

## Equality Impact Assessment

The Council has a duty to consider the needs and requirements of the community who are affected by our policies and procedures. This checklist has been developed to ensure that relevant groups are neither directly or indirectly discriminated against in the planning and delivery of Council services in compliance with legislation and good practice.

An impact assessment is a systematic way of finding out the impact of a policy or proposed policy on different groups. Officers are required to identify the likely outcomes/impacts that may result from introducing a policy/procedure.

Examples of groups that can be disadvantaged if their specific needs are not considered are women/parents/carers, people from different ethnic minorities, people with disabilities/impairments and Welsh speakers.

### **How should you assess impact?**

1. Identifying the objectives of your policy and how it will work
2. Examining the data and research available
3. Assessing the likely impact on equality
4. Consulting people who are likely to be affected by your policy
5. Making arrangements to monitor and review your policy and its impact
6. Publishing the results of the assessment

**It is the responsibility of the Head of Service or Operational Manager responsible for each policy to ensure that an assessment has been completed for the policy identified.**

The form should be completed electronically and returned to the Equalities Section :

[LJBrown@valeofglamorgan.gov.uk](mailto:LJBrown@valeofglamorgan.gov.uk)

If you have any queries, telephone: 01446 709362

**Policy/practice title: Withdrawal of mobile library service**

**Who is responsible for developing and implementing the policy/practice?**

Name: Sian Jones

Job Title: Chief Librarian

Directorate: Learning & Development

Division: Strategic Planning & Performance

Assessment Date:

**1. Objectives**

**What are the objectives of the policy/practice being developed or reviewed?**

- To withdraw the mobile library service as part of the budgetary savings required
- To minimise the impact of this action by identifying appropriate alternative provision where possible

**2. Background data:**

**Who is intended to benefit from this policy/practice?**

Please ✓

All residents of the Vale of Glamorgan

Internal departments (please state):

Customers/residents in a specific geographical location

Specific customers (age, gender, etc.)

Please identify: People over 65 dementia related illnesses and resultant residential needs.

Other

Please specify: Existing mobile library users

✓

**What research or baseline information do you have about how your service is used by various groups of people?**

We collect some personal data as part of the joining process which includes information about age and gender, as well as race, language preferences, disability and Welsh language abilities

Data is available about use of the service in terms of numbers of items borrowed but this is not broken down by individual mobile library stop

The mobile libraries timetables provides information about specific services for schools and other institutions

The staff working on the mobile libraries have extensive knowledge of the service and individual customers

**3. Gender**

Will the policy/practice have a **negative impact** directly or indirectly on different genders?

<b>Please ✓</b>	<b>Yes</b>	<b>No</b>
Women	√	
Men	√	

Will the policy/practice have a **positive impact** directly or indirectly on different genders?

<b>Please ✓</b>	<b>Yes</b>	<b>No</b>
Women		√
Men		√

<b>Please give details of the negative impact?</b>
All mobile library customers will be affected by the withdrawal of the service – men and women. It will be a loss of a locally accessible service.
<b>Please give details of the positive impact?</b>
<b>What action(s) can you take to mitigate the negative impact?</b>
Ensure that customers are kept informed, especially of the alternative provision available to them.
<b>What action(s) can you take to have a more positive impact?</b>
<b>What supporting evidence do you have?</b>
Gender breakdown of mobile library customers

#### 4. Race

People from different black and minority ethnic communities may use Council services differently (for example will women from certain minority communities use the Council's swimming pool more often if same sex swimming arrangements are in place).

Will the policy/practice have a **negative impact** on the following groups?

<b>Please ✓</b>	<b>Yes</b>	<b>No</b>
Black and minority ethnic population	√	
Economic migrants	√	
Asylum seekers and refugees	√	

Will the policy/practice have a **positive impact** on the following groups?

