

Equality & Human Rights Impact Assessment (EHRIA)

This Equality and Human Rights Impact Assessment (EHRIA) will enable you to assess the **new, proposed or significantly changed** policy/ practice/ procedure/ function/ service** for equality and human rights implications.

Undertaking this assessment will help you to identify whether or not this policy/ practice/ procedure/ function/ service** may have an adverse impact on a particular community or group of people. It will ultimately ensure that as an Authority we do not discriminate and we are able to promote equality, diversity and human rights.

Before completing this form please refer to the EHRIA [guidance](#), for further information about undertaking and completing the assessment. For further advice and guidance, please contact your [Departmental Equalities Group](#) or equality@leics.gov.uk

***Please note: The term 'policy' will be used throughout this assessment as shorthand for policy, practice, procedure, function or service.*

Key Details	
Name of policy being assessed:	Mobile Libraries Services
Department and section:	Adults & Communities – Communities & Wellbeing Service
Name of lead officer/ job title and others completing this assessment:	Chris Housden Hilary Ward Tracey Beighton Linsey Vincent
Contact telephone numbers:	0116 3056947
Name of officer/s responsible for implementing this policy:	Nigel Thomas
Date EHRIA assessment started:	22 nd December 2014
Date EHRIA assessment completed:	September 2015

Section 1: Defining the policy

Section 1: Defining the policy

You should begin this assessment by defining and outlining the scope of this policy. You should consider the impact or likely impact of the policy in relation to all areas of equality, diversity and human rights, as outlined in Leicestershire County Council's Equality Strategy.

1 What is new or changed in this policy? *What has changed and why?*

Leicestershire County Council's Communities and Wellbeing Service (C&W) is subject to a significant reduction in funding over the next 2 years, as detailed in the Medium Term Financial Strategy (MTFS). Leicestershire Library service is a component function of the C&W service.

The Library Service has been re-modelled with this in mind, taking account of the Council's legal obligations contained in the 1964 Libraries and Museums Act and the Equalities Act 2010.

In November 2014, following a public consultation, Leicestershire County Council agreed a re-modelled library service to meet ongoing budget challenges and changing customer expectations. The model approved the Cabinet comprises:

- 16 market town and shopping centre libraries funded by the County Council
- A support service to enable local communities to run their local library.
- An online library service available 24 hours a day, 365 days a year.
- A mobile library service that will provide a regular service to most villages without a static library

The public consultation did not at that time ask questions about potential changes to the mobile library service. A subsequent consultation was undertaken (5th January to 13th April 2015) to ensure this service can meet local needs.

The aim of the consultation was to inform an effective, flexible and reliable service across Leicestershire. The proposals under consultation covered frequency of visits and locations of stops and proposed:

- Change the frequency of visits to locations currently served by a mobile library to either once every three weeks or once a month.
- Update the network of mobile library stops to take account of new housing developments and to reflect actual service usage.
- Make any changes from January 2016.

	<p>Current service provision:</p> <p>The mobile library service is made up of 6 vehicles that currently deliver a two-weekly service to 499 locations. The service generates 195,000 loans to 3800 users, of which 2100 use the service exclusively. The other 1700 people are occasional users of the service and also use a static library.</p> <p>Route Details</p> <ul style="list-style-type: none"> • Mobile 2 operates from Melton Mowbray Library • Mobile 3 operates from Market Harborough Library • Mobile 4 operates from Lutterworth Library • Mobile 5 operates from Loughborough Library • Mobile 6 operates from Coalville Library • Mobile 7 operates from Coalville Library
2	<p>Does this relate to any other policy within your department, the Council or with other partner organisations? <i>If yes, please reference the relevant policy or EHRIA. If unknown, further investigation may be required.</i></p> <p>It is generally recognised that the Mobile Library Service provides benefits in combating social isolation and assisting service users with disabilities affecting their mobility and ability to access similar services remotely. In these respects, the Mobile Library Service compliments a range of services provided by Leicestershire County Council designed to assist people with restricting disabilities.</p>
3	<p>Who are the people/ groups (target groups) affected and what is the intended change or outcome for them?</p> <p>The people affected by any change to the service would be any current users and potentially any resident of the communities on the Mobile Library routes who may wish to make use of the services provided. The outcomes of the consultation may impact on the Mobile Service's frequency, stops and routes. .</p> <p>During the calendar year 2014, the mobile library service had a total of 3,888 users. Monitoring data collected from this number reflects the following:</p> <p><u>Gender:</u> Female: 2,010 Male: 925 Not stated: 953</p> <p><u>Declared Disability:</u> 243</p> <p><u>Age profile:</u> 0-4: 216 5-11: 1,077 12-17: 261 18-29: 54</p>

