

## **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](mailto:equality@leics.gov.uk)

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

<b>Key Details</b>	
<b>Name of policy being assessed:</b>	Library Opening Hours
<b>Department and section:</b>	Adults & Communities – Communities & Wellbeing
<b>Name of lead officer/ job title and others completing this assessment:</b>	Nigel Thomas Head of Service Chris Housden Equalities Lead
<b>Contact telephone numbers:</b>	0116 3057379 0116 3056947
<b>Name of officer/s responsible for implementing this policy:</b>	Nigel Thomas
<b>Date EHRIA assessment started:</b>	16 <sup>th</sup> July 2014

## 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	<p><i>What is new or changed in this policy? What has changed and why?</i></p> <ol style="list-style-type: none"> <li>1. In order to meet the savings requirements in the current Medium Term Financial Strategy (MTFS) The Library Service is considering a number of contributory measures. This EHRIA is solely concerned with proposals to reduce the opening hours of its 16 core locations, i.e.:  Market Harborough, Melton Mowbray, Oadby, Wigston Magna, Lutterworth, Hinckley Loughborough, Coalville, Shepshed, Ashby-de-la-Zouch, Earl Shilton, Glenfield Broughton Astley, Blaby, Syston, Birstall</li> <li>2. This proposal forms part of a wider package of proposals for libraries designed to meet the MTFS savings targets. The proposals in full are: <ol style="list-style-type: none"> <li>a) 16 major market town and shopping centre libraries funded by the County Council with a 20% reduction in opening hours</li> <li>b) The continued development of an online and virtual service</li> <li>c) A support service for local communities who manage community libraries</li> <li>d) A mobile library service</li> </ol> </li> <li>3. The 36 Rurally located libraries are not affected by the proposals regarding opening hours. A separate EHRIA report for each library will be prepared to determine the impact on these communities as part of the other proposals associated with the MTFS savings. Specifically the proposal to explore community management of those libraries.</li> <li>4. Any decision must bear in mind the statutory provisions of the Library &amp; Museums Act 1964, and the strategic objectives outlined in the Communities and Wellbeing's own service plan, as follows: <ul style="list-style-type: none"> <li>• To enhance the quality of life and sense of wellbeing of Leicestershire residents by commissioning or providing a choice of community heritage, learning and cultural resources.</li> <li>• To contribute to the provision of relevant information and cultural resources</li> <li>• To combat wordlessness by developing skills and training opportunities as an adult learning provider</li> <li>• To enhance the tourism offer of the County</li> </ul> </li> <li>5. Responsibility for service delivery lies principally with the Senior Management</li> </ol>
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	<p>Team of the Communities and Wellbeing section, and then through service operational teams.</p> <p>6. Libraries are a constituent part of the County Council's Communities and Wellbeing Service, which sits within the Adults and Communities Department. It is managed through 4 operational localities.</p> <p>7. The service areas are compliant with Leicestershire County Council's Equality Policy.</p>
<b>2</b>	<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>The provision of Information and Advice under the terms of the Care Act (to be enacted in 2015) is likely to place greater responsibilities on local authorities for these services. Libraries provide a natural conduit and local resource for this work.</p>
<b>3</b>	<p><i>Who are the people/ groups (target groups) affected and what is the intended change or outcome for them?</i></p> <p>8. This EHRIA will determine the impact on specific protected groups of a proposal to reduce opening hours across 16 libraries across the County. Collectively, these libraries account for 70-80% of all library business.</p> <p>9. Key protected groups for which the proposals may impact are:</p> <ul style="list-style-type: none"> <li>• younger people</li> <li>• older people</li> <li>• disabled people</li> <li>• gender</li> <li>• race</li> </ul> <p>10. Little evidence is available to suggest that the proposals will impact significantly on gender reassignment, marriage and civil partnerships, religion/belief and sexual orientation.</p> <p>11. The outcome of the proposal will be an overall reduction in opening hours of 20% and a saving of £180,000 from the budget of Communities and Wellbeing. These savings will be derived from the 16 libraries detailed in section 1. The key impact for residents, and protected groups will be that of physical access, through a reduction in the opening hours.</p> <p>12. The services that are proposed to be delivered from the major and shopping centre libraries remain unchanged These are:</p> <ul style="list-style-type: none"> <li>• Free access to books either through the library, or online through our e-books service</li> </ul>

