# 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 | Finial Initial Draft |

**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 | The implications of the mobile review will impact on people of all ages. 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. We will use the public engagement on these proposals to ensure that people have the opportunity to raise the impact for them. | Alternative provision of Home library service could be a positive as people will receive a more personalised tailored servce. This also has the potential to reduce isolation and loneliness due to the personal visit of a volunteer. |

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. 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.For some customers this service could be a good alternative provision.

-Online services. It is now possible to access a range of library services on-line from home including downloading of e-books.

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

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.

The Home library service would represent a personal service - the social interaction with the

| | | | | volunteer. For those older people or those who have mobility issues this could represent a better alternative.<br><br>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 minuites will keep their current stop time. | |
| **Disability** | Yes | Medium | Medium | 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 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;<br><br>-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.<br><br>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.<br><br>-Online services. It is now possible to access a range of Library services on-line from home including downloading of e-books.<br><br>-Static libraries. There are 99 libraries across the county that offer the full library service including computers. Many of these are fully accessible<br><br>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.<br><br>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. | |
| **Gender** | Yes | Medium | Medium | 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.<br><br>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;<br><br>-Home library service.<br>-Online services.<br>-Static libraries.<br>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.<br><br>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. | |
|---|---|---|---|---|---|
| **Gender identity** | No | Low | Low | 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. | |
| **Race** | No | Low | Low | 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.<br><br>Please see graph after this grid for breakdown. | |
| **Religion or belief** | No | Low | Low | 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. | |
| **Sexual orientation** | No | Low | Low | 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. | |
| **Pregnancy and maternity** | No | Low | Low | 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. | |

| | | | | | |
|---|---|---|---|---|---|
| **Marriage and Civil Partnerships** | No | Low | Low | 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. | |
| **Carer's responsibilities** | Yes | Medium | Medium | 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.<br><br>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;<br><br>-Home library service.<br>-Online services<br><br>-Static libraries.<br>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.<br><br>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. | |

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.

KCC/EqIA2013/October

## 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. It is proposed that this is tested through public engagement specifically with the users of the mobile service. The EQIA will be updated to reflect this when a final judgement can be made informed by customer feedback.

## 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 on-line 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 minuites 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.
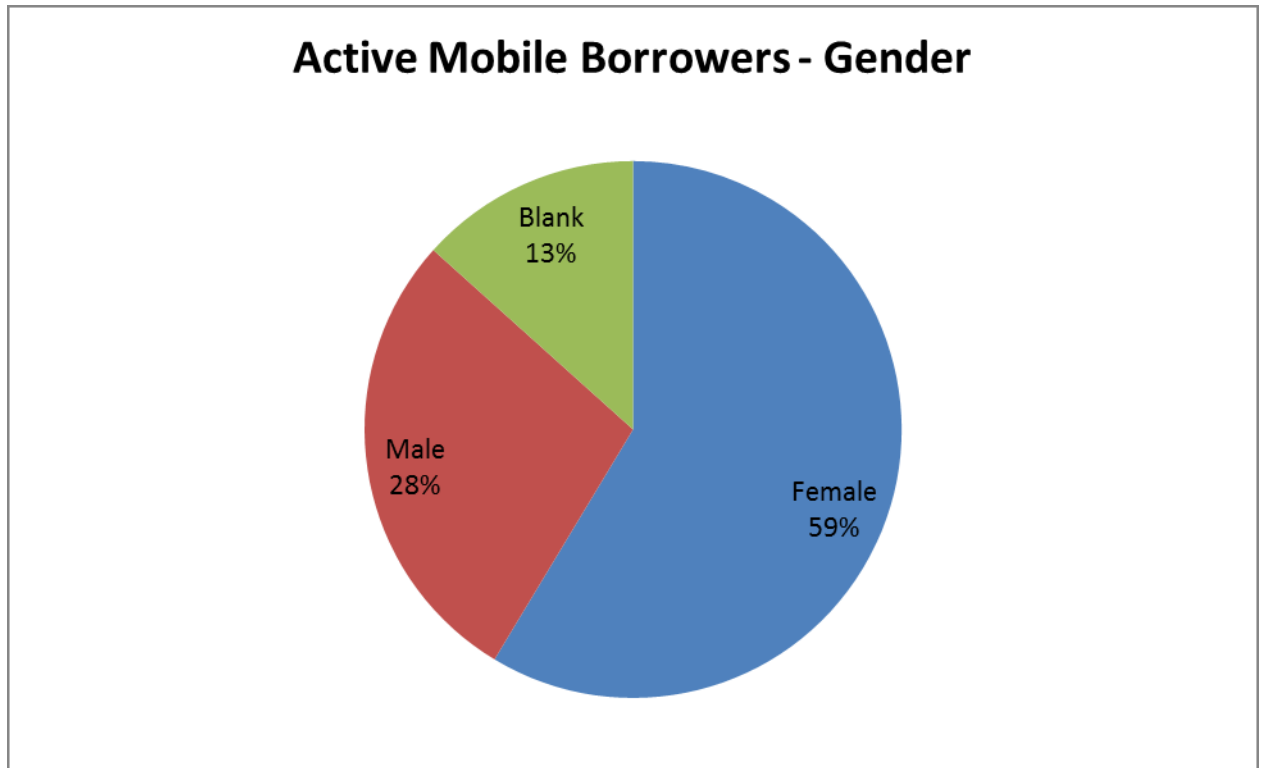
**Mobile library users by age category (for financial year 2014-15)**

