

# Equality Impact Assessment Record

Date of EIA

March 2009

Directorate

ENVIRONMENT, CULTURE AND COMMUNITIES

Initial Screening Record		
Activity to be assessed	<b>Library Service – Fair access and provision to services.</b>	
What is the activity?	<input type="checkbox"/> Policy/strategy <input type="checkbox"/> Function/procedure <input type="checkbox"/> Project <input type="checkbox"/> Review <input checked="" type="checkbox"/> Service <input type="checkbox"/> Organisational change	
Is it a new or existing activity?	<input type="checkbox"/> New <input checked="" type="checkbox"/> Existing	
Aim / objective / purpose of the activity – who is the activity designed to benefit/target?	<p><b>The purpose of the activity is to provide fair access to key resources and services from the Borough's Libraries.</b></p> <p><b>The activity is designed for all users of the library service.</b></p>	
Who is responsible for the activity?	The person responsible for this service is: Head of Libraries and Information	
Did Step 1: Initial Screening indicate that a full EIA was necessary?	<input checked="" type="checkbox"/> Yes – full EIA completed and recorded below. <input type="checkbox"/> No – full EIA not completed therefore record ends here.	
Full EIA Record		
Who are the members of the EIA team?	Head of Libraries and Information, Community Services Manager, Stock Services Manager, Support Services Manager.	
What evidence has been found to indicate that the activity might need to be amended? (Include any consultation undertaken)	<p>Experian survey on Library provision split by age, gender, ethnicity done in January 2008 shows the proportion of library users from all minority ethnic backgrounds is either the same as or more than the minority ethnic profile of the population as a whole.</p> <p>In the last Public Library User Survey 2006, 2 comments out of 95 replies related to access to the top floor of Bracknell Library; there were 5 customer comments in 2006/2007 commenting on the lack of a lift and one letter received in 2006. A mystery shopper exercise has identified the lack of access to the top floor of the Bracknell main Library.</p> <p>Bracknell Library received 140,419 visits in 2008. There were 480,041 visits to all public libraries in Bracknell Forest.</p> <p>The library card, e+ card collects data where given. There are currently 46,990 library card users of which 82% declined to give detail on Ethnic Origin, of the 18%, 92% were white and 8% were of Ethnic origin. 93% responded on gender with 60% female, 40% male. On age, 99% responded with 1-19 24%, 20-29 12%, 30-39 17%, 40-49 16%, 50-59 10%, 60-69 11% and 70+ 10%. These numbers are broadly in line with the population.</p>	
With regard to the equalities themes, which groups might be <b>impacted</b> by the activity? Might any of these groups be impacted <b>adversely</b> ?	<b>Groups Impacted</b> <input checked="" type="checkbox"/> Race and ethnicity <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Gender <input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Sexual Orientation <input checked="" type="checkbox"/> Religion or belief	<b>Groups impacted adversely</b> <input type="checkbox"/> Race and ethnicity <input checked="" type="checkbox"/> Disability (Bracknell Library only) <input type="checkbox"/> Gender <input type="checkbox"/> Age <input type="checkbox"/> Sexual Orientation <input type="checkbox"/> Religion or belief
	What evidence is there to suggest an impact/adverse impact?	Some limited evidence to suggest dissatisfaction with vertical access arrangements in Bracknell Library.
On what grounds can impact or adverse impact	There is significant cost and with the town centre regeneration there is a question about Bracknell Library's lifespan. However,	

be justified?	because of the potential delay in the Regeneration of the Town Centre this is being revisited.
Is there any current action that addresses issues for any of the groups impacted/adversely impacted?	<p>There is good wheelchair access to the library ground floor with automatic doors and ramp to the main entrance and ground floor public area.</p> <p>Library staff assist customers in locating services within the building and signs are up to advise customers of this support.</p> <p>Computers are available on the ground floor of the library providing access to library catalogues and sources of information including online reference sources. A Plasma screen gives a continuous feed of sources of public information and library notices.</p> <p>Large print books, audio and video resources are available.</p> <p>Eight other libraries in the Borough have access to all public areas.</p> <p>Free requests are available to customers for books and items borrowed from other Bracknell Forest Council libraries.</p> <p>There is a Home Library Service for users who are housebound and unable to use libraries through a physical or mental disability.</p> <p>A new central library is planned as part of the Town Centre Regeneration and access to the top floor is being reviewed.</p>
What changes will you make to the activity reduce or remove any differential/adverse impact?	<p>Continue with actions listed above. Establish focus groups including, where possible, groups impacted.</p> <p>We will review access issues within Bracknell Library. The Council has a corporate access budget which is allocated on a priority basis to improve access to all Council buildings. A report to the Corporate Management Team on interim arrangements is being prepared for June 2009.</p>
Into which action plan/s will these actions be incorporated?	Environment, Culture and Communities Service Plan 2009/2010 and Action Plan for the Library Service 2009/10.
Who is responsible for the action plan?	Head of Libraries and Information, Community Services Manager, Stock Services Manager and Support Services Manager.
Have any examples of good practise been identified as part of the EIA?	<p>Training sessions for library staff including understanding mental health issues.</p> <p>Books on Prescription Service to be introduced in January 2009 to assist customers with mental health issues.</p>
Has the EIA been published on the Council website?	No
Who is the relevant Chief Officer and have they signed off the EIA?	<p>Mark Devon, Chief Officer: Leisure &amp; Culture, Environment, Culture &amp; Communities.</p> <p>Signature.....</p>
Which PMR will this EIA be reported in?	Q1 2009/10