



Access Policy for Properties in Care and Associated Collections

Access Policy for Properties in Care and their Associated Collections

1.0 Our Aim

To make it possible, and increasingly easy, for anyone to engage with and enjoy Scotland's Properties in Care both now and in the future.

2.0 Introduction

Scotland's portfolio of 336 Properties in Care and their Associated Collections is managed and operated by Historic Environment Scotland (HES) on behalf of Scottish Ministers under the terms of two Schemes of Delegation. The Properties and their Associated Collections are cared for and operated under the Historic Scotland sub-brand and are protected in law to ensure their long-term conservation and to provide access to and about them for present and future generations. HES has a broad Access and Equalities remit, this policy relates only to the Properties in Care and their Associated Collections under the Schemes of Delegation but nests within the HES Equalities Outcomes and Mainstreaming Report (2017).

This policy has been informed by the results of consultation with multiple user groups (See Annex 3) and benchmarking and/or communication with other groups and institutions including, VisitScotland, Euan's Guide, English Heritage and Cadw. It will be delivered in conjunction with a very wide range of partners including: public bodies; advocacy groups; other groups including charities representing people with disabilities and particular audiences; and advisory groups with specific areas of expertise. Its delivery will also be dependent on our staff and many contractors.

3.0 Definitions

In the context of this document the following definitions apply:

3.0.1 Access: The ability of anyone to engage with Properties in Care and their Associated Collections.

This can be facilitated through:

- Enabling people to feel welcomed and to explore properties and their associated collections in person, online and through other means including staff, contractors and volunteers
- Interpretation and learning offers which enhance that engagement
- Information that communicates the cultural significance of a property and its associated collection
- Applying high quality access planning and standards through all of the above to engage with a wide range of people while safe-guarding the Properties in Care and their Associated Collections for future generations.

3.0.2 Barriers to access: Anything that might reduce a person's ability to engage with Properties in Care and their associated collections.

Barriers include: a monument closed to the public for any reason; an admissions charge; poor public transport or lack of parking; non-inclusive marketing; physical issues such as steps or rough terrain; inaccessible graphic design or other interpretation media that are not audience and access-focused; complex or single language delivery; lack of detailed pre-visit information on websites or other media. They can also include: unawareness; perception that 'this is not for me'; a view that the properties are too busy.

4.0 Scope

Delivering accessibility in relation to Properties in Care and their Associated Collections is one aspect of HES's access remit. Its functions, as lead body for the historic environment, include promoting greater diversity among groups who access and draw positive experiences from the historic environment through reducing and/or removing barriers to engagement and participation.

The terms of this policy sit within the HES mission to share and celebrate our cultural heritage with the world and specifically within the strategic theme 'Value' and the objective that: 'We will encourage engagement, participation and enjoyment of the historic environment and improve access for all.

5.0 Approach

This policy recognises that making Scotland's Properties in Care accessible to all¹ is about much more than physical access to the monuments² and collections. It is also about access to and engagement with: the intangible stories of places; the understanding and enjoyment they offer; their capacity to contribute to well-being; the meanings and responses the properties and collections engender; and also to the on-site and other services HES provides in relation to the properties and collections.

Key to enhancing access for all is our recognition of the social model of disability. 'Unlike the medical model, where an individual is disabled by their impairment, the social model views disability as the relationship between the individual and society; it sees the barriers created by society as the cause of disadvantage and exclusion, rather than the impairment itself. The aim, then, is to remove [or reduce] the barriers that isolate, exclude and so disable the individual.'³

¹ It is hard to assess exactly how many people already engage with Properties in Care but an estimated 7-8 million visits are made to the Properties (both staffed and unstaffed) each year. Many others engage online and through publications without visiting, further audiences engage through off-site activities including learning, conferences etc

² Almost all Properties in Care are Scheduled Ancient Monuments taken into the care of Scottish Ministers to safeguard them for the present and future people of Scotland.

³ Scottish Government's (draft) Delivery Plan 2016-2020 of the United Nations Convention on the Rights of Persons with Disabilities (UNCPRD); 'the social model of disability was developed by disabled people: activists who started the 'Independent Living Movement'.'

