

## Equality Impact Assessment / Equality Analysis

<b>Title of service or policy</b>	Midsomer Norton Library & One Stop Shop Integration
<b>Name of directorate and service</b>	Customer Services
<b>Name and role of officers completing the EIA</b>	Tracey Long
<b>Date of assessment</b>	March 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.	<b>Identify the aims of the policy or service and how it is implemented.</b>	
	<b>Key questions</b>	<b>Answers / Notes</b>
1.1	<p>Briefly describe purpose of the service/policy e.g</p> <ul style="list-style-type: none"> <li>● How the service/policy is delivered and by whom</li> <li>● If responsibility for its implementation is shared with other departments or organisations</li> <li>● Intended outcomes</li> </ul>	<p>Like all local authorities, Bath &amp; North East Somerset Council (B&amp;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"> <li>● Is it a new service/policy or review of an existing one?</li> </ul>	<p>As part of a wider three-year programme of modernisation, we are going to integrate services provided by our libraries in Midsomer Norton with Council One Stop Shop services by relocating the library into new refurbished tailored facilities in the Hollies.</p>

		<ul style="list-style-type: none"> <li>• Is it a national requirement?).</li> <li>• How much room for review is there?</li> </ul>	
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 and service planning process
		<b>2. Consideration of available data, research and information</b>	
		<p>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:</p> <ul style="list-style-type: none"> <li>• <b>Demographic</b> data and other statistics, including census findings</li> <li>• Recent <b>research</b> findings (local and national)</li> <li>• Results from <b>consultation or engagement</b> you have undertaken</li> <li>• Service user <b>monitoring data</b> (including ethnicity, gender, disability, religion/belief, sexual orientation and age)</li> <li>• Information from <b>relevant groups</b> or agencies, for example trade unions and voluntary/community organisations</li> <li>• Analysis of records of enquiries about your service, or <b>complaints</b> or <b>compliments</b> about them</li> <li>• Recommendations of <b>external inspections</b> or audit reports</li> </ul>	
		<b>Key questions</b>	<b>Data, research and information that you can refer to</b>
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?	<ul style="list-style-type: none"> <li>• The majority of residents do not use BANES public libraries.</li> <li>• A higher proportion of women use BANES public libraries than men.</li> <li>• 75+ year olds are the least likely to use BANES public libraries.</li> <li>• 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.</li> <li>• The vast majority of users of BANES public libraries are satisfied with the library service.</li> <li>• A higher proportion of women than men are satisfied with the library service.</li> <li>• Residents aged 35-54 years are the most likely to be satisfied with the library service, and 55-74 year olds, the least likely.</li> <li>• Residents from the most deprived areas are the least likely to be satisfied with the library service.</li> </ul> <ul style="list-style-type: none"> <li>• 22.7% of registered users are from the least deprived areas in B&amp;NES, compared to 18.1% from the most deprived. This slope is most notable in Bath library users.</li> <li>• In particular, under 18s from the least deprived areas are twice as likely to be using the service as those from the most deprived</li> <li>• Overall, we have a relatively young population of library users with 47% being under 30 and 70% of those under 20.</li> <li>• Use is also high among the older demographic (60+)</li> <li>• Bath library (BNBL) has the greatest number of users at just under 10,000, making up 55% of all registered users across B&amp;NES.</li> <li>• 60% of library users are female, and this split is fairly even across libraries in B&amp;NES.</li> <li>• 82% of libraries users where ethnicity is known, are White British.</li> <li>• 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</li> <li>• We know the religion of less than 0.1% of our library users.</li> </ul> <p>High prevalence of;</p> <ul style="list-style-type: none"> <li>• Women and girls</li> <li>• Young people, families and children</li> <li>• Older people</li> <li>• Less deprived people</li> <li>• More socially engaged</li> </ul> <p>Low prevalence of;</p> <ul style="list-style-type: none"> <li>• More deprived (especially under 18s)</li> <li>• Possibly disabled</li> <li>• These are likely to be key One Stop Shop users</li> </ul>
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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.

