

KENT COUNTY COUNCIL EQUALITY ANALYSIS / IMPACT ASSESSMENT (EqIA)

You need to start your Equality Analysis and data collection when you start to create or change any policy, procedure project or service

When developing high-level strategies under which other policies will sit, if those policies are jointly owned by KCC and partner organisations, they will need to take the partnership approach to EqIAs,

Directorate:

G E T

Name of policy, procedure, project or service

Mobile library service redesign

What is being assessed?

The mobile library service redesign as part of the Library Registration and Archive (LRA) services.

Responsible Owner/ Senior Officer

James Pearson

Date of Initial Screening

03/09/2015

Date of Full EqIA : TBC

Version	Author	Date	Comment
1	S J B Fordham	03/09/2015	
2	J. Pearson	30/09/2015	
3	J.Pearson with J. Hill E.Taylor A.Slaven	09/10/2015	E&D comments LRA E&D comments Head of Service comments
4	J Hill	3/11/2015	E & D Comments
5	J.Pearson	November 2015	Update incorporating E & D Comments
6	A. Stephens	December 2015	LRA Head of Service comments
7	J. Pearson	December 2015	Final Initial Draft
8	J. Pearson	March 2016	Update post consultation

Screening Grid

Characteristic	Could this policy, procedure, project or service, or any proposed changes to it, affect this group less favourably than others in Kent? YES/NO If yes how?	Assessment of potential impact HIGH/MEDIUM LOW/NONE UNKNOWN		Provide details: a) Is internal action required? If yes what? b) Is further assessment required? If yes, why?	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO - Explain how good practice can promote equal opportunities
		Positive	Negative	Internal action must be included in Action Plan	If yes you must provide detail
Age	Yes	Medium	Medium	<p>The implications of the mobile review will impact on people of all ages.</p> <p>We do know from the mosaic profile of the mobile users that older people and children (particularly 5-11 and families with young children) are those that will be most affected by the proposals. There will be a greater use by young people partly due to a number of mobile stops being at or near a school. Although this service is for the whole of the community, rather than being aimed at schools, often the school is in a prime location for that community. How schools access LRA services as a county is also part of a much wider strategic picture that needs to be considered as part of the LRA offer to schools, but where usage supports it current stops will be maintained at that community for everyone to use.</p> <p>We will use the public engagement on these proposals to ensure that people have the opportunity to raise the impact for them.</p>	<p>Alternative provision of Home library service could be a positive as people will receive a more personalised tailored service. This also has the potential to reduce isolation and loneliness due to the personal visit of a volunteer.</p> <p>Update Post consultation-Home Library service offer represents a good alternative service option particularly for the elderly. Subject to decision we will be resourcing this to meet need.</p> <p>In regard to school stops feedback has been taken on board and routes adjusted to better fit with schools where this issue has been raised. LRA is also taking forward a</p>

