

**PROFORMA FOR A FULL EQUALITY IMPACT ASSESSMENT**

**APPENDIX THREE**

Directorate:	Adult & Community services	Function:	Library service
Assessment by:	Cathy Evans, Nigel Preedy, Carmel Reed	Related Policies:	<ul style="list-style-type: none"> <li>➤ Corporate policies</li> <li>➤</li> <li>➤</li> <li>➤</li> <li>➤</li> </ul>
Date:	17/10/2006	Related Procedures:	<ul style="list-style-type: none"> <li>➤</li> <li>➤</li> <li>➤</li> <li>➤</li> <li>➤</li> </ul>
Equality Impact Assessment Working Group	<p>Names</p> <ul style="list-style-type: none"> <li>➤ Cathy Evans, Nigel Preedy, Carmel Reed, Jane McCallum, Ruth Foster, David Pearson, Carol Woolley</li> </ul>	<p>Role on Group</p> <ul style="list-style-type: none"> <li>➤ Lead – Cathy Evans</li> </ul>	

Step and page in Toolkit	Description of Step	Checklist	Checklist
1 Pg 7	<b>Identify all aims of the function/policy</b>	A relevant and effective Library and Information Service for the whole community	By providing services that relate to the needs of the community under the broad headings of <ul style="list-style-type: none"> <li>• Access</li> <li>• Activities</li> <li>• Resources</li> </ul>
2 Pg 7 - 10	<b>Consider the evidence</b>  Identify existing data/research sources you will need?	Existing Sources (Local) <ul style="list-style-type: none"> <li>➤ Borrower database</li> <li>➤ Library Management System data</li> <li>➤ Library User surveys (plus etc)</li> <li>➤ "Have your say" feedback</li> <li>➤ Corporate Representations</li> <li>➤ Events monitoring</li> <li>➤ Meetings</li> <li>➤ Staff feedback at meetings</li> <li>➤ Anecdotal evidence</li> <li>➤ Impact measures data</li> </ul>	What does the evidence show you? <ul style="list-style-type: none"> <li>➤ Age, gender, locality, visual impairment of library members</li> <li>➤ Use of services and trends</li> <li>➤ Satisfaction</li> <li>➤ Gaps in service</li> <li>➤ Comparison with other Library Authorities</li> <li>➤ Current position of service in relation to communities</li> <li>➤ Services &amp; activities taking place in libraries</li> </ul>

		<ul style="list-style-type: none"> <li>➤ Property suitability audits</li> <li>➤ Community profiles</li> <li>➤ Library Action plans</li> <li>➤ Library visitor count</li> <li>➤ Service targets</li> <li>➤ Citizens Panel</li> <li>➤ Mystery shopping exercises</li> </ul> <p>Existing Sources (National &amp; Regional)</p> <ul style="list-style-type: none"> <li>➤ Library Standards</li> <li>➤ Census</li> <li>➤ National research</li> <li>➤ Professional Press</li> <li>➤ Press and publicity</li> </ul>	<ul style="list-style-type: none"> <li>➤ Suitability of library buildings for purpose and possible future development</li> </ul>
	<p>What new data or research, if any, do you need?</p>	<p>New Sources</p> <ul style="list-style-type: none"> <li>➤ More detailed information about library users- non-users and lapsed users (lack of user profiling) but very difficult to get our users to provide this information.</li> <li>➤ More sophisticated community profiling required based on demographic data.</li> </ul>	

		<ul style="list-style-type: none"> <li>➤ Need to share information already available within other parts of WCC, e.g. elderly, children, activities taking place etc.</li> <li>➤ Consistent evaluation of all our services.</li> </ul>	
<p><b>3</b> Pg10-12</p>	<p><b>Assessing the likely Impact</b></p>	<p>Could some groups be affected differently? If so state which ones</p> <ul style="list-style-type: none"> <li>➤ Physical Disability</li> <li>➤ Sight &amp; hearing impairment</li> <li>➤ Non English speaking or ESOL</li> <li>➤ Non English reading</li> <li>➤ Age- all groups</li> <li>➤ Income</li> <li>➤ Different cultures</li> <li>➤ Literacy</li> <li>➤ Homeless</li> <li>➤ Travellers</li> <li>➤ Looked after children</li> <li>➤ Learning difficulties</li> <li>➤ Mental health problems</li> <li>➤ Ability to travel</li> <li>➤ Certain health conditions</li> </ul>	<p>List the barriers to and opportunities to promoting equality and diversity?</p> <ul style="list-style-type: none"> <li>➤ Geographical location</li> <li>➤ Buildings access</li> <li>➤ Buildings layout &amp; design e.g. shelving and signage</li> <li>➤ Charges</li> <li>➤ Opening hours</li> <li>➤ Frequency of mobile visits</li> <li>➤ Staff attitudes</li> <li>➤ Public attitude</li> <li>➤ Ability to travel</li> <li>➤ Levels of staffing</li> <li>➤ Staff skills</li> <li>➤ Lack of appropriate stock</li> <li>➤ Lack of resources</li> <li>➤ Inability to engage with the wider community</li> </ul>