To achieve this HES will:

- 'promote the diversity of persons accessing the historic environment and its collections⁴'. We think about diversity in its widest sense, including socio-economic, or linguistic diversity as well as groups covered by equalities legislation⁵.
- reduce or remove barriers to access and equality in the broadest sense including social and cultural barriers to any group regardless of gender, age, beliefs, sexual orientation or relationship status.
- enhance access for those whose first language may not be English, including Gaelic and British Sign Language⁶, as well as other languages.
- reduce or remove barriers to those whose situation or condition may be temporary including pregnant women and carers.

HES recognises that understanding barriers is key to helping us improve access. This includes being aware that public perceptions of heritage vary and that we need to be open to learning how people value the properties and their stories and being aware of cultural differences and the ways in which groups communicate, eg how story-telling is expressed in the signing community, and incorporating that understanding into our planning, or engaging with young people in innovative ways that may not begin with heritage itself.

Telling the story of the past is often contested and, therefore, HES, will continue to be guided by the principles of the Ename Charter including: *'Interpretation should be based on a well-researched, multidisciplinary study of the site and its surroundings. It should also acknowledge that meaningful interpretation necessarily includes reflection on alternative historical hypotheses, local traditions, and stories'*.⁷

HES also recognises a responsibility to balance current social values with conserving the cultural significance of the Properties in Care and Associated Collections, as we currently understand it, while acknowledging that in the future understanding and social value may change considerably (See Case Study 1, Annex 1).

In delivering the terms of this policy HES will work to balance the need to be business-like and commercially successful with the aspiration to ensure that outreach is at the forefront of our activities particularly to engage with those people who live with social deprivation in Scotland.

⁴ HES Bill 2014 (The Bill) 5(c).

⁵ Policy Memorandum accompanying the Bill; para 60 and 61.

⁶ Under the terms of the Gaelic Language (Scotland) Act and the British Sign Language (Scotland) Act 2015.

⁷ ICOMOS Ename Charter for the Interpretation of Cultural heritage Sites, 2007.

<http://www.enamecharter.org/downloads.html> the principles guide the Interpretation Strategy *The Magic of the Real*.

6.0 The Access Challenge

Historic Environment Scotland recognises that balance is required in finding access solutions that are effective in relation to Properties in Care. Many of the properties are fragile, in remote physically challenging locations, many are unstaffed, have no mains services, no car parking facilities or made-up paths or roads to them, and many have limited or no connectivity. Many were built to keep people out, they are above and below ground, they are prehistoric, industrial, medieval and more. Their Associated Collections are at the properties, in local museums, in central archives, in stores, on loan and more.

Historic Environment Scotland's key legal functions include: investigating/researching to better understand the monuments and collections; protection/conservation of the physical evidence both above and below ground; and the provision of access for current and future generations.

Delivering all of these, sometimes apparently conflicting duties, is challenging. For example, many of the Properties in Care cannot be fully physically accessible, to make them so would mean their destruction, so other solutions have to be found. Enhancing access to all of the properties and their collections, requires a wide range of solutions, some of which are site-specific others object-specific and many audience-specific.

To meet the access challenge effectively for as many people as possible, Historic Environment Scotland will apply an evidence-led approach that delivers effective access solutions which do not damage or reduce the cultural significance of the properties and collections. [See Case Study 2, Annex 1].

7.0 Our Access Objectives

This policy supports the vision of Our Place in Time, The Historic Environment Strategy for Scotland and particularly three of its strategic priorities:

- 'Enhance participation through encouraging greater access and interpretation and understanding of the significance of the historic environment.'
- 'Continue to develop a broad-ranging approach to learning to grow understanding and active participation across all groups in society'
- 'Support historic environment tourism and encourage access by making full use of our heritage assets to promote Scotland to domestic and international audiences.'⁸

It also supports the objective of Scottish Government's (draft) Delivery Plan 2016-2020 of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) to improve access:

⁸ *ibid*, p24

‘to the historic environment and collections relating to the historic environment – including improving access to buildings and monuments and improving online access to its collections, services and outreach and community engagement programmes. (2016-19)⁹ ‘

This Access Policy’s key objectives are therefore:

- to proactively reduce barriers to access to Scotland’s Properties in Care and their Associated Collections, the stories they tell and the services we provide
- to make it easier to visit and/or engage with Properties in Care and their Associated Collections, the stories they tell and the services we provide for the widest possible audiences and levels of engagement.
- to encourage engagement with groups currently less engaged-with about heritage and encourage their advocacy for the Historic Environment.

