

# Equality Impact Assessment

Service Name:	CUSTOMER SERVICES
Your Name:	KATHRYN GREEN
Contact Details:	<a href="mailto:kathryngreen@barnsley.gov.uk">kathryngreen@barnsley.gov.uk</a>
Assessment Date:	26 <sup>th</sup> September 2019
Date of EIA Review:	1 <sup>st</sup> April 2020

This is EIA being carried out because we are making the following changes (please provide some background/context):

Commencement of a £1m refurbishment programme across 14 libraries. This is the initial EIA for the programme and covers the core principles and procurement of a library furnishing company as a partner and IT enhancements. Individual library EIAs will be completed as each project commences and will cover the specific detail in that library.

We are making these changes because:

The community libraries need to be made fit for purpose to deliver a modern public library service and a diverse programme of activity in order to re-energise the Library Service, increase usage and meet the Library Strategy 2019-2022.

We asked the following equality, diversity and inclusion questions to help us better understand the impact of the changes:

1.	Will our refurbished libraries be accessible to all?
2.	How will we engage with different characteristic groups to ensure that the changes enable them to use the Service?
3.	What facilities and activities do customers and non-users want to be available in the libraries?
4.	Do our proposals for digital access and self-service options enable all customers to access services and information?

To help answer these questions we did the following things (e.g. service user or staff consultation, data analysis, research etc):

1.	Two engagement exercises and public consultation completed across the borough for the Libraries Review prior to April 2019.
2.	Library @ The Lightbox has been developed as a community and digital hub and this will inform the core principles for the community libraries.
3.	Customer feedback from Library @ The Lightbox will also inform the community library refurbishments.
4.	

From this engagement/research/analysis we learnt the following things:

1.	Undertake engagement activity on each individual library's requirements, before plans are confirmed, including representations from the different characteristic groups.
2.	Clear explanation for all stakeholders, including the public, of the benefits of the change
3.	Take lessons learnt from Library @ The Lightbox into the refurbishment programme.
4.	

Which groups will be most affected by the change? (Please delete rows and information that is not applicable):

Protected characteristic	Details of group affected	How will they will be affected by your change (please give details):	Degree of impact
Sex	Females – due to having disproportionate responsibility for childcare	This is an unknown until the subsequent evidence gathering stage (see Note 1). However the project could advance equality of opportunity for young families using prams, re building layout.	Low
Disability	<i>e.g. Learning disability, Physical disability, Sensory Impairment, Deaf People, Mental Health etc</i>	Layout of building, signage, access between shelving, assistive technology, furnishing and decoration/contrast for VIP users, autism may be affected by busier spaces, mental health affected by increased numbers of people in libraries.	Medium
Race		This is an unknown until the subsequent evidence gathering stage (see Note 2 below)	Low
Age	Older people	May experience difficulty with new technology. Dementia sufferers may be disorientated with changing layouts, increased activity.	Medium
Sexual Orientation	N/A		
Gender Re-assignment	N/A		
Marital Status / Civil Partnership	N/A		

Pregnancy / Maternity	N/A
Religion and Belief	N/A


Other issues / characteristics you may wish to consider:

Low income	N/A		
Carers	Dementia carers	May be indirectly affected if dementia sufferers became more distressed when using the library	Low
Homeless	N/A		
Armed Forces Veterans	N/A		
Other	N/A		

What practical steps will you take to make sure that the above changes are as fair and equal as possible? (e.g. will you monitor outcomes for diverse groups, will you include equality actions in your plan, will you change an approach to make it more inclusive etc):

Action	Who?	Please tick					Date updated
		Not due	Not started	Underway	Behind	Complete	
EIA to be completed for each of the library refurbishments.	Library Service		X				
Data gathering exercise for each library which will inform consultation exercise. (See note 1)	Library Service in consultation with the Community Engagement Team		X				
Individual engagement activity for users, non-users, groups and representatives of different characteristic group to be held for each library at the outset of the project.	Library Service		X				
EIA to be included with procurement documents for Library Furnishing supplier. The procurement documents to ask a question to those submitting tenders of their experience of designing inclusive spaces and how they have worked with communities to do this.	Procurement		X				
Training for library staff at each library to enable them to support customers with new technology and access concerns.	Library Service	X					

<b>Consider how libraries can be dementia/autism friendly, including specific training for staff</b>	<b>Library Service</b>	X					
<b>Consultation: Ensure methods of engagement are appropriate and accessible</b>	<b>Library Service in consultation with E&amp;I, Comms, &amp; Community Engagement</b>						
<b>Ensure suitable provision is in place during library closure (see Note 2). Evidence will be demonstrated on individual EIA's.</b>	<b>Library Service</b>						

Notes
<p>1. Prior to the consultation phase we need to understand two different types of demographics. Firstly those who currently use the library so that we ensure they are consulted as part of the planning process. Secondly we need to gather general demographic data regarding the ward profile or the profile of people we would expect to access the library. If there is a disconnect between who we would expect to use the library and those who are using it we need this to form part of the consultation process to see if there are access barriers than need addressing as part of the design process. For example if there are a lot of young families in the area but they rarely access the library why is this? Is it something that could be overcome in changing the design feature; for example incorporating a pram parking area or aisles wide enough to push a double pram.</p> <p>2. Cabinet Report 27.11.19 Point 6.2 states 'The scale of work will vary between different libraries but will involve a period of closure for most to enable building and/or refurbishment work to be completed. This will affect customers and groups in those communities, but library members can use any library in the borough to borrow items or use public access PCs or access online library resources. The Service will liaise with any library groups affected on alternative options for meeting and also ensure as far as practical that libraries in neighboring Wards are not refurbished simultaneously. 6.3 states Disabled or older residents unable to travel to a different library during any closure period will be offered a temporary service from the Home Library Service.</p> <p>In addition to the above points consideration will be given to whether further measures are required for protected groups during library closure. This will be dependant of the evidence gathering phase (at Notes point 1). For example if evidence showed significant numbers of Asylum seekers accessing the library to use IT in relation to their asylum claim. Due to low income they may be unable to travel to other parts of the borough. Mitigations will be considered for possible adverse outcomes if identified.</p>