LONDON BOROUGH OF RICHMOND UPON THAMES

Equality Impact and Needs Analysis (EINA)

Directorate:	Education, Children's and Cultural Services
Service Area:	Library Service
Name of service/ function/ policy/ being assessed:	*Connecting Communities* Library Strategy 2011-14
Officer leading on assessment:	Steve Liddle
Other staff involved:	Jane Baxter, Paul Donaghy, Cheney Gardner, Joss Green, Robert Jones, Bernie McManamon, Amanda Stirrup

PREPARATION FOR THE EQUALITY IMPACT AND NEEDS ANALYSIS

1. Briefly describe the service/ function / policy:

The *Connecting Communities* Library Strategy 2011-14 articulates the purpose, aims and objectives of the Library Service.

> By 2014 our libraries will be the focal points of their communities providing accessible and enjoyable services that are tailored to the needs of local residents and delivered in partnership with them. We will use our buildings, collections, technology and expertise to promote reading, support learning and encourage full participation in the rich cultural and community life of the borough.

This vision is supported by six key themes which set out the strategic priorities for the library service:

- Providing a relevant and responsive library service
- Inspiring a community of readers and learners.
- Putting partnership at the heart of service delivery.
- Including local people to create improved community spaces.
- Extending access through innovation and new technology.
- Ensuring services are well managed and efficient.

The Library Service Stock Policy has the following objectives:

- To supply a range of material within current resources for the use of the local community, accommodating both established and emerging authors and ideas
- To provide material in the most appropriate formats according to availability, capacity and community need
- To engage with and seek feedback from all sections of the community (via a range of methods) on stock matters and use this as far as possible in the development of resource provision

- To maintain the currency and physical condition of print stock to a high standard
- To measure resource performance and use this data in the management and development of services and stock provision
- To maximise the use of resources by the whole community through display, promotion and reader advisory services
- To provide targeted collections in partnership with other organisations where appropriate, for example the *Books on Prescription* collections in collaboration with the PCT.

The high levels of customer satisfaction indicate that the diverse needs of those members of the local community who use libraries are being met. However, data is required on the needs of those who do not use libraries or those who have ceased using them.

The Library Service operates a requests / reservations service to cater for customers whose needs can not be met from items in stock.

The Library Service invites feedback from all customers attending / participating in library events or activities. Reports are presented to senior managers; the feedback received influences the planning of future events.

The Information and eServices team maintains a database of local organisations, providing information of relevance to all protected characteristics.

Satisfaction with the Library Service

The CIPFA PLUS Survey from 2010 demonstrated that there is high satisfaction with library services in the borough. Of the 3,975 people who took part in the survey, 3,975 people took part in the survey. Overall respondents rated their local library as follows:

Rating	Percentage of respondents
Very good	47%
Good	45%
Adequate	7%
Poor	< 1%

This means that 92% of the respondents rate their local library as either very good or good.

The choice of books was also rated:

Rating	Percentage of respondents
Very good	25%
Good	50%
Adequate	21%
Poor	2%

This means that 75% of the respondents rate the book choice as either very good or good.

The information provision was also rated:

Rating	Percentage of respondents
Very good	27%
Good	55%
Adequate	17%
Poor	1%

This means that 82% of the respondents rate the information provision as either very good or good.

2. Why is the equality impact and needs analysis being undertaken?

The EINA is being undertaken to demonstrate how the Library Service is implementing dimensions of the public sector equality duty and showing due regard to the goals of the duty as relevant. The EINA aims to:

- help the Library Service identify and meet the diverse needs of local communities,
- help to improve access to the full range of library services and promote equality of opportunity,
- help the Library Service foster good relations in the community and promote participation in public life.
- help to identify areas where participation from protected groups is disproportionately low and suggest ways of improving this,
- help to prevent institutional discrimination and both direct and indirect discrimination,
- ensure transparency, fairness and accountability in decision making.

3. Has this service/ function / policy undertaken a screening for relevance?

The screening for relevance exercise was carried out for all services / functions in the Council in the summer of 2011. This identified that all protected characteristics and parts of the duty are relevant to the Library Service; all were assessed as medium or high relevance.

