

Equality Impact Assessment / Equality Analysis

Title of service or policy	Modern libraries July Cabinet Report & Options for Bath Business Case
Name of directorate and service	Resources, Customer Services
Name and role of officers completing the EIA	Tracey Long
Date of assessment	June 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.

1. Identify the aims of the policy or service and how it is implemented.		
	Key questions	Answers / Notes
1.1	<p>Briefly describe purpose of the service/policy e.g</p> <ul style="list-style-type: none"> • How the service/policy is delivered and by whom • If responsibility for its implementation is shared with other departments or organisations • Intended outcomes 	<p>Like all local authorities, Bath & North East Somerset Council (B&NES) is working in an extremely challenging financial climate. It needs to cut £37 million from its budget over the next three years, which means difficult decisions need to be made about the services we provide; and what we can reasonably ask local Council Tax payers to fund - many of whom are also feeling financial pressure themselves.</p> <p>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.</p> <p>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.</p> <p>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. One way of securing a sustainable future for our libraries is to integrate our library services with the Council’s One Stop Shop services, including those provided by our partners and the voluntary sector, into one customer-focused service.</p> <p>This is in line with national best practice and could save us up to £800,000 a year.</p>
1.2	<p>Provide brief details of the scope of the policy or service being reviewed, for example:</p> <ul style="list-style-type: none"> • Is it a new service/policy 	<p>As part of a wider three-year programme of modernisation and efficiency savings, the service has developed a draft business case report including a financial and business appraisal of the options; a review of local needs and public consultation on design to set out viable options for the next stage of consultation for integrating the existing Library and One Stop Shop Services in one location in Bath.</p>

	<p>or review of an existing one?</p> <ul style="list-style-type: none"> • Is it a national requirement?). • How much room for review is there? 	
1.3	Do the aims of this policy link to or conflict with any other policies of the Council?	The report and the Options for Bath business case, aligns corporate priorities, our directorate plan priorities and the key outcomes set out in the Libraries Deliver: Ambition for Public Libraries in England 2016 – 2021, as well as taking account of local needs.

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

		<p>Awareness training. We try to ensure that managers and staff refresh this knowledge at least every 3 years.</p>
<p>2.3</p>	<p>What is the equalities profile of service users?</p>	<ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> • 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. <p>High prevalence of;</p> <ul style="list-style-type: none"> • Women and girls • Young people, families and children • Older people • Less deprived people • More socially engaged <p>Low prevalence of;</p> <ul style="list-style-type: none"> • 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

		<p>B&NES.</p> <ul style="list-style-type: none"> • 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. <p>Satisfaction with the library service</p> <ul style="list-style-type: none"> • 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. <p><u>Click here to see further analysis of the results of the Public Libraries questions in the 2015 Voicebox Resident Survey</u></p>
2.5	<p>What engagement or consultation has been undertaken as part of this EIA and with whom? What were the results?</p>	<ul style="list-style-type: none"> • 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 <p>A consultation on the integrated services 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</p> <p>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. It is evident from discussions at the Bath City Forum, other public meetings and in the media that the Podium is a valued space, but the need to think differently about the provision of our library and One Stop Shop services to save</p>

		<p>money is increasingly being understood.</p> <p>The overriding message from the correspondence and feedback is that the best model and location for an integrated service is based in a central location. However, the location of Bath Central Library remains a key issue and required further detailed analysis.</p> <p>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</p> <p>The results for both libraries are remarkably similar with people telling us they value increased emphasis on young families, events, a wide selection of books, and new technology. There is also a desire for Council customer services and other partners: A wide selection of books on shelves to browse and borrow is considered a priority for the majority of respondents, as is the availability of the latest best sellers, and the ability to check quickly if a book/resource is available. Most people thought easy-to-access shelves, adequate space between shelves and better signage were also important.</p> <ul style="list-style-type: none"> • 80% of people in Bath and 94% in Midsomer Norton agreed that it was important to provide a separate and safe area for children and families with a wide selection of children’s books and materials. • Over 70% of people in Bath rated visitors and talks specifically tailored to a young audience, as well as supporting facilities, as important. • Around 90% of people wanted knowledgeable staff to be on hand to help, and also tables to work at. We recognise the importance of having a quiet area and staff to assist • There was desire for access to a wider range of services e.g. 25% of all respondents in Bath and 47% in Midsomer Norton wanted to be able to apply for a bus pass. A third of people in Midsomer Norton wanted the convenience of being able to report pot holes. • The majority of people recognised the importance of improving technology and photocopiers whilst continuing to provide PC’s and improved free high speed WiFi.
<p>2.6</p>	<p>If you are planning to undertake any consultation in the future regarding this service or policy, how will you include equalities considerations within this?</p>	<p>A further consultation period of 3 months will be conducted in August, September and October this year to understand the community’s preference for a Bath location.</p> <p>This will again be available to current users and the general public but, using market research best practice and protocols, we will ensure we target the whole community including specialist interest groups, non-users, children, young people & families and disability groups. This is important to address the previous inequality in respondents and to ensure we are inclusive.</p>

