**Equality Impact Assessment / Equality Analysis**

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| **Title of service or policy** | Community Library Provision |
| Name of directorate and service | Customer Services |
| **Name and role of officers completing the EIA** | Tracey Long |
| Date of assessment | September 2017 |

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 different groups within the community.  The main aim is to identify any discriminatory or negative consequences for a particular group or sector of the community, and also to identify areas where equality can be better promoted.  Equality impact Assessments (EIAs) can be carried out in relation to service delivery as well as employment policies and strategies.

This toolkit has been developed to use as a framework when carrying out an Equality Impact Assessment (EIA) or Equality Analysis on a policy, service or function. It is intended that this is used as a working document throughout the process, with a final version (including the action plan section) being published on the Council’s and NHS Bath and North East Somerset’s websites.

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| **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   * How the service/policy is delivered and by whom * If responsibility for its implementation is shared with other departments or organisations * Intended outcomes | | | | Local Authorities nationally are grappling with the twin challenges of increased demand for services – such as social care – and reduced grant funding, as the Government continues efforts to reduce the national budget deficit. According to national headlines, about three quarters of councils have already cut frontline services.  To date, Bath & North East Somerset Council has managed to protect these services, primarily through efficiency savings. However, the scale of the challenge means further savings and changes to services will be needed in the years ahead. It has previously been identified that Bath & North East Somerset Council needs to find £49 million worth of savings by 2019/20.  The Council is committed to protecting frontline services, particularly for the most vulnerable, and is therefore looking for other areas where imaginative thinking can help to make savings while continuing to meet the needs of customers.  Our library service is an area where there’s opportunity to both save money and invigorate the service to meet modern-day customer lifestyles and preferences.  We know that people feel passionately about their libraries. As do we.  That’s why we’re committed to investing in and maintaining our libraries, unlike other Councils that have either closed or are currently threatening closure of their libraries. We are not planning on reducing the Library services available: we will ensure that residents and library users will still receive a comprehensive and efficient library service. However, we need to take a strategic, long-term approach to transforming the library service to strengthen organisational and financial resilience. Decisions should be made based on assessment of need, and actively managed with the community and library professionals. This is in line with national best practice and could save us up to £800,000 a year. | | |
| **1.2** | |  | Provide brief details of the scope of the policy or service being reviewed, for example:   * Is it a new service/policy or review of an existing one? * Is it a national requirement?). * How much room for review is there? | | | | The Modern Libraries Programme is seeking to deliver improved services across Bath and North East Somerset at the same time as contributing to the Council’s unprecedented financial challenges. Whilst there is a financial pressure, the Programme seeks to develop an exciting community approach. Building on work so far, this will provide opportunities and increased investment for locally-based sustainable services across our areas tailored to local needs.  Under the Public Libraries and Museums Act 1964, local councils in England have a statutory duty to provide a ‘comprehensive and efficient’ library service for all people working, living or studying full-time in the area who want to make use of it.  We are not planning on reducing the Library service available but rather we will ensure that residents and library users will continue to receive the comprehensive and efficient library service they already enjoy. The Council, however, needs to take a strategic, long-term approach to transforming the library service and by adopting this new community approach, will also strengthen the resilience of our communities as well as ensuring efficiencies. Any decisions taken will be based on an assessment of need, and future library provision will be actively managed with the community and library professionals.  The Council currently manages 3 “core” libraries - in Midsomer Norton, Keynsham and Bath. These are planned to be integrated with One Stop Shop services. The Council’s core library staff resources are also supporting its 5 ‘branch’ libraries with varying opening hours, at Paulton, Weston, Saltford, Moorland Rd and Radstock. These core and branch libraries are complemented by a single mobile vehicle and additional home and community-based options (<http://www.bathnes.gov.uk/services/libraries-and-archives/access-all>).  Library usage is declining and rural areas have a lower proportion of registered users and no area has greater than 16% of the population using a library.  Given these challenges, a new approach is required that is better tailored to local needs, makes best use of our local assets and encourages greater local ownership and therefore potentially more use from the community. The aim of this approach is that by 2020 library provision in the community with the exception of the core Library One Stop Shops in Bath, Midsomer Norton and Keynsham will be provided through Community Run Libraries and strengthened home and community-based options including the Home Library Service.  This approach will see significant investment to enable local community groups (to include town and parish councils as well as voluntary organisations) to deliver local library services tailored to their community needs. Groups would become responsible for running costs, staff or volunteer management and appropriate IT. However, they would be offered a package of professional support from the Council including stock, volunteer training and networking. | | |