<b>Please ✓</b>	<b>Yes</b>	<b>No</b>
Black and minority ethnic population		√
Economic migrants		√
Asylum seekers and refugees		√

<b>Please give details of the negative impact?</b>
Mobile library customers of all ethnic backgrounds will be affected by the withdrawal of this locally accessible service.
<b>Please give details of the positive impact?</b>
<b>What action(s) can you take to mitigate the negative impact?</b>

Ensure that customers are kept informed, especially of the alternative provision available to them. For customers with any specific language preferences, this will include details of the provision that is available in different languages.

**What action(s) can you take to have a more positive impact?**

**What supporting evidence do you have?**

Breakdown of mobile library customers' ethnic background is collected during the joining process

## 5. Disability

Will the policy/practice have a **negative impact** on people with disabilities?

<b>Disability: please ✓</b>	<b>Yes</b>	<b>No</b>
Visually impaired	√	
Hearing impairment	√	
Physically disabled	√	
Learning disability	√	
Mental health problem	√	
Other:		

Will the policy/practice have a **positive impact** on people with disabilities e.g. will services be more accessible?

<b>Disability: please ✓</b>	<b>Yes</b>	<b>No</b>
Visually impaired	√	
Hearing impairment	√	
Physically disabled	√	
Learning disability	√	
Mental health problem	√	
Other:		

**Please give details of the negative impact?**

Withdrawal of a locally accessible service will impact on those who are less mobile for various reasons.

**Please give details of the positive impact?**

The roll-out of a Home Borrowing Service will be available to residents with significant mobility problems – this will not be restricted to those who were mobile library customers. The extent of the service will be dependent on the availability of volunteers.

**What action(s) can you take to mitigate the negative impact?**

Extend the home borrowing service, using volunteers, for those existing mobile library customers who have significant mobility problems  
 Promote extended borrowing rights for teachers and playgroups etc and the services they can access from their local libraries  
 Reinstate book deposit collections at Care Homes etc

**What action(s) can you take to have a more positive impact?**

The Home Borrowing Service can be made available across the Vale and therefore accessible to those who were not mobile library customers. The extent of the service will be dependent on volunteer recruitment

**What supporting evidence do you have?**

Success of home borrowing pilot in Llantwit Major library  
Breakdown of mobile library customers' disability information collected when joining

**6. Welsh language**

Will the policy/practice have a **negative impact** on the Welsh language?

Please ✓	Yes	No
		√

Will the policy/practice provide a **positive impact** on the Welsh language, in accordance with the Council's Welsh Language Scheme, e.g. translation of documents, Welsh speaking member of staff, bilingual automated telephone system, bilingual forms, etc.?

Please ✓	Yes	No
		√

**Please give details of the negative impact?**

**Please give details of the positive impact?**

**What action(s) can you take to mitigate the negative impact?**

**What action(s) can you take to have a more positive impact?**

**What supporting evidence do you have?**

There is no evidence from local data or national research that there would be a negative impact. However, any adverse impact will be monitored via close examination of any complaints received.

**7. Age**

Will the policy/practice have a **negative impact** for younger/older people?

Please ✓	Yes	No
Under 25 years	√	
Over 50 years	√	

Will the policy/practice provide a **positive impact** for younger/older people?

Please ✓	Yes	No
Under 25 years		√
Over 50 years		√

**Please give details of the negative impact?**

Mobile library customers include children, especially at primary schools. Other than schools, many customers fall into the 50+ bracket. The withdrawal of the service will impact on all customers.

**Please give details of the positive impact?**

<b>What action(s) can you take to mitigate the negative impact?</b>
Information provided about alternative provision – at schools this will include promoting online services to assist with homework as well as encouraging children to visit their local library with their family.
<b>What action(s) can you take to have a more positive impact?</b>
<b>What supporting evidence do you have?</b>
Age profile of users

**8. Religion and belief**

Will the policy/practice provide a **negative impact** for people with different religions or beliefs?

<b>Religion/belief: please</b> ✓	<b>Yes</b>	<b>No</b>
		√

Will the policy provide a **positive impact** for people with different religions or beliefs?

