**Equality Impact Assessment / Equality Analysis**

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| **Title of service or policy** | Mobile Library Service - review and changes to routes and stops |
| Name of directorate and service | Partnership and Corporate Services: Digital and Customer Services |
| **Name and role of officers completing the EIA** | Helen Chamberlain, Outreach and Partner Development Lead |
| Date of assessment | November 2019 |

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 | | This an equality analysis for the route review for the mobile service within Bath and North East Somerset Council. A commitment to a continued mobile service was made by B&NES council and a new vehicle was purchased in April 2019 to replace the old one which had reached the end of its working life.  The Bath and North East Somerset mobile library covers all the accessible villages in Bath and North East Somerset and the urban fringes of Bath. There are 1,121 registered members for the mobile library service. Appendix 1 shows the current timetable for the mobile library and the proposed new timetable for the vehicle.  The mobile library service is delivered by the Library & Information Service and Information Management Service who provide the drivers and a base to keep the vehicle overnight.  The mobile visits areas where their key users are people with no transport, or who find it difficult to travel and young families with children.  The review will streamline routes and allow stops to be a minimum of 30 minutes. It will also help to reduce the carbon footprint. | | |
| **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? | | A mobile library service is part of the overall library coverage within a local authority. The 1964 Public Library Act calls for a “comprehensive and efficient library service for all persons desiring to make use thereof”.  The Council is committed to providing a mobile library service and a new vehicle has recently been purchased.  We have purchased a new mobile library vehicle and therefore it is a good opportunity to do a review of the service and its routes. | | |
| **1.3** | | Do the aims of this policy link to or conflict with any other policies of the Council? | | No there is no conflict with other policies of the Council. | | |
| **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? | | | Staff establishment list: 50 women; 17 men  Ethnicity: 1 | |
| **2.2** | | What equalities training have staff received? | | | The Library 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 Library 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.  Managers and staff are encouraged to enrol on the Equalities awareness training courses and bite size training for the Equality Act and Equalities Impact Assessments We try to ensure that managers and staff refresh this knowledge at least every 3 years. Some staff have also attended the Mental Health Awareness training. | |
| **2.3** | | What is the equalities profile of service users? | | | Everyone residing, working or studying in B&NES is entitled to library services. Out of a current population of 188,000 there are 40,991 registered borrowers; of these 1,121 are registered mobile 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? | | | Library consultation which took place with library users Nov – Jan 2011-12 specifically on closure of mobile libraries  Voicebox 16 Results include: Of the 110 respondents that had used the mobile library at some point, 52%(57 users) had used the service within the last twelve months; 44 of which were frequent users.18.7%  48% of users of the mobile library had engaged with the service at some  point, but had not done so within the last twelve months. With the fewest number of users compared to other library services, the mobile library is the least engaged service provided by library services.  The trend for usage of the mobile library services is that usage  generally increases with age. The over 55s have the highest  proportion of users. However, it is worth noting that even within these  groups the considerable majority identify as never having used the  service. Numbers were too small to calculate BME frequency of using the  mobile library service or Internet based library services. | |
| **2.5** | | What engagement or consultation has been undertaken as part of this EIA and with whom?  What were the results? | | | We have spoken to the mobile staff and to the drivers who drive the routes regularly to take their views into consideration.  We consulted with parish councils at the Parish Liaison Meeting; we have had no feedback or comments as yet.  We have not gone out for a full consultation on the adjustments for the following reasons:   * The changes to the route are minimal, and the impact on users has been mitigated by longer and safer stops, access to the Home Library Service or access to Community Run libraries. * Stops which have been removed are either because there has been no or very minimal attendance since January 2019. * We carried out consultations about local library provision during the Community Run Library Programme, and so referred to this information too. | |
| **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? | | | We have the following criteria for looking at the mobile routes/stops:   * Any village with a Community Library will not receive a visit from the mobile library. * At least half a day each week to use the vehicle for community outreach/events. * Weekly Visits to Mulberry Park * Minimum 30 minute stops. * Delete dangerous stops – where parking or visibility has been identified as a potential risk to users or staff or vehicle * Combine stops into longer ones where footfall or safety indicates appropriate. * More efficient use of vehicle to be greener/reduce carbon footprint. * Attempt to minimise disruption to current users. * Where stops have been deleted we will liaise with mobile staff and the Home Library Service to ensure that any customers will be given alternative ways to access the library service | |
| **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 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** | |
|  | All groups | | Routes are reviewed continuously to take into account the movement of people at locations, requests for stops are considered and routes are amended yearly according to perceived need. There is a policy to determine selection and deletion of stops.  Stock is carried to reflect community groups and the requirements of individual communities and users. The reservation service will source and supply particular items that are requested  Mobile service enables some families to visit and choose items together. It can also act as a meeting place for the  community during a visit.  Route stops have a minimum time of 30 minutes to allow customers a little more opportunity to browse and use the mobile for information and other resources | | | There is a significant impact on anyone who visits a particular stop that is cut if they cannot travel far, maybe because they have no available means of transport or due to personal circumstances are not mobile. Reduction in service could raise isolation issues for rural dwellers and elderly people.  We have a Home Library Service which we will promote to ensure that any customers who are unable to visit the mobile will have this service available to them.  The mobile vehicle has a lift for disabled customers or those who have mobility issues.  The mobile will also have some flexibility built into the routes to use it for events and activities at specific locations and for specific promotions etc.  Community run libraries will also be promoted in the relevant locations to provide an alternative service to some customers | |
| **3.1** | **Sex** – identify the impact/potential impact of the policy on women and men. | | No issues identified | | | No issues identified | |
| **3.2** | **Pregnancy and maternity** | | The mobile visits areas where their key users include families with young children.  Lift access onto the vehicle which can accommodate pushchairs | | | No issues identified | |
| **3.3** | **Gender reassignment** – identify the impact/potential impact of the policy on transgender people | | No issues identified | | | No issues identified | |
| **3.4** | **Disability** - identify the impact/potential impact of the policy on disabled people (ensure consideration both physical, sensory and mental impairments and mental health) | | The mobile vehicle has a lift for disabled customers or those who have mobility issues.  Reasonable adjustments can be made for disabled service users depending upon their impairment (e.g. access to resources such as large print books etc).  Longer stopping times (30 min minimum may be beneficial to some disabled people who need a longer time to access the mobile library).  We need to ensure that we are communicating the changes to the route in a way that is accessible to disabled people. | | | No issues identified | |
| **3.5** | **Age** – identify the impact/potential impact of the policy on different age groups | | For older people, some of the issues identified within disability section above will be relevant.  Stock will be varied according to the interests of service users – and this may vary across age groups. | | | School operating hours have been taken into consideration when doing this route review along with other issues such as community bus routes etc | |
| **3.6** | **Race** – identify the impact/potential impact on different black and minority ethnic groups | | Stock will be based upon the needs/interests of service users who can make specific requests (and could include dual language texts etc)  As with the main libraries, the mobile library may display posters/leaflets relating to key events (e.g. Black history month) | | | No issues identified | |
| **3.7** | **Sexual orientation -** identify the impact/potential impact of the policy on  lesbian, gay, bisexual, heterosexual people | | Stock will be based upon the needs/interests of service users who can make specific requests  As with the main libraries, the mobile library may display posters/leaflets relating to key events (e.g. LGBTQ history month) | | | No issues identified | |
| **3.8** | **Marriage and civil partnership –** does the policy/strategy treat married and civil partnered people equally? | | No issues identified | | | No issues identified | |
| **3.9** | **Religion/belief** – identify the impact/potential impact of the policy on people of different religious/faith groups and also upon those with no religion. | | Stock will be based upon the needs/interests of service users. | | | No issues identified | |
| **3.10** | **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  **(this is not a legal requirement, but is a local priority).** | | The mobile library service route has been designed to ensure that those on low incomes who may find it difficult to travel to a library can access a service in their village. | | | None identified | |
| **3.11** | **Rural communities\*** – identify the impact / potential impact on people living in rural communities | | The mobile library service route has been designed to ensure that those in villages not served by a community run library can access a service in their village | | | None identified | |