	30-49: 615 50-64: 291 65+: 1,367 Not stated: 7			
4	Will this policy meet the Equality Act 2010 requirements to have due regard to the need to meet any of the following aspects? (Please tick and explain how)			
		Yes	No	How?
	Eliminate unlawful discrimination, harassment and victimisation		x	
	Advance equality of opportunity between different groups	x		The Mobile Service has a significant role in reducing such negative impacts, by being reconfigured to contribute to the <i>Comprehensive and Efficient</i> test being met, and ensuring that all groups have access to a library service.
Foster good relations between different groups	x		As outlined above, avoiding disparities in local provision should combat any perception that the provision is unfair to different groups or areas of the county, particularly rural ones.	

Section 2: Equality and Human Rights Impact Assessment (EHRIA) Screening

Section 2: Equality and Human Rights Impact Assessment Screening

The purpose of this section of the assessment is to help you decide if a full EHRIA is required.

If you have already identified that a full EHRIA is needed for this policy/ practice/ procedure/ function/ service, either via service planning processes or other means, then please go straight to [Section 3](#) on Page 7 of this document.

Section 2

A: Research and Consultation

5.	Have the target groups been consulted about the following?	Yes	No*
	a) their current needs and aspirations and what is important to them;		X
	b) any potential impact of this change on them (positive and negative, intended and unintended);		X
	c) potential barriers they may face		X

6.	If the target groups have not been consulted directly, have representatives been consulted or research explored (e.g. Equality Mapping)?		X
7.	Have other stakeholder groups/ secondary groups (e.g. carers of service users) been explored in terms of potential unintended impacts?		X
8.	*If you answered 'no' to the question above, please use the space below to outline what consultation you are planning to undertake, or why you do not consider it to be necessary.		
	Consultation regarding the re-modelling of the library service took place in 2014. Consultation for the Mobile Library Service commenced on 5 th January 2015. This EHRIA has been timed to inform the consultation and a full EHRIA will take account of the outcomes and findings.		

Section 2

B: Monitoring Impact

8.	Are there systems set up to:	Yes	No
	a) monitor impact (positive and negative, intended and unintended) for different groups;	X	
	b) enable open feedback and suggestions from different communities	X	

Note: If no to Question 8, you will need to ensure that monitoring systems are established to check for impact on the protected characteristics.

Section 2

C: Potential Impact

9.	Use the table below to specify if any individuals or community groups who identify with any of the ' protected characteristics ' may potentially be affected by this policy and describe any positive and negative impacts, including any barriers.		
		Yes	No
	Age	X	The 2014 users' data (summarised in section 3 above) indicates that there are two age groups making significantly greater use of the service than others. These are 5-11 year olds (27% of all users) and 65 and over (35% of all users). In relation to older people, a number of factors will need to be

			<p>borne in mind during this review. Location and duration of stops, adequate notification of routes, timings and schedule disruptions must be communicated adequately.</p> <p>School children will not be able to visit unless stops are scheduled around school hours.</p> <p>Elderly people may be restricted if stops moved to evenings or weekends due to personal safety, especially during winter months</p> <p>Patterns of stopping times and frequency should be consistent, clearly advertised and easy to remember.</p> <p>As with all consultations, documents should be available in hard copy as well as electronic formats and a contact number clearly advertised.</p>
	Disability	X	<p>The 2014 users' data shows that 243 of all users or 6.25%, declared a disability. There is no breakdown for the nature of disability</p> <p>Where disabilities cause mobility restrictions, factors such as location and duration of stops will be important. While it will not be practical to design the timetables around individual needs, local knowledge and monitoring data held may provide guidance. Utilising the Home Library Service appropriately may mitigate any disadvantages arising from the service's inability to meet individual requirements.</p> <p>As with all consultations, documents must be available in alternative formats.</p>
	Gender Reassignment		X No disadvantages currently