	<ul style="list-style-type: none"><li>• Support for literacy</li><li>• Free access to information through collections in local libraries, or through online sources</li><li>• Support for learning through our collections and venues.</li><li>• An inter library loans service</li><li>• Access to the internet, on a charged for basis following a period of free time. Free Wi-Fi access through libraries.</li><li>• Faxing and photocopying</li><li>• A mobile library service serving rural areas (not in the scope of this EHRIA)</li><li>• A library service at home, targeting people who are confined to the home.</li><li>• A library service for education that supports schools. (an independent trading unit) (Not in scope for this EHRIA)</li><li>• Community and exhibition space through our network of libraries. (Aspects of this are charged for.)</li><li>• Supporting Prisons and Young Offenders Institutes (Not in scope of this EHRIA)</li><li>• Support for health and social care through designated health collections</li><li>• Signposting to other agencies and organisations, including other council departments.</li></ul> <p>13. An analysis has taken place of the daily, weekly and monthly usage of the services and this has informed the decision to reduce opening hours, together with responses from a public consultation period that ran from April-July 2014.</p>																				
4	<table><tr><td colspan="4">Will this policy meet the Equality Act 2010 requirements to have due regard to the need to meet any of the following aspects? <b>(Please tick and explain how)</b></td></tr><tr><td></td><td><b>Yes</b></td><td><b>No</b></td><td><b>How?</b></td></tr><tr><td>Eliminate unlawful discrimination, harassment and victimisation</td><td>x</td><td></td><td>The data that any opening hours decisions are based on will be carefully analysed to avoid discriminating against protected groups</td></tr><tr><td>Advance equality of opportunity between different groups</td><td>x</td><td></td><td>The pattern of opening hours will be determined using information held on Library usage and obtained via the related questions in the recent consultation. This will aim to ensure that no groups are disadvantaged in respect of access to Library services.</td></tr><tr><td>Foster good relations between different groups</td><td>xx</td><td></td><td>This should follow from meeting the above aim,</td></tr></table>	Will this policy meet the Equality Act 2010 requirements to have due regard to the need to meet any of the following aspects? <b>(Please tick and explain how)</b>					<b>Yes</b>	<b>No</b>	<b>How?</b>	Eliminate unlawful discrimination, harassment and victimisation	x		The data that any opening hours decisions are based on will be carefully analysed to avoid discriminating against protected groups	Advance equality of opportunity between different groups	x		The pattern of opening hours will be determined using information held on Library usage and obtained via the related questions in the recent consultation. This will aim to ensure that no groups are disadvantaged in respect of access to Library services.	Foster good relations between different groups	xx		This should follow from meeting the above aim,
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**Note: Section 2 has been deleted as we are aware from the outset that a full EHRIA is required.**

## 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?

- a) current needs and aspirations and what is important to individuals and community groups (including human rights);
- b) likely impacts (positive and negative, intended and unintended) to individuals and community groups (including human rights);
- c) likely barriers that individuals and community groups may face (including human rights)

1. From April to July 2014 the County Council undertook a County wide public consultation exercise about a range of proposals which if implemented, would deliver the savings outlined in the MTFS. In total the savings totalled £800,000, of which the proposal to reduce opening hours totalled £180,000
2. In addition 4 focus groups were held with two key protected groups: younger and older people. The work of the groups centred around the total proposals.
3. High level county wide outcomes of the consultation can be found in appendix B

of the cabinet report.

#### Respondent profile

4. The profile of survey respondents is broadly comparable to the Leicestershire population. However certain demographic groups are underrepresented. Key examples are men, respondents aged 15-34 and Black and Minority Ethnic (BME) respondents, particularly Asian or Asian British respondents.
5. Women and those aged 55-74 are overrepresented in the survey.

#### **Key analysis questions**

6. Responses were sought from a range of the survey questions and the Q reference refers to the survey question.

#### Use and value

7. From an analysis of responses to key questions from the survey it is possible to indicate what people belonging to the protected groups use and value from the library service.

