

Equality Impact Assessment

Library Strategy 2022 - 2025

Stage 1 Details of the proposal

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| Name of service | Libraries |
| Directorate | Public Health & Communities |
| Name of officer responsible for EIA | Kathryn Green |
| Name of senior sponsor | Phil Hollingsworth |
| Description / purpose of proposal | Revised Library Strategy to provide direction on the delivery of library services over the next 3 years. |
| Date EIA started | 12 th September 2022 |
| Assessment Review date | 12 th September 2025 |

Stage 2 - About the proposal

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|--------------------------------------|--|
| What is being proposed? | <p>A Library Strategy for approval by Cabinet to set the key priorities for the next 3 years and to demonstrate how the Library Service contributes to the Barnsley 2030 priorities.</p> <p>This is a light-touch refresh of the existing Library Strategy as due to the Covid19 pandemic and significant periods of time when the Library Service had limited service delivery, the Library Service has been unable to action key priorities in the current Library Strategy between 2019 - 2022.</p> |
| Why is the proposal required? | <p>The current Library Strategy expired in 2022.</p> |

What will this proposal mean for customers?

The Strategy outlines the key priorities and actions for the Library Service to continue to develop public libraries as community and digital hubs. This will positively impact customers through the ongoing Community Libraries Refurbishment Programme and the development of new initiatives and activities in libraries.

Stage 3 - Preliminary screening process

Use the Preliminary screening questions (found in the guidance) to decide whether a full EIA is required

- Yes - EIA required (go to next section)
 No – EIA not required (provide rationale below including name of E&I Officer consulted with)

The Library Strategy's vision is to enrich lives and our mission is to be an inclusive, vibrant, excellent and sustainable public service responsive to customer needs that is at that heart of our communities.

The Libraries Management Team will have primary responsibility for ensuring that equality and inclusion is considered within the delivery of the Library Strategy 2022-25. We will ensure that relevant schemes of work are appropriately impact assessed, as identified within this Equality Impact Assessment (EIA), and that these assessments are used to inform decision-making processes. This will help us to better understand the impact of this Strategy, and this will be aggregated as part of the review of the Library Strategy 2022-25 and this EIA too.

The following projects have been identified as key deliverables for the Library Strategy 2022-25 and the table below identifies which of these will require an EIA;

| Strategy delivery areas | EIA required? |
|--|---------------|
| Deliver the community libraries refurbishment programme | Yes |
| Deliver a customer satisfaction, and community engagement plan - this will help us understand local needs and tailor the library services to meet these. | Yes |
| Create a full and varied programme of activities at all libraries | Yes |
| Develop and deliver a marketing plan to make sure everyone knows what is happening at their library and starts to use services again post-pandemic | Yes |
| Apply for National Portfolio Organisation status | No |
| Prepare for the new Libraries Accreditation Scheme | No |

Stage 4 - Scoping exercise - What do we know?

Data: Generic demographics

What generic data do you know?

Public libraries are available for anyone who lives, works or studies in an area to use. Therefore, they have a potential impact on all demographics including all protected characteristic groups.

Barnsley's demographic profile (and potential library user profile) is as follows:

Gender:

| | |
|--------|--------|
| Female | 50.70% |
| Male | 49.30% |

Ethnicity:

| | |
|--|--------|
| White British | 96.10% |
| White (Irish/Gypsy or traveller/Other white) | 1.8% |
| Mixed Multiple ethnic groups | 0.7% |
| Asian/Asian British | 0.7% |
| Black/African/Caribbean/Black British | 0.5% |
| Other ethnic groups | 0.2% |

Age:

| | |
|-------------------|--------|
| 0 – 18-year-olds | 21.70% |
| 19 – 64-year-olds | 59.20% |
| 65+ year olds | 19.10% |

Disability:

| | |
|--|--------|
| Day to Day Activities Limited (Disability Proxy) | 23.90% |
|--|--------|

Source: <https://www.barnsley.gov.uk/media/17269/our-borough-profile-20190724.pdf>

Whilst we still await the full analysis of the 2021 Census. Additional information on population changes (to 2021) can be viewed here: <https://www.ons.gov.uk/visualisations/censuspopulationchange/E08000016/>

This identifies that In Barnsley, the population size has increased by 5.8%, from around 231,200 in 2011 to 244,600 in 2021. This is therefore likely to have had an impact on the overall demographic profile of our borough. Once the 2021 Census information has been released, this EIA will be reviewed with that in mind.