			<p>Where it is proposed that the mobile stop will no longer continue a range of alternative options will be offered to ensure access to library services can continue. These are;</p> <p>-Home library service. This service is available to anyone unable to access the service in any other way and in particular those unable to leave their homes for whatever reason. This is where a Library volunteer visits the customer in their home on a monthly basis and brings with them a selection of books based on their preferences or books they have specifically requested. The volunteer also takes away the items the customer has finished. For some customers this service could be a good alternative provision.</p> <p>-Online services. It is now possible to access a range of library services on-line from home including downloading of e-books.</p> <p>-Static libraries. There remain 99 libraries across the county that offer the full library service including computers.</p> <p>For those customers where we are changing the frequency of stop then we will promote the fact that they can take out up to 30 books/items to cover the period between stops. In addition, if times of mobile stops are changed some groups who cannot access the service now may be able to access it. For example a Saturday stop would enable those who work during the week to use the service.</p> <p>The Home library service would represent a</p>	<p>review of the service offer to Schools.</p> <p>Those customers who have indicated they do not feel that the alternative service options will meet their need or were not sure will be contacted with more information on the Home Library service and Touch a New World as it may be helpful to provide further information for these people to make a decision.</p> <p>We have also considered feedback from places where Schools or others have increased use outside of the data we used and propose to extend this to make the data as up to date as we can reasonably make it which would be the end of December.</p> <p>LRA accepts that access to online services may not be possible in all areas due to poor broadband in some rural areas and this is why we have offered other alternatives to just online access. This will be the same for all protected characteristic groups. We will be contacting all</p>
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				<p>personal service - the social interaction with the volunteer. For those older people or those who have mobility issues this could represent a better alternative.</p> <p>Customers in places where we are proposing to maintain stops and which are currently less than 30 minutes will have a longer stop time which will benefit all customers, people of all ages and give people longer to access the service and browse on a visit. Stops that are currently over 30 minutes will keep their current stop time.</p> <p>Update Post consultation</p> <p>1554 people responded to the consultation of these 70% were over 60. While those under 24 were only 2% we would expect that childrens views were covered by parents.</p> <p>The key issues that were raised was around issues of access for rural areas with large elderly populations and the impact on children's learning and education.</p>	<p>customers that we contacted for the consultation to inform of the decision and provide details of alternative service provision.</p> <p>In regard to the potential for people to take 30 books out this is entirely at the customers discretion and it is accepted that not everyone will be able to necessarily take all of these. For those customers it is possible for example to request paperback books or indeed the Home Library service if necessary. This also applies to all protected characteristics.</p>
Disability	Yes	Medium	Medium	<p>We will use the public engagement on these proposals to ensure that customers in this characteristic group will have the opportunity to raise the impact this will have on them. From the data we have collected we can say that currently 15 people so far who use the mobile service have told us that they consider themselves to be disabled. While the mobile vehicles are fully accessible this would indicate that the impact on this customer group at present can be managed with the alternative service options outlined below;</p>	<p>Update post engagement-</p> <p>Home library service would still serve as a very good alternative way for people who are disabled to access the service. Where the service will continue all the vehicles are fully accessible.</p> <p>The consultation result has highlighted the number of</p>

			<p>-Home library service. This is where a Library volunteer visits the customer in their home on a regular monthly basis and brings with them a selection of books based on their preferences or books they have specifically requested. The volunteer also takes away the items the customer has finished.</p> <p>The Home Library service would represent a real personal service as well as bringing the the social interaction with the volunteer. For people with disabilities this could represent a better alternative to accessing the service.</p> <p>-Online services. It is now possible to access a range of Library services on-line from home including downloading of e-books.</p> <p>-Static libraries. There are 99 libraries across the county that offer the full library service including computers. Many of these are fully accessible</p> <p>For those customers where we are changing the frequency of stop we will be promoting the fact that customers can take out as many books as they want to cover the period between stops.</p> <p>People who now use stops of less than 30 minutes will benefit from a longer stop timegiving people longer to access the service and browse on a visit.</p> <p>Update post consultation</p> <p>Of the 1554 people who responded 278 (18%) told us that they had a disability of some kind. This is in line with the general proportion of the Kent</p>	<p>customers with a sensory impairment - 61. These customers could be better served through our Postal loan audio bookservice for the blind and partially sighted and we will be following up with these customers.</p>
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				population with a disability. We are going to look in LRA at how we collect our data going forward - see action plan	
Gender	Yes	Low	Low	<p>We will use the public engagement on these proposals to ensure that people have the opportunity to raise the impact for them but both men and women will be impacted. There are more female users than male but the service is designed with the needs of all in mind.</p> <p>For those where it is proposed that the mobile stop will no longer continue a range of alternative options will be offered to ensure access to library services can continue. These are;</p> <ul style="list-style-type: none"> -Home library service. -Online services. -Static libraries. <p>For those customers where we are changing the frequency of stop then we will be promoting the fact that they can take out as many books as they want to cover the period between stops.</p> <p>People who use stops of less than 30 minutes will benefit from a longer stop time giving people longer to access the service and browse on a visit.</p> <p>Update Post consultation: As predicted the majority of those who responded to the consultation were women (75%). This is roughly in line with the makeup of our users.</p>	
Gender identity	No	Low	Low	We will use the public engagement on these proposals to ensure that customers in this	