| **1.3** | |  | Do the aims of this policy link to or conflict with any other policies of the Council? | | | | Links to the council’s budget, corporate objectives and service planning process | | |
|  | | | | **2. Consideration of available data, research and information** | | | | | |
|  | | | | Monitoring data and other information should be used to help you analyse whether you are delivering a fair and equal service. Please consider the availability of the following as potential sources:   * **Demographic** data and other statistics, including census findings * Recent **research** findings (local and national) * Results from **consultation or engagement** you have undertaken * Service user **monitoring data** (including ethnicity, gender, disability, religion/belief, sexual orientation and age) * Information from **relevant groups** or agencies, for example trade unions and voluntary/community organisations * Analysis of records of enquiries about your service, or **complaints** or **compliments** about them * Recommendations of **external inspections** or audit reports | | | | | |
|  | |  | **Key questions** | | | | | **Data, research and information that you can refer to** | |
| **2.1** | |  | What is the equalities profile of the team delivering the service/policy? | | | | | The team is diverse in terms of age, gender, disability status and ethnicity. The majority of staff are white British female. | |
| **2.2** | |  | What equalities training have staff received? | | | | | Customer Service is committed to staff development and it encourages staff to identify new skills that are required and to be proactive in their acquisition. The Service provides training and guidance to new and existing staff to ensure they understand their responsibilities and have opportunities to participate in improving social inclusion. All staff are expected to attend in-house Equalities training – specifically Equal Access – and Mental Health Awareness training. We try to ensure that managers and staff refresh this knowledge at least every 3 years. | |
| **2.3** | |  | What is the equalities profile of service users? | | | | | * The majority of residents do not use BANES public libraries. * A higher proportion of women use BANES public libraries than men. * 75+ year olds are the least likely to use BANES public libraries. * Residents from the least deprived areas are the most likely to use BANES public libraries, and those from the most deprived areas the least likely. * The vast majority of users of BANES public libraries are satisfied with the library service. * A higher proportion of women than men are satisfied with the library service. * Residents aged 35-54 years are the most likely to be satisfied with the library service, and 55-74 year olds, the least likely. * Residents from the most deprived areas are the least likely to be satisfied with the library service. * 22.7% of registered users are from the least deprived areas in B&NES, compared to 18.1% from the most deprived. This slope is most notable in Bath library users. * In particular, under 18s from the least deprived areas are twice as likely to be using the service as those from the most deprived * Overall, we have a relatively young population of library users with 47% being under 30 and 70% of those under 20. * Use is also high among the older demographic (60+) * Bath library (BNBL) has the greatest number of users at just under 10,000, making up 55% of all registered users across B&NES. * 60% of library users are female, and this split is fairly even across libraries in B&NES. * 82% of libraries users where ethnicity is known, are White British. * Only 2.4% of library users have a declared disability. Among those, physical disability followed by visual and learning were the most prevalent. We believe data quality is a key issue here * We know the religion of less than 0.1% of our library users.   High prevalence of;  • Women and girls  • Young people, families and children  • Older people  • Less deprived people  • More socially engaged  Low prevalence of;  • More deprived (especially under 18s)  • Possibly disabled  • These are likely to be key One Stop Shop users | |
| **2.4** | |  | What other data do you have in terms of service users or staff? (e.g results of customer satisfaction surveys, consultation findings). Are there any gaps? | | | | | **Voicebox 2015 library use questions**  There were 1,067 respondents, a response rate of 29% (sample was 3,650).   * More women than men responded to the Voicebox Survey. * 55-74 year olds were overrepresented in the Voicebox responses, amounting to almost half of respondents. * 18-34 year olds were underrepresented in the Voicebox responses. * Residents from the most deprived areas (quintile 5) were underrepresented in the Voicebox responses.  |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Makeup of respondents** | | | | | |  | | | | | | **Gender** | | | | | |  | | **Respondents** | | **%** | | **Female** | | 556 | | 56 | | **Male** | | 443 | | 44 | |  | | | | | | **Age** | | | | | |  | | **Respondents** | | **%** | | **18-34** | | 71 | | 8% | | **35-54** | | 255 | | 27% | | **55-74** | | 427 | | 45% | | **75+** | | 189 | | 20% | |  | |  | |  | | **Deprivation -1 to 5 least to most deprived (2015 IMD)** | | | | | |  | **Respondents** | | **%** | | | **1** | 227 | | 22 | | | **2** | 217 | | 22 | | | **3** | 195 | | 19 | | | **4** | 210 | | 21 | | | **5** | 159 | | 16 | |   **Use of public libraries in B&NES**   * 38% of respondents said that they used public libraries in Bath and North East Somerset. * **Gender -** A higher proportion of women (43%) than men (34%) said they used public libraries in B&NES. * **Age -** The results indicate that people aged 35-54 years (43%) are the most likely to have used public libraries in B&NES, and 75 + year olds (32%), the least likely. * **Deprivation -** Results indicate that people from the least deprived areas (50%) are the most likely to have used public libraries in B&NES, and those from the most deprived areas (31%), the least likely.   **Satisfaction with the library service**   * Of the respondents that said they use a public library in B&NES (407), 87% said that they were very or fairly satisfied with the library service. * **Gender -** A higher proportion of women (89%) than men (86%) said they were satisfied (very or fairly) with the library service. * **Age -** The vast majority of respondents from all age groups that said they use a public library in B&NES said that they were satisfied (very or fairly) with the library service. However, the results indicate that people aged 35-54 years (91%) are the most likely to be satisfied (very or fairly) with the library service, and 55-74 year olds (83%), the least likely. * **Deprivation -** The results indicate that of those that use public libraries in B&NES, people from the most deprived areas are the least likely to be satisfied (very or fairly) with the library service, as 70% said that they were satisfied (very or fairly) compared with 86% + of people from all other areas.   [**Click here to see further analysis of the results of the Public Libraries questions in the 2015 Voicebox Resident Survey**](https://app.powerbi.com/view?r=eyJrIjoiYWU3YzBiNDUtNjNhOS00MDBlLWJiOGQtYWIwN2U5Yzg3NTJhIiwidCI6ImM1NjJjMGNlLWQ5MjUtNGRmZC04ZDk5LWM5NDE2ZWIwM2ViOSIsImMiOjh9%20) | |
| **2.5** | |  | What engagement or consultation has been undertaken as part of this EIA and with whom?  What were the results? | | | | | * Autumn Community Forums x 5 * Informal & Formal Cabinet meeting * Scrutiny panels * Council Senior Management meetings * Benchmarking against other local authority modernisation programmes & consultation processes * Visits to other local authorities considered best practice organisations   A consultation on the proposals for integration of services for core library provision was undertaken 06-28 February 2017 in Midsomer Norton and 01 February until 17 March 2017 in Bath. A questionnaire was designed to seek the views of both library & One Stop Shop users and non-users. These were available on the Council’s website and in paper form (advertised by large display units) in both the Library and One Stop Shop in Bath and Midsomer Norton. Large print format was available on request  From all of the feedback we’ve had, we’ve learned that people feel passionately about their existing library services, and value the face-to-face service they receive from their One Stop Shops in the main urban areas.  There were 560 responses to the questionnaire in Bath and 69 in Midsomer Norton. However in Bath there was a notable slope of inequality in respondents with the majority from the least deprived areas  A further consultation on the location options for an integrated service in Bath was undertaken from 20 July 2017 until 15 September 2017. A questionnaire was designed to seek the views of both library & One Stop Shop users and non-users or potential users of either service.  The results of the consultation show that nearly 92% of respondents opted for the Podium as their preferred location for the combined library and one stop shop. This preference was echoed across nearly all demographic and user groups recorded with only the small number of existing One Stop Shop users preferring the Lewis House site.  Following the Autumn 2016 Area Forums a series of informal engagement meetings have been held with various community groups including local parish, community and local interest groups supported by the Council’s Community Engagement Team (see Appendix A).  The public have had the opportunity to engage with the Council at a number of public meetings (including Full Council and Community, Transport and Environment Scrutiny panel) during the consultation period. | |
| **2.6** | |  | If you are planning to undertake any consultation in the future regarding this service or policy, how will you include equalities considerations within this? | | | | | Further discussions will continue to take place with the Area Forums, building on the significant progress that has taken place so far and it is anticipated that local communities will undertake local consultation at locality level. | |
|  | | | | **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 helps promote equality in some way. * Could have a negative or adverse impact for any of the equalities groups | | | | | | |
|  |  | | | |  | **Examples of what the service will do to promote equality** | | | **Examples of actual or potential negative or adverse impact of a new approach to community library provision and what steps have been or could be taken to address this** |
|  | **All Groups** | | | |  | The Service will be open to a range of opportunities, in consultation with local communities to ensure ongoing library services. Including those currently served by the branch network, new areas and those served by a mobile network.  The Council will provide a clear, robust offer of support and guidance for community groups wishing to take up the offer, including access to a fund, and other funding options which will enable them to start up a community run library service.  Working with communities and using our own interactions with users we will gain a better understanding of local needs to ensure appropriate support is in place, particularly in rural communities  Additional home and community-based options will also be further strengthened including the Home Library Service. Building on our relationships with residential homes, and work with voluntary groups such as village agents and Age UK, as well as working with Virgin Care on new models of delivery including social prescribing.  Access to books is also available via the LibrariesWest web site, online transactions can take place 24/7 enabling users to renew items without incurring overdue charges, search the catalogue and make reservations. E-books and E-audio books are available to borrow. | | | Any change in service could raise isolation issues for rural dwellers generally. But we will support local communities to better understand the community needs to ensure the right provision is considered.  Lack of expertise in the community to deliver a service that meets their local needs can be supported by our professionals and experts regarding specific book stock selection and other resources or activities that maybe of interest.  Stock can be identified, provided and rotated by the council specifically to meet the needs of the local population as well as any local sourced stock that may be provided.  Professional support from B&NES will also be available to ensure local groups/volunteers are trained to meet the local needs, through regular networking and training events  Fear that there would be a reduced access to books in the event of fewer access points being available, however, we plan to invest in additional resources to support a potential ‘click and collect’ option. |
