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The survey on inclusive reopening gave us many responses from individuals who are affected by the current situation. Here are some further examples of key concerns. You may like to consider how your service would respond to each.

**How to use this worksheet:**

1. Read the scenarios which have been inspired by, not extracted from, the survey results from the inclusive re-opening survey we ran in June.
2. Discuss:
  - What might the person detailed in this scenario be feeling? What might be affecting the way they are feeling?
  - What barriers or exclusions to access might they be subject to?
  - Can these be removed or limited by you or someone within your service?
  - Do you already have policies/procedures in place to deal with this scenario?
  - What concerns do you have around the themes mentioned in this scenario?
  - What might you need to convey to the person in question?
3. Are there any steps you need to put in place to mitigate against any exclusions or barriers to users or staff in a scenario such as this?

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### Scenario 1: Response to blanket policy statements

The following was a common theme in survey responses, particularly from older people:

“I have been deemed ‘vulnerable’ under Government policy due to my age. However, I feel this is discriminatory; I have no ongoing medical conditions, and am comfortable venturing outside. I had been undertaking research prior to lockdown, and have exhausted all online resources. I wish to continue my research on-site, but fear I may be discouraged due to my age. I also volunteer at a local archive, and would like to continue to do so physically rather than digitally – I understand the concerns of archive staff around keeping everyone safe, but I believe it is my decision to make.”

Possible discussion points:

- How might this person be feeling as they engage with the archives?
- Why might they be discouraged from involvement as an onsite volunteer or researcher? Are any of these reasons based solely on age?
- When someone is in a vulnerable group and actively deciding to undertake more activities, whose risk is it to manage? How can this be discussed and made transparent to the individual and the organisation?
- How can you meet this person’s needs and expectations while managing the health and anxieties of other users, volunteers and staff?

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## Scenario 2: Physical disability, support for carers and safe travel

Another common theme in survey responses was from people concerned that covid-19 risks and precautions would negatively interact with their physical disability. Other examples included problems with queueing for long periods or with using self-service models with reduced personal support.

"I'm a wheelchair user, and I have a carer who will accompany me on my pre-booked visit. We'd like to travel in the safest way possible way by public transport.

"My main concerns are around accessibility and taking public transport. As a wheelchair user I'm unclear on the current advice around 2 people travelling together in a taxi especially with regards to face covering requirements, and cashless payment methods. Will there be recommendations of trusted taxi ranks across the UK who I might be able to contact with any concerns before the day of my visit?"

Possible discussion points:

- How might this person be feeling as they engage with the archives?
- How might persons who are vulnerable due to disability best approach accessibility under current guidelines?
- What barriers or exclusions to access might they be subject to?
- Can these be removed or limited by you or someone within your service?
- They are reliant on public transport to visit the archives. Considering socio-economic barriers if encouraging private transport/use of personal vehicles, what sort of travel advice might you offer potential visitors?
- What support is likely to be available? What is a reasonable expectation of support from the archives concerned?

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### Scenario 3: Increased cleaning and use of face masks

A number of survey responses were concerned at the effect of increased cleaning provisions, particularly the chemicals involved.

"Having reopened to the public we have implemented a cleaning rota within the team to ensure search room tables are cleaned after each visitor and the documents have quarantined safely.

"We have provided appropriate PPE to each member of staff but one colleague who suffers from asthma has raised issues around face masks and the chemicals used to clean the space."

- What barriers or exclusions to access might the staff member be subject to during the pandemic?
- Can these be removed or limited by you or someone within your service?
- What is your approach to staff members with different health and personal needs?
- Have you reviewed your provisions to take account of staff health issues and concerns, including where new chemical agents are being used or in greater quantities?
- Have you similarly reviewed the impact on health issues of your new provisions for site visitors?
- How are you balancing staff members' individual needs with delivering the service?
- Can people clearly declare exemptions to mask wearing?

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#### **Scenario 4: Managing Covid-like symptoms: the effect of rules and policies**

Another recurring theme in responses was from people who have health conditions with similar symptoms to Covid. Some are concerned about the impact of this on other people's perceptions as well as whether they may be treated as potentially infected. Several suggested ways of coping.

"A researcher has made an appointment to view some material in the search room. When they arrive they advise me they have a chronic condition which can lead them to cough and are anxious about disturbing other visitors. They ask if they could bring hard boiled sweets into the search room to help ease their cough. Our preservation policy does not allow food or drink in the search room."

- How does the researcher feel in this scenario?
- How does the staff member feel?
- How do their different perspectives interact?
- How might other researchers respond to this person's coughing, regardless of the cause of it?
- Have you considered altering preservation policies in response to the pandemic? Is this an example of a time when you should consider it?
- Can people clearly declare exemptions to mask wearing?

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## Scenario 5: Volunteering post/ during Covid

Hello, **I'm Ben.**

I have been volunteering at the archives once a week for six years now, since losing my job.

To get there I have to catch two buses each way.

I am not very good at using computers.

I particularly enjoy making archival folders and numbering documents.

I get on well with the staff and other volunteers, and really look forward to the sessions.

The tasks are interesting, but I also enjoy the chance to chat and have a cuppa.

I feel that my work is useful and appreciated.

I have really missed going to the Archives.

**Am I going to return to my old routine, or are things going to be very different from now on? What's in it for me if I'm not going to enjoy myself?**

- How might Ben be feeling?
- What are the knowns and unknowns of this scenario?
- What are the barriers/ exclusions they might be facing?
- Are staff/spaces available for volunteering activities on site at the moment, given social distancing and priority of keeping search room open?
- They are reliant on public transport to visit the archives. Consider socio-economic barriers if encouraging private transport/ use of personal vehicles, what sort of travel advice might you offer potential visitors?
- Have you begun work to restart non- digital volunteering?
- What support is likely to be available? What is a reasonable expectation of support from the archives concerned?

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### Scenario 6: Childcare for employees

You are managing a small archives team, and two members are mothers of school-age children.

One has told you that they won't be able to come in to reopen the archive, as there is no early years' provision in their area. They would like to continue working from home and don't want to miss out on key decisions.

The other has confided that they're worried they might have to stop working as they earn less than their partner and can't see how this will be sustainable in the long term.

**How can you provide support for your team, those with and those without childcare responsibilities, as the service reopens?**

How might the individual staff members be feeling?

How might you as the manager be feeling?

What are the barriers or exclusions they may be experiencing?

What is your approach to staff members with different health and personal needs?

Does your organisation have a flexible working policy?