#### **(Q2 How often, if at all do you do the following through the county council library service?)**

8. It is not surprising that the majority of users come to the library to borrow a book, /hire a CD. Significant numbers when asked in the survey said that they never used other elements of the library service.
  - Individuals who were less likely to visit a library frequently included males, under 35s, those of no religion
  - Individuals who were more likely to visit a library frequently included those aged 75 years or over.
  - Individuals who were less likely to use the online service included those people 75 years or older, and those who were retired.
  - Individuals who were more likely to use the fax/printing/photocopying services included those with a disability, BME, other religions
  - Individuals who were more likely to use a market town library as the library they currently use most included males, those with a long term disability.
  - Individuals more likely to choose a shopping centre library included 55-74 year olds

#### **(Q6 How much, if at all do you value the following elements of the library service?)**

9. The following library services were valued a great deal :
  - Free Books for loan including e-books service (98%)
  - 24/7 online renewals and reservations (75%)
  - Events and activities for all ages (73%)
  - Educational resources (72%)
  - Informal learning (71%)

**(Q 7 Which of the following elements of the library service do you consider the most important overall)**

10. In the County Wide survey people thought the following areas of service were most important.

- Free books including the e-lending service (95%)
- Public Computers and public Wi-Fi (47%)
- Educational Resources for Children (34%)
- Face to face advice (34%)
- 24/7 online renewals and reservations (27%)
- Events and activities for all ages (27%)

11. These services will still continue in the proposal. The impact will be on physical access.

12. Of these areas, E—lending and 24/7 online services will not be affected by the proposal.

**Focus groups**

13. As part of the consultation, independent qualitative research was undertaken with four focus groups held with older and younger people. Both these age groups are significant users of library services.

14. Exploration with the groups focused on the whole package of proposals, (detailed in section 1) and particularly was engaged with proposals as they affected the 36 Community libraries. However the following responses related to opening hours can be noted:

- Accessibility was important for school age and older library users. Good access included appropriate opening hours.
- Saturdays were perceived as important for younger and older users.
- Participants in the focus groups could broadly accept if necessary a reduction in opening hours and supported a more sensitive approach to opening libraries at times which would be most useful to local people, including children, though this was of less direct relevance to older participants.

**Public Survey Responses to Opening Hours proposals**

15. A proposed pattern of opening hours was detailed for 7 major libraries: Coalville, Hinckley, Loughborough, Market Harborough, Melton, Oadby and Wigston Magna. A different pattern of opening hours was proposed for 9 shopping centre libraries; Ashby, Birstall, Blaby, Broughton Astley, Earl Shilton, Glenfield, Lutterworth, Shepshed, and Syston.

**Demographic Sub groups.**

16. To ascertain whether different demographic sub groups held different opinions, each survey question was cross tabulated (where relevant) by the following

variables relating to protected groups:

- Age
- Gender
- Children
- Long term illness disability
- Ethnicity
- Religion

17. Results found to be statistically significant at the 5% level were noted. A fuller report detailing this information is appended as Appendix K
18. Generally, when asked what would be the most and least convenient times to visit, respondents to the survey, regardless of demographic group indicated that Saturday morning was the most popular time. The second most popular time Saturday afternoon was particularly convenient for 35 to 54 year olds. Mornings and afternoons were generally more convenient than evenings, but especially for those aged 55 years or over and those with a long-term illness or disability. Sundays were the least convenient day (Q5)
19. Overall, for all respondents and regardless of whether the library that they used was a Major, Shopping centre, or Community library, over half of respondents (56%) said that the proposals would have little effect on their ability to use libraries (47%) or would make it easier (9%). Individuals who were more likely to say it would make little difference included those aged 55 years and over, whilst those more likely to say the proposals would make it easier included those aged under 35..
20. A quarter of respondents (25%) said the changes would make it much more difficult for them to use libraries and 19% a little more difficult. Individuals who were more likely to say this included those aged 35-54 years, BME and those of other religions.
21. When the results are examined for just those respondents who said that the library they used most often was one of the major libraries the results were more polarised with fewer respondents saying it would make little difference (41%) and higher proportions saying that it would make it easier (12%) or more difficult (48%) compared to the figures for all respondents.
22. When the results are examined for just those respondents who said that the library they used most often was one of the shopping centre libraries, a higher proportion thought that the proposed hours would make little difference (50%) with 9% saying they would make it easier. Just less than a quarter said that it would make it a little more difficult (23%) and 19% said the proposals would make it more difficult.
23. Therefore the proposed opening hours seem to affect users of shopping centres less than users of the major libraries, although for both library types a higher proportion of respondents said the proposed changes would make little difference



or make it easier.

