

Equality Impact Assessment

Name of project/proposal	T19 Overview Visitor Attraction Developments at Sir Harold Hillier Gardens
Originator	Wright, Andrew
Email address	Andrew.Wright@hants.gov.uk
Department	Culture, Communities and Business Services
Date of Assessment	24 May 2017

Description of Service / Policy

In 1977 Sir Harold Hillier left the Gardens under the sole trusteeship of Hampshire County Council. It is now run as a charity under the remit of horticulture, conservation, education and recreation. The Gardens are open to the public, schools and organised groups. Day visitors include local residents and tourists. Members are typically local residents. The visitor demographic is broad, from young families to retirees, although older relatively affluent visitors are in the majority.

Geographical impact* All Hampshire

Description of proposed change

The Gardens are seeking to both develop their offer to attract additional visitors and members, and implement other changes that will improve the customer experience. A number of options have been explored that will enhance the Gardens as a visitor attraction (i.e. new elements or structures within the gardens), thereby increasing visitor numbers and customer experience. In addition to the development of the visitor attraction, increasing visitor numbers requires investment in, and development of, the visitor infrastructure (catering, toilets etc.). No impact is expected on staff, and impacts on visitors are expected to be positive.

Engagement and consultation

Has engagement or consultation been carried out? Yes

A customer survey was carried out in October/November 2015 to gauge customer demand for a number of options being considered. Feedback informed the need for investment in the visitor infrastructure as well as development of the Gardens, of which a Walled Garden, Canopy Walk and Summer Garden were identified as higher priorities for customers. The survey was conducted within the Gardens (with visitors) and externally in Romsey and Chandler's Ford to both previous visitors to the Gardens, and those who have not been before. Regular consultation also took place with the Advisory Committee and Arboretum Trust Board.

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No specific Hampshire wide consultation has been carried out on this proposal, however, the County Council carried out a major public consultation exercise over the Summer 2017 on a range of options for finding further budget savings including increasing council tax, using reserves and making changes to the way in which services are delivered, which may mean reducing or withdrawing certain services. The outcome of this consultation will be presented to Cabinet in September 2017.

When decisions are made to pursue the options, further specific Hampshire wide consultation will be carried out with stakeholders on the detailed options where required.

Impacts of the proposed change

This impact assessment covers Service users

Statutory considerations

Age

Impact

Positive

Impact

Due to the customer demographics being typically older in the majority, improvements to the Gardens and visitor infrastructure will have a greater impact on this customer group. All developments will add to the attractiveness of the Gardens with an improved customer experience, hence a positive impact.

Disability

Low

Impact

This relates to the accessibility of any capital development projects that may be implemented. While all potential projects will be designed to enhance the visitor experience to the Gardens, it is acknowledged that some may be potentially less accessible than others. To mitigate this, all projects will be considered from an accessibility perspective and designed in such a way to maximise inclusion for all visitors to the gardens regardless of disability.

Sexual Orientation

Neutral

Race

Neutral

Religion and Belief

Neutral

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Gender Reassignment Neutral

Gender Neutral

Marriage and civil
partnership Neutral

Pregnancy and
Maternity Neutral

Other policy considerations

Poverty Neutral
Rurality Neutral

Additional Information