| **3.1** | **Gender**  – identify the impact/potential impact of the policy on women and men. (Are there any issues regarding pregnancy and maternity?) | | | |  | Nationally more women than men that use the library service. | | | We will continue to seek to support reading and literacy based activities taking place in community locations e.g. reading groups, writing workshops, festival events for both genders in all core libraries. |
| **3.2** | **Disability**  - identify the impact/potential impact of the policy on disabled people (ensure consideration of a range of impairments including both physical and mental impairments) | | | |  | Additional home and community-based options will also be further strengthened including the Home Library Service.  Books will continue to be available to provide information on various disabilities such as mental ill health and other impairments. Books will be available in large print and there will be access to other formats such as braille. | | | May be a fear that local communities cannot provide adequate facilities to accommodate a disabled person. There will be funding available to perhaps use for this purpose and expertise offered to support access to other funding resources or best practice advice. |
| **3.3** | **Age**  – identify the impact/potential impact of the policy on different age groups | | | |  | Membership data for the library service shows that the service is most used by children, young people and the elderly. Extra resources, enhanced service and a range of concessions will continue to be made available for these target groups in core libraries and support and advice will be offered to communities if required locally.  Additional home and community-based options will also be further strengthened including the Home Library Service. Building on our relationships with residential homes, and work with voluntary groups such as village agents and Age UK.  Training for volunteers and existing staff will be constantly refreshed to enable them to assist any elderly people who may need some support to use the technology or IT in core libraries | | | Any change in service could raise isolation issues for the elderly generally. But we will support local communities to better understand the community needs to ensure the right provision is considered. |
| **3.4** | **Race**  identify the impact/potential impact on different black and minority ethnic groups | | | |  | According to the 2011 Census there are 7,417 black and minority ethnic (BME) people living in Bath, 8% of the Bath population. This is higher than the B&NES average (5%), but lower than the England average (14%).  82% of libraries users where ethnicity is known are White British.  The service is committed to ensuring libraries are welcoming to all, and has a zero tolerance of prejudice towards anyone on the basis of race/ethnicity. Libraries have developed a clear protocol for staff following a number of racist comments made towards staff and volunteers shortly after the UK voted to leave the EU. | | | Professional support will be given to local communities regarding specific book stock and other resources that may be of interest to Black and other minority ethnic groups. They can also source books in different languages for those who have English as an additional language for any community that may need it.  Training and support will be available for community staff or volunteers on how to deal with prejudice based incidents or where to signpost for translation services. |
| **3.4** | **Socio-economically disadvantaged** – identify the impact on people who are disadvantaged due to factors like family background, educational attainment, neighbourhood, employment status can influence life chances | | | |  | The Service is committed to helping more people to achieve their full potential through learning and access to knowledge and information.  This includes promoting literacy and reading to more people from diverse backgrounds and improving digital access and digital literacy. In addition to providing cultural and creative enrichment, such as children’s and literacy events in core libraries and supporting communities locally where applicable. | | | More locally provided services will extend opportunities to those not normally accessing library resources and taking advantage of the opportunities they can provide. |
| **3.5** | **Sexual orientation** - identify the impact/potential impact of the policy on lesbians, gay men, bisexual and heterosexual people | | | |  | There is no data available re current users sexual orientation but the service is committed to ensuring libraries are welcoming to all, and has a zero tolerance of prejudice towards LGB people or those perceived to be. | | | Professional support will be given to local communities regarding specific book stock and other resources that contain useful info/reference points for LGB people.  Training and support will be available for community staff or volunteers on how to deal with prejudice based incidents. |
| **3.6** | **Gender reassignment** | | | |  | There is no data available re current users who are undergoing or who have undergone gender reassignment. The service has zero tolerance of prejudice towards people because of gender reassignment. | | | Professional support will be given to local communities regarding specific book stock and other resources that contain useful info/reference points (for example people experiencing gender dysphoria)  Training and support will be available for community staff or volunteers on how to deal with prejudice based incidents |
| **3.6** | **Rural communities** – identify the impact / potential impact on people living in rural communities | | | |  | Home delivery could be an option for those who would find it difficult for many reasons to regularly visit a static library. | | | Access to books is also available via the LibrariesWest web site, online transactions can take place 24/7 enabling users to renew items without incurring overdue charges, search the catalogue and make reservations. E-books and E-audio books are available to borrow. |