			identified
Marriage and Civil Partnership		X	No disadvantages currently identified.
Pregnancy and Maternity	X		Pregnant women have potential limited mobility and can be prone to social isolation.
Race	X		<p>It is worth noting here that Leicestershire's BME groups tend to be in areas that are likely to be served by the core market town and shopping centre provisions.</p> <p>Data for the 4 month period ending 30th June 2015 supports this finding. There are two areas with significant BME populations. Wigston library has a 32.3% Asian membership (demographic profile from the 2011 census shows a 22.3% Asian population for the Oadby and Wigston District)</p> <p>Loughborough library has a 10.3% Asian membership with a 2011 census demographic for Charnwood borough showing 9.8%</p> <p>As with all consultations, documents must be available and advertised in other languages.</p>
Religion or Belief	X		Visit times should be designed to avoid clashes with days and times of religious observance.
Sex	X		As identified above, there are some areas in which this service may engage more with women than men. This arises from the tendency for women to have greater involvement in childcare, and obviously in pregnancy & maternity.
Sexual Orientation		X	No specific issues identified
Other groups e.g. rural isolation, deprivation, health inequality, carers, asylum seeker and refugee communities, looked after	X		One of the central aims of the Mobile Library Service is to ensure that people are not prevented from accessing library services as a result of living in rural areas remote from fixed

	children, deprived or disadvantaged communities			location facilities. Disadvantages may arise from potential failings that mobile services are more prone to, than fixed facilities, i.e. disruptions to schedules resulting from traffic delays, road works, driver availability, vehicle breakdowns and bad weather. Gypsy and traveller communities tend to be located in rural areas. Their locations should be taken into account when stops and frequency are determined.
	Community Cohesion	X		Libraries fulfil a number of roles relating to community cohesion. There may be a clash of interests between some groups, in relation to possible timetables, e.g. working families may not be able to access services unless there are evening or weekend stops While some of these observations arise from the nature of a mobile facility, due regard should be paid to all of them and mitigation considered where possible.
10.	<p>Are the human rights of individuals <u>potentially</u> affected by this proposal? Could there be an impact on human rights for any of the protected characteristics? (Please tick)</p> <p>Explain why you consider that any particular article in the Human Rights Act may apply to your policy/ practice/ function or procedure and how the human rights of individuals are likely to be affected below: [NB. Include positive and negative impacts as well as barriers in benefiting from the above proposal]</p>			
		Yes	No	Comments
Part 1: The Convention- Rights and Freedoms				
	Article 2: Right to life		X	
	Article 3: Right not to be tortured or treated in an inhuman or degrading way		X	

	Article 4: Right not to be subjected to slavery/ forced labour		X	
	Article 5: Right to liberty and security		X	
	Article 6: Right to a fair trial		X	
	Article 7: No punishment without law		X	
	Article 8: Right to respect for private and family life	X		Libraries are an important source of information and reading materials to assist some people (e.g. in low income households) to enjoy a similar quality of home life to more wealthy neighbours. Personal data collected via all LCC consultation exercises is subject the Data Protection Act. A statement to this effect is included in the consultation document.
	Article 9: Right to freedom of thought, conscience and religion	X		Libraries are an important source of Impartial information which may be difficult to obtain elsewhere, e.g. concerning legal rights for minority cultures and religions.
	Article 10: Right to freedom of expression		X	
	Article 11: Right to freedom of assembly and association		X	
	Article 12: Right to marry		X	
	Article 14: Right not to be discriminated against		X	
Part 2: The First Protocol				
	Article 1: Protection of property/ peaceful enjoyment		X	
	Article 2: Right to education		X	
	Article 3: Right to free elections		X	
Section 2				
D: Decision				
11.	Is there evidence or any other reason to suggest that:		Yes	No
	a) this policy could have a different affect or adverse impact on any section of the community;		X	
				Unknown

	b) any section of the community may face barriers in benefiting from the proposal	X		
12.	Based on the answers to the questions above, what is the likely impact of this policy?			
	No Impact <input type="checkbox"/>	Positive Impact <input type="checkbox"/>	Neutral Impact <input type="checkbox"/>	Negative Impact or Impact Unknown <input checked="" type="checkbox"/>
Note: If the decision is 'Negative Impact' or 'Impact Not Known' an EHRIA Report is required.				
13.	Is an EHRIA report required?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	

