

EQUALITY IMPACT ASSESSMENT FORM

Please ensure that you refer to the 'Equality Impact Assessment Guidance' when completing this form. If you would like further assistance please contact the Equality & Diversity Team.

Details

Name of initiative to be assessed: Transforming the Mobile Library Service

Name of responsible officer: Wendy Edwards

Group/Directorate: Public Health, Protection and Community Services

Service Area: Community Services

Date: 11 January (updated 13th August)

a) What are you assessing for impact?

Service/ Function	Policy/ Procedure	Project	Strategy	Plan	Proposal	Information/ Position statement
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

b) Please name and describe below:

The proposal is to re-model the Mobile Library Service by investing in 2 new vehicles, enabling access to wi-fi and computers and working with other services to develop an outreach community hub that enhances what is available to customers. It involves moving away from a service that consists of 10-15 minutes short-stops to stops of 2-2.5 hours and reducing the stops from 393 short stops to 48 long stops. It also requires the service to move from a two weekly to a three weekly service.

**c) Is the delivery of this initiative affected by legislation or other drivers such as codes of practice?
If so, please identify what and how**

There is no legislative requirement to have a mobile library service. However there are Welsh Public Library Standards that the service has to abide by that have a range of quality indicators that are reported on annually. None of these specifically relates to mobile library provision but the success (or otherwise) of mobile libraries contributes to quality indicators such as visitor numbers, book issues etc.

The Well-being of Future Generations Act Wales) 2015 places an emphasis on sustainable development. This proposal makes a contribution to the well-being goals, in particular, a healthier Wales (as the mobile library will be able to work with partners in health to deliver advice to communities) and a prosperous Wales (providing access to a range of advice to support employability.) The re-modelled service will effectively be an outreach community hub.

Evidence gathered from the Population Assessment 2016 indicated that

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provision of advice and information and organisations working better together are important to people with support needs.

d) **Does the initiative directly affect service users, employees or the wider community?**

Yes
No

Continue assessment

No need to continue screening or carry out an EqIA

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Screening/Relevance Test: Is an equality impact assessment required?

Screening is used to decide whether the initiative you are responsible for has a high or medium impact on any of the protected groups and will require a full EqIA.

Please provide details of the possible impact your proposal may have on the following groups, this may not necessarily be negative, but may impact on a group with a particular characteristic in a specific way.

You should also identify whether this constitutes a high, medium or low impact.

Please refer to Equality Impact Assessment Guidelines for further information.

Protected Characteristic	Impact
Age	High - there are potentially negative and positive impacts. Currently approximately 70% of customers of the service are over the age of 65 so older people will be more affected than other groups of people as they enjoy access to the service on their doorstep at present. However, centralising the service so that the stops can be longer could benefit older people who wish to access the internet. The development of an outreach community hub service which is core to the proposal would also enable older people to access a wider range of advice services than is currently available in some local areas.
Disability	High - as with older residents there are potentially negative and positive impacts on disabled people. Some disabled people could be affected if the service no longer stops on their street. This is particularly so for people who have mobility problems and who currently do not have access to the Housebound service as they do not meet the eligibility criteria. However, as with older customers, they could benefit from longer stops as they would be able to access the internet free of charge and also access a wider range of advice services than is currently available in some local areas.
Gender Reassignment	Neutral - there is no evidence to suggest that an impact is likely.
Marriage and Civil Partnership	Neutral - there is no evidence to suggest that an impact is likely.
Pregnancy and Maternity	Neutral - there is no evidence to suggest that an impact is likely.
Race	Neutral - there is no evidence to suggest that an impact is likely.

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Religion or Belief	Neutral- there is no evidence to suggest that an impact is likely.
Sex	Neutral - there is no evidence to suggest that an impact is likely.
Sexual Orientation	Neutral - there is no evidence to suggest that an impact is likely.
Other Characteristics	
Welsh Language	Neutral - there is no evidence to suggest that an impact is likely.
Carers	High - carers who use the service may be negatively affected if they are unable to get to a central location to access books. However, a potential positive impact could be access to outreach provision and advice services that may not be currently accessible within their community.
Armed Forces Community	Neutral - there is no evidence to suggest that an impact is likely.

If after completing the EqIA screening/relevance test, you determine that this service/function/policy/project is not relevant for an EqIA you must provide adequate explanation below. (Please use additional pages if necessary).

Are you happy that you have sufficient evidence to justify your decision?

Yes No

Signed: _____ Position: _____ Date: _____

N.B. If the initial screening process has identified actual or potential high or medium negative impact on a particular group or groups then you MUST carry out a full EqIA.