Data: Service data / feedback

What equalities knowledge do you already know about the service/location/policy/contract?

Live data is available from our Library Management System.

The library member profile is as follows:

NB Data has not been collected for all library members

Gender:

| | |
|--------|--------|
| Female | 60.20% |
| Male | 39.34% |

Ethnicity:

| | |
|--|--------|
| White British | 81.19% |
| White (Irish/Gypsy or traveller/Other white) | 4.32% |
| Mixed Multiple ethnic groups | 0.66% |
| Asian/Asian British | 1.80% |
| Black/African/Caribbean/Black British | 2.43% |
| Other ethnic groups | 1.16% |
| Refused to say | 8.66% |

Age:

| | |
|---------------|--------|
| 0 – 9 years | 18.56% |
| 10 – 19 years | 15.20% |
| 20 – 29 years | 10.75% |
| 30 – 39 years | 14.79% |
| 40 – 49 years | 11.49% |
| 50 – 59 years | 9.51% |
| 60 – 69 years | 8.61% |
| 70 – 79 years | 7.48% |
| 80 – 89 years | 2.99% |
| 90 – 99 years | 0.56% |

Disability:

| | |
|--|--------|
| None | 84.31% |
| Disability (e.g. Sight, hearing, mobility) | 7.38% |
| Refused to Say | 8.31% |

How does this compare to the borough profile:

Based on the information recorded in library member accounts, a higher % of library members are female and this % is higher than the gender breakdown for the population in the borough. Similarly, a higher % of library members are from a BME background compared to the population breakdown. Whilst the age breakdown of library members is not the same as the population breakdown, there is a higher % of 0 – 19-year-old library members compared to the population %.

A much lower % of library members have indicated that they consider themselves to be a disabled person, but it should be noted that this information is not available for all library member accounts.

Gaps or areas of under representation identified:

The Service continues to work to increase membership across all demographics, but known under-represented groups include males, disabled people as well as the working age and older population.

How we have used this data to make decisions on what to include within the strategy:

The public library service is a universal service and offers a diverse range of services and activities to meet the needs and interests of our communities. The Library Strategy is designed to be a broad ranging Strategy to reflect this and the delivery of the Library Universal Offers. Individual actions and projects which support the delivery of the Strategy may target specific protected characteristic groups, but others will be aimed at anyone. As a result of this it will be important for us to consider the accessibility and inclusivity of these activities throughout the planning, implementation and evaluation phases. This will help us ensure that we do not exclude any potential participants. Projects will be supported by EIAs and where appropriate we will undertake equality monitoring to better understand our reach and level of engagement across the

protected characteristics. We can then consider any potential mitigations.

Data: Previous / similar EIA's

Has there already been an EIA on all or part of this before, or something related? If so, what were the main issues and actions it identified?

An EIA was completed in 2018 as part of the Libraries Review on the key change to reduce library opening hours which formed part of the previous Library Strategy 2019 – 2022.



Appendix G.pdf

The conclusion found:

“The consultation has highlighted areas where there is potential for a degree of inequality of impact in respect of gender, age and ethnicity. However, given the small sample size for ethnicity we will need to undertake further work to engage with this community to better understand the reasons behind this. Whilst the differences in responses in respect of gender and age are inconsistent and hence no simple relative impacts or inequalities can be inferred. However further monitoring of library usage after implementation should enable any differentials in impact to be assessed and therefore addressed at an early stage.

The consultation comments suggested that Saturday afternoon openings are important for people with children and for people who work full-time during the week. This impact needs to be considered as part of the review of opening hours.”

The actions identified were as follows:

“The following mitigating actions have been taken to ensure that those affected by the proposed changes to opening hours can still access library services ‘out of hours’:

- *Trusted key holder status: leaders of community groups and activities will be able to apply for trusted keyholder status which means they will continue to be able to use the library for community group meetings and activities when the library is closed.*
- *Open Plus: approved individuals and groups will be able to access the ground floor of the library outside of main opening hours to use a wide range of library services including book borrowing, use of Wi-Fi, printing facilities etc.*

The impact on children and families, and people, who work full-time during the week, will be considered when making a decision about future opening hours.

The Council will also ensure that the usage of the library continues to be diverse following the implementation of the proposed opening hours. We will do this by improving the quality of the diversity data held on library user records and improving the computer booking system so take-up and usage can be monitored over time. Further engagement and feedback from the community and library users will be sought after implementation to assess if there have been any inequalities in impact that can be addressed”

Data: Formal consultation

What information has been gathered from formal consultation?