Section 2: Completion of EHRIA Screening

Upon completion of the screening section of this assessment, you should have identified whether an EHRIA Report is required for further investigation of the impacts of this policy.

Option 1: If you identified that an EHRIA Report is required, continue to [Section 3](#) on Page 7 of this document to complete.

Option 2: If there are no equality, diversity or human rights impacts identified and an EHRIA report is not required, continue to [Section 4](#) on Page 14 of this document to complete.

Section 3: Equality and Human Rights Impact Assessment (EHRIA) Report

Section 3: Equality and Human Rights Impact Assessment Report

This part of the assessment will help you to think thoroughly about the impact of this policy and to critically examine whether it is likely to have a positive or negative impact on different groups within our diverse community. It is also to identify any barriers that may detrimentally affect under-represented communities or groups, who may be disadvantaged by the way in which we carry out our business.

Using the information gathered either within the EHRIA Screening or independently of this process, this EHRIA Report should be used to consider the impact or likely impact of the policy in relation to all areas of equality, diversity and human rights as outlined in Leicestershire County Council's Equality Strategy.

Section 3

A: Research and Consultation

When considering the target groups it is important to think about whether new data needs to be collected or whether there is any existing research that can be utilised.

- 15.** Based on the gaps identified either in the EHRIA Screening or independently of this process, how have you now explored the following and what does this information/data tell you about each of the diverse groups?
- current needs and aspirations and what is important to individuals and community groups (including human rights);
 - likely impacts (positive and negative, intended and unintended) to individuals and community groups (including human rights);
 - likely barriers that individuals and community groups may face (including human rights)

From 5th January – 13th April 2015 the County Council undertook a county wide public consultation exercise about the frequency of visits to locations currently served by a mobile library. This was to enable the network of mobile library stops to be updated taking into account new housing developments and to reflect actual service usage.

The consultation contained the following elements:

- Online and hard copy survey
- Stakeholder survey

The full report on the outcomes of the consultation can be viewed in the Cabinet report of 7th October and in Appendices A&B.

Demographic Analysis

The questionnaire included a range of demographic questions. As well as allowing for the profile of respondents to be understood, it also makes it possible to understand the views of different groups. A full demographic profile can be found on page 30 of Appendix A – Report on Public Survey.

Each of the rating questions within the survey has been cross tabulated by a range of respondent groups. Reference to this is also made in Appendix A as part of the analysis for each of the questions contained in the consultation

Whilst the assessment has considered all nine protected groups, the following groups have been focussed on as it is reasonable to suggest that persons within these groups may be disproportionately affected by the proposals:

- Gender
- Age
- Children aged 0-10
- Children aged 11-17
- Long term illness or disability

The responses from questionnaires reflect the profile within the screening document (page 3):

- The majority of respondents were white females (78%)
- The majority of respondents aged 65+ (76%)
- A significant minority of respondents have identified themselves as having a long term illness or disability (35%)
- The majority of respondents do not class themselves as being carers of a person aged 18 or over. (94%)

Use and Value

From the analysis overall, it is fair to conclude for all mobile libraries that the majority of users visit the mobile library to borrow, renew or return books.

A sizeable minority (29%) use the mobile service to meet friends which demonstrates the value the mobile has on social inclusion. Respondents who were more likely to meet friends at a mobile library were aged 65 or over.

When asked what alternative services they would like to see offered, information, leaflets and displays about local information scored highly alongside requests for health type services.

Responses to the proposals

The detailed analysis of the responses to the questions associated with the proposals for Mobile Libraries can be found in Appendix A – Report on Public Survey.