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 haver therefore been included here.

**4. Bath and North East Somerset Council & NHS B&NES**

**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.

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| **Issues identified** | **Actions required** | **Progress milestones** | **Officer responsible** | **By when** |
| Ensure any new facility can support the delivery of the outcomes and statutory duties of a library service | Careful consideration of stock to meet local needs and close working relationships to support or promote national and local events | Work with Area Forums | Council staff, Members, Parish Cllrs  Community Groups | 2020 |
| Ensure library services are accessible within reasonable distances for residents | Careful consideration of options working with the Area Forums and local communities based on evidence from the Local Needs Assessment | Work with Area Forums | Council staff, Members, Parish Cllrs  Community Groups | 2020 |
| Opportunity to improve on current library facilities especially areas only served by limited opening hours or short mobile stop | Understand local needs and usage both now and future to improve the sustainability of the community as well as everyone’s life chances through improved digital & literacy skills | Work with Area Forums | Council staff, Members, Parish Cllrs  Community Groups | 2020 |
| Communities ability to finance any community provision | Make available start-up funding to bid for | Request To Cabinet | Customer Services | Oct 2017 |

**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 Equalities Team ([equality@bathnes.gov.uk](mailto:equality@bathnes.gov.uk)), who will publish it on the Council’s and/or NHS B&NES’ website. Keep a copy for your own records.

**Signed off by**: Ian Savigar (Divisional Director or nominated senior officer)

**Date:** September 2017