As this is a light-touch refresh of the Library Strategy, no formal consultation has taken place.

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Stage 5 - Potential impact on different groups

Considering the evidence above, state the likely impact the proposal will have on people with different protected characteristics
 (state if negative impact is substantial and highlight with **red text**)
 Negative (and potentially positive) impacts identified will need to form part of your action plan.

| Protected characteristic | Negative ' - ' | Positive ' + ' | No impact | Don't know | Details |
|--------------------------|-------------------|-------------------|-----------|------------|---|
| Sex | | | | X | When compared to local demographics. Proportionately, the highest percentage of library users are female. There is therefore an under representation of males accessing library services (39.34% compared to 49.3% of the general population). Whilst we will aim to ensure that our services are accessible and inclusive to all, it will be important for us to better understand the barriers that males face in accessing and engaging with library services throughout the lifetime of this strategy. This will be further considered as part of individual projects, through EIAs, by gathering feedback and by undertaking demographic monitoring to help us better understand this impact. |
| Age | | X | | X | When compared to the local age demographic. Proportionately, the highest percentage of library users are younger people (19 and under, 33.76%). There is therefore an under representation of the working age population and older people (65+) accessing library services (66.18%). Whilst we will aim to ensure that our services are accessible and inclusive to all, it will be important for us to better understand the barriers that working age and older people face in accessing and engaging with library services throughout the lifetime of this strategy. This will be further considered as part of individual projects, through EIAs, by gathering feedback and by undertaking demographic monitoring to help us better understand this impact. There is also a potential positive impact for older and younger library members as the library refurbishments aim to make the physical spaces more accessible and attractive to people across all age groups. |
| Disabled | | X | | X | When compared to the local age demographic. |

| | | | | | |
|---|--|--|---|---|---|
| Learning disability, Physical disability, Sensory Impairment, Deaf People ,invisible illness, Mental Health etc | | | | | Proportionately, disabled people are underrepresented in accessing library services (7.38% compared to 23.9% of the local population). Whilst we will aim to ensure that our services are accessible and inclusive to all, it will be important for us to better understand the barriers that disabled people face in accessing and engaging with library services throughout the lifetime of this strategy. This will be further considered as part of individual projects, through EIAs, by gathering feedback and by undertaking demographic monitoring to help us better understand this impact. There are also potential positive impacts as the library refurbishments will aim to make the physical spaces more accessible, including the addition of accessible toilets where they don't currently exist. |
| Race | | | | X | With a focus on culture and diversity, safe community spaces, learning and being customer-focussed, we are seeking to provide an inclusive and accessible offer for people from different ethnic backgrounds. This will hopefully have a positive impact, which is important given that proportionately we have a larger number of library users who identify as BME. This will be further considered as part of individual projects, through EIAs, by gathering feedback and by undertaking demographic monitoring to help us better understand this impact. |
| Religion & Belief | | | X | | It is not anticipated that there will be a differential impact relating to the protected characteristic of religion and belief. |
| Sexual orientation | | | X | | It is not anticipated that there will be a differential impact relating to the protected characteristic of sexual orientation. |
| Gender Reassignment | | | | X | Whilst we will aim to ensure that our services are accessible and inclusive to all it will be important for us to consider (as part of individual projects) how we can create a trans and non-binary inclusive space within the library and as part of our strategy activities. This could range from considering how we collect personal details, how our systems allow people to identify, or change their identity, the facilities we provide as part of the refurbishment projects or whether there are any the barriers that trans or non-binary people face in accessing and engaging with library services throughout the lifetime of this strategy. This will be further considered as part of individual projects, through EIAs, by gathering feedback and by undertaking demographic monitoring to help us better understand this impact. |
| Marriage / | | | | | |

| | | | | | |
|-----------------------|--|-----|--|---|--|
| civil partnership | | N/A | | | |
| Pregnancy / maternity | | | | X | Whilst we will aim to ensure that our services are accessible and inclusive to all it will be important for us to consider (as part of individual projects e.g. the library refurbishment) how we can create a safe and inclusive space within the library and as part of our strategy activities for pregnant or breastfeeding women. |

| Other groups you may want to consider | | | | | |
|---------------------------------------|----------|----------|-----------|------------|--|
| | Negative | Positive | No impact | Don't know | Details |
| Ex services | | | X | | It is not anticipated that there will be a differential impact relating to ex service personnel. |
| Lower socio-economic | | X | | X | Libraries are warm, safe and welcoming spaces with no limit on the amount of time people can spend in them and whilst we will aim to ensure that our services are accessible and inclusive to all, it will be important for us to better understand whether people from a lower socio-economic background are accessing and engaging with library services throughout the lifetime of this strategy. This will be further considered as part of individual projects, through EIAs, by gathering feedback and by undertaking demographic monitoring to help us better understand this impact. |
| Other ... | | | | | |