The Mobile Libraries affected by these proposals are:

- Mobile 2 Operated from Melton Mowbray Library
- Mobile 3 Operated from Market Harborough Library
- Mobile 4 Operated from Lutterworth Library
- Mobile 5 Operated from Coalville Library
- Mobile 6 Operated from Coalville Library
- Mobile 7 Operated from Coalville Library

Options for reducing the frequency of the service

When asked about the frequency of visits, responses suggested that current users mainly access the mobile library service either twice a month (265 respondents) or monthly (197 respondents) with the majority of respondents stating that, in choosing between a three weekly or monthly visit, they would prefer a monthly visit in the future. 247 (42%) reported that a monthly mobile library service to be the preferred option. This was followed by three weekly (25%), neither (16%) and no preference (16%).

There is a minimal difference in responses from the stakeholder survey in relation to a three weekly or monthly visit.

Impact of reductions in frequency of service.

When asked what impact a three weekly service or a monthly service would have on their ability to use a mobile library, respondents most commonly said that a three weekly and a monthly service would make little difference to their ability to use a mobile library.

A significantly higher proportion of respondents aged 65 or above felt that a monthly service would have a positive or neutral impact on their ability to use the service compared to respondents aged up to 64.

A significantly higher proportion of respondents who were parents of a person aged 0-4 years (53%) felt that a monthly service would have a negative impact on their ability to use the service compared to residents who were not parents of a 0-4 year old. This was a slightly lower percentage than the corresponding statistic for the three weekly option (58%) leading to an assumption that a monthly service would have the least negative impact on these respondents.

When considering the frequency of visits bank holidays were identified as an area of concern because the frequency of visits could be longer if their visit falls on a bank holiday, or if a driver takes annual leave or is absent through illness. This impact would be greater should the service adopt a monthly visit.

Three weekly visits were identified as a potential barrier for customers in diarising the correct dates. In this instance monthly visits were preferred with many respondents stating that monthly dates were easier to remember.

The loan of extra books was cited for both options as a mitigating action in reducing the frequency of the service.

However, not everyone felt that they would be able to borrow more books because of the difficulties in carrying them. It is reasonable to assume that this factor may impact

mostly on older or disabled people.

The Stakeholder Survey stated that a more frequent service would be preferable identifying little difference between the three weekly or monthly options. Customers suggested wider advertising of delivery dates.

16. Is any further research, data collection or evidence required to fill any gaps in your understanding of the potential or known effects of the policy on target groups?

The survey results together with data already held on mobile library usage was expected to be sufficient to enable us to understand the Equality and Human Rights impacts on communities and protected groups. The main concerns being:

- The increased number of books customers may need to borrow to mitigate three weekly or monthly visits may present barriers to older people. However, this has also been presented as a solution to mitigate against the impact of changing the schedule.
- The impact that interruptions to the schedule might have on lengthening the gap between visits.

The same areas of concern were also identified within the stakeholder survey

When considering who is affected by this proposed policy, it is important to think about consulting with and involving a range of service users, staff or other stakeholders who may be affected as part of the proposal.

17. Based on the gaps identified either in the EHRIA Screening or independently of this process, how have you further consulted with those affected on the likely impact and what does this consultation tell you about each of the diverse groups?

The Consultation was made available to all residents within Leicestershire either through static libraries, online or the mobile library service. The results of this consultation suggest that the changes will not disproportionately affect other groups.

18. Is any further consultation required to fill any gaps in your understanding of the potential or known effects of the policy on target groups?

The responses do not provide any significant data around the following protected groups:

- Religion
- Ethnicity.

Data indicates that customers falling into specific Religious or Ethnic groups tend to live close to existing static libraries and therefore there would be no significant effect.

