

Equality Impact Assessment / Equality Analysis

(Version 4)

Item name	Details
Title of service or policy	Heritage Services Business Plan 25-30
Name of directorate and service	Culture and Heritage Services
Name and role of officers completing the EqlA	Robert Campbell, Head of Culture and Heritage
Date of assessment	17/2/25

Equality Impact Assessment (or 'Equality Analysis') is a process of systematically analysing a new or existing policy or service to identify what impact or likely impact it will have on people and different groups within our community. The main aim is to identify any adverse impacts (i.e. discriminatory or negative consequences for a particular group or sector of the community, and to identify areas where equality can be better promoted). Equality impact Assessments (EqIAs) can be carried out in relation to services provided to customers and residents as well as employment policies/strategies that relate to staffing matters.

This toolkit has been developed to use as a framework when carrying out an Equality Impact Assessment (EqIA) or Equality Analysis. **Not all sections will be relevant – so mark N/A any that are not applicable.** It is intended that this is used as a working document throughout the process, and a final version will be published on the Council's website following relevant service lead approval.

1.1 Identify the aims of the policy or service and how it is implemented

Key questions	Answers / notes
1.1 Briefly describe purpose of the service/policy e.g. <ul style="list-style-type: none"> How the service/policy is delivered and by whom If responsibility for its implementation is shared with other departments or organisations Intended outcomes 	Heritage Services is an essential part of Bath & North East Somerset Council; responsible for stewarding the public facing heritage assets in the council's area. The council established Heritage Services as an independent business unit in 2005 allowing the service greater financial freedom and agility delivering, in return, an agreed surplus for the council. Heritage Services is unique amongst UK local authorities in operating at no cost to the local taxpayer; the service is singular, within the council, in self-funding all cost increases. Instead, the service provides reductions in council tax to residents and helps fund the council's delivery of cardinal services, such as social care, schools, and housing.
1.2 Provide brief details of the scope of the policy or service being reviewed, for example: <ul style="list-style-type: none"> Is it a new service/policy or review of an existing one? Is it a national requirement?). 	This is the annual revision of the rolling 5-year Business Plan for Culture and Heritage Services

<ul style="list-style-type: none"> How much room for review is there? 	
1.3 Do the aims of this policy link to or conflict with any other policies of the Council?	No

2. Consideration of available data, research and information

Key questions	Data, research and information that you can refer to
2.1 What equality focussed training have staff received to enable them to understand the needs of our diverse community?	All staff in the service are in the process of undergoing the council's mandatory EDI training. Further to this all permanent staff in the service are undertaking EDI training bespoke to the Service itself. A number of staff in the Service have also undertaken specific training to help them understand and support a wider range of specific audience groups.
2.2 What is the equality profile of service users?	The Service welcomes more than 1m visitors a year to its sites. These audiences represent the full range of protected characteristics identified in the Equality Act.
2.3 Are there any recent customer satisfaction surveys to refer to? What were the results? Are there any gaps? Or differences in experience/outcomes?	The Service operates post visit surveys, independent mystery shopper surveys, is a participant in the Visit England VAQAS programme and the ALVA yearly benchmarking survey. It is also subject to review via online platforms including google and trip advisor. The overwhelming majority of assessment and commentary is positive. Where areas for improvement are identified an action plan is put in place to resolve these.
2.4 What engagement or consultation has been undertaken as part of this EIA and with whom? What were the results?	None
2.5 If you are planning to undertake any consultation in the	We would apply and EQA to the survey work we aim to undertake.

future regarding this service or policy, how will you include equality considerations within this?	
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3. Assessment of impact: 'Equality analysis'

Based upon any data you have considered, or the results of consultation or research, use the spaces below to demonstrate you have analysed how the service or policy:

- Meets any particular needs of equalities groups or could help promote equality in some way.
- Could have a negative or adverse impact for any of the equality groups