Stage 6 - BMBC Minimum access standards

If the proposal relates to the delivery of a new service, please refer to the Customer minimum access standards self-assessment (found at)

If not, move to Stage 7.

Please use the action plan to ensure that reasonable adjustments be taken to ensure the new service complies with the minimum access standards for disabled people.

Not yet live

The proposal will meet the minimum access standards.

The proposal will not meet the minimum access standards. –provide rationale below.

Stage 7 – Action plan

To improve your knowledge about the equality impact . . .

Actions could include: community engagement with affected groups, analysis of performance data, service equality monitoring, stakeholder focus group etc.

| Action we will take: | Lead Officer | Completion date |
|--|--------------------------------------|-----------------|
| Community engagement sessions will take place for each Library Refurbishment and any negative equalities impacts identified will be addressed by considering mitigations and revising plans. Demographic monitoring will form part of this activity. | Transformational Officers | Ongoing |
| Ongoing collection and monitoring of equalities data (demographic monitoring) to inform Service decisions and better understand impact of the application of the Library strategy. | Strategic Operation Delivery Manager | Ongoing |
| Where relevant to include engagement activity and evaluation on specific projects to understand any barriers to accessing the project or wider Service for specific protected characteristic groups. | All Managers as relevant | Ongoing |

To improve or mitigate the equality impact . . .

Actions could include: altering the policy to protect affected group, limiting scope of proposed change, reviewing actual impact in future, phasing-in changes over period of time, monitor service provider performance indicators, etc.

| Action we will take: | Lead Officer | Completion date |
|---|-----------------------|-----------------|
| Undertake separate EIAs for the projects developed to deliver the Strategy. | Relevant Project Lead | Ongoing |
| Throughout the lifetime of this Strategy, seek to identify and address and barriers to accessing and engaging with services for the groups identified as under-represented. Male, disabled people, working age and older populations. | | |
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To meet the minimum access standards . . .(if relevant)

Actions could include: running focus group with disability forum, amend tender specification, amend

business plan to request extra 'accessibility' funding, produce separate MAS action plan, etc.

| Action we will take: | Completion date |
|----------------------|-----------------|
| Not yet live | |
| | |
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Stage 8 – Assessment findings

Please summarise how different protected groups are likely to be affected

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|-----------------------------------|--|
| Summary of equality impact | <p>Known under-represented groups include males, disabled people as well as the working age and older population.</p> <p>Whilst we will aim to ensure that our services are accessible and inclusive to all, it will be important for us to better understand the barriers that males, disabled people, the working age and older populations face in accessing and engaging with library services throughout the lifetime of this strategy.</p> <p>This will be further considered as part of individual projects, through EIAs, by gathering feedback and by undertaking demographic monitoring to help us better understand the level of impact.</p> <p>It is hoped that the library refurbishments will have a positive impact on older people, younger people, disabled people as they aim to make the physical spaces more accessible and inclusive.</p> |
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|------------------------------|---|
| Summary of next steps | <p>Ongoing collection and monitoring of equalities data for the Library Service.</p> <p>Community engagement sessions for all Library Refurbishment projects.</p> <p>Include engagement activity and evaluation on specific projects to understand any barriers to accessing the project or wider Service for specific protected characteristic groups.</p> <p>Undertake separate EIAs for the projects developed to deliver the Strategy.</p> <p>Throughout the lifetime of this Strategy, seek to identify and address and barriers to accessing and engaging with services for the groups identified as under-represented. Male, disabled people, working age and older populations.</p> |
|------------------------------|---|

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|---|--|
| Signature (officer responsible for EIA) Date |  |
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**** EIA now complete ****

Stage 9 – Assessment Review

(This is the post implementation review of the EIA based on date in Stage 1 if applicable)

What information did you obtain and what does that tell us about equality of outcomes for different groups?