Approved by Head of Service or Director

Signed: _____ Position: _____ Date: _____

Full Equality Impact Assessment

You should use the information gathered at the screening stage to assist you in identifying possible negative/adverse impact and clearly identify which groups are affected.

In terms of any disproportionate/negative/adverse impact that the proposal may have on a protected group, what steps (if any) could be taken to reduce that impact for

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each group identified. Attach a separate action plan if necessary.

Customers who are unable to attend a static library or a new library stop, due to infirmity, disability, or full-time caring responsibilities, may request visits from what is currently the Housebound Service. At the moment this service requires its customers to be housebound due to ill-health or disability. It is intended to expand the eligibility criteria and re-brand the service as the @HomeLibraryService so that every effort can be made to accommodate former mobile library customers who may be unable to attend their nearest mobile library stop or static library in the future.

If ways of reducing the impact have been identified but are not possible, please explain why they are not possible.

Evidence Sources

(i) Give details of any data or research that has led to your reasoning above, in particular, the sources used for establishing the demographics of service users.

The Library Service has undertaken an analysis of the ages of all customers who currently use the service and it has indicated the following:

Age	Number	Percentage
Over 60	1186	71%
40 – 59	175	10%
20 – 39	151	9%
10 - 19	107	6%
Under 10	74	4%

A Customer Satisfaction Survey of mobile users in 2016 (to which 180 people responded) indicated the following:

- 60% of respondents stated that they used the mobile service because it was 'convenient.
- 23% stated that they used the mobile service because they found it difficult to visit a static library.
- 16% of mobile library customers stated that they also used a static library

There are currently 1,693 mobile library customers. If the above percentages are replicated across the customer base it is anticipated that the majority of customers will be able to attend a central location within their area to make use of the mobile library or attend their nearest static library.

Those who cannot, due to infirmity, disability or full-time caring responsibilities could be offered a visit from what was formerly known as the Housebound service but what will be re-branded the @HomeLibraryService. (Levels of demand for this service can only be estimated at the moment.)

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(ii) Give details of how you have engaged with service users on the proposals and steps taken to avoid any disproportionate impact on a protected group and how you have used any feedback to influence your decision.

Responses to the 8-week consultation undertaken in relation to the proposal to re-model the service indicated that 389 people responded to the questionnaire, 74 of whom also used a static library. This is broadly consistent with the results of the Library Service's Customer satisfaction Survey undertaken in 2016.

93.2% of respondents to the questionnaire were users of the mobile service, with 88.6% of the users using a short stop. 96.9% of respondents stated that they use the service fortnightly.

The vast majority of respondents(78.8%) disagreed with the proposal to reduce the number of stops while 72% disagreed with reducing the number of vehicles..

Just over one third agreed that the Council should use the vehicles as outreach hubs while a similar number disagreed with this.

The response as to parking locations was generally evenly split with 43.1% of respondents to the questionnaire agreeing that the vehicles should stop at accessible central locations compared to 42.6% who disagreed with this.

In respect of profile of respondents, perhaps unsurprisingly, over 88% were aged 60 or over with just over 50% being over 75.

A close analysis of the responses especially individual comments highlight the concerns of older customers and those who are disabled. There is some evidence to suggest that not all respondents had understood that they would be able to access the @homelibraryservice if they were disabled, or had mobility problems or were full-time carers and this may have influenced their responses as they rely on access to books for their well-being.

The responses highlight the importance of ensuring that older or disabled people whose quality of life is linked to being able to access books on a regular basis on their doorstep is protected. It strengthens the need to ensure that the current Housebound Service is expanded to include individuals not currently covered by its criteria (as identified above) and re-branded as the @homelibraryservice. Furthermore it highlights the importance of consulting with customers, stakeholders and Elected Members in respect of the location of longer stops if the proposal will be approved by Cabinet.

Are you satisfied that the engagement process complies with the requirements of the Statutory Equality Duties?

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Yes

No

Decision Log - detail how Elected Members and Senior Managers have been involved in the decision process (give dates of key meetings and decisions made).

The final report will be submitted to Cabinet on 20th September.

Review

Date of Next Review:

If review is not required, explain why:

Completed by:

Wendy Edwards

Signature:

Job Title:

Head of Community Services

Date:

13 August 2018

This assessment must be approved by an appropriate Head of Service or Director

Approved by:

Signature:

Job Title:

Approval date:

Please return a copy to:

Equality & Diversity Team
The Pavilions
Cambrian Park
Clydach Vale
CF40 2XX

Email: equality@rctcbc.gov.uk