

Equality Impact Assessment

Title	Re-defining the library service core offer		
Release	14/06/19	Version No.	V1.0
Revision History	V1.0		
Type of strategy, policy, project or service			
Existing	Update of core library service offer – this EQIA is being prepared at an early stage of the work and will be revised and updated as the work on the core offer develops.		
New or proposed			
Changing, update or revision			
Other			
Is this an internal or external Equality Impact Assessment (EqIA)	External		
Officers involved in the screening	Tracy McGregor, Service Manager – Early help and Library Services; Sharon Kirkpatrick, Senior Manager – Early help and Library Services		

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Directorate or Service	Adult and Community Services, Library Services
Version No	V1.0

Aims

What are the aims of your strategy, policy, project or service?

The aim is to refresh the library service core offer to ensure that it remains relevant to all of the population by understanding what people need and want from their library service. The approach will:

- be evidence based – informed by needs assessment
- ensure that the new Dorset Council is meeting its statutory obligations of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient public library service for all people who live, work or study full time in the area and who want to make use of it, taking into account local needs and within available resources.
- consider the core library service offers for communities by defining priorities and outcomes. This could result in a service offer that is tailored to different community needs, providing a consistent but not necessarily uniform service.
- link to strategic council outcomes and other service strategies to ensure that maximum public benefit is realised
- be co-designed with stakeholders, partners and people

The initial work will focus on understanding the principles of the service offer. It is not about the service delivery/operating model or related to funding.

What is the background or context to the proposal?

With the establishment of the new Dorset Council from April 2019, it seems timely to commence work on reviewing the library service offer. The rationale for refreshing the core offer is:

- The current library service strategy was approved in 2011 by Dorset County Council.
- The offer needs to be revised given the decline in traditional library use and wider change with demographics, technology and customer expectations.
- Provides the new council with information about understanding what people need and what they want from their library service in order to consider how the library service fits with wider priorities and plans in the new council.
- This work will help inform the new authority's statutory responsibility under the 1964 Public Libraries and Museums Act.

Intelligence and Communications

What data, information, evidence and research was used in this EqlA and how has it been used to inform the decision-making process?

During 2018, work has been undertaken with the County Council's Research and Intelligence teams to understand more about local communities and the library service. A Library Service needs assessment has been compiled and this has also been supported by further work on an online library service dashboard.

<https://public.tableau.com/profile/research.dorset#!/vizhome/LibraryServiceProfiler/Dorsetlibrariesheadlinedata>

This information provides us with data about local community need and current library service performance.

Information included in the needs assessment information includes:

- details of library use and performance – number of issues, visitors and other types of use such as computer use. This is provided on a whole service and a library by library basis.
- key demographic information to illustrate potential needs. This statistical information helps provide the context and highlights the key themes which are important in Dorset which include Children, Deprivation, Economy and Older People. All of these themes relate to outcomes that the library service contribute to delivering.

Sources of data/information used to compile the needs assessment and dashboard include:

- User and performance information extracted from Dorset's Library Management System (LMS)
- Financial information from Dorset County Council
- Annual performance information from the Chartered Institute of Public Finance Association (CIPFA) – Dorset and other comparable authorities
- State of Dorset 2018 report produced by Dorset County Council
- Public Library User Survey for over 16's and under 16s – Dorset (CIPFA)
- Office for National Statistics (ONS) data
- Deprivation indices data from the Department for Communities and Local Government
- Public transport data

Dorset Library Service have also regularly participated in the national CIPFA Public Library User Surveys (PLUS) for over 16s and for children and young people. The survey results capture data from the range of users for whatever purpose they visit the library so provide comprehensive information about how people use libraries and equalities data about these users. The results from the most recent surveys have been used to inform the approach.

What data do you already have about your service users, or the people your proposal will have an impact on?

The library service has a significant amount of data about its service users. These can be categorised as:

- People who physically visit the libraries to access the range of services and activities available
- Of these visitors, there are people who use their library card to borrow items and/or use the public computers. We are able to use the Library Management System (LMS) to identify these users.
- We also have people who use the 'virtual' or online library offer such as e-books and e-magazines
- There are also people who are no longer able to visit the library and are provided with the Home Library Service, primarily delivered through volunteers.

The Library Management System (LMS) enables the service to collect data about the people who use libraries to borrow items or to use a computer. There are over 60,000 people who have used their library card in a Dorset library in 2017/18 (CIPFA) to borrow an item or to use a public computer. These active users equate to approximately 16% of the total population in Dorset.