				<p>characteristic group will have the opportunity to raise the impact this will have on them.</p> <p>Update Post Consultation- No specific issues were raised at the consultation stage.</p>	
Race	No	Low	Low	<p>We will use the public engagement on these proposals to ensure that customers in this characteristic group will have the opportunity to raise the impact this will have on them.</p> <p>Please see graph after this grid for breakdown.</p> <p>Update post consultation. The majority of respondents were from white ethnic groups (over 90%). This is in line with the breakdown of the customers we have registered.</p> <p>The service will consider how we promote and stock the vehicles according to customer demand and feedback.</p>	
Religion or belief	No	Low	Low	<p>We will use the public engagement on these proposals to ensure that customers in this characteristic group will have the opportunity to raise the impact this will have on them.</p> <p>Update post consultation. 98% of respondents were Christian which based on the customer profile is to be expected.</p>	
Sexual orientation	No	Low	Low	<p>We will use the public engagement on these proposals to ensure that customers in this characteristic group will have the opportunity to raise the impact this will have on them.</p> <p>Update Post Consultation- No specific issues were raised at the consultation stage.</p>	

Pregnancy and maternity	Yes	Medium	Medium	<p>We will use public engagement on these proposals to ensure that customers in this characteristic group will have the opportunity to raise the impact this will have on them.</p> <p>The impact on this group at later stages of pregnancy can have the impact of reduced mobility. For those still accessing the mobile service we would offer the Home library service. For those without access to the mobile service at all again the Home Library Service would be appropriate.</p>	
Marriage and Civil Partnerships	No	Low	Low	<p>We will use the public engagement on these proposals to ensure that customers in this characteristic group will have the opportunity to raise the impact this will have on them.</p> <p>Update Post Consultation- No specific issues were raised at the consultation stage.</p>	
Carer's responsibilities	Yes	Medium	Medium	<p>We will use public engagement on these proposals to ensure that customers in this characteristic group will have the opportunity to raise the impact this will have on them.</p> <p>Update post consultation: For those where it is proposed that the mobile stop will no longer continue a range of alternative options will be offered to ensure access to library services can continue. These are;</p> <ul style="list-style-type: none"> -Home library service. -Online services -Static libraries. <p>For those customers where we are changing the</p>	

				<p>frequency of stop then we will be promoting the fact that they can take out as many books as they want to cover the period between stops.</p> <p>People who use stops of less than 30 minutes will benefit from a longer stop time giving people longer to access the service and browse on a visit.</p>	
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All of the protected characteristics above could be affected both positively and negatively by any of the possible changes to this service. All changes will need to be carefully considered (and special care needed with any action taken to mitigate the changes or serve the existing customers in a different way) to check that the impacts of the changes are not exacerbated for any particular group or groups.

Part 1: INITIAL SCREENING

Proportionality - Based on the answers in the above screening grid what weighting would you ascribe to this function – see Risk Matrix

Low	Medium	High
Low relevance or Insufficient information/evidence to make a judgement.	Medium relevance or Insufficient information/evidence to make a Judgement.	High relevance to equality, /likely to have adverse impact on protected groups

State rating & reasons

Medium- While the proposal does have impact on all the protected characteristic groups it is the service’s judgement that the alternative provision offers a range of ways that customers of all groups can continue to access library services. This has been tested through public consultation specifically with the users of the mobile service.

Context

Currently the mobile library service visits 651 stops across the county of Kent. It is in essence a mini-library on wheels the stated aim of which is to provide access to library services for those unable to access the service in any other way.

A full redesign of the mobile library service has been conducted given the changing patterns of use of the current service, development of alternative means of accessing the library service as a whole service (growth of online, the Home library option, plus the existing static libraries) as well the fact that the current mobile service across the county does not offer an equitable service at every location given the current difference in frequency and duration of stops. The aim of the redesign is to ensure that the mobiles are meeting customer need, are delivered as effectively and efficiently as possible and are delivering value for money for all Kent residents.

This is in the context where KCC must deliver significant financial savings across all services.

This EQIA assesses the impact of the proposed mobile redesign process.

The route review process and the criteria used to assess the mobile library stops

A full redesign of the current mobile library service has taken place and a route review completed that has looked at;

- how well individual stops are performing and set minimum performance criteria that each stop should achieve

- the frequency and duration of a mobile stop, setting a new every two-week frequency of stop for all and setting a minimum stop time of 30 minutes for all stops
- re-routing the mobile library fleet to maximise efficiency, move to a new schedule of Tues-Sat that has the potential to widen access as well as eliminate the impact of bank holiday Mondays.
- the alternative forms of provision LRA can put in place to cover where it is proposed the mobile no longer stops to ensure that customers do still have access to the library service.

