**Equality Impact Assessment / Equality Analysis**

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| **Title of service or policy** | Mobile Library Service – reduction from 2 vehicles to one: new nine day timetable. |
| Name of directorate and service | Place Directorate: Library Service |
| **Name and role of officers completing the EIA** | J. Brassington, J. Burton |
| Date of assessment | February 2013 |

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 primary concern is to identify any discriminatory or negative consequences for a particular group or sector of the community.  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 including   * 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 on reducing the mobile service within Bath and North East Somerset Council, to one vehicle as detailed in the ‘Libraries and Local Communities: Bath & North East Somerset Plan for Public Library Services  2012-2015’ which was approved by Cabinet April 2012.  The two Bath and North East Somerset mobile libraries cover all the accessible villages in Bath and North East Somerset and the urban fringes of Bath. Together the mobiles have 2032 active borrowers, Both mobiles are nearing the end of their working life . Appendix 1 is the current timetable for both libraries, listing stops and duration of visits. Appendix 2 is the new timetable for one vehicle  The mobiles currently visit areas that are at least one mile from a static library. Their key users are people with no transport, or who find it difficult to travel, and young families with children. | | |
| **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 proposal to reduce the service to one vehicle is part of the solution to find the required £245,000 budget savings for 2013/14 | | |
| **1.3** | | Do the aims of this policy link to or conflict with any other policies of the Council? | | No, Feed back is that mitigating actions are positive. The list of mitigating actions can be found at Appendix 3 | | |
| **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 lists. 85 members of staff – 73 women, 12 men. Ethnicity: all 85 white. | |
| **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.  In 2011 all library staff were given in-house Equalities training – specifically Equal Access – by the Social inclusion Officer. Some staff have also attended the Mental Health Awareness training.  Managers and staff are being encouraged to enrol on the current crop of 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. | |
| **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 177,700. There are 28,330 active registered borrowers (i.e. that have borrowed items at least once in the last year), of these 2,155 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 55’s 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.  PLUS results 2012  There are gaps, these are addressed in the action plan | |
| **2.5** | | What engagement or consultation has been undertaken as part of this EIA and with whom?  What were the results? | | | Specific consultation on the future of library services , including reducing mobile services was held between November 2011- and Jan 2012, this included 3 public meetings held in January 2012 | |
| **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? | | | Consultation on the new timetable held during May 2013, new timetable devised working on these criteria:  o          Stops with no current readers to be cut  o          Stops where readers meet the mobile by driving to it to be cut  o          Stops near the new community libraries/static libraries to be cut/considered  o          Stops which are difficult for the Mobile Library to access or park to be cut | |
| **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** | |
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| **3.1** | **Issues for 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. | | | 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  The steps that could be taken to address this are listed in the action plan at the end of this document | |
| **3.2** | **Gender** – identify the impact/potential impact of the policy on women and men. (Are there any issues regarding pregnancy and maternity?) | | The split between genders for mobile users is roughly 1/3rd men to 2/3rds women. (mobile membership figures). Stock is carried to reflect the requirements of individual communities and readers. | | | As above | |
| **3.3** | **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) | | Mobile Libraries have a hoist to enable access to the vehicles by wheelchair users and those with mobility impairments. Stock such as large print, audio books etc is also carried to meet specific needs and staff will order specific items as requires | | | Reduction in service. This would have an impact on people who cannot travel far to a mobile library stop. Arrangement to be made with community travel services i.e. Dial A Ride , to enable disabled people to visit other libraries on a regular basis  Mitigations are listed in the action plan at the end of this document | |
| **3.4** | **Age** – identify the impact/potential impact of the policy on different age groups | | From our membership details we know that from 1615 members who have given us their age, 526 are 11 years or younger, 380 are between 12-60 and 234 are over 60 (13 over 90 years)  Mobile Libraries have a hoist to enable access to the vehicles by elderly people and parents/carers with push chairs etc. Stock such as large print, audio books , children’s material etc is carried to meet specific needs | | | People with limited mobility due to age may be disadvantaged.  Opportunities for pre-schools, nurseries and playgroups to visit a library as an educational visit will be curtailed.    The Home Library service will need to be developed and as above in 3.3 community transport links improved | |
| **3.5** | **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 | | Mobile service enables some families to visit and choose items together. A mobile can be booked to attend village fete’s etc, and be used as a venue for story times and other library outreach events. | | | All communities that are currently using the mobile library will continue to receive a service, though some stops in a village may be reduced. The steps that could be taken to address this are listed in the action plan at the end of this document | |
| **3.6** | **Rural communities** – identify the impact / potential impact on people living in rural communities | | Current visits are once every two weeks and provide a service to people who are at home and can visit at that particular time. It is often viewed by communities as a meeting place where people can gather and share information on a regular basis. | | | Small impact, all communities that currently have people using the mobile library service will retain a service, though some stops may be reduced. Library staff will discuss individual needs with readers who will be affected by this change to work out what other options are suitable for them. | |

**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. 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** |
| Consultation with Parish Council and current mobile users to consider new timetable and any requests for amendments | Consultation began on April 24th and ended on June 3rd 2013 | | | Consultation analysis June 5th. All comments received have been considered and timetable adjusted accordingly. All requests have been accommodated. | June Brassington | June 5th |
| 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 – via Volunteer Centre.  Training and enrolment | Penny Lorenc, Kate Castree | Responsive dependent on the number of requests received as the new timetable is promoted and the recruitment of volunteers |
| New timetable publicity, especially for disabled/older people | Leaflet and posters available in large print notifying users how to find out more information. Timetables available in libraries and online – notice that it can be requested in other formats . | | | Press release awaiting approval from J. Mercer 14.6.13  New timetables circulated and available on –line from 17th June Council Connect fully briefed | Pete Moth | June 17th |
| Closer partnership with Community Transport | Following individual consultation with readers, if any require help in accessing community transport to get to a static library, the library service will aid their request | | | This will be on an individual basis following conversations with current readers | Penny Lorenc, June Brassington | Ongoing |
| Extending static library opening hours | ‘The Hub’ at Paulton now opens 36 hours due to volunteer support. Volunteer help is due to be rolled out to other smaller libraries 2013/14 | | |  | June Brassington, Helen Chamberlain | Ongoing |
| Developing library collections in local places, I,e, village halls | | Three community libraries have opened – Larkhall, Combe Hay and Chew Stoke, these collections and service will be developed during 2013 |  | | Ginny Anderson, Julia Burton | 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**: D. Trigwell (Divisional Director or nominated senior officer)

**Date: 10.6.13**