

Title of document:	EqIA for FLS
Document owned by:	Principle Record Keeper
Protective Marking:	Open
Status:	For publication
Version	Nov 2011

KENT COUNTY COUNCIL

EQUALITY IMPACT ASSESSMENT

Directorate

Customer and Communities; Libraries and Archives

Name of policy, procedure, project or service

Kent County Council - Delivering Sustainable Libraries – Public Consultation Phase

Type

Each of the County's new Locality Boards will be supported to lead local conversations that will enable all their residents to engage in a debate. This will lead to recommendations to create an innovative, forward looking service that is responsive to local need and is embedded in the communities served. Each Board will be challenged to identify ways to deliver allocated savings through this process.

Where Boards do not exist or will not be formed during our planned schedule for consultation we will work through existing bodies e.g. LSPs

This will be started in January 2012

Responsible Owner/ Senior Officer

Cath Anley

Des Crilley

Date of Initial Screening

Nov 14th 2011

Title of document:	EqIA for FLS
Document owned by:	Principle Record Keeper
Protective Marking:	Open
Status:	For publication
Version	Nov 2011

	Could this policy, procedure, project or service affect this group differently from others in Kent? YES/NO	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO	Assessment of potential impact HIGH/MEDIUM/LOW NONE / UNKNOWN		Provide details: a) Is internal action required? If yes, why? b) Is further assessment required? If yes, why? c) Explain how good practice can promote equal opportunities
			Positive	Negative	
1. Age	Yes	Yes	High	High	Older members of the population can have reduced mobility or restricted access to transport. This could reduce their ability to participate in, for instance, open consultation meetings. Care will have to be taken to ensure that the set up of the consultation process take account of older people's needs e.g. promotion literature; location of consultation venues; access issues etc. are taken into account.

Title of document:	EqIA for FLS
Document owned by:	Principle Record Keeper
Protective Marking:	Open
Status:	For publication
Version	Nov 2011

					In areas where we know where there are a disproportionate number of older residents that special measures are put into place.
					<p>Younger members of the population could also be disadvantaged and the process will need to take this into account e.g. in the wording of literature or the timings of public meetings.</p> <p>Consideration should also be given to working through the Kent Youth Service who will be able to advise on young people's needs as well as offering lines of communication to local youth groups and other fora through local channels.</p>
2. Disability	Yes	Yes	High	High	As above, disabled people might have reduced mobility or restricted access to transport. This could reduce their ability to participate in, for instance, open consultation meetings.
					<p>In addition, the needs of those with impaired vision and hearing will have to be taken into account. Consideration will also have to be given to the provision of easy-read versions for people with learning disabilities.</p> <p>There are a number of active user groups within libraries which focus on customers with different needs and they would be valuable sources of contact and access information</p> <p>Care will have to be taken to ensure that:</p> <ul style="list-style-type: none"> the set up of the consultation process takes account of disabled people's needs e.g. promotion literature;

Title of document:	EqIA for FLS
Document owned by:	Principle Record Keeper
Protective Marking:	Open
Status:	For publication
Version	Nov 2011

					<p>location of and facilities within consultation venues; access issues etc.</p> <ul style="list-style-type: none"> • Special measures are put into place in areas where we know that there are a disproportionate number of disabled residents; • People with print impairments get to hear about the consultation itself e.g. consider use of local radio and Kent Association for the Blind to publicise consultation events. • The needs of deaf people are catered for in the consultation, including the publicity that leads up to it; • Where online services are being discussed people with print impairments must be consulted to ensure their needs are understood, so that these online services are accessible and usable from the outset; • Those who are online should not meet unwanted barriers to the consultation process due to the design of the website or the way the content is presented.
3. Gender	Yes	Yes	High	High	<p>Women carry a disproportionate share of childcare and access to consultation processes could be an issue. They might also have to bear additional childcare costs to participate in consultation meetings.</p> <p>The timing of public meetings and their locations will have to be considered, as well as the use of alternative more conveniently accessed literature, such as on-line.</p>