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** |
| Development of Home Library Service to deliver more books and other items to people who cannot get to the mobile library after the new timetable comes into effect nor to a static library | Additional volunteers to be recruited and trained. The service can only grow as quickly as volunteers are available to deliver it | Recruitment of volunteers  Training and enrolment | CLEOs and O&DOs | End of December 2019 |
| Opening of Community run libraries across the authority | CRLs to be given information about the changes and to organise some leaflets/visits to existing mobile stops for awareness | CRLs awareness and proactive in visiting mobile library for prospective new readers | As above | As above |
| Use of mobile library for events and activities enabling the vehicle to visit schools and other communities for one-off events | Link to Events Programme for the year  Speak to schools and other organisations. | Programme of events for mobile library. This will be an ongoing process but once established we hope it is BAU. | CLEOs & Ops team | April 2020 |
| Posters/leaflets within the mobile library to mark particular events (eg Black history month etc) | Staff to be aware of events/activities to be able to advertise appropriately | Posters/leaflets displayed on mobile and in communities | All | Ongoing |
| How are we going to communicate the new route? | Emailed to PCs and Residents’ Associations  Press release  Website  Social Media  Email to Community Run Libraries  Leaflets/posters in Core and Community Libraries  Internal Staff Communication  Leaflets on the route  Mobile email address | Endeavour to provide extra staff to communicate the new routes to all the most affected routes and to facilitate any particular issues that customers may have  Respond to any queries/concerns/suggestions that are picked up by regular checks of the mobile email address | CLEOs  CLEOs | March 2020  Ongoing |

**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**: (Divisional Director or nominated senior officer)

**Date:**