The criterion that was decided and used for the efficiency review was ;

- Stops that average 2 or less visitors over the period October 14-September 15.

It is proposed that stops that meet this criterion do not continue as they are either not used or very poorly used.

The stops that do continue will all change to being stops every two weeks and if the stop is currently less than 30 minutes then these stops will see an increased stopping time.

We will use the public engagement on these proposals to ensure that people that currently use the mobile service in particular have the opportunity to raise the impact for them.

For those customers where it is proposed that the mobile stop will no longer continue a range of alternative options will be offered to ensure access to library services can continue. These are;

-Home library service this service is available to anyone unable to access the service in any other way and in particular those unable to leave their homes for whatever reason. A Library volunteer visits the customer in their home on a regular monthly basis and brings with them a selection of books based on their preferences or books they have specifically requested. The volunteer also takes away the items the customer has finished.

-Online services. It is now possible to access a range of Library services online from home including downloading of e-books.

-Static libraries. There are 99 libraries across the county that offer the full library service including computers.

For those customers where we are reducing the frequency of stop then we will be promoting the fact that customers can take out up to 30 books/items to

cover the period between stops and the period of loan will cover this change (Books are issued for 4 weeks and DVDs for 2 weeks)

People who use stops of less than 30 minutes will have a longer stop time which will benefit people of all ages and give people longer to access the service and browse. Stops that are currently over 30 minutes will keep their current stop time. If times of mobile stops are changed then some groups who cannot access the services now may be able to access it. For example a Saturday stop would enable those who work during the week to use the services.

Beneficiaries/Those affected

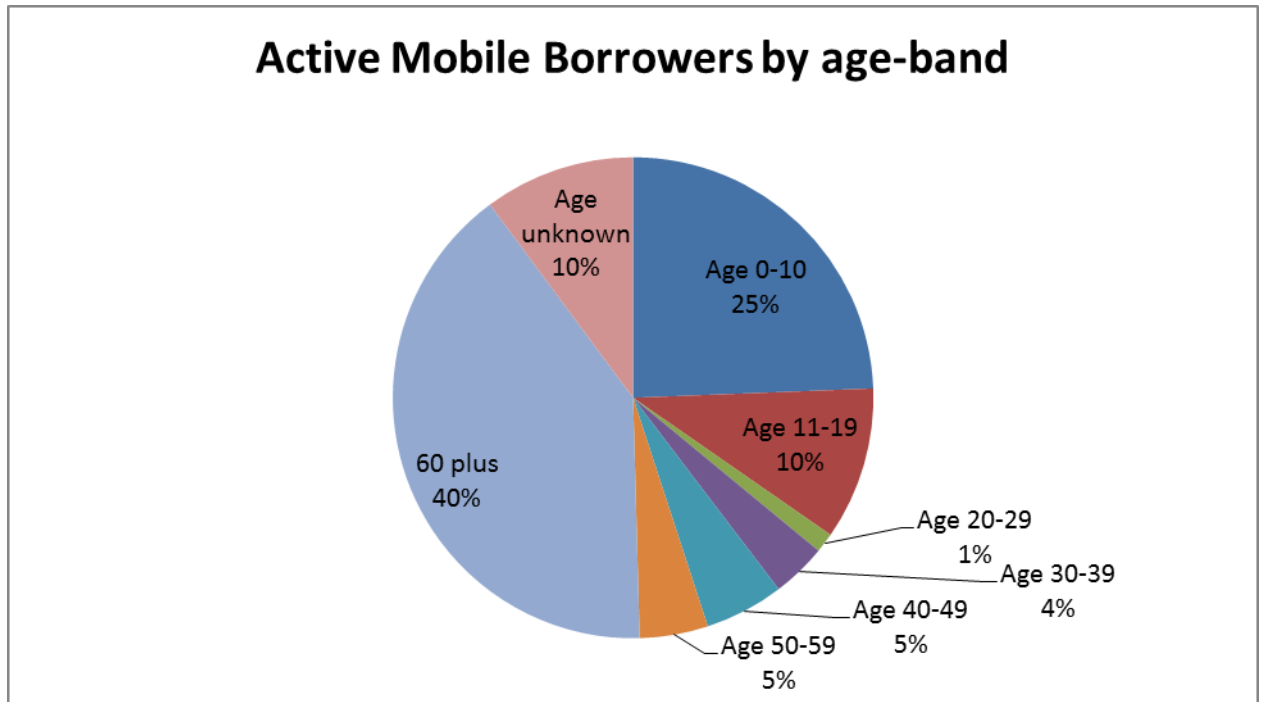
All current and future mobile library users.