## Active Mobile Borrowers by age-band
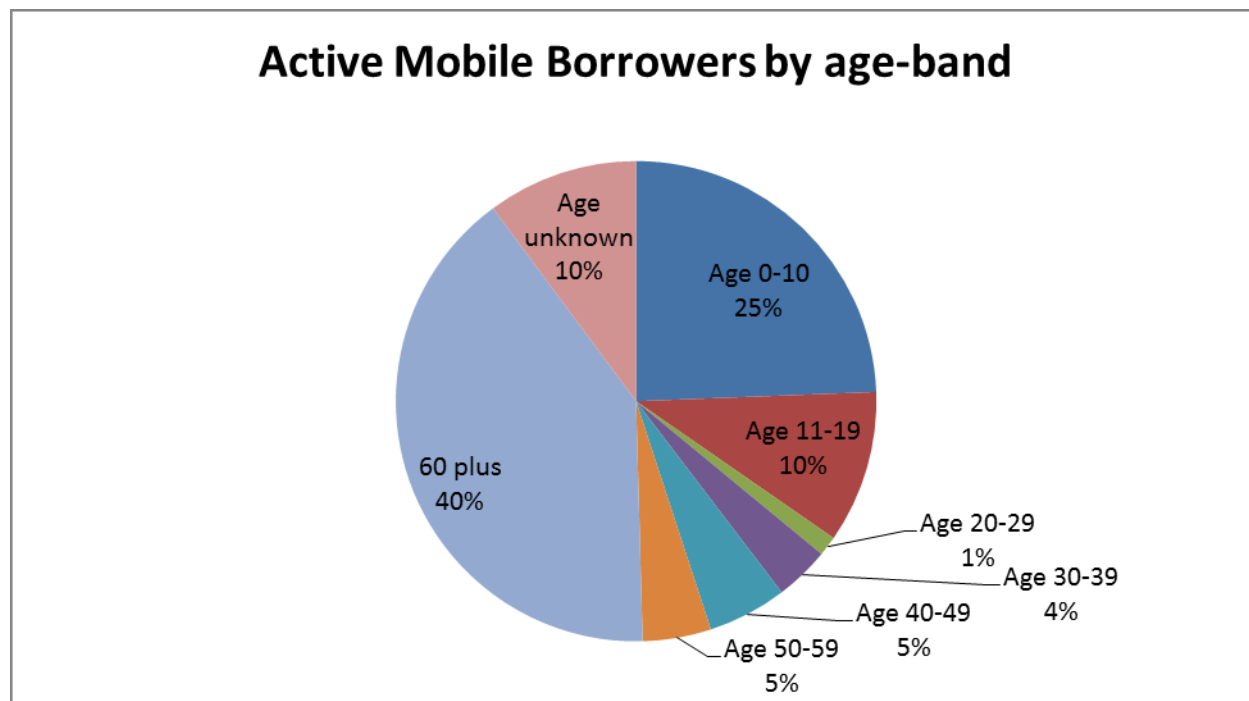


The Following is a tabular representation of the information in the charts above

| 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)**

**Active Mobile Borrowers - Gender**

Blank
13%

Male
28%

Female
59%

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)**

## Active Mobile Borrowers by ethnicity
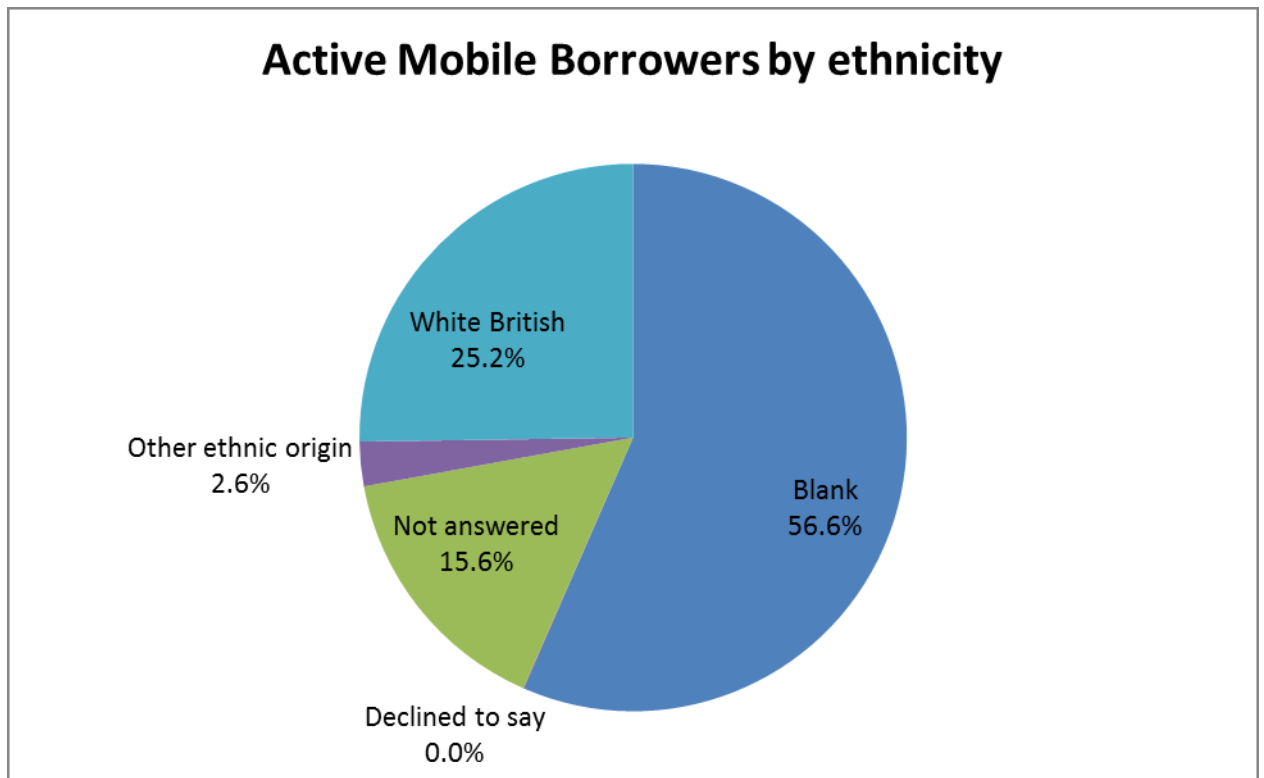


The Following is a tabular representation of the information in the charts above

| 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)**
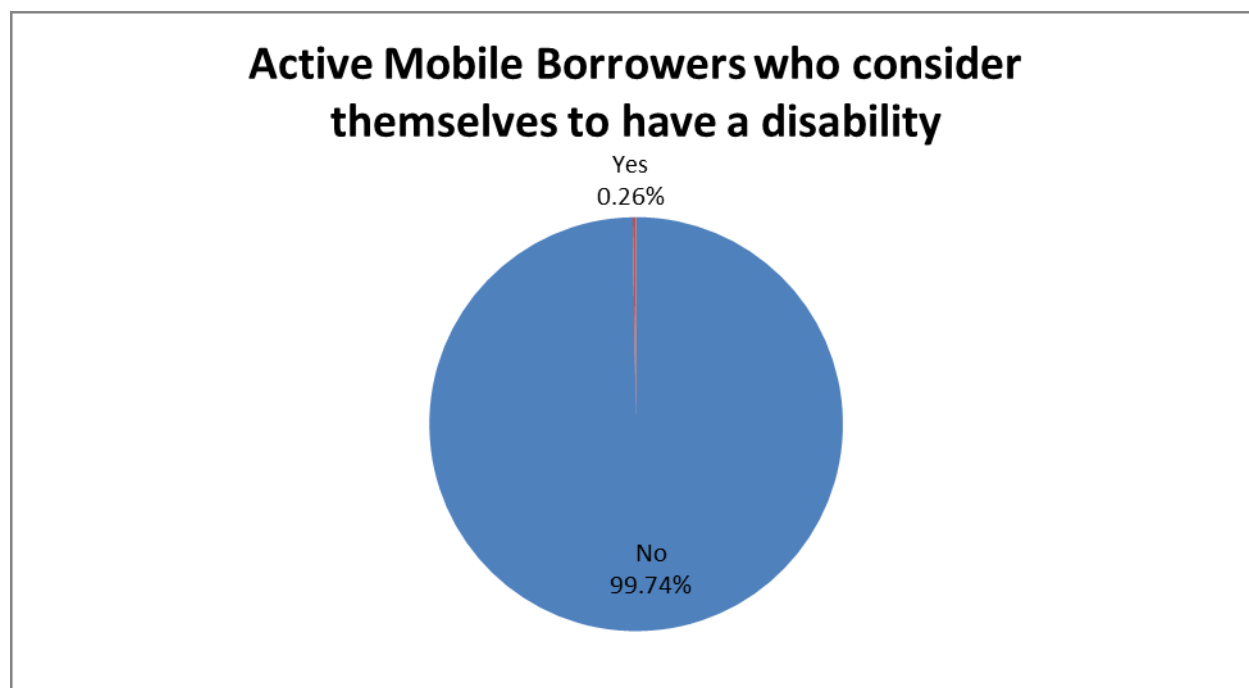


The following is a tabular representation of the information in the charts above

| Disability - General | Percentage |
|---|---|
| No | 99.74% |
| Yes | 0.26% |

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

**Public Engagement**

There will be a public engagement as part of the process of taking this redesign forward. This will be targeted specifically at those who use the mobile service as it is the views of the current users that are most important to us. All those users will be posted a copy of the engagement material and it will be available on the mobile vehicles as well. LRA will also be ensuring that Parish and Town councils who currently have a mobile stop are aware of the proposal as well as District Councils and KCC elected Members. The engagement material can also be provided in other formats on request to ensure everyone has the opportunity to make their comment. People will be able to post their returns back to us for free via a freepost address and all material will also be available on the internet via our website.