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

	General questions relating to the profile of respondents compared with community profile, and the consultation process	Examples of what the service will do to promote/ enhance equality	Examples of actual or potential negative or adverse impact and what steps have been or could be taken to address this								
<p>3.1 Gender – identify the impact/potential impact of the policy on women and men. (Are there any issues regarding pregnancy and maternity?)</p>	<p>Makeup of Bath Total population = 94,166</p> <table border="1"> <thead> <tr> <th>Gender</th> <th>Population</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Female</td> <td>47,680</td> <td>51%</td> </tr> <tr> <td>Male</td> <td>46,486</td> <td>49%</td> </tr> </tbody> </table> <p>60% of library users are female, and this split is fairly even across libraries in B&NES.</p> <p>The service will actively promote the general survey to all genders and link to all existing user email addresses provided if possible.</p> <p>The service will use all opportunities to reach pregnancy/maternity cohort working with children's centres with their new strategic reach to inform & engage as well as targeted promotion during the national Bookstart programme which is also promoted by Registrars and Health Visitors from birth</p>	Gender	Population	%	Female	47,680	51%	Male	46,486	49%	<p>We did not capture gender in the last consultation but we know that more women than men responded to the Voicebox Survey.</p> <p>The service will ensure that current non-users and all genders are actively invited to participate in the research to mitigate misrepresentation in future consultation, in line with market research best practice and protocols.</p>
Gender	Population	%									
Female	47,680	51%									
Male	46,486	49%									

<p>3.2</p>	<p>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)</p>	<p>According to the 2011 census 13,552 people in Bath consider themselves to have a disability or long-term condition that limits their day-to-day activities a little or a lot. This is 16% of the Bath population, the same as the B&NES average, but slightly lower than the England average (18%).</p> <p>We were unable to identify if previous respondents were disabled but will add a voluntary response to the next consultation to ensure we are representative of the community but will also engage the authority's Independent Equalities Advisory Group – who meet regularly to give feedback on service development issues/proposals etc.</p> <p>And in addition we will ensure we communicate the consultation to disability groups such as; Action on Hearing Loss B&NES Disabled Children's Tea; Children's Learning Disability Service Bath Learning Disability Service DeafPlus VisionPlus Bath</p>	<p>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 this data may not be fully representative of this cohort so we will ensure that by targeting specialist groups using any tailored material or resources we would hope we can address this.</p> <p>May be concern from some disability groups to ask questions or support from staff</p> <ul style="list-style-type: none"> We have a zero tolerance of prejudice towards disabled people <p>Respondents may be unwilling or unsure why it is needed for such a consultation to volunteer disability information</p> <ul style="list-style-type: none"> Clear statement will be given as to why we are collecting the data 																		
<p>3.3</p>	<p>Age – identify the impact/potential impact of the policy on different age groups</p>	<p>An Older, less deprived demographic responded to the previous consultation in Bath. Only 14% of respondents were aged under 35. Almost half were aged over 55.</p> <p>There were 560 respondents</p> <table border="1" data-bbox="730 1082 1144 1281"> <thead> <tr> <th>Age Band</th> <th>Respondents</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>5-15</td> <td>11</td> <td>2%</td> </tr> <tr> <td>16-24</td> <td>8</td> <td>1%</td> </tr> <tr> <td>25-34</td> <td>60</td> <td>11%</td> </tr> <tr> <td>35-54</td> <td>226</td> <td>40%</td> </tr> <tr> <td>55+</td> <td>255</td> <td>46%</td> </tr> </tbody> </table> <p>Bath has a significantly high proportion of residents aged 20-29 (24%), this can be partly attributed to the high student population.</p>	Age Band	Respondents	%	5-15	11	2%	16-24	8	1%	25-34	60	11%	35-54	226	40%	55+	255	46%	<p>Older people may have difficulty completing the consultation</p> <ul style="list-style-type: none"> Mediated support will be available to assist with those less familiar with IT if using the online form Paper copies and large print will also be made available <p>Children and Young people</p> <ul style="list-style-type: none"> Staff have an enhanced awareness of safeguarding issues
Age Band	Respondents	%																			
5-15	11	2%																			
16-24	8	1%																			
25-34	60	11%																			
35-54	226	40%																			
55+	255	46%																			

