2 January 2018.

(2) **Information and Analysis** At its meeting on 14 March 2017, Cabinet agreed to undertake a six week public consultation on a proposal for reduced opening hours at BMAG to help to realise a saving of up to £30,000. Currently, BMAG is open five days a week for a total of 39.5 hours. It is also open between 10.30am to 5.00pm every Sunday and bank holidays from Easter to the end of September.

Current Opening Hours	
Monday	Closed
Tuesday	9.30am to 5.30pm
Wednesday	9.30am to 5.30pm
Thursday	9.30am to 5.30pm
Friday	9.30am to 5.30pm
Saturday	9.30am to 5.00pm

As well as a modest reduction in opening hours during the week, the museum would maintain Sunday and bank holiday opening from Easter to the end of September but reduce the number of hours by opening from 12.00pm to 4.00pm. The proposed hours reflected current levels of use at BMAG and had been identified as the best way of maximising physical access to the collections within the available resources.

Proposed Opening Hours	
Monday	Closed
Tuesday	10.00am to 5.00pm
Wednesday	10.00am to 5.00pm
Thursday	10.00am to 5.00pm
Friday	10.00am to 5.00pm
Saturday	10.00am to 5.00pm

The proposed reduction in opening hours is mitigated by the significant improvements that continue to be made as part of the Collections in the Landscape (CITL) programme, supported by the Heritage Lottery Fund to increase access to a wide range of the museum's collections. The improved exhibitions include 15% more objects on display, with even more information about them. These, and even more items in the collection, will also be available through the development of innovative digital access to the collections, through smart phones, tablets and computers. Pop-up museum events, taking collections to places where people are congregating for larger events, allow people to engage with the museum's collections in new ways. The CITL programme has increased the accessibility of the collections held at BMAG to a worldwide audience and, even when the building is closed, the digital access remains available 24/7. BMAG aspires to provide an online service that maximises the resources available and will continue to digitise material relating to its collections and make them accessible.

In line with the Council's commitment to transparent decision making and to ensure that all those affected had the opportunity to comment on any proposed change, the Council has undertaken a period of consultation to:

- Set out the financial context and challenges within which decisions on future service delivery need to be made.
- Share and explore the opening hours options outlined above.
- Receive feedback on the proposed reduction and the potential impact of the options.

If any alternative opening hour's proposals arose as part of the consultation process, they would also be considered.

An Equality Impact Analysis has been undertaken in parallel with the above engagement process and the results from this are included in this report as Appendix 1.

Between 3 July 2017 and 14 August 2017, consultation with the public was undertaken, to obtain responses to the proposal from residents and local organisations together with any other proposed alternatives or suggestions that consultees wished to make. Feedback 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 BMAG and Buxton Library.

There were 58 responses to the consultation, of which 67% agreed with the proposal and 33% disagreed. When asked if respondents had any other suggestions for the opening hours at BMAG, a wide range of alternatives were offered which included:

- Possible half day opening one day per week.
- Change the opening hours to Wednesday to Sunday (plus Bank Holidays) 10.00am to 5.30pm.
- Open at 10.30am on the weekdays instead and have slightly longer on a Sunday.
- Open between 11.00am and 5.00pm on Sundays
- Weekdays 10.00am – 5.00pm (and Saturdays) Sundays and Bank Holidays 11.00am – 4.00pm
- Opening later on Sunday - say 1.00pm or 1.30pm but throughout the year and closing at 4.00pm during the winter and 5.00pm during the summer.

Given that the majority of respondents agreed with the proposed changes and given the lack of a clear consensus on alternative opening hours for BMAG, it is proposed to change the opening hours at the museum as outlined in the report with effect from 2 January 2018. Following the proposed changes, levels of use and customer feedback will be monitored and the Cabinet Member for Strategic Leadership, Culture and Tourism will be kept informed of usage trends.

As part of the consultation process, people were asked if they might be interested in volunteering at the museum with a view to maintaining or even extending the existing opening hours. Three respondents to the consultation provided their contact details and, while this would not be an adequate number of volunteers to maintain the existing opening hours, museum staff will contact these volunteers to see if there are other ways in which they might be able to support the museum. The potential to recruit further volunteers to support museum activities will continue to be explored. As part of this, the museum will contact Derby University to see if there are opportunities to recruit students from the local campus to be volunteers.

(3) Financial Considerations Implementing reduced opening hours will offer the potential to make savings of up to £30,000 through changes to current staffing levels, and this will be the subject of a future report to Cabinet.

(4) Legal and Equality and Diversity Considerations The Council has a 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.

An Equality Impact Analysis has been carried out for the proposed changes to the opening hours at the BMAG, and Members' attention is drawn to the analysis, attached as Appendix 1 to this report. Whilst the analysis identified that older people, in particular, may be affected by the changes, Members

may consider that the impacts identified in the analysis are not of such significance as to affect the Officer's Recommendations.

Other Considerations

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

(5) **Key Decision** No.