Information and Data

There is a large amount of data that has been gathered to inform this review:

- Mobile usage in the form of footfall and issues of books and other items for the financial year 2014-15 and for the review of stops the period of October 2014- September 2015. This is data collected by the mobile staff as well as from our Library Management System.
- Mosaic analysis of the customer groups using the mobile service.
- There are large numbers of mobile customers that are already using our static libraries and thus do not solely rely on mobile units to access library services. Over the period October 2014-September 2015 50% of mobile library customers were also using at least one of the static libraries as well.

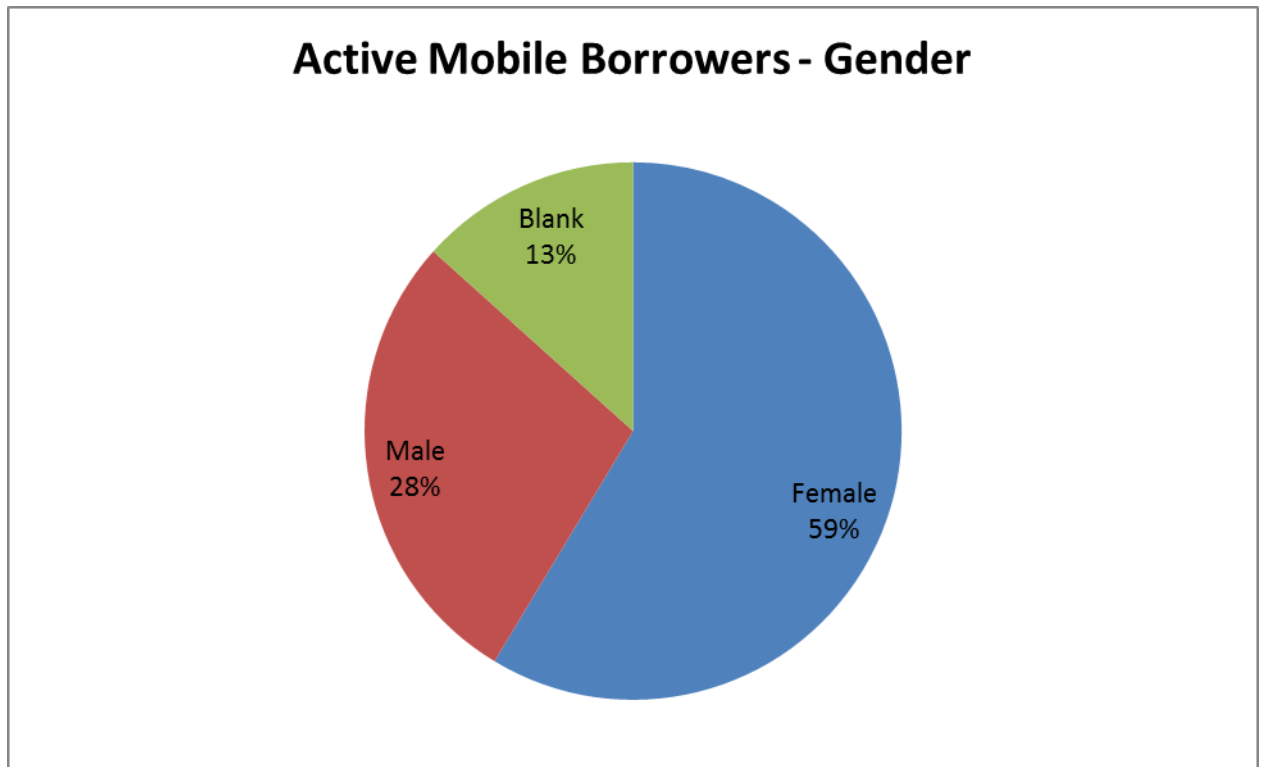
Mobile library users by age category (for financial year 2014-15)