Resource materials that have been consulted include:

<p>Leicestershire County Council Report to Cabinet 7th October 2015 “Outcome of Consultation on Mobile Library Services” : includes</p> <ul style="list-style-type: none"> • Appendix A – Report on Public Survey • Appendix B – Report on Stakeholder Survey <p><u>Sustaining Cultural Services</u> (produced by Sue Charteris for Leicestershire County Council, September 2013).</p> <p><u>Creating a Comprehensive Library Service – Getting the Equality Duty Right</u> (Sue Charteris, February 2014)</p> <p>Leicestershire County Council Corporate Information Service data</p> <p>Leicestershire County Council; Research and Insight data on mobile library usage, membership and loan statistics.</p>

Section 3	
B: Recognised Impact	
19.	Based on any evidence and findings, use the table below to specify if any individuals or community groups who identify with any ‘protected characteristics’ are <u>likely</u> be affected by this policy. Describe any positive and negative impacts, including what barriers these individuals or groups may face.
	Comments
Age	76% of respondents were aged over 65. 71% of all respondents categorise themselves as wholly retired from work. 11% of all respondents were parent or carers of children under 17 years, the majority of which were aged under 10 years. The factors of concern with this group (e.g. stop locations and visit times) will need to be addressed in the revised service.
Disability	36% of respondents to the survey identified themselves as having a long-standing illness, disability or infirmity. The factors of concern with this group (e.g. accessibility in terms of stop locations and vehicles) will need to be addressed in the revised service.
Gender Reassignment	1% of respondents identified themselves as being transgendered. It is not believed that the proposal will have a greater impact on people in this group than on others who are not in the protected group.
Marriage and Civil Partnership	It is not believed that the proposal will have a greater impact on people in this group than on others who are not in the protected group.

Pregnancy and Maternity	The mobile library is also an information point and the proposed reduction in frequency of the service may therefore impact on the readiness of the availability of material to this protected group. However this is an area where alternative sources of reference such as doctor's surgeries would be expected to have a role.
Race	99% of all respondents identified themselves as being white. It is not believed that the proposal will have a greater impact on people in this group than on others who are not in the protected group Other data held by the service suggest that more library users of different races use the 16 static libraries across the County.
Religion or Belief	19% of all respondents stated that they had no religion, 80% Christian and 1% any other religion. The level of engagement with different religious groups was largely in line with demographics. Little evidence was presented that suggested that people with different religions or beliefs were disproportionately affected by the proposals.
Sex	78% of respondents to the survey were Female. This supports data regarding mobile library usage.
Sexual Orientation	97% of respondents to the survey identified themselves as heterosexual, 2% bisexual and 1% other. It is not believed that the proposal will have a greater impact on people in this group than on others who are not in the protected group.
Other groups e.g. rural isolation, deprivation, health inequality, carers, asylum seeker and refugee communities, looked after children, deprived or disadvantaged communities	<p>Although residing in a rural area does not confer protected group status, it is of note that one of the central aims of the Mobile Library Service is to ensure that people are not prevented from accessing library services as a result of living in rural areas remote from fixed location facilities.</p> <p>Disadvantages may arise from potential failings that mobile services are more prone to, than fixed facilities, i.e. disruptions to schedules resulting from traffic delays, road works, driver availability, vehicle breakdowns and bad weather.</p> <p>Gypsy and traveller communities tend to be located in rural areas. Their locations should be taken into account when stops and frequency are determined.</p>

	Community Cohesion	Although not part of the PSED, the mobile library service is an important community resource for all villages it visits. The proposal is to continue to visit every community currently in receipt of a mobile library visit.
--	---------------------------	---

20.	Based on any evidence and findings, use the table below to specify if any particular Articles in the Human Rights Act are <u>likely</u> apply to your policy. Are the human rights of any individuals or community groups affected by this proposal? Is there an impact on human rights for any of the protected characteristics?	
	Comments	
Part 1: The Convention- Rights and Freedoms		
Article 2: Right to life	N/A	
Article 3: Right not to be tortured or treated in an inhuman or degrading way	N/A	
Article 4: Right not to be subjected to slavery/ forced labour	N/A	
Article 5: Right to liberty and security	N/A	
Article 6: Right to a fair trial	N/A	
Article 7: No punishment without law	N/A	
Article 8: Right to respect for private and family life	It is recognised that the library may make a significant contribution to family life.	
Article 9: Right to freedom of thought, conscience and religion	Libraries are a vital source of information, particularly for a marginalised group (e.g. from minority cultures) who may not have this readily available from other sources (e.g. local retail outlets). In this sense, the service promotes the rights contained in Article 9.	
Article 10: Right to freedom of expression	N/A	
Article 11: Right to freedom of assembly and association	N/A	
Article 12: Right to marry	N/A	
Article 14: Right not to be discriminated against	N/A	
Part 2: The First Protocol		