We will be asking customers to consider the criteria we have used and consider any alternative criteria we should consider. We also want our

customers to detail the impact these proposals will have on them and whether the alternative service options put forward represent a practical alternative Library service provision for them.

We will also be seeking comment on the initial findings of this EQIA assessment and the results of the consultation will inform a revised draft of this document.

**Potential Impact**

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 and the Home Library offer, could be an improvement

**Adverse Impact:**

-Where stops cease- alternative service provision will be offered.
-Not as frequent stops. While this is accepted the service will still be provided in these locations. 203 of the proposed stops are either bi-weekly or weekly, 80 are fortnightly or monthly.

**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.

**JUDGEMENT**

**Full Impact Assessment Required**

The proposal will go out to public engagement

**Action Plan**

Please see Table at end

**Monitoring and Review**

The EQIA will be reviewed at the end of the consultation and updated. This will go to inform the decision on implementing the proposal.

**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

Job Title: Service Improvement Programme Manager     Date: 23/12/15

**DMT Member**

Signed: A. Stephens                              Name: Andrew Stephens

Job Title: Head of Service Libraries, Registration and Archives
Date: 23/12/15

**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 | - customers using the mobile library service will be written to with a copy of the consultation material<br><br>-Easy read version of the document produced and available if requested<br><br>-Document translated into other formats and languages on request<br><br>-Document available on all mobile libraries and promoted so that all users aware. | All mobile customers able to review the proposal and respond | Suzanna Gamwell | Oct-November (planning for customer engagement) | Cost for consultation material being developed |

| All | Not enough Home library service volunteers to meet demand of customers | -Service will plan for a recruitment drive for Home library service volunteers and utilise the existing routes to ensure demand can be covered.<br><br>-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 enable the service to plan accordingly | All request for Home Library service met | James Pearson/Jackie Taylor-Smith/Nic Browne | Prepare for and develop post engagement | To be developed |
|-----|-----|-----|-----|-----|-----|-----|
| All | Promotion of the redesigned mobile library | Opportunity to promote the Library service | Comms and marketing approach for | Comms Team | Post any changes to service | TBC |

| | 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 | mobile service | | | |
|---|---|---|---|---|---|---|