The Following is a tabular representation of the information in the charts above

Age Band	Total
Age 0-10	Twenty five percent
Age 11-19	ten percent
Age 20-29	one percent
Age 30-39	four percent
Age 40-49	five percent
Age 50-59	Five percent
60 plus	Forty percent
Age unknown	Ten percent

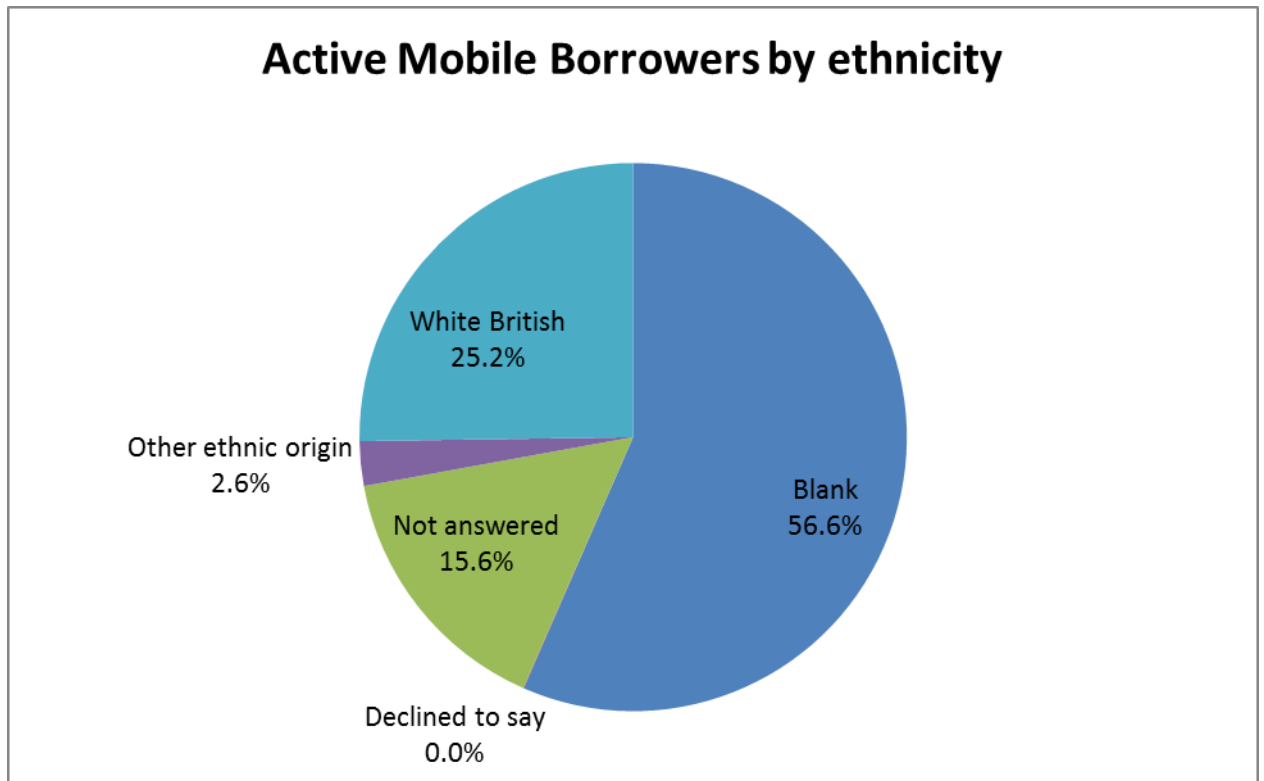
Gender (For financial year 2014-15)



The Following is a tabular representation of the information in the charts above

Gender	Total
Female	fifty nine percent
Male	Twenty eight percent
Blank	Thirteen percent