<b>Religion/belief: please</b> ✓	<b>Yes</b>	<b>No</b>
		√

<b>Please give details of the negative impact?</b>
<b>Please give details of the positive impact?</b>
<b>What action(s) can you take to mitigate the negative impact?</b>
<b>What action(s) can you take to have a more positive impact?</b>
<b>What supporting evidence do you have?</b>
There is no evidence from local data or national research that there would be a negative impact. However, any adverse impact will be monitored via close examination of any complaints received.

**9. Sexual orientation**

Will the policy provide a **negative impact** for gay men/lesbians/bisexuals

<b>Sexual orientation: please</b> ✓	<b>Yes</b>	<b>No</b>
Gay men/lesbians/bisexuals		√

Will the policy provide a **positive impact** for gay men/lesbians/bisexuals?

<b>Sexual orientation: please</b> ✓	<b>Yes</b>	<b>No</b>
Gay men/lesbians/bisexuals		√

<b>Please give details of the negative impact?</b>
<b>Please give details of the positive impact?</b>
<b>What action(s) can you take to mitigate the negative impact?</b>

**What action(s) can you take to have a more positive impact?**

**What supporting evidence do you have?**

There is no evidence from local data or national research that there would be a negative impact. However, any adverse impact will be monitored via close examination of any complaints received.

**10. Consultation**

What arrangements have been made to consult with:

- men/women/parents/carers
- the black and minority ethnic community (including asylum seekers, refugees, economic migrants)
- people with disabilities / impairments (sensory, physical, learning, medical etc)
- the Welsh speaking community
- other 'hard to reach' or vulnerable groups (e.g. young/older people, low income families)

**Consultation activities that have taken place (include the method of consultation e.g. focus group, survey, public meeting, citizens panel, etc.)**

Existing mobile library users are being consulted and kept informed of plans for withdrawal of the service  
This is being done through a combination of information flyers, awareness raising about alternative access to services, and where appropriate one-to-one meetings to discuss the home borrowing service. Library managers are offering specific visits to affected schools to discuss how local libraries will be able to provide support by way of class visits, project material and online services.  
Consultation with organisations representing specific groups was undertaken – see below.

**Who was consulted?**

Mobile library customers  
Schools  
Care Home managers  
Nurseries and playgroups  
Age Concern  
Race Equality First  
Cardiff & Vale Coalition of Disabled People  
Stonewall Cymru  
Wales Assembly of Women  
Muslim Welfare Association.

**How have the results of the consultation been implemented?**

This is being done as the project progresses, with actions to mitigate the impact of withdrawing the service being included in the Project Plan. No responses were received to the consultation carried out with the organisations listed above.

**11. Monitoring**

**How will you monitor the impact of this policy on service users?**

Monitor take-up of alternative services offered e.g. deposit collections, Teachers'

Tickets, Home Borrowing Service
<b>What monitoring data will you collect (number of people with a disability, black and minority ethnic communities, women/men, Welsh speakers, etc.)?</b>
Use of the service by institutions and continued monitoring of use of other libraries according to the personal information collected as part of customer registration (age, gender, disability and ethnic background)

**Publication of policy**

How will you publish and publicise the policy to ensure equality of access to this information (including raising awareness with minority groups, publishing information in accessible formats, etc.)?

Details: Primarily through personal contact between library staff and affected customers. Also Council website and information flyers for mobile library customers.

**12. Further action**


Any recommendations for action that you plan to take as a result of this impact assessment (listed in the sections above) should be included in your Team Plan or Departmental Service Plan.

**13. Completed Impact Assessments:**

Email a copy of this form to the Corporate Equalities Officer. Completed forms will be published on the Council’s website.

**14. Authorisation**

(This form should be authorised by the relevant Head of Service or Operational Manager for the department).

Approved by (name): Paula Ham 	Date: 30 <sup>th</sup> June 2011
Designation: Project Sponsor	