

Equality Impact Assessment (EIA)

Chellaston Library

Equality impact, needs and requirements assessment form

Please use this form to record your findings, proposed actions, equality objectives and targets. Use the guidance notes to help you do the assessment or contact the Equality Standard Project Manager if you need some advice

About the policy, practice, service or function you are assessing

Name of policy, practice, service or function: **Chellaston Library**

Assessment team leader name: **Fran Renwick**

Department responsible: **Neighbourhoods** Service Area: **Libraries**

Other members of assessment team:

Name	Position	Area of expertise	Comments
Dawn Gebski	Community Projects Co-ordinator	Community engagement; library operations	
Collette Levers	Libraries Operations Manager	Library operations; Equalities Act (formerly DDA) issues in libraries	
Rikki Roche	Library Manager, Chellaston Library	Operational / staffing issues	Consulted
Ann Webster	HR Consultant - Equality and Diversity, DCC	Equalities and inclusion issues	Consulted
Mick Watts	Access Officer, DCC	Access and Equalities Act (formerly DDA) issues	Consulted
Chellaston Library Panel	Local residents	Customer perspective	

Question	Response / findings
What are the main aims and objectives or purpose of the policy, practice, service or function that you are assessing?	<i>To provide an efficient, comprehensive and responsive public library service to all sections of the community in Chellaston.</i>
Who implements, carries out or delivers the policy, practice, service or function? Please state where this is more than one person, team, department, or body – and include any outside organisations who deliver under procurement arrangements	<i>Derby City Libraries staff at all levels – Library Management Team; Libraries Performance Review Team; staff at Chellaston Library</i>
Who is affected by the policy, practice, service or function, or by how it is delivered? Such as, who are the external and internal customers, groups, or communities?	<ul style="list-style-type: none"> • <i>The community in Chellaston and surrounding area</i> • <i>Local businesses, community groups and organisations.</i> • <i>Potentially anyone who wishes to use the library in person, by post, phone, email, or the Internet.</i>
What outcomes do we want to achieve, why and for whom? For example, what do you want to be providing, how well, what changes or improvements, and what should the benefits be for customers, groups or communities?	<p><i>By creating a library which is well-used by all sections of the community, we wish</i></p> <p><i>“to empower and enrich the lives of people in Chellaston and Derby by giving equal and unbiased access to information; ideas and opportunities for learning and personal development; and works of the creative imagination.</i></p> <p><i>to ensure that all services are accessible to all individuals and communities in Chellaston in particular and across Derby in general, including those at risk of social exclusion.” Adapted from Derby City Libraries – Vision and Objectives.</i></p>

Question	Response/ findings
<p>What existing or previous inspections of the policy, practice, service or function are there? For example, Best Value Inspections, policy reviews, research into the effects of a policy or practice.</p> <p>What did they tell you?</p>	<p><i>Chellaston Library is a new service, replacing a mobile library which served the area for just a few hours a week. Take-up of the mobile service was relatively low because of the restricted and inconvenient opening times and the poor access.</i></p>
Identifying potential equality issues and factors	
Question	Response/ findings
<p>What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring</p>	<p><i>The choice of Chellaston as one of the sites of the three Big Lottery funded libraries was informed by evidence of disadvantage and need as detailed in the project's Business Plan.</i></p>
<p>Is there any evidence of higher or lower take up under the policy or practice, or of the service or function for any particular groups? For example, who uses the service, who doesn't and why not?</p>	<p><i>No data exist.</i></p>
<p>Have there been any important demographic changes or trends locally? For example is the population changing, and if so, how and what might that mean for the service or function?</p>	<p><i>Relevant information included in the project's Business Plan mentioned above. The building of the Royal Estate in particular has resulted in the area having a lot more young families.</i></p>
Question	Response/ findings
<p>Is there an indication that any of the policies or practices involved with the service or function creates particular problems or difficulties for any groups of customers or communities?</p>	<p><i>Disabled access to the Mobile Library was very poor.</i></p>
<p>What information or data exists? For example, statistics, customer feedback, complaints, research, monitoring – who keeps it and can you get hold of it?</p>	<p><i>See Business Plan as mentioned above</i></p>

<p>Does any equality or diversity objectives already exist? If so, what are they and what is current performance like against them?</p>	<p><i>City Council policies and procedure exist and embedded within these is an objective to provide reasonable adjustments to the facilities to meet the Equalities Act (formerly DDA).</i></p>
<p>Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?</p>	<p><i>The new service is having a beneficial effect on the whole community, in terms of providing access to library services which was not previously available. Access for disabled people is improved and we believe that the new library is Equalities Act (formerly DDA) compliant.</i></p>

Collecting the information and data about how the policy, practice, service or function, impacts on communities

Please record your information and data in this table and think about:

what information or data you will need
 using both quantitative and qualitative data
 making sure that where possible there is information that allows all perspectives to be considered
 identifying any gaps in the information/ data and what it can tell you

Data or information	When and how was it collected?	Where is it from?	What does it tell you? You need to consider all six equality strands where you can	Gaps in information
Customer feedback and complaints	<i>Ongoing since 1997</i>	<i>Formal customer comments procedures</i> <i>Informal verbal feedback from customers</i>	<i>Disabled access was poor at the mobile library</i> <i>Children's provision on the mobile library was inadequate</i> <i>There was little or no provision of materials in languages other than English on the mobile library</i>	<i>There is no evidence from this source relating to the other 3 strands.</i>
Consultation and community involvement	<i>Consultation about the new library began in October 2007 and is ongoing.</i>	<i>Focus groups; Pointer Panel written consultation; questionnaires to mobile library customers; Library Panel; Library roadshows; Informal comments to staff</i>	<i>Residents wanted:</i> <ul style="list-style-type: none"> • <i>improved disabled access</i> • <i>books in a range of languages</i> • <i>learning opportunities for all ages</i> • <i>better children's stock and facilities</i> • <i>longer and more convenient opening hours</i> • <i>customer toilets</i> 	<i>There are no data on sexual orientation</i>

Data or information	When and how was it collected?	Where is it from?	What does it tell you? You need to consider all six equality strands where you can	Gaps in information
Take up and usage data	<i>Statistics relating to membership, visits, enquiries, issues, ICT use are collected routinely.</i>	<i>Library Management systems</i>	<i>We can monitor take-up by age, ethnicity and disability by running specific reports on the Library Management System.</i>	<i>There are no data on the sexual orientation of library customers</i>
Access audits or assessments such as Equalities Act (formerly DDA) assessments				<i>An access audit of the new library is due to be carried out.</i>
Workforce profile	<i>Survey of 5 members of staff,</i>	<i>Questionnaire</i>	<p>Age profile: <i>All 5 staff aged 18-59</i></p> <p>Gender profile: <i>Male: 2 Female: 3</i></p> <p>Ethnic profile: <i>White British: 5</i></p> <p>Disabled employees: 0</p>	<i>There are no data on sexual orientation</i>
Where service delivered under procurement arrangements – workforce profile for deliverers	<i>n/a</i>			
Monitoring and scrutiny outcomes	<i>n/a</i>			

Analysing the information and data and setting equality objectives and targets

Please give your detailed findings in this table

Service or function	Policy or practice	Findings	Which groups are affected and how	Whose needs are not being met and how?
<i>Library service</i>	<i>Library access</i>	<i>New library has been designed to be accessible with automatic doors, low-level counter, induction loop; accessible toilet; accessible meeting room</i>		
	<i>Library stock</i>	<i>Staff are responsive to requests for specific types of stock / languages</i>	<i>Customers with requirements for specific types of material</i>	<i>People who do not make their library needs known to the library, in particular non-users, or users who are unwilling to request specific types of material, e.g Gay, Lesbian, Trans and Bi-sexual literature</i>
	<i>Community consultation including Library Panel</i>	<i>Consultation in the past has relied on passive methods such as customer surveys which do not address the needs of non-users</i>	<i>Everyone</i>	<i>People who don't use the library service</i>

Objectives - process, impact or outcome based

Please give your proposed objectives/ targets in this table

Objective/Target:	<i>Improve library access for disabled people in Chellaston</i>
Specific	<i>Design for the new library takes the needs of disabled people into account.</i>
Measurable	<i>Design and layout meets current Equalities Act (formerly DDA) requirements</i>
Achievable	<i>Requirements included in the Design brief</i>
Relevant	<i>Architect aware of Equalities Act (formerly DDA) requirements</i>
Timed	<i>New library opened in May 2009</i>

Objective/Target:	<i>Ensure library stock is relevant to the needs of customers</i>
Specific	<i>Ensure that the stock of the new library reflects the needs of ethnic minority, disabled and GLTB customers and customers of all ages</i>
Measurable	<i>Through stock statistics</i>
Achievable	<i>Through the stock plan</i>
Relevant	<i>Consult with Community Librarians, Library Panel and local staff</i>
Timed	<i>Library stock in place by May 2009 and regularly reviewed as part of annual stock audit</i>

Objective/Target:	<i>Improve community consultation</i>
Specific	<i>Be more pro-active in engaging people in library consultation</i>
Measurable	<i>More customers and non-customers consulted; more feedback received</i>
Achievable	<i>Through Library Panel and pro-active use of customer comments scheme</i>
Relevant	<i>Consult with Library Panel and other residents</i>
Timed	<i>Positive community feedback to new library services</i>

Monitoring and reviewing - incorporating into performance management

Please summarise your objectives and targets in this table with your proposed monitoring and reporting arrangements

Objective	Planned action	Target performance			Responsible lead officer	Reporting cycle, for example, quarterly
		2009/10	2010/11	2011/12		
Improve library access for disabled people	<i>Complete new library project</i>	<i>New library built and opened</i>	<i>carry out Access Audit on new building</i>	<i>Ensure recommendations from access audit have been implemented</i>	<i>Fran Renwick</i>	<i>Annual</i>
Make library stock more relevant to the needs of customers	<i>Ensure that stock is relevant to local community</i>	<i>Positive feedback from customers</i>	<i>Positive feedback from customers</i>	<i>Positive feedback from customers</i>	<i>Trish Kenny</i>	<i>Annual</i>
Improve community consultation	<i>Maintain active Library Panel</i>	<i>Panel actively engaged in library service</i>	<i>Panel actively engaged in library service</i>	<i>Panel actively engaged in library service</i>	<i>Dawn Gebski</i>	<i>Annual</i>