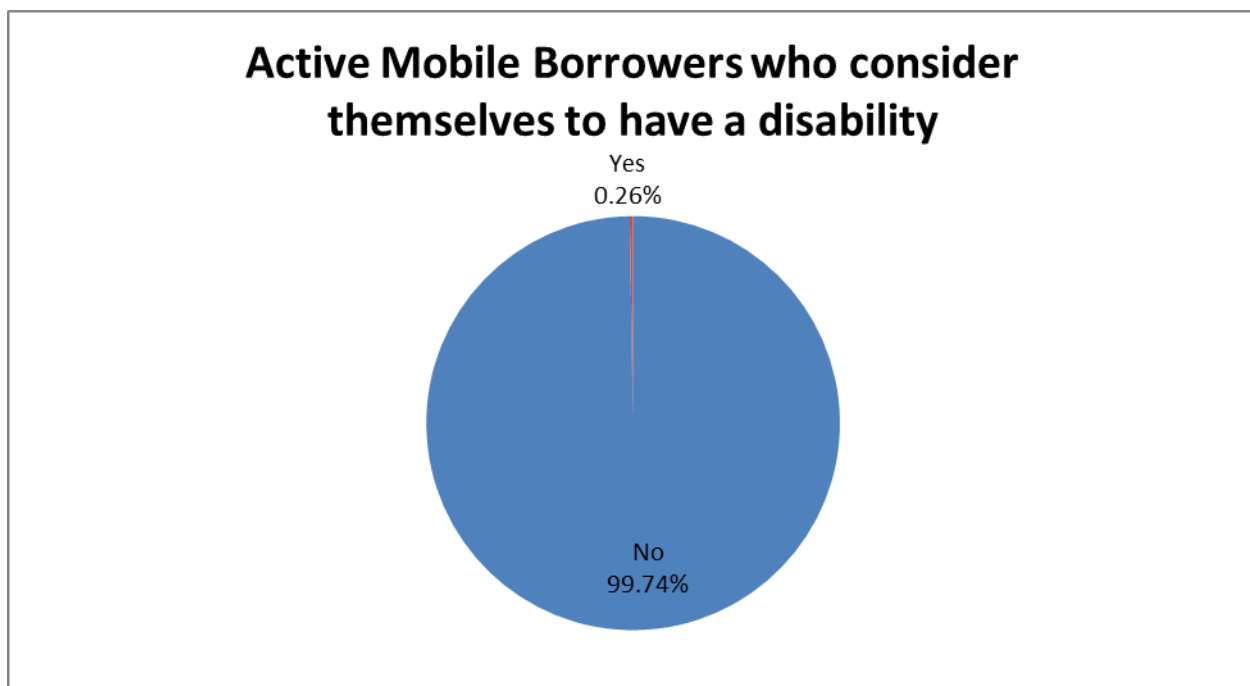
Ethnicity (For financial year 2014-15)



The Following is a tabular representation of the information in the charts above

Ethnicity - General	Total
Blank	Fifty six point six percent
Declined to say	Zero percent
Not answered	Fifteen percent
Other ethnic origin	Two point six percent
White British	Twenty five point two percent

Disability (for Financial Year 14-15)



The following is a tabular representation of the information in the charts above

Disability - General	Percentage
No	Ninty Nine point sevn four percent
Yes	Zero point two six percent

While the percentage equates to zero percent the actual number of registered customers who consider themselves to be disabled is 15.

Public Engagement

Public engagement was completed as part of the process of taking this redesign forward. This ran for 6 weeks and was targeted specifically at those who use the mobile library service as it is the views of the current users that are most important to us. All those users were posted a copy of the engagement material and it was available on the mobile vehicles as well. LRA also ensured that Parish and Town councils who currently have a mobile stop were made aware of the proposal as well as District Councils and KCC elected Members. The engagement material was also available to be provided in other formats on request to ensure everyone had the opportunity to make their comment. People were able to post their returns back to us for free via a freepost address and all material was also available on the internet via our website or from the mobile libraries or the 99 county library buildings.

We asked customers to consider the criteria we used and any alternative criteria we should consider. We also asked our customers to detail the impact

these proposals would have on them and whether the alternative service options put forward represented a practical alternative Library service provision for them.

We sought comment on the initial findings of this EQIA assessment and this question in the document was only answered by 15% of those who responded but comments on other questions have also been taken into account.