8.0 Delivering Access for All

To achieve these objectives HES will apply the following principles:

- **lead** through adopting high standards and providing guidance
- be **inclusive** by working with a wide range of partners
- **raise awareness** in customer care and visitor-facing delivery
- **improve understanding** of cultural differences/preferences of audiences
- **enhance inclusive access** through all aspects of audience experience,
- **include** relevant stories about all sorts of people

and deliver through:

- **Access-led planning:** informing all work
- **Access-awareness Training:** to ensure that staff attitudes to inclusive access are informed¹⁰, positive and responsive
- **Accessible communication:** to ensure that all communication is delivered to high access standards – through access-aware graphic design, positive language, plain English, high quality translation, audio and audio descriptive tours, etc
- **Clear pre-visit Information in varied media:** allowing people to make informed choices in planning a visit. Information should give a sense of the atmosphere and history of a place as well as include physical access requirements.
- **Intellectual access:** delivered through inclusive design of all aspects of the visitor/user experience including integrated interpretation and learning infrastructures and activities, delivered to be accessible to a wide range of audiences through: on-line/digital content, guided tours, events or on-site interpretation including graphic panels, exhibitions,

⁹ Scottish Government’s (draft) Delivery Plan 2016-2020 of the UNCRPD

¹⁰ Including an understanding of the invisible nature of 94% of disabilities, VisitScotland Access Data 2015.

guidebooks, audio tours, downloadable materials, costumed interpreters, tactile displays, learning and public programmes etc

- **Inclusive interpretation of our history:** through ensuring that, whenever possible, we include stories about those often not highlighted in the historical record
- **Improved physical access:** improving access whenever reasonably possible through inclusive design. Including, for example, accessible paths, ramps and handrails, lighting gradation into low light areas, induction loops, tactile and other sensory displays, high quality graphic design, accessible parking spaces.
- **Access services:** to provide and improve services which reduce or remove barriers to access including, for example, courtesy cars for those with limited mobility, staff-facilitated access to collections not on public display, outreach activities with seldom engaged-with audiences and those unable to make physical visits, access to British Sign Language (Plan to be developed)

9.0 Evaluation

During the lifespan of the Interim Access Policy we have taken the opportunity to enhance our knowledge through communication with user groups including those listed in Annex 3 and a range of other bodies including, but not restricted to VisitScotland, Euan's Guide, Action on Hearing Loss, Vocal Eyes and Scottish Autism.

This knowledge is informing and will continue to inform our access planning and delivery. To ensure that our implementation of this policy is effective we will evaluate:

- our draft operational plan through a range of user groups (including disabled people, young people, foreign language speakers, tourism, specialist and community groups and expert bodies)
- a selection of delivered activities that have been informed by this policy and its associated plans.

We will undertake to assess delivered activities, through an external contractor, at least once every two years (assuming budget availability) and, within the terms of this policy, to responsively adjust our approach to enhancing access to Properties in Care and their Associated Collections.

Annex 1: Case Studies (as supporting information and for inclusion in Operational Plan

Case Study 1: Providing inter-generational access?

We know people value the historic environment but assessing that value is fraught with difficulties. At a point in time a local community may despise a place of work, a way of life, the local castle, big house or church. With the passage of time the same people or following generations of that community may value these places in very different ways.

Arnol blackhouse in Lewis, the Western Isles, is an example of a stone built byre-dwelling with a thatched roof. When the last inhabitant left in 1965 there were other similar buildings on the island still in use as homes and they were not considered of great value locally; people were generally trying to build new, 'modern' houses. It was reported in the press at the time that members of the local community were against the site being open to the public as 'a museum'. Despite this, Arnol blackhouse was brought into state care and has been conserved very much as it was when it was vacated by the last resident.