<b>Makeup of respondents</b>		
<b>Gender</b>		
	<b>Respondents</b>	<b>%</b>
<b>Female</b>	556	56
<b>Male</b>	443	44
<b>Age</b>		
	<b>Respondents</b>	<b>%</b>
<b>18-34</b>	71	8%
<b>35-54</b>	255	27%
<b>55-74</b>	427	45%
<b>75+</b>	189	20%
<b>Deprivation -1 to 5 least to most deprived (2015 IMD)</b>		
	<b>Respondents</b>	<b>%</b>
<b>1</b>	227	22
<b>2</b>	217	22
<b>3</b>	195	19
<b>4</b>	210	21
<b>5</b>	159	16

			<p><b>Use of public libraries in B&amp;NES</b></p> <ul style="list-style-type: none"> <li>• 38% of respondents said that they used public libraries in Bath and North East Somerset.</li> <li>• <b>Gender</b> - A higher proportion of women (43%) than men (34%) said they used public libraries in B&amp;NES.</li> <li>• <b>Age</b> - The results indicate that people aged 35-54 years (43%) are the most likely to have used public libraries in B&amp;NES, and 75 + year olds (32%), the least likely.</li> <li>• <b>Deprivation</b> - Results indicate that people from the least deprived areas (50%) are the most likely to have used public libraries in B&amp;NES, and those from the most deprived areas (31%), the least likely.</li> </ul> <p><b>Satisfaction with the library service</b></p> <ul style="list-style-type: none"> <li>• Of the respondents that said they use a public library in B&amp;NES (407), 87% said that they were very or fairly satisfied with the library service.</li> <li>• <b>Gender</b> - A higher proportion of women (89%) than men (86%) said they were satisfied (very or fairly) with the library service.</li> <li>• <b>Age</b> - The vast majority of respondents from all age groups that said they use a public library in B&amp;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.</li> <li>• <b>Deprivation</b> - The results indicate that of those that use public libraries in B&amp;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.</li> </ul> <p><a href="#"><u>Click here to see further analysis of the results of the Public Libraries questions in the 2015 Voicebox Resident Survey</u></a></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"> <li>• Autumn Community Forums x 5</li> <li>• Informal &amp; Formal Cabinet meeting</li> <li>• Scrutiny panels</li> <li>• Council Senior Management meetings</li> <li>• Benchmarking against other local authority modernisation programmes &amp; consultation processes</li> <li>• Visits to other local authorities considered best practice organisations</li> </ul> <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</p>

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. 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 money is increasingly being understood.

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.

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

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.

- 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.

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?	Ongoing satisfaction and user surveys will take place following any changes to monitor customer feedback.
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<b>3. Assessment of impact: 'Equality analysis'</b>	
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	<p>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:</p> <ul style="list-style-type: none"> <li>● Meets any particular needs of equalities groups or helps promote equality in some way.</li> <li>● Could have a negative or adverse impact for any of the equalities groups</li> </ul>
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		<b>Examples of what the service will do to promote equality</b>	<b>Examples of actual or potential negative or adverse impact of integration of the services and what steps have been or could be taken to address this</b>
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	<b>All Groups</b>	<p>The integrated Library and One Stop Shop will provide advice and information and valuable services from the council, its partners and voluntary groups. A service that needs to be available to all so far as is reasonable or possible, to ensure they help not only support the local business economy thrive but to improve individual's life chances from the cradle to the grave, in one easy accessible place.</p> <p>Opening hours for the Integrated Library service will improve as currently the Library is closed on Wednesdays and does not open until 0930 and the One Stop Shop does not open on Saturdays. When integrated with the One Stop Shop the opening hours will be from 0830-5pm as well as Saturday mornings.</p> <p>The Integrated space will be much larger than the current Library public space. It will be 415sqm (made up with 204sqm in the lower area, 113sqm in the upper area, 58sqm of meeting rooms, 40sqm of toilet space) with an addition of 55.2sqm of council chamber (incl waiting &amp; toilet space). The public space for the current library is 220sqm.</p>	<p>Extending the opening hours will have restrictions on staffing resources so it may be possible that at times there will be parts of the service only assessable by self-service via PC's and payment kiosks to enable this.</p> <p>Consultation feedback has suggested more quiet study and reading spaces in less busy areas with comfortable chairs than today. The new space can reflect this in the new design particularly as it has an upper and lower area to provide clearer zones. Consultation feedback suggested a design for all in terms of cognitive, sensorial and physical abilities with a good layout that is simple and spacious enough.</p>
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<b>3.1</b>	<b>Gender</b> – identify the impact/potential impact of the policy on women and men. (Are there any issues regarding pregnancy and maternity?)	<p>Nationally more women than men that use the library service but One Stop Shop users are more equally split.</p> <p>Baby changing facilities will be significantly increased in the new integrated space with more accessible toilet and changing facilities in both the new space and the council chamber that could be used for dedicated children's and families activities.</p>	<p>We will continue to seek to increase the number of reading and literacy based activities taking place e.g. reading groups, writing workshops, festival events for both genders.</p> <p>Suitable areas/chairs for breastfeeding could be located near to children's areas and in relation to toilets and other facilities as part of the design</p>
<b>3.2</b>	<b>Disability</b> - identify the impact/potential impact of the policy on disabled people (ensure consideration of a	<p>The Hollies is easily accessible building with lift access from the upper to lower areas.</p> <p>It is in a central local close to local amenities and disabled parking and served by ramp access</p> <p>Accessible toilets are more readily accessible than currently and do not require radar keys</p>	<p>The disability access and ease of flow through library will be considered alongside user friendly furniture as part of the design and layout. All of which will be tested and worked on with disability focus groups but the placement and/or use of aids such as Supernova software for people with visual impairments and hearing loop systems for those with hearing difficulties.</p>