Potential Impact – Updated post consultation

Medium- This proposal will impact on all protected characteristic groups but the following is key information to consider

- The mobile library service is continuing
- Where it is proposed the stops are ceased this is where there is very low levels of use and there are alternative ways to access a library service.
- It is the service's judgement that the alternative options offered do offer an reasonable offer which in some cases, such as older people through the Home Library offer, could be an improvement

Adverse Impact:

-Where stops cease- alternative service provision will be offered. 1,440 people answered the specific question in the consultation document on the alternative ways to access a library service (Not all those who responded were mobile users) We will be contacting post decision all customers to inform them of the alternative options but particularly those customers who have indicated that they would like to receive the Home Library Service or a Touch a New World service. Of those who responded to the engagement 47% indicated their preference for accessing a static library. Those 23% who have not indicated any of the options we put forward will be contacted to provide some more information on the alternative arrangements.

-Not as frequent stops. While this is accepted the service will still be provided in 306 locations. 203 of the proposed stops are currently either bi-weekly or weekly, 80 are fortnightly or monthly. The changes will give a fair and consistent service across the county.

-Social interaction for people reduced. In those places where it is proposed to withdraw the stop then the alternative for a home library service would provide the opportunity for social interaction with a volunteer.

-School Stops not visited. Where the usage criterion has been met then these stops will continue and adjustments have been made to the stop schedule to reflect feedback where raised. School age children may also be able to benefit from Saturday stops in some locations.

-Elderly Affected. The Home Library service is a good alternative option.

Positive Impact:

-Potential for customers with specific needs to get a more personal service through the Home Library offer.

-Raising awareness of the different ways people can access LRA services may open up other avenues of the service that people had not considered.

-Increased stoppage times offers better potential for all protected characteristic groups to access the mobile as the very short stopping times in some places at present may have put many off using the service. This will also offer better potential for social interaction for people.

-Saturday Stops offer potential for wider access across all protected characteristic groups and particularly those who work in the week.

JUDGEMENT

Option 1 – Screening Sufficient No

Option 2 – Internal Action Required YES

Action Plan

Please see Table at end

Monitoring and Review

This updated EQIA will inform the decision taken by the Cabinet Member

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: J. Pearson

Name: James Pearson

March 2016- V8.0

Job Title: Service Improvement Programme Manager Date: 05/04/16

DMT Member

Signed: A. Stephens

Name: Andrew Stephens

Job Title: Head of Service Libraries, Registration and Archives
Date: 07/04/2016

Equality Impact Assessment Action Plan

Protected Characteristic	Issues identified	Action to be taken	Expected outcomes	Owner	Timescale	Cost implications
All	Ensure that everyone has the means to respond to the customer engagement – ALL COMPLETED	<ul style="list-style-type: none"> - customers using the mobile library service will be written to with a copy of the consultation material -Easy read version of the document produced and available if requested -Document translated into other formats and languages on request -Document available on all mobile libraries and promoted so that all users aware. 	All mobile customers able to review the proposal and respond	Steve Charman	COMPLETED	

All	Not enough Home library service volunteers to meet demand of customers	<p>-Service will plan for a recruitment drive for Home library service volunteers and utilise the existing routes to ensure demand can be covered. This is being developed now results of engagement are in and will be delivered post decision</p> <p>-It is fully accepted that not everyone will want to use the Home library service and it is proposed that through the consultation it will be possible to identify those customers that this does represent a viable alternative to</p>	All request for Home Library service met	Sue Fordham/Area Management team	Prepare for and develop post engagement	To be developed
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		<p>enable the service to plan accordingly.</p> <p>We will also pick up the postal loan service potential for those customers who have indicated a visual impairment.</p>				
All	Promotion of the redesigned mobile library service	<p>Opportunity to promote the Library service and the different ways of accessing the service including the mobiles in a wider way and ensure information reaches everyone so that all people are aware of the best way for them to access LRA services.</p> <p>Key feedback</p>	Comms and marketing approach for mobile service	Comms Team	Post any changes to service	TBC

		from the engagement was around promotion and the LRA service is working on advertising of the changes post decision and how the service will be promoted on an ongoing basis.				
All	Annual review of the Mobile service	When the annual review takes place a new EQIA assessment will be completed.	Annual review takes account of protected characteristic needs.	TBC post decision. LRA Senior Management Team to ensure takes place.	One year from start of new mobile library service- post decision	N/A
All	Need to improve the data capture of about you data on the library management system	LRA rolling out a training package to front line staff to inform them of the importance of the need to capture 'about you' data.	More accurate data collected and better informed staff.	Liz Taylor	May-June	N/A