Of these active users, 30% are children and young people aged 17 years or under. This data is drawn from the LMS and we can also show the percentage of children's books and other stock that are issued. We are able to show this data library by library. In thinking about particular focus for some engagement sessions, we looked at the levels of membership and use by under 17s and identified where there was below average use and above average (based on county population) 0-16 years in the population.

We know how many adult users have joined and have used their library card within the past 12 months. We request age information for the over 17s as part of the joining process to record on the LMS— however this is not mandatory and does not provide comprehensive data. The PLUS survey results do provide information about the age breakdown (and other characteristics) of our users which can be used to illustrate the profile of our users. From this data it demonstrates that the 16 -25 year old and 25-44 year old groups of library users are under-represented when compared with the total population age breakdown. Our largest group of adult users by age is the 65 -74 year old and 75 or over age groups.

We collect the number of people who participate in events and activities run by the library service and the type of event based on themes. We are able to identify the events and activities for children and their families which provides the number of children and families participating in these events. Otherwise, we do not have any detailed evidence about the profile of these people other than anecdotal information from library staff.

We count the number of visitors to libraries. In 2017/18, there were 1,562,412 visits to libraries. Some people will use their library card to borrow books or use a computer. However some library uses do not require library membership and consequently we do

not have data about these users except for the PLUS survey results which captures all types of use.

In terms of gender, the population in Dorset is made up of 49% males and 51% females. From the PLUS data we know that 64% of the respondents were female and 36% were male, illustrating that use by males is under-represented when compared to the total population.

There are people who do not visit a library building yet are service users. These are:

- People who have joined the library online and only use the online services such as e-books. (Virtual users)
- Home Library Service users – people who are housebound and have a volunteer delivered collection of books and other stock delivered to their home. We also provide a service to residential and care homes providing them with a collection of stock on a regular basis. There were 1,534 visits to people who are unable to visit the library in 2017/18.

The engagement survey results will also collect equalities type information on an anonymous basis and we will be able to analyse the results by these characteristics.

What engagement or consultation has taken place as part of this EqlA?

We have undertaken an engagement programme with communities, users and stakeholders. This work included:

- an online and hard copy survey
- a number of focus groups with the public (6 across the county and 2 with young people)
- a number of sessions with key stakeholders/partners, including Friends of Libraries Groups, other public sector services and voluntary/community groups

This work was informed by the needs assessment data and advice was sought from the County Council's Communications and Engagement team to support this work.

The engagement period ran from 22 October to 2 December 2018 (6 week period).

The engagement work focused on understanding people's needs and how the library service is and could be meeting or addressing these needs. The work has also included looking at the current offer and how it meets the current council's outcomes as well as further analysis of demographic information. At the time of writing, this information is being finalised to report to the Adult and Community Services Directorate Management team early in 2019.

The intended outcome of the engagement work will be a set of principles to help inform the library service planning.

Is further information needed to help inform this proposal?

The results from the engagement programme will inform the core offer. This will provide an evidence base for service planning and will help the new council in any consideration of its plans and policies.

How will the outcome of consultation be fed back to those who you consulted with?

We will provide an update to those who participated in the engagement programme by:

- through our staff newsletter for library service staff
- e-newsletter to our users who are signed up for our regular newsletter
- through an email update to those who attended a stakeholder session
- information for display in our libraries
- information on the library webpages of the Dorset for You website
- information on the County Council’s intranet for wider council staff and members.

Assessment

Who does the service, strategy, policy, project or change impact?

If your strategy, policy, project or service contains options you may wish to consider providing an assessment for each option. Please cut and paste the template accordingly.

For each protected characteristic please choose from the following options:

Positive Impact

Negative Impact

Neutral Impact

Unclear

Please note in some cases more than one impact may apply – in this case please state all relevant options and explain in the ‘Please provide details’ box.

General statement

This EQIA is being prepared at an early stage of the work to refresh the library service core offer and at the time of writing this version, it is not possible to assess the impact on people with protected characteristics as the offer has yet to be defined.

As an universal service which is available to anyone who lives, works or studies in the area, the impact of any change or revision could impact on current and potential users. Data has been provided about our current users and general population in Dorset at this early stage.