	Article 1: Protection of property/ peaceful enjoyment	N/A
	Article 2: Right to education	The educational functions of libraries are a strong aspect of their provision, and added value comes from the Summer Reading Challenge, Book start and the study/homework support. It is recognised that this is not part of mainstream statutory education provision which is the right protected by Article 2 , but it is an important enhancement.
	Article 3: Right to free elections	N/A
Section 3		
C: Mitigating and Assessing the Impact		
Taking into account the research, data, consultation and information you have reviewed and/or carried out as part of this EHRIA, it is now essential to assess the impact of the policy.		
21.	If you consider there to be actual or potential adverse impact or discrimination, please outline this below. State whether it is justifiable or legitimate and give reasons.	
<p>Based on the responses to the survey the following areas can be suggested as presenting barriers for which mitigating action needs to be put in place:</p> <ul style="list-style-type: none"> • People with disabilities accessing the service. • Weight of books due to increased loans due to less frequent visits. • Reduced access to reading material • Difficulty in remembering the date of visit especially on a three weekly service • When considering the frequency of visits bank holidays were identified as an area of concern. The frequency of visits could be longer if a mobile library visit falls on a bank holiday, or due to staff illness/leave. The impact of this will be greater with a monthly service. 		
N.B.		
i) If you have identified adverse impact or discrimination that is <u>illegal</u> , you are required to take action to remedy this immediately.		
ii) If you have identified adverse impact or discrimination that is <u>justifiable or legitimate</u> , you will need to consider what actions can be taken to mitigate its effect on those groups of people.		
22.	Where there are potential barriers, negative impacts identified and/or barriers or impacts are unknown, please outline how you propose to minimise all negative impact or discrimination.	

- a) include any relevant research and consultations findings which highlight the best way in which to minimise negative impact or discrimination
- b) consider what barriers you can remove, whether reasonable adjustments may be necessary, and how any unmet needs that you have identified can be addressed
- c) if you are not addressing any negative impacts (including human rights) or potential barriers identified for a particular group, please explain why

The intention behind the current proposal is that current services will be operated on a monthly visit rather than a two weekly visit currently provided.

Communities currently receiving a service will not have the service withdrawn. The following mitigating actions aligned to question 21 will be explored as part of the EHRIA improvement plan:

For people with disabilities:

The existing Home Library Service will be offered as an alternative to the mobile library service for those with a disability, illness or caring responsibilities.

Existing vehicles are accessible for people with physical disabilities.

Weight of books due to increased loans and less frequent visits

Investigate the possibility of provision of wheeled carriers for loan or purchase by customers.

Reduced access to reading material

An increase in loan limits was a popular solution suggested by respondents to the survey and specific requests to borrow items in excess of the current limit (20 items) will be considered by the service.

Difficulty in remembering the date of visit

Respondents suggested monthly service was easier to remember.

Publicity material to support visits will be required.

Frequency of visits

The allocation of Mondays as an off the road maintenance day will mitigate the impact of the loss of some visits as a result of a bank holiday.

Increasing the loan limits on the visit prior to the drivers' annual leave or providing holiday cover if available.

It is recognised that the service cannot mitigate against unforeseeable events such as

illness.

Section 3

D: Making a decision

- 23.** Summarise your findings and give an overview as to whether the policy will meet Leicestershire County Council's responsibilities in relation to equality, diversity, community cohesion and human rights.

Based on evidence from the consultation, in view of the number of people responding, a monthly visit is recommended; this meets the council's responsibilities as identified above.

Based on evidence from the consultation, in view of the number of people responding, a monthly visit is recommended.

42% of respondents preferred a monthly service against 25% preferring a three weekly service.

Compared with the public survey, the stakeholder responses indicated a preference for a three-weekly rather than monthly visit. In making a decision as to whether the visits are three weekly or monthly, priority was given to the public survey over stakeholders as the public represented library users.