Over 50 years later it is unique - the only surviving example of an original, conserved blackhouse. It illustrates a way of life (now disappeared) and the traditional building style. The people of Arnol and surrounding communities now take pride in a building that the previous generation saw as having little value.

These substantive changes in the way that communities and wider populations value their heritage through time, puts greater onus onto those who assess sites in terms of their cultural significance and provide access to them through their stories and to their physical forms.

Case Study 2: Achieving access for all in historic monuments - One approach at Elgin Cathedral

Many of Scotland's Properties in Care cannot be fully physically accessible, to make them so would mean their destruction. Elgin Cathedral has a nationally important collection of carved stones that had not been on display for over 20 years. In part this was because the only available display spaces at the property are in the cathedral towers and are only physically accessible via narrow, uneven, spiral stairways.

In 2016 HES opened a new exhibition in the eight available spaces. Now the best of the collection is interpreted and on display. Wanting all visitors to be able to access the collection and its stories, we designed the two ground floor spaces with the aim of ensuring that everyone could have physical and intellectual access to the collections and their stories through the displays in those spaces.

These ground floor displays include examples of the different types of stones in the collection, a full touchscreen database allowing access to the whole collection, views of the rooms and the displays themselves and panoramic views from the top of the north tower. In addition, the 'star of the show' an effigy of Bishop Archibald, lit in colour to illustrate how brightly painted the stonework would originally have been, is accessible to all visitors in one of those ground floor spaces. Everyone can engage with both ground floor areas, and for those not able or wanting to face the stairs or wander around the cathedral, there are bench seats. Sets of 3D printed, tactile versions of some of the stones have been produced for use by visually-impaired visitors and for other outreach purposes that can be off-site and involve working with partners.

Case Study 3: Thinking about access...

It is very easy to think about enhancing access in an overly-simplistic way. For example, 'we'll improve access for Deaf people by providing a signed translation of our guided tour and we'll advertise it online'. But is that really the best solution?

Of course the answer needs to be developed through discussion with people who are deaf and use sign language. The solution should be focused on reducing the barriers, making it easier for Deaf visitors to engage with the offer. We have recently been having these discussions in order to develop a new BSL offer, and some of the key features that have been suggested are:

- A tour developed in British Sign Language, not just translated from English, is much more engaging for a deaf audience.
- The internet should not be the primary medium for marketing. Many members of the Deaf community do not communicate much, or at all, on-line, so marketing through relevant charities and support groups is more likely to be effective. The culture and traditions of the Deaf community are a source of pride. Speaking to elements of this culture will make a tour more meaningful and relevant to its audience. Ensuring that Deaf history is not neglected and invisible is part of enabling intellectual access for the visitors, as well as meeting our commitment to consider diverse stories, and to present history from different perspectives. This might entail including stories of individuals, like Francis Mackenzie, 1st Baron Seaforth, who is buried at Fortrose Cathedral. Born Deaf, Seaforth went on to be an MP and to found the Seaforth Highlanders regiment. Reference might also be made to Deaf cultural developments, such as the use of monastic sign language, and the existence of 'sign books' from the 11th century. Similarly, it might include references to visual culture.

Annex 2: Legislative and Policy Context

HES's key legal duties in relation to Properties in Care and Associated Collections (PICACS) are *to manage the properties in care; ensuring their investigation and conservation, articulating and safeguarding their cultural significance and providing public access for current and future generations, and managing the associated commercial operations.*

In relation to the provision of access HES has a specific duty to:

afford controlled public access to a property in care¹¹, and the power¹² to provide necessary facilities and information or other services for the public

In addition, this Access Policy nests inside several of the strategic priorities established in the Historic Environment Strategy, Our Place in Time (2014) (OPIT):

Investigate and Record Strategic Priority

'To make knowledge about our historic environment as accessible and useful as possible to the widest audience – and to ensure its long term preservation for future generations.' (OPIT p14]

Care and Protect Strategic Priority

Ensure capacity by supporting and enabling people to engage with the historic environment, making the values of the historic environment accessible to everyone.' (OPIT p18)