Age	<i>Impact not yet known</i>
What age bracket does this affect?	<p>70% of active library card users (ie people who have used their library card to borrow an item or use a public computer in the past 12 months) are aged 18 years or over. Using the Public Library User Survey data, this shows the age breakdown our adult users and the comparison with Dorset’s whole population (shown in brackets) as:</p> <ul style="list-style-type: none"> • 16 -25 years – 3% (9%) • 25- 44 years – 17% (20%) • 45 – 64 years – 28% (28%)

	<ul style="list-style-type: none"> • 65 – 74 years – 29% (14%) • 75 years or over – 23% (13%) <p>This shows that the 16 -25 year old group is under-represented in our current user profile and that the older age range of 65 years+ are a significant proportion of library users.</p> <p>(Sources: Public Library User Survey for adults November 2016 and 2016 Mid Year Estimates ONS)</p> <p>For those aged under 18, the breakdown of children’s membership by age is as follows:</p> <ul style="list-style-type: none"> • 0 – 4 years – 31% • 5 – 11 years – 55% • 12 – 14 years – 8.5% • 15 – 17 years – 5.5% <p>Sources: Symphony Library Management System November 2017)</p>
Please provide details	
Disability	<i>Impact not yet known</i>
Does this affect a specific disability group?	<p>Across the county, Dorset has a higher proportion of its population whose day to day activities are limited at 20.1% when compared nationally (17.9%). This is to be expected with an ageing population.</p> <p>Information from the PLUS survey illustrates that 28% of library users reported having a disability or limiting health condition (completed on a self assessment basis) and reported the following disability/health condition:</p> <ul style="list-style-type: none"> • Mobility - 11% of respondents who completed this question • Hearing – 10% of respondents • Eyesight – 3% of respondents • Dexterity – 5% of respondents • Learning disability – 2% of respondents • Mental health – 5% of respondents • Other – 3% of respondents <p>Please note that respondents could select more than one answer.</p>
Please provide details	
Gender Identity	<i>Impact not yet known</i>
Please provide details	<p>In Dorset the population is 49% is male and 51% is female.</p> <p>Based on the data from PLUS, it shows that for the over 16s, 64% of respondents were female and 36% were male. Based on a similar survey for children and young people aged under 16 years, 57% of respondents were female and 43% were male.</p>

	The use of the library service by males is under-represented when compared to the population.
Pregnancy and maternity	<i>Impact not yet known</i>
Please provide details	
Race and Ethnicity	<i>Impact not yet known</i>
Please provide details	4.5% of Dorset's population classes themselves as being from a black and minority ethnic (BME) group. The data about library users suggests that the use by those from a BME background is low although for users aged under 16s, there is a different profile with more young people from different ethnic groups using the library.
Religion or belief	<i>Impact not yet known</i>
Please provide details	
Sexual orientation	<i>Impact not yet known</i>
Please provide details	The PLUS survey included a question about sexual orientation. The majority of people (98%) responded that they were heterosexual/straight with 1% responding as Gay/Lesbian.
Sex	<i>Impact not yet known</i>
Please provide details	Please see gender identity data.
Marriage or civil partnership	<i>Impact not yet known</i>
Please provide details	
Other Socially Excluded Groups For example: Carers, rurally isolated, low income, economically disadvantaged, single parents, armed forces.	The needs assessment provides data on deprivation and in addition further work has been done on analysing types of deprivation issues eg children and young people socio-economic deprivation. Organisations representing a range of groups were invited to the engagement events

Please provide details	

Action Plan			
What plans do you have in place, or are developing, that will mitigate the likely identified negative impacts?			
Objective/Outcome	Action to be taken	Lead Officer	Deadline
Understand data about Dorset's communities and population given that the library service is a universal service and available to all the community	Needs assessment has been undertaken on a library by library basis as well as whole county approach. Further needs mapping also undertaken to show library use and deprivation indices	T McGregor	Completed
Ensure that groups that are under represented in library user profile are included in the engagement programme.	Stakeholder mapping undertaken to inform invitees to engagement sessions using data about service users and those less engaged in using the library. Example organisations invited include Dorset Race Equality Council,	T McGregor	Completed
Ensure that engagement through survey reaches a range of Dorset's population	Survey includes equalities information as well as information about frequency of library use (or not). The analysis of the results will include understanding this information. Survey available online Promoted through partners such as Skills and Learning and Family Information Service.	T McGregor	By end of January 2019
Understand any negative impacts on protected characteristic groups as work on offer evolves	Revise this EQIA as work develops: <ul style="list-style-type: none"> • When engagement results are known 	T McGregor	By end of February 2019

	<ul style="list-style-type: none"> and any work on defining offer is undertaken 		
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EqlA Signatories		
EqlA role	Name	Date
Lead Manager / Project Sponsor	Tracy McGregor	3 December 2018
Directorate Chair on behalf of the Directorate Diversity Action Group	Sharon Kirkpatrick	13/06/19