

# Equality Impact Assessment



## Name of project/proposal

Hampshire Record Office Review

Contact name

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Department

Culture, Communities and Business Services

Date to be published on Hantsweb

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## Purpose for project/proposal

To reshape customer services by integration of two teams into one in order to help meet significant budget reductions and to maximise use of resources. This EIA considers the impact on both staff and customers.

## Consultation

Has a consultation been carried out?

Yes

A formal 30-day consultation has started (14 October) for 12 staff in scope of this review (6 x Archives and Local Studies Assistants; 2 x Strongroom Assistants; and 4 x Certificate Processing Assistants.) We have also consulted with staff who support customer services and have informed our Customer Liaison Group of the review.

## Statutory considerations

### Impact

Age	Low
Disability	Low
Sexual orientation	None
Race	None
Religion and belief	None
Gender reassignment	None
Sex	Low
Marriage and civil partnership	None
Pregnancy and maternity	None

### Other policy considerations

Poverty	Low
Rurality	Low
Other factors	Nothing selected

Geographical impact

All Hampshire Other

Other

UK and abroad

Have you identified any medium or high impact?\*

Yes

No

Why do you consider that your project/proposal will have low or no impact?

The team will be reduced by 4 members of staff taking EVR, leaving 8 members of staff. This review entails no redundancies in respect of the 8 remaining members of staff. The review will result in some new staff being recruited. Of the 8 remaining team members: 12.5% are male, 87.5% female; 62.5% are aged 30-54 and 37.5% are aged 55-64. The team includes some staff with a disability. The review proposals entail 50% of the 8 staff moving onto a new role profile with a variety of new tasks to learn, together with changes to their working patterns including the introduction of some Saturday and evening working. The proposals include some new learning for the other 50% of the staff and changes to working patterns including evening and Saturday working. For this 50% of staff the role profile would be a revision of their existing one. The review proposals will have some impacts on other staff not in scope of the review e.g. in relation to evening and Saturday working. The current staff consultation is an opportunity for staff to give feedback.

The review proposals entail more customer-facing work than currently. However the number of on-site customers to the Record Office has been on a downward trend for a number of years and this is anticipated to continue. For those members of the team able to fulfil the document production task (i.e. getting out and putting away of documents, which requires physical effort) this aspect of work is likely to be harder than now because this review proposes a reduction in the staffing levels for this aspect of the work. There will be provision to call on other support when required and to invoke an existing measure to limit customer demand during busier periods, as required. Additionally, we will monitor the situation and may implement further measures, as appropriate, to manage customer demand. In view of the mitigating factors mentioned above, the impact is considered to be low.

For those team members with a disability and some others less able to fulfil physical aspects of the role, personal

risk assessments are in place or will be put in place to ensure reasonable adjustments are made when required (e.g. to move to a less pressurised position). Therefore the impact is considered to be low.

For customers, there is a risk that responses to their requirements may be slower than before but a flexible team approach, based on deploying staff in response to customer demand, should help mitigate this. Also, we plan to increase the amount of information available on the web to enable greater self-service; this includes longer-term plans for online access to popular sources. For those customers requiring additional support due to age or disability, additional help will be made available from outside the team when required. Therefore the impact is considered to be low or none.

This impact assessment will be updated following the outcome of the consultation which ends on 12 November.

## **Final decision date**

Final decision date due	19 Nov 2015
Decision to be made by	DMT