Share and Celebrate Strategic Priorities

'Enhance participation through encouraging greater access to and interpretation and understanding of the significance of the historic environment.' (OPIT p24)

Support historic environment tourism and encourage access by making full use of our heritage assets to promote Scotland to domestic and international audiences. (OPIT p24)

Other relevant legislation includes the Equality Act (2010) that requires reasonable adjustments to be made for disabled people in relation to services to the public and public functions. This Act replaced the Disability Discrimination Acts of 1995 and 2005. The Gaelic Language Act (2005) and British Sign Language (Scotland) Act 2015 are also relevant.

Existing Policy and Strategy

This Access Policy will apply alongside the terms of a suite of existing policy and strategy documents in relation to the delivery of access at and about Properties in Care:

¹¹ Section 19, Ancient Monuments and Archaeological Areas Act 1979

¹² Section 20, Ancient Monuments and Archaeological Areas Act 1979

Properties in Care Operational Policy on Access (to be reviewed and updated on acceptance of this Access Policy document)

1. Historic Scotland Access for all – *free entry to all sites is given for one to one carers accompanying disabled visitors and assistance dogs are welcomed. Large print scripts are available and portable handsets on all audio tours. Where possible accessible parking and blue badge holders take priority.*

2. Equalities Outcomes and Mainstreaming Report (2017)

3. Historic Scotland Gaelic Language Plan (2012)

4. Historic Environment Scotland – Interpretation Principles and Standards: The Magic of the Real (revised 2017), the overarching principle of which is:

Facilitation of access, engagement and understanding to the widest possible audience (based on the principle established in the Ename Charter by ICOMOS)

A set of delivery approaches and minimum standards are set out in the document. For example, graphic design standards that meet the Royal National Institute for the Blind's See It Right! Guidelines, ergonomic design standards for accessible exhibit delivery.

Currently being updated.

5. *Historic Scotland Statement of Intent for Learning, the key aim of which is:*

To maximise the potential of Scotland's historic environment for broad ranging and inclusive audiences by enabling access and encouraging participation, developing sector-relevant skills, widening understanding and inspiring creativity.

6. The HES Gaelic Language Plan (currently in draft).

7. HES has begun work to produce a BSL delivery plan in relation to Properties in Care.

Annex 3: Consultation

A key aspect of the development and delivery of this Access Policy and the development of an operational plan, has been and will continue to be, close working and consultation with our visitors, other audiences and key stakeholders including disabled people and other less/not engaged with groups to shape our policy and services. As well as addressing intellectual, physical, cultural, social and sensory access issues, the consultations have, and will, also address the issue of inter-generational equality – the right of future generations to enjoy access.

The need for consultation with potentially excluded groups was highlighted in the Equalities Impact Statement accompanying the HES Bill (2014) which found that ‘although in some cases the statistics are encouraging, anecdotal evidence suggests that there are problems across all groups with awareness of the accessibility of the historic environment (for example an assumption that visiting a historic site is expensive) and a feeling that the historic environment as currently presented does not represent people who are not white, male and privileged’¹³. While the findings related to the Historic Environment in general rather than to –managed properties, it raised issues which the Access Policy and its associated operational plan can help to address.

Consultees involved in Access Research undertaken March 2015:

Stage 1 – In-depth telephone interviews with Support Groups (user number in brackets if applicable)

Deaf Action (6000)
Disability West Lothian (upto 100)
STOA School
The Yard (2000)
Pennypit Youth Project (200)
Scottish Human Rights Commission
Royal Blind (800 across Scotland)
Scottish Disability Forum (1,500 across Scotland)
People First Scotland (1,000 across Scotland)
Canongate Youth Project (600+)

Stage 2 – Face to face interviews with individuals

Craigmillar Library (36)
Scottish War Blind (15)
Disability West Lothian (7)
Scottish Veterans Residence (2)
Good Trees Community Project (4)
People First Scotland (8)
The Yard (8)
Upward Mobility (6)
The Lothians Veterans Centre (5)
Stafford Centre (4)

¹³ 2014 Bill Equalities Impact Assessment at <http://www.gov.scot/Publications/2014/03/1526/1>

Annex 4: Summary Conclusions of Access Research

Organisations that took part

- All had realistic expectations of how HES could help.
- The need sets across the different support groups do not neatly divide across intellectual, physical and economic. They are not mutually exclusive and are often overlapping.
- Most of the support groups we talked to wanted to have detailed information to plan days out ahead of the visit.
- All provided social support of some kind.