Public respondents stated that a monthly service would make the visiting date easier for them to remember.

Several customers commented that taking out extra books would be heavy for them to carry and consideration needs to be given to how to mitigate this impact.

Section 3

E: Monitoring, evaluation & review of your policy

- 24.** Are there processes in place to review the findings of this EHRIA and make appropriate changes? In particular, how will you monitor potential barriers and any positive/ negative impact?

Actions and targets outlined in the Equality Improvement Plan will be periodically reviewed for effectiveness and possible revision.

Stops visited will be reviewed on a regular basis to monitor usage and ensure that the needs of the customers continue to be met.

Time allocated at routes will be reviewed on a regular basis and where possible changed according to need and demand.

- 25.** How will the recommendations of this assessment be built into wider planning and review processes?
e.g. policy reviews, annual plans and use of performance management systems

The decision regarding the future of the mobile library service, together with all

others in the network, will have an impact on the totality of Communities and Wellbeing's services. It will be necessary to establish clear lines of support and responsibilities particularly what can be expected of the home library service.

As referred to earlier, if mitigation is to be met through an alternative provision then that service will require periodic review to assess its effectiveness.

**Section 3:
F: Equality and human rights improvement plan**

Please list all the equality objectives, actions and targets that result from the Equality and Human Rights Impact Assessment (EHRIA) (continue on separate sheets as necessary). These now need to be included in the relevant service plan for mainstreaming and performance management purposes.

Equality Objective	Action	Target	Officer Responsible	By when
Protect the interests of disabled people in future library provision.	<p>Take account of accessibility when establishing the position of stops within routes.</p> <p>Take any geographical deficits into consideration when establishing Mobile Library stops and Home Library provision.</p> <p>Ensure all vehicles have disabled access either through a ramp or lift.</p>	Maintain and where possible improve the use of all mobile library stops.	Locality/Principal Managers	31 st December 2015
Protecting the interests of different age groups	Ensure where possible the continued operation of current services that assist children and parents with educational goals.	<p>Maintenance of current support for young people and their parents.</p> <p>Maintain engagement with services by people of all age ranges.</p>	Locality/Principal Managers	31 st December 2015

	Where this is not possible, identify alternative sources of similar services to encourage their development.			
Protect the interests of minority ethnic groups and all faiths	Ensure that information and materials held on the mobile library reflect the cultural and faith needs of its users.	Maintain engagement with services.	Principal managers/Outreach Workers	31 st December 2015
Preserve and promote community cohesion	Continue support and provision for wider groups through the network of the proposed Council funded libraries e.g. Unemployed, job seekers.		Locality Managers	Ongoing
Combat the effects of social and rural isolation	Take account of geographical location of mobile library services when establishing the pattern of future provision. Maintain a service within every community currently served by a mobile library. Maintain and develop E-books and internet services	Prevent the development of unserved areas and inconsistent provision by ensuring all current communities served by a mobile continue to receive a service.		Ongoing
Ensure sustainability of	Continue to deliver a	Ensure continuation of a		Ongoing

services to protect all protected groups.	professional service to all existing communities.	service to customers.		
---	---	-----------------------	--	--

Section 4: Sign off and scrutiny

Upon completion, the Lead Officer completing this assessment is required to sign the document in the section below.

It is required that this Equality and Human Rights Impact Assessment (EHRIA) is scrutinised by your [Departmental Equalities Group](#) and signed off by the Chair of the Group.

Once scrutiny and sign off has taken place, a depersonalised version of this EHRIA should be published on Leicestershire County Council's website. Please send a copy of this form to louisa.jordan@leics.gov.uk, Members Secretariat, in the Chief Executive's department for publishing.

Section 4

A: Sign Off and Scrutiny

Confirm, as appropriate, which elements of the EHRIA have been completed and are required for sign off and scrutiny.

Equality and Human Rights Assessment Screening

Equality and Human Rights Assessment Report

1st Authorised Signature (EHRIA Lead Officer):



Date: 9th September 2015

2nd Authorised Signature (DEG Chair):



Date: ...9th September 2015.....