	range of impairments including both physical and mental impairments)	<p>Experienced staff would still be on hand to assist users'</p> <p>Books will 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.</p>	
3.3	<p><b>Age</b></p> <p>– identify the impact/potential impact of the policy on different age groups</p>	<p>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.</p> <p>The new more modern space would mean better and more contained facilities for young children</p> <p>Customers of the One Stop Shops is more mixed and is hoped to extend the reach of library usage</p>	<p><b>Older people</b></p> <p>Home Library Service will continue for any older person unable to access a physical library. Staff will all be able to assist any elderly people who may need some support to use the technology or IT</p> <p><b>Children and Young people</b></p> <p>The space can be designed to ensure that children are safeguarded and have their own dedicated area and PC's</p>
3.4	<p><b>Race</b></p> <p>identify the impact/potential impact on different black and minority ethnic groups</p>	<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&amp;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>There will be displays ongoing e.g. Black history month</p> <p>There is zero tolerance of racist prejudice towards customers, volunteers and staff – staff fully briefed on how to deal with prejudiced incidents</p> <p>Translation services and books will continue to be available in different languages for those who have English as an additional language.</p>
3.4	<p><b>Socio-economically disadvantaged</b> – identify the impact on people who are disadvantaged due to factors like family background,</p>	<p>The integrated space is important resource for the socio economically disadvantaged community by helping more people to achieve their full potential through learning and access to knowledge and information.</p> <p>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.</p>	<p>Staff will assist with appropriate discretion if required with those more vulnerable members of the community with limited skills to use IT for benefits claims, home search and job applications or simply those who do not have access to IT or printing at home</p> <p>Concessions will be made available for a range of</p>

	educational attainment, neighbourhood, employment status can influence life chances	By having the services integrated access will widened for those not normally accessing library resources and taking advantage of the opportunities they can provide	socio economic groups, where this is an appropriate response to need.
<b>3.5</b>	<b>Sexual orientation</b> - identify the impact/potential impact of the policy on Transgender, lesbians, gay men, bisexual and heterosexual people	<p>There is no data available re current users sexual orientation but the service has a zero tolerance of prejudice towards LGB people or those perceived to be.</p> <p>Displays are put up during LGBT History Months and specific book stock is used to support such promotions as well as normal availability of books and other resources that contain useful info/reference points for people experiencing gender dysphoria.</p>	All staff are fully briefed on how to deal with prejudiced incidents
<b>3.6</b>	<b>Rural communities</b> – identify the impact / potential impact on people living in rural communities	Mobile options or home delivery could be options 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 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
Ensure the new facility can deliver the outcomes and statutory duties of a library service	Careful consideration in design and alignment with the new service operating model	Delivered through joint staff and design agency space planning sessions (March – June 2017)	Customer Services Property Services	Complete
Ensure feedback from the public consultation about what services & facilities are important in a combined space is taken into account	Careful consideration in design following appraisal of consultation feedback and Local Needs Assessment	Delivered through joint staff and design agency space planning sessions (March – June 2017)	Customer Services Property Services	Complete
Opportunity to improve on current library facilities	Careful consideration in design following appraisal of consultation feedback and informed by National Best Practice guidance and studies	Delivered through joint staff and design agency space planning sessions (March – June 2017)	Customer Services Property Services	Complete

## 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:**

26<sup>th</sup> June 2017