Supporters' views on barriers and bridges

- Support groups identified a raft of barriers that fall under Awareness, Social, Intellectual, Financial and Physical. Many of them can be addressed by HES, others cannot.
- Support groups suggested a range of initiatives, most of which centred on providing more information in different forms.
- Many of the initiatives suggested by support groups were not about improvements to the historic sites but to motivating people to consider them in the first place.
- Many of the suggestions made by support groups about improvements on site were to do with better, clearer information and supportive staff.
- We gained a very strong understanding that support groups would be delighted to liaise and collaborate more with

Attitudes and behaviours

- All felt that it was important for people of all walks of life to visit Scotland's historic sites and the vast majority thought it was important for sites to be cared for.
- Most felt accepted at historic sites but 13% did not and a further 15% were neither accepted nor excluded. Acceptance was largely reliant on staff attitudes and training and partly on the reactions to diverse behaviours of the general public.
- Employment and therefore access to disposable income made a difference in terms of likelihood to visit castles and abbeys.
- Visitor centres were very important to those with physical and intellectual challenges
- People with access issues will often go back for repeat visits if the first visit was a success and the place was found to be well equipped.
- Staff play a big part in determining if a place is worthy of a repeat visit.

Barriers to visiting

- Physical access on site was the most frequently mentioned top of mind barrier to access. The majority of people with physical disabilities had very realistic views on what is achievable at historic sites.
- Easy to access paths with well-defined boundaries and ramps where needed were regarded as the minimum standard.
- Many said that technology in the form of viewing screens could provide access to otherwise unreachable parts such as high up towers or levels of the building that do not have lifts.

Barriers to visiting

- Transport and finance were also commonly mentioned barriers. The cost of transport is an issue for some, but more often mentioned was the difficulty of using public transport for those who are not used to it and because the perception was that often public transport doesn't go to harder to reach sites such as Cairnpapple Hill.

- The cost of admission was an issue to many, as was the cost of the other expenses in taking a day trip.
- Lack of on-site facilities such as toilets and rest rooms was mentioned by 13% of the sample as being a barrier to visit.

Issues of importance

- When prompted from a list of elements, on-site materials and information available in advance were the two high scoring in the list. This was followed by accessible toilets for the disabled and cost of admission. On-site staff was also in the top five most important issues.
- Overall information needs were given high importance, followed by physical needs, then financial.

Priority of Initiatives

- When asked how HES should prioritise a range of initiatives, information initiatives were given the high priority.
- Training staff in access awareness was given top priority. This was fully in line with findings from the qualitative stage of research.
- Improving physical access and providing clear pre-visit information came joint second when asked what is most important. Ensuring all communication is well designed and accessible was placed 3rd most important initiative.
- Whilst engagement through varied materials and special events were thought as important they were not in the top three most important initiatives.
- When asked what more HES could do, the most commonly mentioned initiative was to make more information available.

Conclusions

- It is best to assume that the majority of those with physical and intellectual needs also have financial restrictions. The needs of the three groups interviewed are often overlapping and this should be born in mind when developing any communications materials.
- Support groups were very keen to be involved in helping HES develop access policy and offer a rich source of information for any future initiatives and long term collaboration opportunities.
- There is a sizeable group of people who do not feel fully accepted at Historic sites in Scotland.
- could do a lot to help people feel accepted and one of the primary initiatives could be with training staff in access issues.
- Providing information in a clear and easy to understand format is vital both on and off-site.
- One of the key services that HES could further develop is planning tools to use pre-visit. Ideally this would include: virtual tours online or an App, very clear information on physical accessibility, clear transport routes, expenses likely to be incurred and a clear indication of on-site facilities.
- could consider making more entrance concessions.
- More and different use of technology on-site could also help increase accessibility.