Key questions	Examples of what the service has done to promote equality	Examples of actual or potential negative or adverse impact and what steps have been or could be taken to address this
3.1 Issues relating to all groups and protected characteristics	The Service has undertaken a full review of its approach to Equality, Diversity and Inclusion and has produced an EDI strategy and action plan which outlines in detail the actions that have and will be taken to resolve EDI issues relating to Heritage Services and its work. This document is available on request.	As noted adjacent
3.2 Sex – identify the impact/potential impact of the policy on women and men.	As above	As above
3.3 Pregnancy and maternity	As above	As above

3.4 Gender reassignment – identify the impact/potential impact of the policy on transgender people	As above	As above
3.5 Disability – identify the impact/potential impact of the policy on disabled people (ensure consideration of physical, sensory and mental health needs/differences)	As above	As above
3.6 Age – identify the impact/potential impact of the policy on different age groups	As above	As above
3.7 Race – identify the impact/potential impact on across different ethnic groups	As above	As above
3.8 Sexual orientation – identify the impact/potential impact of the policy on lesbian, gay, bisexual, heterosexual, questioning people	As above	As above
3.9 Marriage and civil partnership – does the policy/strategy treat married and civil partnered people equally?	As above	As above
3.10 Religion/belief – identify the impact/potential impact of the policy on people of different religious/faith groups and also upon those with no religion.	As above	As above
3.11 Socio-economically disadvantaged* – identify the impact on	As above	As above

<p>people who are disadvantaged due to factors like family background, educational attainment, neighbourhood, employment status can influence life chances (this is not a legal requirement, but is a local priority).</p>		
<p>3.12 Rural communities* identify the impact / potential impact on people living in rural communities</p>	As above	As above
<p>3.13 Armed Forces Community ** serving members; reservists; veterans and their families, including the bereaved. Public services are required by law to pay due regard to the Armed Forces Community when developing policy, procedures and making decisions, particularly in the areas of public housing, education and healthcare (to remove disadvantage and consider special provision).</p>	As above	As above
<p>3.14 Care Experienced *** This working definition is currently under review and therefore subject to change:</p> <p>In B&NES, you are 'care-experienced' if you spent any time in your childhood in Local Authority care, living away from your parent(s) for example, you were adopted, lived in residential, foster care,</p>	As above	As above

kinship care, or a special guardianship arrangement.		
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*There is no requirement within the public sector duty of the Equality Act to consider groups who may be disadvantaged due to socio economic status, or because of living in a rural area. However, these are significant issues within B&NES and have therefore been included here.

** The Equality Act does not cover armed forces community. However, the Armed Forces Bill (which came in on 22 Nov 2022) introduces a requirement to pay 'due regard' to make sure the Armed Forces Community are not disadvantaged when accessing public services.

***The Equality Act does not cover care experienced people. B&NES adopted this group as a protected characteristic in March 2024 alongside over 80 other Local Authorities. Although we have data for care leavers and children/young people who are currently in the care of B&NES we do not have wider data on disadvantage experienced through being in care.

4. Bath and North East Somerset Council Equality Impact Assessment Improvement Plan

Please list actions that you plan to take as a result of this assessment/analysis. These actions should be based upon the analysis of data and engagement, any gaps in the data you have identified, and any steps you will be taking to address any negative impacts or remove barriers. The actions need to be built into your service planning framework. Actions/targets should be measurable, achievable, realistic and time framed.

Issues identified	Actions required	Progress milestones	Officer responsible	By when
The Service has undertaken a full review of its approach to Equality, Diversity and Inclusion and has produced an EDI strategy and action plan which				

outlines in detail the actions that have and will be taken to resolve EDI issues relating to Heritage Services and its work. This document is available on request.				

5. Sign off and publishing

Once you have completed this form, it needs to be 'approved' by your Divisional Director or their nominated officer. Following this sign off, send a copy to the Equality Team (equality@bathnes.gov.uk), who will publish it on the Council's website. Keep a copy for your own records.

Signed off by:
Date:

(Divisional Director or nominated senior officer)