Service	Protected characteristic								
	Age	Sex	Rac e	Disa b'	Re& B	SO	GeR	P&M	M& CP
Libraries	H	H	H	H	H	H	H	H	H
	Eliminating discrimination, harassment or victimisation			Advancing equality of opportunity between different groups			Fostering good relations		
	M			H			H		

See: Appendix 1

4. What sources of information have been used in the preparation of this equality impact and needs analysis?

Information source	Description and outline of the information source
CIPFAstats	This is information relating to the number and make-up of library service users.
CIPFA PLUS, Children's PLUS and ePLUS	The CIPFA Public Library Users Survey (PLUS) is a national model for surveying users of public libraries concerning various aspects of the service. It includes questions about the staff, the stock and the building, and it asks about user satisfaction as well as some questions about the individuals themselves. Survey data reveals high levels of customer satisfaction.

Information source	Description and outline of the information source
	The Children's Public Library Users Survey (Children's PLUS) is a national model for surveying child and teenage visitors to public libraries. The ePLUS has been developed for those making use of a library's ICT services, whether they do this on a fixed PC, or through use of the WiFi service.
OpenGalaxy Registered and Active Borrowers report	The monthly Registered and Active Borrowers report supplied by Axiell provides a breakdown of customers by age, disability, gender and race / ethnicity. The quality of this data is questionable.
OpenGalaxy Active Users report	The monthly Active Users report supplied by Axiell provides a breakdown of customers by age, disability, gender and race / ethnicity. The quality of this data is questionable.
Talkbacks, comments and complaints	The Library Service invites customer feedback via the Council website and through the provision of Talkback forms in Libraries. This feedback is reviewed by the Libraries Management Team each month.

ANALYSING IMPACT, NEEDS AND EFFECTS

It is important that the analysis addresses each part of the duty assessed as relevant to the area being examined (see further Guidance on RIO).

5. **Key questions to consider:**

   a. **What does the data tell you about the groups identified as relevant to the area being assessed?**

   b. **What does customer feedback, complaints or discussions with stakeholder groups tell you about the impact of the service/ function/ policy on the protected characteristic groups, where assessed as relevant to area being examined?**

   How well are diverse needs met?

   Have any differences in access to services / functions been identified for any group?

   Has the area identified any disadvantages experienced by groups, which need to be addressed?

   Have there been any complaints about a failure to receive an appropriate and fair service?

   Is there any other evidence of differential impact or different outcomes which needs to be addressed?

   Is there any evidence that participation in areas of public life is disproportionately low for any particular relevant protected characteristic group?

Have the needs of disabled people been identified and addressed where these are different from the needs of non-disabled people?

Have you identified any need to tackle prejudice or promote understanding between different relevant protected characteristic groups?

Protected Group	*Findings*
Age	CIPFAstats show: • The percentage of the population in Richmond upon Thames who are aged less than 15 who use the library service is 19.9% which is slightly higher than the London average of 19.5%. • The proportion of the population aged four to 12 who are library members in Richmond upon Thames is 95.8% which is significantly higher than the London average of 65.5%. • The percentage of the population in Richmond upon Thames who are aged less than 15 who use the library service is 19.9% which is slightly higher than the London average of 19.5%. • The percentage of children who are library members is the second highest in London. • 64.5% of the working aged population (men aged between 16-64 / women aged between 16-59), are library users in the borough, compared the London average of 66.7%. • At 15.6% there is a higher percentage of older people (men over 65 years and women over 60 years) who use the library service in Richmond upon Thames than the London average of 13.8%. The Library Service is therefore particularly well used by children and older people. The high proportion of young users of the libraries in the borough is a result of a number of initiatives that are undertaken to encourage children and young people to use library services. This includes: • Each library in Richmond upon Thames has a Children's Library or an area for children within the library. The Library Service has a policy for safeguarding children when they visit libraries and implements a policy of age restrictions to comply with the Video Recordings Act 1993. • Each library has a Teenage collection and reading area for young people. • The Library Service works in partnership with the multi-agency team and Culture 4 Keeps to support Children Looked After. • The Library Service undertakes outreach work at children's centres. • The Library Service participates in the national Bookstart programme to deliver books and reading advice to families with young children.