Title of document:	EqIA for FLS
Document owned by:	Principle Record Keeper
Protective Marking:	Open
Status:	For publication
Version	Nov 2011

					<p>Consideration should also be given to:</p> <ul style="list-style-type: none"> • The use of existing groups within libraries e.g. Baby Bounce and Rhyme and our extended hours of opening; • Working with partners e.g. Children's Centres, Nursery's and schools.
4. Gender identity	No	Yes	N/K	N/K	<p>Not enough data is known here – this will be explored during public consultation</p> <p>We will need to ensure there are adequate and appropriate lines of communication set up and that full use is made of relevant community groups, such as The Gender Identity Research and Education Society (GIREs).</p>
5. Race	Yes	Yes	High	High	<p>There is a potential impact in areas of Kent with high levels of minority populations in some areas. There will need to be cultural awareness and sensitivity around the language issues for those whose first language is not English, access to venues, timings of meetings etc. Careful consideration will have to be given to, for instance, the languages into which written documents will have to be translated.</p> <p>Gypsies and Travellers – The County Council Gypsy and Traveller Unit will be able to offer both advice on consultation and access to the 18 public and 300 private sites across the county. In addition, the Minority Community Achievement Services (MCAS) will be a valuable source of help.</p>

Title of document:	EqIA for FLS
Document owned by:	Principle Record Keeper
Protective Marking:	Open
Status:	For publication
Version	Nov 2011

6. Religion or belief	No – (but perhaps as an adjunct to Race, above)	Yes	N/K	N/K	<p>It is unlikely that religion or belief will restrict access to the consultation process and the result could improve library services to this category.</p> <p>There will need to be cultural awareness and sensitivity around the language issues for those whose first language is not English, access to venues, timings of meetings etc.</p> <p>Consideration may need to be given to timing of consultation events, to ensure they do not clash with times of worship. Friday lunchtime would not be a good time for Muslims, for example.</p>
7. Sexual orientation	No	Yes	N/K	N/K	<p>Not enough known about this group and its library related needs to make a valid assessment – to be explored through the public consultation process. The potential remains for services to this group to be improved. Some of this work could be carried out through libraries - known within the community as safe havens and places to find things out.</p> <p>We will need to ensure there are adequate and appropriate lines of communication set up and that full use is made of relevant community groups.</p>
8. Pregnancy and maternity	Yes	Yes	High	High	<p>There are possible issues of reduced mobility making journeys to, for instance, public meetings more difficult and child care issues.</p> <p>These issues could be eased by careful consideration of venues used for public consultation e.g. in children's centres or libraries (including Registration offices.)</p>

Title of document:	EqIA for FLS
Document owned by:	Principle Record Keeper
Protective Marking:	Open
Status:	For publication
Version	Nov 2011

Part 1: Initial Screening

1.1 Context

This is a discussion process that will lead and support a process of engagement with communities over the shape of local delivery of library services. This is the first stage which will identify a series of options for further consideration. ¹

The aim will be that by engaging locally with each community we will find ways of securing affordable local solutions, tailor made to the needs of each community, which will allow us to continue to provide an excellent local library service in these communities.

1.2 Aims and Objectives

We propose to engage with and support the County's new Locality Boards (or where they do not exist with County and District members), providing them with all the information that will enable them to make informed recommendations as to the future shape of library service delivery in their District. This is in line with the County's Equality Strategy, in particular the priority to generate "Creative opportunities for participation and involvement in service planning and decision-making. "

Each Locality Board will be supported to lead local conversations that will enable all their residents to engage in the debate which will lead to these recommendations.

Each Board will be challenged to identify ways to deliver allocated savings through this process. KCC will seek to reach agreements with each Board that allow us to meet our statutory obligations; to shape services locally as local people want; and to deliver the necessary savings. We will be open to all options that meet these criteria.