		Given known library user demographics, key missing consultation audience is young people. Future consultation we will ensure that we target children & young adults. We will use existing and forthcoming summer events to encourage participation. Maximising all media.	
3.4	Race - identify the impact/potential impact on different black and minority ethnic groups	<p>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%).</p> <p>82% of libraries users where ethnicity is known, are White British.</p> <p>We were unable to identify different black and minority ethnic groups from previous respondents but will add a voluntary response to the next consultation to ensure we are representative of the community</p>	<p>May be concern from some groups to ask questions or support from staff</p> <ul style="list-style-type: none"> We have a zero tolerance of prejudice towards black and minority ethnic groups <p>Respondents may be unwilling or unsure why it is needed for such a consultation to volunteer Race information</p> <ul style="list-style-type: none"> Clear statement will be given as to why we are collecting the data
3.5	Religion/belief - identify the impact/potential impact on people of different religious/faith groups and also upon those with no religion	<p>We were unable to identify religious/faith groups status of previous respondents but will add a voluntary response to the next consultation to ensure we are representative of the community</p> <p>We know the religion of less than 0.1% of our library users.</p>	<p>May be concern from some groups to ask questions or support from staff</p> <ul style="list-style-type: none"> We have a zero tolerance of prejudice towards people of different religious/faith groups & also upon those with no religion <p>Respondents may be unwilling or unsure why it is needed for such a consultation to volunteer Religion/belief information</p> <ul style="list-style-type: none"> Clear statement will be given as to why we are collecting the data
3.6	Socio-economically disadvantaged – identify the impact on people who are disadvantaged due to factors like family background, educational attainment,	<p>According to the 2011 Census 10,510 people in Bath aged 16 + have no qualifications, 14% of the Bath population. This is lower than the B&NES (17%) and England averages (23%).</p> <p>28,622 people aged 16 + in Bath have a qualification</p>	<p>It is the service priority to promote reading & improved literacy as well as employability therefore this cohort is critical to engage and understand their needs to ensure future usage.</p> <p>The Service will ask its partner agencies such as</p>

	neighbourhood, employment status can influence life chances	<p>of Level 4 (equivalent to an undergraduate degree) or above, 38% of the Bath population. This is a higher proportion than the B&NES (33%) and England (27%) averages.</p> <p>55% of respondents were from the 2 least deprived quintiles in B&NES so for future consultation we will specifically engage with the socio-economically disadvantaged using market research best practice and protocols for representational reach to ensure we are representative of the community</p>	CAB and Age UK to support and encourage participation
3.7	<p>Sexual orientation</p> <p>- identify the impact/potential impact of the policy on Transgender, lesbians, gay men, bisexual and heterosexual people</p>	We were unable to identify gender identity status of previous respondents but will add a voluntary response to the next consultation to ensure we are representative of the community	<p>May be concern from some groups to ask questions or support from staff</p> <ul style="list-style-type: none"> We have a zero tolerance of prejudice towards transgender people <p>Respondents may be unwilling or unsure why it is needed for such a consultation to volunteer Religion/belief information</p> <ul style="list-style-type: none"> Clear statement will be given as to why we are collecting the data
3.8	<p>Marriage and civil partnership</p> <p>- does the policy/strategy treat married and civil partnered people equally</p>	We were unable to identify marriage status of previous respondents but will add a voluntary response to the next consultation to ensure we are representative of the community	<p>Respondents may be unwilling or unsure why it is needed for such a consultation to volunteer marital status information</p> <ul style="list-style-type: none"> Clear statement will be given as to why we are collecting the data

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 have 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.

Issues identified	Actions required	Progress milestones	Officer responsible	By when
Previous consultation was underrepresented by several cohort groups	<ol style="list-style-type: none"> 1. Target relevant cohorts using market research best practice & protocols for representational reach to ensure we are representative of the community 2. Ensure a wide range of accessible formats for the consultation 	Engage any existing specialist groups and forums to ensure maximum penetration of relevant cohort groups	Service & Corporate communications	End July 2017
There may have been limited awareness of the previous consultation	<ol style="list-style-type: none"> 1. Ensure public awareness of consultation using a range of methods including social media 	Notification before the start and during consultation using all mediums	Service & Corporate communications	End July 2017
The previous consultation may have been unclear as to the purpose	<ol style="list-style-type: none"> 1. Ensure public aware of the purpose, timescales and how the outcomes of the consultation will be communicated with next steps 	Develop materials in plain English in assessable formats	Service & Corporate communications	End July 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), 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)

Date:

14/6/17