	• The Library Service participates in the national Summer Reading Challenge to encourage children and young people to enjoy reading and access library services during the school summer holidays. • The Library Service delivers a summer outreach programme to engage children and young people from disadvantaged communities with the Summer Reading Challenge and reading-related activities. • The Library Service delivers an annual *Battle of the Books* reading debate for young people in KS3. • The Library Service delivers the 'Cover Story' reading promotion for young people in KS3. • A network of reading groups for children and young people is maintained – Chatterbooks Reading Groups and Teenage Reading Groups. The appeal of the library service to children and young people is reflected in the CIPFA PLUS Children's Survey 2011, carried out with 1,494 children, which demonstrated that there is high satisfaction with library services from children aged 0-10, with 87% rating their local library as good, 13% as ok and no respondents rating it as bad.
Disability	The data available relating to people with disabilities is incomplete and unreliable. However, membership statistics do indicate that the number of active library users with a disability is low. For example: • The CIPFAstats show that in 2010-11 there were 268 housebound readers in the borough, compared to a London average of 398. • The OpenGalaxy Registered and Active Borrowers report (01/02/2012) showed that of 43,005 active users, just 125 were registered as visually impaired and 153 with special needs. Of those people registered as disabled who are active users of the library, the following disabilities were the most common: visual impairment, hearing impairment, learning difficulty, mental health condition, mobility issue, dexterity issue, dyslexia, other disabilities or multiple disabilities. To address the low numbers of disabled users, the Library Service has undertaken a number of initiatives to ensure the service is accessible to all members of the community. For example, the Library Service: • Provides stock in a variety of formats to address the needs of people with visual impairments – large print, audio books, ebooks and eaudio books. • Runs a home delivery service for library users with mobility issues. • Works with a variety of local organisations to ensure that the needs of people with disabilities are catered for.

	• Has set up a reading group at a local hostel in partnership with SPEAR for adults with mental health issues.
Gender (Sex)	The OpenGalaxy Active Users report (02/02/2012) shows that of the 52,699 active library users, 18,336 are men, 31,240 or women and 3,114 are unknown. This means that comparatively, the Library Service is not heavily used by men, who make up 34.8% of the active users. This compares to women who make up 59.6% of the active users.

The CIPFA Plus Survey from 2010 allows us to break down active users by gender in each of the libraries in the borough which again, demonstrates that libraries are used by a greater proportion of women than men:

Library	Female	Male	No of cases	Survey response rate
Richmond Lending	65%	35%	339	92%
Twickenham	63%	37%	332	93%
East Sheen	66%	34%	378	95%
Teddington	67%	33%	374	92%
Whitton	62%	38%	416	93%
Hampton	62%	38%	461	96%
Castelnau	73%	27%	252	95%
Heathfield	68%	32%	154	96%
Kew	71%	29%	222	94%
Ham	69%	31%	336	94%
Hampton Wick	63%	37%	150	90%
Richmond Reference	35%	65%	354	92%
Weighted total	62%	38%	3,768	93%

Gender reassignment	No data on service take-up is available for gender reassignment.
*Marriage and civil partnership (*only in relation to first part of the duty: eliminate discrimination and harassment)	No data on service take-up is available for marriage and civil partnership.
Pregnancy and maternity	No data on service take-up is available for pregnancy and maternity.

Race / ethnicity	Comparatively the library service is not heavily used by ethnic minorities (9%). This compares to a London average of 27.9%. However, it must be noted that LBRuT has one of the lowest ethnic minority populations in London and as such, it should be expected that the number of users from an ethnic minority would be lower. In fact, of the 31 boroughs completing the survey only Bexley, Bromley and Havering recorded lower percentages.

To encourage more people from ethnic minority backgrounds to visit libraries, a number of initiatives have been undertaken including:

- Developing a programme of events to encourage reading and support learning as part of Black History Month.
- Organising regular library visits for the Richmond English as an Additional Language Friendship Group Centre Ltd.

Furthermore the Library Service also ensures incidents of inappropriate behaviour are recorded and responded to. Incidents involving racist behaviour have occurred occasionally and have led to library customers being banned from library premises.

Religion and belief including non-belief

The data available relating to religion or belief is incomplete and unreliable.

However, the OpenGalaxy Registered and Active Borrowers report (01/02/2012) does provide the following information about those people who have provided data relating to religion and belief:

Religion or belief	Active Users	Inactive Users
Buddhist	20	27
Christian	873	1,195
Hindu	28	55
Jewish	11	16
Muslim	50	116
Sikh	9	23
Other faith	17	52
No faith	461	667
Preferred not to say	11	263

Of the active users who did provide data relating to religion and belief (1480- just 3.4% of the total number of active users), the percentages of people with different religion and beliefs are as follows:

Religion or belief	Percentage of active users
Buddhist	1.4%
Christian	59.1%
Hindu	1.9%
Jewish	0.7%
Muslim	3.4%

	Sikh	0.6%
	Other faith	1.1%
	No faith	31.1%
	Preferred not to say	0.7%
Sexual orientation	No data on service take-up is available for sexual orientation.	

6. [Have you identified any data gaps in relation to the relevant protected characteristics and relevant parts of the duty?](#) If so, how will these data gaps be addressed?