¹ Note: This assessment relates solely to the initial discussion / consultation phase. We anticipate that at the conclusion of this process we will be able to draw up a series of action plans to bring about the changes to the library service that we will need to make. Each of these plans will be subject to a separate EqIA

Title of document:	EqIA for FLS
Document owned by:	Principle Record Keeper
Protective Marking:	Open
Status:	For publication
Version	Nov 2011

We will not take a one size fits all approach but seek specific solutions for each community; building on the Modernisation Programme's achievements to date we aim to identify options that will :

- Develop innovative and efficient delivery models in partnership with local communities. These models will be shaped by the community and act to increase community control of and engagement with our services.
- Continue to realign library service priorities to ensure they deliver KCC's new priorities expressed in Bold Steps for Kent.
- Continue to modernise our services and exploit opportunities to offer more services online.
- Meet our statutory obligations, for example under the Public Libraries and Museums Act 1964
- Deliver revenue savings.

1.3 Beneficiaries

This process aims to identify options that help us to deliver a better service, within a tighter budget to the people of Kent. It is a universal service and we would expect the identified options will be shaped by and tuned to the needs of local communities throughout Kent. We therefore expect everyone to be a beneficiary.

Where people are identified as being disadvantaged by the changes we will be work to overcome those shortcomings for individuals or groups. As we go through this process we will be looking for beneficiaries that we have not thought of and will be looking to see how better we can engage with them as well.

1.4 Consultation and data

Our aim is to provide a new universal library service for the people of Kent and the consultation will inform the design and development of that. This will be in line with:

- The Kent County Council Equality Strategy where we aim to provide services which are accessible to all people within the community, based on their needs and choices and
- Our statutory obligation under the Libraries Act of 1964.

Title of document:	EqIA for FLS
Document owned by:	Principle Record Keeper
Protective Marking:	Open
Status:	For publication
Version	Nov 2011

To aid this process we have carried out extensive profiling and analysis of our communities, using a combination of our own user data; Kent County Council data relating to individual groups and MOSAIC data relating to community profiling. This data will help us anticipate those areas where disproportionate levels of potentially disadvantaged groups live or work and put measures in place to ensure that they have equal access to the consultation.

Through the Boards we will be exploring people's views on what their issues are and how an improved library service could cater for their particular needs and those of their community (see also 1.5, below)

We will be monitoring the progress of the discussions through our internal feedback mechanisms (see 2.2, below) as well as local groups and pressure groups.

1.5 Potential Impact

A key component of the *Future Library Service – Delivering Sustainable Libraries* will be the need to find alternative ways of delivering our service to satisfy the needs outlined at 1.2 above. In doing so, however, we will be mindful of our statutory duty to provide a universal service to those who reside, work or study in Kent.

However, we will be looking beyond this basic service level. In addition, we will be looking at how better we can serve those areas and communities where a disproportionate level of additional need exists. Using the same software (outlined at 1.4, above, we have been able to map the prevalence of the following groups and we will be monitoring and targeting them to ensure that our consultation engages them as effectively as possible:

- Low levels of computer access.
- High level of disability claimants.
- High proportion of the population Aged 70+.
- High levels people with a low level of skills.
- High levels of unemployment.
- High proportion of children aged 0-4 yrs.
- High level of households with no access to a car.
- High levels of people with low educational attainment.

Title of document:	EqIA for FLS
Document owned by:	Principle Record Keeper
Protective Marking:	Open
Status:	For publication
Version	Nov 2011

1.6. In summary:

Adverse Impact - We believe that the potential adverse impact will come if there is a failure to engage on the part of our target audiences. This could in turn lead to a failure of these populations to engage with the new library services; it might also mean that we will develop library services which might not take account of their needs and which they will therefore not use.

We are also fully aware that if we are judged to have failed to engage properly with our public we will be open to legal challenge .e.g. judicial review.

Positive Impact - The process aims to engage the whole population of Kent in a debate about the future of our library services across the county. If we succeed as we hope then it will help us to develop new and innovative ways of delivering those services in a way that meets as many people's needs as possible and meets our aim of delivering long term and sustainable change.

We believe that the decision to hold conversations to tailor the service to the various needs of people in different parts of the county and not to take a "one size fits all" approach will ensure that we come to valid conclusions, based on as complete an understanding as we can manage of the different requirements of different customers.