		<p>Negative impacts</p> <ul style="list-style-type: none"> <li>➤ Alternative provision sought if we don't provide appropriate resources</li> <li>➤ Reductions in service from reduced use</li> <li>➤ Reductions in service due to budget reduction</li> <li>➤ Missed opportunities for individuals to access our services</li> <li>➤ Climate of income generation could impact on take up of services we offer</li> <li>➤ Loss of community facilities</li> </ul>	<p>Positive impacts</p> <ul style="list-style-type: none"> <li>➤ Services available to all and basic services free of charge</li> <li>➤ Neutral territory</li> <li>➤ Public trust</li> <li>➤ Currency of information</li> <li>➤ Adaptability of services to changing needs</li> <li>➤ Trend setting &amp; pioneering services</li> <li>➤ Community outreach services e.g <a href="#">LS@H</a>, Martley/Welland</li> </ul>
		<p>Could these be justified? If so, how?</p> <ul style="list-style-type: none"> <li>➤ Some may have to be justified because of the priorities of the service.</li> </ul>	<p>What, if anything, could be done to improve positive impact or promote equality?</p> <ul style="list-style-type: none"> <li>➤</li> </ul>
		<p>What are the reasons for adverse impact? Resources and Political change</p>	

<p><b>4</b> Pg 12-14</p>	<p><b>Consider the alternatives</b></p>	<p>What would make it possible to reduce or eliminate adverse impact?</p> <ul style="list-style-type: none"> <li>➤ Work in partnership with others to improve access to services</li> <li>➤ Identify alternative funding streams</li> <li>➤ Ensure services are appropriate to the community</li> <li>➤ Provide staff training</li> <li>➤ Analyse local data to improve knowledge and awareness of community needs</li> <li>➤ Gather relevant data on our communities</li> <li>➤ Ensure our targets are relevant to community needs</li> <li>➤ Review staffing structure and skills</li> <li>➤ Targeted marketing at specific groups</li> <li>➤ Reduce barriers to membership</li> <li>➤ Ensure library buildings are fit for purpose</li> </ul>	<p>What action do you intend to take?</p> <ul style="list-style-type: none"> <li>➤ Establish links with key contacts</li> <li>➤ Research funding opportunities and talk to partners</li> <li>➤ Continue and expand as necessary existing services or facilities for groups</li> <li>➤ Establish a core training programme for staff</li> <li>➤ Work with other parts of County and District councils to bring together data on our communities</li> <li>➤ Review targets set and that they are SMART where appropriate</li> <li>➤ Work with Marketing and Development Team</li> <li>➤ Review fines and charges with a view to their reduction</li> <li>➤ Review requirements for ID</li> <li>➤ Library refurbishment programme</li> <li>➤ Continue modernisation of library services</li> </ul>
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<p><b>5</b> Pg 15-16</p>	<p><b>Consult Formally</b></p> <p>Identify existing consultation data that you need</p>	<p>Existing consultation sources:</p> <ul style="list-style-type: none"> <li>➤ PLUS (Adult, children, &amp; E-plus)</li> <li>➤ "Have your say"</li> <li>➤ Citizens Panel</li> <li>➤ Staff meetings &amp; Development teams</li> <li>➤ Informal/anecdotal evidence from users on daily basis</li> </ul> <p>Since starting the EIA a number of things have happened that will have an impact:</p> <p>Publication of the WCC Accessible Formats Directory  Publication of WCC Brand Book Registration &amp; Coroners (2004) and the County Museum (2006) have consulted on and subsequently changed opening hours.  Chris Lewington has done a specific piece of work on accessibility of services.  Sofia Jabeen has carried out a big piece of work with BME communities on Access to Services.  Race Equality Forums have been held</p>	<p>What does this show you?</p> <ul style="list-style-type: none"> <li>➤ Satisfaction</li> <li>➤ Comments on specific areas of services</li> <li>➤ Some demographic information</li> <li>➤ Profiles average user</li> </ul>
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		<p>Corporate recommendations from the Mystery Customer Exercise (July 06) focussing on BME and disabilities.</p> <p>All of these have had an impact on the original aims of our impact assessments.</p> <p>Previous consultation across Cultural Services (1a – f) suggests that access to all our services is good for those who are already aware of and use these services. There is also termly learner feedback that is analysed and used to inform planning. However there is evidence (1g) to suggest that those who are not already engaged in our services struggle to see the relevance, find a lack of information that is accessible to them and require access in its broadest possible terms to start at the point of their own community.</p> <ol style="list-style-type: none"><li>1. a. Adult Public Library User Survey 2003, 2006</li><li>    b. Children's Public Library User Survey 2004, 2007</li></ol>	
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		<p>c. Public Sector Quality Group Archives Survey, 2004, 2006, History Centre</p> <p>d. Public Sector Quality Group Archives Survey 2004, 2006, Record Office</p> <p>e. Registration Service Customer Care Survey 2007</p> <p>f. County Museum Survey 2005</p> <p>g. Review of Black and Minority Ethnic Communities Access to Services, Chris Lewington and Sofia Jabeen 2007.</p>	
	<p>What new consultation, if any do you need to undertake?</p>	<p>We will work with other areas of ACS to use their knowledge and contacts to consult widely throughout 08 / 09</p>	<p>All areas to work together to consult formally with those groups that have been identified as not having equal access to the services provided.</p>