Gaps in data	*Action to deal with this*
All protected characteristics	Data clean up / re-registration of all library users as part of the installation of a new Library Management System. Survey of non-users as part of the Marketing Strategy. Establish library stakeholder groups at each library.
Disability	Stock survey to demonstrate that the library service has books and other materials of interest to people with disabilities. Targeted outreach to engage with local disability groups.
Religion and belief	Stock survey to demonstrate that the library service has books and other materials covering all religions and beliefs
Gender reassignment	Stock survey to demonstrate that the library service has books and other materials of interest to transgendered people. Targeted outreach to engage with local transgender groups.
Marriage and civil partnership	Stock survey to demonstrate that the library has books and other materials of interest to people who want to get married or enter a civil partnership.
Pregnancy and maternity	Targeted outreach as part of the Bookstart programme.
Sexual orientation	Stock survey to demonstrate that the library service has books and other materials of interest to gay, lesbian and bisexual customers. Targeted outreach to engage with local lesbian and gay groups.

SUMMARY OF THE KEY FINDINGS

7. Set out the key findings from the equality impact needs analysis of the service / function / policy. Key questions to consider when completing this section:

There are no findings of unlawful discrimination.

The Connecting Communities Library Strategy 2011-14 will not have an adverse or negative impact on anyone with any of the protected characteristics. The Strategy has the stated intention of widening participation in reading and learning and of improving access to the library service. It makes the following commitments:

- Library buildings will be easily accessible in visible and convenient locations and will be open at convenient times.
- Libraries will play a key role in enhancing digital skills and digital citizenship so that residents are able to access essential public services online.
- Residents who are unable to visit their nearest library will have their reading and information needs met through the Home Library Service. Targeted outreach will be used to engage low participant groups in the services offered by their library.
- The library service will seek out and listen to the views of residents to ensure that services are developed and improved in line with local needs and requirements.
- Libraries will be vibrant public spaces that connect people and communities, providing opportunities for people to meet together and participate in the social and cultural life of their local communities.
- Technology solutions will be employed to improve access to the library service. Residents will have 24/7 access to e-books, downloadable resources, online subscriptions and digitised collections through an innovative virtual library portal.
- Library services will be focused on continually improving services to customers by collecting and using key performance data to inform service developments. Data will also be used to communicate the value and impact made by the library service.

The EINA has identified the following ways of advancing equality and meeting diverse needs:

- Improve data quality and fill identified gaps, where possible.
- Carry out a survey of people who do not currently use the library service
- Establish Library Stakeholder Groups at each library.
- Carry out stock surveys.

CONSULTATION ON THE KEY FINDINGS

8. **What consultation have you undertaken with stakeholders or critical friends about the key findings? What feedback did you receive as part of the consultation?**

Public consultation on the future provision of the library service was carried out in October and November 2010. The consultation collected information on residents' current use of libraries and their preferences for the future delivery of the service. It also asked residents to identify up to three services which should be prioritised over the next four years. Four priorities were clearly identified and have informed the strategic priorities set out in the Library Strategy.

Further consultation will be undertaken as part of the Action Planning. See below.

ACTION PLANNING

9. **What issues have you identified that require actions? What are these actions, who will be responsible for them and when will they be completed?**

Issue identified	Planned action	Lead officer	Completion Date
Gaps in data	Data clean up	Paul Donaghy	March 2013
	Customer re-registration	Bernie McManamon	March 2013
	Non-user survey	Cheney Gardner	March 2013
	Library stakeholder groups	Ian Dodds / Arts Richmond	March 2013
	Stock surveys	Cheney Gardner	March 2013
	Targeted outreach	Joss Green	March 2013

MONITORING AND REVIEW

10. **How will the actions in the action plan be monitored and reviewed? For example, any equality actions identified should be added to business, service or team plans and performance managed.**

The actions will be monitored at monthly meetings of the Library Strategy & Development Managers, at 121 meetings with lead officers and at appraisal meetings.

PUBLISHING THE COMPLETED ANALYSIS

11. **When completed, the equality impact and needs analysis should be approved by a member of DMT and published on the Council's website. Please provide details below:**

Approved by	Education, Children's and Cultural Services Equalities Working Group
Date of approval	11 July 2012
Date of publication	Summer 2012

DECISION-MAKING PROCESS

12. **Has a copy of this EINA or summary of key findings been provided to key decision-makers to help inform decision making, for example as an appendix to a Cabinet or Committee report?**

N/A.