2 Judgement

2.1 Option 1 – Initial Screening Sufficient No

Justification:

Full assessment is required because of:

- The scale and extent of the changes proposed;
- The likely level of public interest and anticipated controversy;
- At this stage of the process our data is insufficient to make a proper assessment of the proposed changes on certain groups.
- The nature and detail of proposal are not yet clear.

Title of document:	EqlA for FLS
Document owned by:	Principle Record Keeper
Protective Marking:	Open
Status:	For publication
Version	Nov 2011

- The potential impact and effect of the outcomes.

2.2 Option 2 – Internal Action Required Yes (at this stage)

The consultation process is only the first stage of identifying new ways of delivering library services and is not an end in itself. We know that we have insufficient insight into the needs of some of some of our residents or communities and this will be explored through the consultation process.

Each recommended action that emerges from this process will be subject to the county's usual processes before they are enacted and a separate EqlA will be part of that process.

In the interim, we have identified a wide range of issues which the Locality Boards may encounter in their discussions with their communities. We have also suggested the considerations that we think will need to be taken into account when ensuring that they reach and understand all the people who should and want to be consulted.

Libraries and Archives will make available a range of support mechanism for the Locality Boards to:

- Monitor and capture emerging ideas or good practice to spread to other areas;
- Act as a resource to assist developing options;
- Act a conduit of communication between all the parties involved in the process.

2.3 Option 3 – Full Impact Assessment YES

A full impact assessment will be carried out on each of the options which are ultimately enacted after the consultation process.

Title of document:	EqIA for FLS
Document owned by:	Principle Record Keeper
Protective Marking:	Open
Status:	For publication
Version	Nov 2011

3. Sign Off

I have noted the content of the equality impact assessment and agree the actions to mitigate the adverse impact(s) that have been identified.

Senior Officer

Signed:

Date:

Name:

Job Title:

Directorate Equality Lead

Signed:

Final sign off has to be carried out before the final submission to Cabinet setting out the steps that we have got to now.

Date:

Name:

Title of document:	EqIA for FLS
Document owned by:	Principle Record Keeper
Protective Marking:	Open
Status:	For publication
Version	Nov 2011

Part 2: FULL ASSESSMENT

Name of the policy, procedure, project or service

Responsible Owner/ Senior Officer:

Date of Full Equality Impact Assessment:

Scope of the Assessment

Set out what the assessment is going to focus on, as directed by the findings from your initial screening

Information and Data

State what information/data/research you have used to help you carry out your assessment

Title of document:	EqIA for FLS
Document owned by:	Principle Record Keeper
Protective Marking:	Open
Status:	For publication
Version	Nov 2011

Involvement and Engagement

Provide details of all the involvement and engagement activity you have undertaken in carrying out this assessment and summarise the main findings

Judgement

Set out below the implications you have found from your assessment for the relevant diversity groups. If any negative impacts can be justified please clearly explain why.

Action Plan

Provide details of how you are going to deal with the issues raised in judgment above and complete the Action plan at the end of this document

Full Internal action plan to address these problems.

Title of document:	EqIA for FLS
Document owned by:	Principle Record Keeper
Protective Marking:	Open
Status:	For publication
Version	Nov 2011

Monitoring and Review

Provide details of how you intend to monitor and review progress against the above actions

Sign Off

I have noted the content of the equality impact assessment and agree the actions to mitigate the adverse impact(s) that have been identified.Senior Officer

Signed:

Date:

Name:

Job Title:

Title of document:	EqIA for FLS
Document owned by:	Principle Record Keeper
Protective Marking:	Open
Status:	For publication
Version	Nov 2011

Directorate Equality Lead

Signed:

Date:

Name:

Job Title:

Title of document:	EqIA for FLS
Document owned by:	Principle Record Keeper
Protective Marking:	Open
Status:	For publication
Version	Nov 2011

Equality Impact Assessment Action Plan

Protected Characteristic	Issues identified	Action to be taken	Expected outcomes	Owner	Timescale	Cost implications