<p><b>6</b> Pg 17-18</p>	<p><b>Decision and recommendation</b></p>	<p>What is your decision/recommendation?</p> <p>Recommendation: that Cultural Services commission research into the accessibility of Culture in Worcestershire, and that existing links are capitalised upon to begin the process of making services both relevant to all communities and to raise awareness beyond existing audiences, for example, the discussions with Learning Disabilities have already started to investigate the creation of Learning Disability focus groups to visit and evaluate frontline Cultural Services.</p> <p>To ensure that all CS staff go on mandatory Diversity training.</p> <p>Will you be taking immediate action? Yes</p> <p>Have you developed equality objectives and targets? Yes What are they?</p> <p>See ACS Minority Action Plan.</p>	<p>Who will sign this off?</p> <p>CCC SMT .</p>
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		<p>Have you attached a timescale to your targets?</p> <p>Yes</p> <p>Have the equality objectives and targets been included in your service plan?</p> <p>Yes in Culture, Commissioning and Community Head of Service plan.</p> <p>Have these objectives and targets been incorporate into your monitoring and performance management system?</p> <p>Yes</p> <p>How often will they be monitored and by whom?</p> <ul style="list-style-type: none"><li>➤ As part of the business planning process.</li></ul> <p>been included in your service plan?</p> <p>Yes in Culture, Commissioning and Community Head of Service plan.</p>	
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		<p>Have these objectives and targets been incorporate into your monitoring and performance management system?</p> <p>Yes</p> <p>How often will they be monitored and by whom?</p> <ul style="list-style-type: none"> <li>➤ As part of the business planning process.</li> </ul>	
<p><b>7</b> Pg 18-19</p>	<p><b>Make the monitoring arrangements</b></p>	<p>What monitoring arrangements are in place?</p> <ul style="list-style-type: none"> <li>➤ Reviewed by ACE group and Culture, Commissioning and Community SMT.</li> </ul> <p>How will you publish results of monitoring?</p>	

		<ul style="list-style-type: none"> <li>➤ SID</li> </ul> <p>Press releases on any changes in the public interest. (e.g. opening hours).</p> <ul style="list-style-type: none"> <li>➤</li> </ul>	
<p><b>8</b> Pg 20-21</p>	<p><b>Publish assessment results</b></p>	<p>How will you publish?</p> <ul style="list-style-type: none"> <li>➤ Link with County Council's corporate diversity manager.</li> </ul> <p>Has a summary report been prepared? No</p>	<p>Has a copy been given to your Directorate Equalities Lead? Yes</p>

Signed (Completing Officer).....

Dated.....

Signed (Lead Officer) .....

Dated.....