Annex 5: Impact Assessment

Consideration has been given to the likely impacts of the implementation of the proposed Access Policy. In general terms the Access Policy for Properties in Care and Associated Collections is considered to fall under the impact assessments already undertaken for the HES Corporate Plan 2016-19. This applies as set out below:

1. Strategic Environmental Assessment

The Access Policy for Properties in Care and their Associated Collections sits within the terms of the HES Corporate Plan 2016-19 and, therefore, the terms of its SEA, particularly within the objective:

Population and Human Health	Promote access to the historic environment for recreation, understanding or enjoyment	... access to the historic environment ... understanding of the value of the historic environment ... celebration of the historic environment
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Therefore, the terms of the policy are judged to fall within the Corporate Plan SEA and indeed to help meet the requirements of some of the recommendations within that assessment:

Excerpt from HES Corporate Plan SEA Recommendations:

1. Plan to set the strategic context to ensure relevant operational plans set out opportunities, identified through this SEA on the following:

To help safeguard or improve the condition of the historic environment

- ◆ Encouraging learning and education; Telling the story of Scotland; Promoting cultural identity and sense of place; and communicating intrinsic value could encourage better conservation and stewardship.

To promote access to the historic environment for recreation, understanding or enjoyment

- ◆ We hope that careful stewardship of properties in our care and applying new technologies will have indirect benefits for increasing access, understanding and enjoyment.
- ◆ Promoting cultural identity and sense of place may assist in promoting access for all.

The full SEA can be found at:

<https://www.historicenvironment.scot/archives-and-research/publications/publication/?publicationId=c447aa35-b9d8-4af5-9828-a60f00f7fb5a>

2. Privacy Impact Assessment

Under the terms of the Information Commissioner's guidance The Access Policy for Properties in Care and their Associated Collections does not require Privacy Impact Assessment. Full details of that guidance are at ([PIA – more information](#)).

3. Business & Regulatory Impact Assessment (BRIA)

The Access Policy for Properties in Care and their Associated Collections sits within the terms of the HES Corporate Plan 2016-19 and, therefore, the terms of its BRIA, particularly within the activity area:

E) To promote equality of access

Equity – maintaining equality of access. Public bodies with charitable status (such as) and other charitable organisations (such as NTS) must deliver public benefit and are inherently not for profit – as such they have a key role to play in promoting equality of access.

Private sector operating models rely on income, a significant proportion of which comes via non-Scottish visitors to the sites. Pricing to maximise profit and accommodate tourists would restrict (or even remove) access from many Scottish people, for whom the sites are predominantly being protected. However, the requirements of external funders such as the Heritage Lottery Fund may have a direct impact on access provisions. Private operators may also be less likely to promote sites to target groups for equality impact assessments, which are a specific requirement for public organisations (but again may be impacted by external funder's conditions). The Plan promotes the importance of promoting equality and diversity of access and participation, while recognising the need to generate income.

The Corporate Plan BRIA flags up that contractors' work planning would be aided by good comms around the relative importance of the various priorities in the CP as further plans emerge: in this case a renewed emphasis on access including access services. It is acknowledged that this policy will some influence planning and design, and could change the expectations on some contractors and (at the margin) the distribution of our spend.

The full BRIA can be found at:

<https://www.historicenvironment.scot/archives-and-research/publications/publication/?publicationId=66619f2a-f9e3-4cde-b51b-a60f009b0d6e>

4. Equality Impact Assessment

An Equality Impact Assessment (EQIA) was undertaken for the HES Corporate Plan 2016-19. It can be found at:

<https://www.historicenvironment.scot/archives-and-research/publications/publication/?publicationId=5ed84cab-671b-4bc9-9659-a60f00a48cbf>

As the Access Policy for Properties in Care and Associated Collections sits within the terms of the Corporate Plan and the conclusion of the relevant EQIA is that:

‘HES considers that the Corporate Plan creates opportunities for positive impacts on people with protected characteristics and will have no negative impacts’.
This Access Policy is considered to be covered by, and indeed further enhances the quality of HES’s Equality Impact.