(6) **Call-In** Is it required that call-in be waived in respect of the decisions proposed in the 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 Buxton Museum and Art Gallery to Tuesday - Saturday, 10.00am - 5.00pm and Sundays from Easter to the end of September and bank holidays from 12.00pm - 4.00pm.

8.2 Agrees that a report is presented to a future meeting with proposals for a revised staffing structure at Buxton Museum and Art Gallery.

Mike Ashworth
Strategic Director - Economy, Transport and Communities

Appendix 1

Derbyshire County Council

Equality Impact Analysis Record Form

Department	Economy, Transport and Communities
Service Area	Buxton Museum and Art Gallery (BMAG)
Title of policy/ practice/ service of function	Museum and Art Gallery provision
Chair of Analysis Team	Ros Westwood

Stage 1. Prioritising what is being analysed

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

Buxton Museum and Art Gallery (BMAG) is currently open Tuesday to Friday 9.30-5.30, Saturdays 9.30 – 5.00 and Sundays from Easter to the end of September and bank holidays from 10.30 - 5.00pm. Budget savings are required across Derbyshire County Council and the Museum needs to make a contribution to these budget savings. It is therefore proposed that the museum's opening hours be reduced by one hour a day and by 2.5 hours on Sundays and bank holidays.

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

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

Stage 2. The team carrying out the analysis

Name	Area of expertise/ role
Ros Westwood	Derbyshire Museums Manager
Michelle Parker	Information Manager

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

The impact of a reduction of opening hours at BMAG.

Stage 4. Data and consultation feedback

a. Sources of data and consultation used

Source	Reason for using
BMAG user statistics 2015/16 and 2016/17	Gives number of users per day
BMAG user postcodes 2015/16 and 2016/17	Gives geographical distance travelled
BMAG customer satisfaction survey (physical users)	Gives profile of physical 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?

Protected Group	Findings
Age	Approximately 66% of BMAG customers are adults and 33% children. They range across all ages, although a higher proportion are likely to be older, in the 45 – 65+ age bracket.
Disability	There is limited data on disability among service users; this proposal is not considered to have any impact on this group.
Gender (Sex)	There is no data on gender among service users and this proposal is not considered to have any impact on this group.

<i>Protected Group</i>	<i>Findings</i>
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	There is no data on race among service users, but this proposal is not considered to have any impact on this group.
Religion and belief including non-belief	There is no data on gender reassignment among service users and this proposal is not considered to have any impact on this group.
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

<i>Protected Group</i>	<i>Findings</i>
Socio-economic	Disadvantaged socio-economic groups do visit the museum. The proposals to reduce opening hours should not affect their visiting BMAG and are considered to have little adverse impact on this group.
Rural	People in rural communities may rely on public transport to visit BMAG, which affects their ability to use the service. The proposals slightly reduce the number of hours when BMAG is open but there will still be opportunities to travel by public transport so this is not considered to have a 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?

<i>Protected Group</i>	<i>Findings</i>
Age	39 respondents were in the 35 – 65+ age group and 16 were between 15 – 44 years old. This mirrors the museum's understanding of its audience profile.
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 BMAG 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 have 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 have 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 have a disproportionately adverse impact on people because of marriage or civil partnership
Pregnancy and maternity	From the information available and consultation it is not believed that the proposals will have 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 have 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 have 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 have a disproportionately adverse impact on people because of their sexual orientation.

Non-statutory

<i>Protected Group</i>	<i>Findings</i>
Socio-economic	From the information available there will be no significant impact on people in poorer and disadvantaged communities using the service.
Rural	From the information available there will be 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

The proposed reduction in opening hours is mitigated by the significant improvements that continue to be made as part of the Collections in the Landscape (CITL) programme, supported by the Heritage Lottery Fund, to increase access to a wide range of the museum's collections. The improved exhibitions include 15% more objects on display with even more information about them. These and even more items in the collection are also be available through the development of innovative digital access to the collections, through smart phones, tablets and computers. Pop-up museum events, taking collections to places where people are congregating for larger events, allow people to engage with the museum's collections in new ways. The CITL programme increased the accessibility of the collections held at BMAG to a

worldwide audience and even when the building is closed the digital access remains available 24/7. BMAG aspires to provide an online service that maximises the resources available and will continue to digitise material relating to its collections and make them accessible.

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 identified to any protected groups though it is accepted that the changes may impact more on older people than other users given the profile of current users of the service.

Any impact will be mitigated so far as possible through provision of remote services and online access but this is itself dependent on ease of access to those services.

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 collections by increasing remote access	Make museum content available online	Ros Westwood	Jan 2018 and ongoing	Economy, Transport and Communities Management Team
	Continue seeking external funding for projects to digitise material to increase its accessibility online	Ros Westwood	Jan 2018 and ongoing	
	Continually improve and develop BMAG's website, to enable a better user experience when accessing resources remotely	Ros Westwood	Jan 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?

Progress will be monitored and reviewed as part of regular staff meetings and the My Plan process

Stage 11. Agreeing and publishing the completed analysis

Completed analysis approved by _____ on _____

Where and when published?

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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

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

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Updated by:

Date: