

Equality Impact Assessment (EIA)

New Micklover 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: ***New Mickleover Library***

Assessment team leader name: ***Fran Renwick***

Department responsible: ***Regeneration and Community*** Service Area: ***Libraries***

Other members of assessment team:

Name	Position	Area of expertise	Comments
Maureen King	Marketing and Access Manager	DDA; public consultation process; library user groups	
Mickleover Library User Group	Local residents	Customer perspective	Consulted
Jenny Shaw	Library Manager, Mickleover Library	Operational / staffing issues	Consulted
Ann Webster	Equality Standard Project Manager, Corporate and Adult Social Services	Equalities and inclusion issues	Consulted
Mick Watts	Access Officer, Regeneration and Community Department	Access and DDA issues	Consulted

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 Mickleover.</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; Senior Staff Team; staff at Mickleover Library, existing and future.</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 Mickleover and surrounding area, including some residents outside the City boundary.</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. This may include people from outside Derbyshire</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 Mickleover 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 Mickleover 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>PLUS surveys</i> <i>Annual Library Plans previously approved by DCMS</i> <i>Audit Office assessments</i> <i>National public library standards</i> <i>Libraries Business Plan</i></p> <p><i>That the existing Mickleover library is well-used and highly valued but wholly inadequate for the demands and needs of the community.</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>That the existing Mickleover library is well-used and highly valued but very inadequate for the demands and needs of the community.</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>The present service is well-used by many sections of the community, but wider use is restricted because of very small premises and lack of facilities.</i></p> <p><i>The library has level access, but there is little room for wheelchairs or people with restricted mobility to move around the library and there is little take-up by this group.</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>New housing developments in the Mickleover and surrounding areas have brought an increase in population, but we have no evidence at present of the demographic make-up of the incoming population.</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>No evidence</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>	<ul style="list-style-type: none"> • <i>General statistical information on use of existing library</i> • <i>Have Your Say comments and responses</i> • <i>Public Library User survey</i> <p><i>These are kept at library HQ and are accessible to library staff.</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>None exist, apart from City Council policies and procedures</i></p> <p><i>We are carrying out a wide-ranging programme of consultation with local people about the new library and its services. This may reveal some issues about which we are not already aware.</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>None revealed as yet - see above</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 is difficult at the existing library</i> <i>There is a small demand at Mickleover for Asian language materials</i> <i>The children's area is too small</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 2006 and is ongoing.</i> <i>We have held Library Roadshows at community venues, issued a questionnaire and given talks to local community groups.</i>	<i>Informal comments to staff</i> <i>Questionnaires</i>	<i>The questionnaire shows that: Men and children are under-represented: almost 50% of respondents are aged 65+; 70% are women; over 6% consider themselves disabled; 9% want books in languages other than English. 2.6% of respondents would like books in Asian languages (Urdu and Hindi)</i>	<i>There are no data on sexual orientation</i>

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Performance information including Best Value	<i>Public Library Service Standards</i> <i>Public Library Impact Measures</i>		<i>These relate to general performance measures and can't be related specifically to the 6 equality strands.</i>	
Take up and usage data	<i>Statistics relating to membership, visits, enquiries, issues, ICT use are collected routinely.</i>	<i>Library Management systems</i>	Active borrower information: Age: 30% aged 0-17 38% aged 18-59 28% aged over 60 4% unknown Ethnicity <i>We hold no information on 86.9% of active members; 11.8% are White British, Irish or Other White 0.12% are Dual Heritage 0.55% are Indian 0.28% are Pakistani 0.03% are Other Asian background 0.25% are African or Caribbean 0.06% are Other ethnic background</i>	<i>Data on disability are not currently collected; however this will be possible with our new LMS from June 2007</i> <i>Data on ethnicity of new members has been collected since 2005 but we have no data on members who joined prior to this</i> <i>There are no data on the sexual orientation of library customers</i>
Comparative information or data where no local information	<i>n/a</i>			

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			equality strands where you can	
Census, national or regional statistics	<i>population statistics</i>	<i>2001 census</i>	Age profile: 21% aged 0-17 54% aged 18-54 25% aged over 60 Persons with a limiting long-term illness: 16.8%	<i>There are no data on sexual orientation</i>
Access audits or assessments such as DDA assessments	<i>attached</i>			<i>There are no data on sexual orientation</i>
Workforce profile	<i>Survey of 7 members of staff, January 2007</i>	<i>Questionnaire</i>	Age profile: All 7 staff aged 18-59 Gender profile: Male: 1 Female: 6 Ethnic profile: White British: 6 Black or Black British Caribbean: 1 Disabled employees: 2	<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>Current library has poor physical access and is cramped</i>	<p><i>Disabled people find it difficult to access the building, to circulate within it and to reach high / low shelves</i></p> <p><i>No space for children's activities, lifelong learning or reader development</i></p>	<p><i>People with reduced mobility; visually impaired people</i></p> <p><i>All customers and potential customers</i></p>

	<p><i>Library marketing and promotion</i></p>	<p><i>Active membership in the 18-59 age group is relatively low</i></p> <p><i>Although the population of Mickleover is predominantly White British, there are ethnic groups in the population who may not be represented in library membership.</i></p> <p><i>We have no data on sexual orientation</i></p>	<p><i>People aged 18-59 are not accessing the service</i></p> <p><i>People in ethnic minority communities are not using the library</i></p> <p><i>Gay, Lesbian, Trans and Bi-sexual people may not be using the library</i></p>	<p><i>People aged 18-59 who are not library users</i></p> <p><i>People in ethnic minority groups who are not library users</i></p> <p><i>Gay, Lesbian, Trans and Bi-sexual people who are not library users or who do not find relevant material in the library.</i></p>
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	<i>Library stock</i>	<p><i>Customer feedback comments relate to the quantity of stock including large print and audio material and to materials in languages other than English</i></p> <p><i>Staff are responsive to requests for specific types of stock / languages</i></p>	<p><i>All customers</i></p> <p><i>All customers</i></p>	<p><i>Potentially all customers</i></p> <p><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></p>
	<i>Community consultation</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</i>
Specific	<i>Design for the new library will take the needs of disabled people into account.</i>
Measurable	<i>Design and layout meets current DDA requirements</i>
Achievable	<i>Requirements included in the Design brief</i>
Relevant	<i>Plans consulted with Library Service Marketing and Access Manager</i>
Timed	<i>New library will open in June 2007</i>

Objective/Target:	<i>Increase take-up of library services by people from ethnic minorities</i>
Specific	<i>Targeted campaign to promote library services to people in identified ethnic minorities</i>
Measurable	<i>Through active membership data</i>
Achievable	<i>Include in library service planning for 2007-08</i>
Relevant	<i>Consult plan with Community Librarians and Library User Group</i>
Timed	<i>Promotion to take place by March 2008</i>

Objective/Target:	<i>Make library stock more 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 Gay, Lesbian, Trans and Bi-sexual customers</i>
Measurable	<i>Through stock statistics</i>
Achievable	<i>Through the stock plan</i>
Relevant	<i>Consult with Community Librarians, Library User Group and local staff</i>
Timed	<i>Improvement in stock to take place by March 2008</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 User Group and pro-active use of customer comments scheme</i>
Relevant	<i>Consult with Library User Group</i>
Timed	<i>Increase in customer feedback by March 2008</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
		2007/8	2008/9	2009/10		
Improve library access for disabled people	<i>Complete new library project</i>	<i>New library built and opened; carry out Access Audit on new building</i>	<i>Start to monitor new members for disability</i>	<i>Continue monitoring new members for disability</i>	<i>Fran Renwick</i>	<i>Annual</i>
Increase take-up of library services by people from ethnic minorities	<i>Publicity and activities to promote the new library, targeted at ethnic minority groups</i>	<i>Targeted events as part of launch of new library</i>	<i>Monitor ethnicity of new members</i>	<i>Monitor ethnicity of new members</i>	<i>Fran Renwick</i>	<i>Annual</i>
Make library stock more relevant to the needs of customers	<i>Use community profile data and results of new library questionnaire to ensure that stock is relevant Provide material relevant to Gay, Lesbian, Trans and Bi-sexual people, e.g. the Pink Paper</i>	<i>Positive feedback from customers</i>	<i>Positive feedback from customers</i>	<i>Positive feedback from customers</i>	<i>Chris Webster</i>	<i>Annual</i>

Improve community consultation	<i>Establish the Library User Group</i>	<i>Group established and constituted by March 2008</i>	<i>Group actively engaged in library service</i>	<i>Group actively engaged in library service</i>	<i>Fran Renwick</i>	<i>Annual</i>
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