24. Respondents were asked to explain their response to how the proposals would affect their ability to use the libraries. (Q16) a range of comments were received. It was difficult to relate the free text comments to any of the specific protected groups. However the following points may be interpreted to some groups

- Not a problem as retired (age)
- Opening until 4pm or 5 pm does not suit school/college hours (young people)
- Opening at 10 am too late to tie in with school run.(young people)

25. When asked for their responses on how reduced access difficulties could be avoided or reduced, four common themes emerged: (Q17)

- (i) 13% suggested having more evening opening once or twice a week. Those significantly more likely to make this suggestion included those aged under 55 years, and those with no religion.
- (ii) 12% suggested taking cuts elsewhere to keep all libraries open. Those most significantly more likely to make this suggestion included those with a long term limiting illness or disability.
- (iii) 8% suggested increasing evening hours by reducing hours elsewhere. Those significantly more likely to make this suggestion included BME.
- (iv) 7% suggested evening opening but made no mention of shutting hours for other times. Those significantly more likely to make this suggestion included those aged 35 to 54 years.

26. More than 50% of respondents agreed with two of the opening hour's suggestions. These were : (Q18)

- (i) To close during quieter weekday lunchtimes to allow for more hours at busier times (59%) No protected groups were more significantly more likely to make this suggestion. However, those with a long term illness or disability were more likely to disagree with this suggestion.
- (ii) To reduce daytime hours to allow for evening opening (51%). Those more likely to agree with this suggestion included those aged 35-54 years. Those more likely to disagree included those with a long term illness or disability.

27. A suggestion to reduce weekday hours to allow for more weekend opening received less support with 41% of respondents agreeing and 37% disagreeing. Major library users were less likely to support weekday hours to allow for more weekend opening with 35% agreeing and 48% disagreeing. Those most likely to agree with the suggestion included those aged 35-54 years and those with no religion. Those more likely to disagree with the proposals included those aged 75

years and over and those with a long term illness and disability.

28. Respondents who said that the library they used most often was a shopping centre library were more supportive of closure during quieter weekday lunchtimes to allow for more hours at busier times

#### Stakeholder responses to opening hours proposals

29. In addition to the public survey a stakeholder survey was also distributed. A report of the whole survey, including proposals for opening hours is contained in Appendix D in the cabinet report. 36 stakeholders completed the survey.

- 42% of responses were from Parish/Town Councils
- 28% represented a community group
- 17% represented a group who used a library.

30. It is assumed by the responses that the majority of responses came from stakeholders representing the whole community, rather than specifically representing protected groups. It can be assumed that toddlers groups and schools represented a view on younger people.

31. The responses from stakeholder were very similar to views and opinions expressed by the public survey. For example, the areas of service that were considered most valued and important were the same as detailed in Paragraphs 9 and 10 with the exception of face to face advice. Issues that may affect protected groups included:

- The importance of later opening times for young people to do homework.
- Varying the times over different days to cater for different types of usage

32. Many of the other responses were associated with other elements of the proposals and not directly attributable to opening hours.

- |            |                                                                                                                                                                        |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>16.</b> | Is any further research, data collection or evidence required to fill any gaps in your understanding of the potential or known affects of the policy on target groups? |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

33. Little data exists overall in regard to the following protected groups:

- Gender reassignment
- Marriage and civil partnership
- Pregnancy/maternity religion
- Sexual orientation

34. Partly this is because people do not choose to disclose this information. The county Council is aware of this as a general issue affecting most EHRIA reporting and is working to improve data collection for those groups.

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?

We have not identified a need for any further consultation

- 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?

35. Little data exists overall in regard to the following protected groups:

- Gender reassignment
- Marriage and civil partnership
- Pregnancy/maternity religion
- Sexual orientation

36. Partly this is because people do not choose to disclose this information. The County Council is aware of this as a general issue affecting most EHRIA reporting and is working to improve data collection for those groups.

37. In the instance of this report, it is reasonable to assume that as the nature of the service remains unchanged, then little can be collected that fills in any gaps in understanding the potential effects of the proposals on these groups.

### 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 likely be affected by this policy. Describe any positive and negative impacts, including what barriers these individuals or groups may face.

	Comments
<b>Age</b>	Older people would need to be supported by a mixture of weekday and weekend opening  Younger people would need to be supported by some later opening
<b>Disability</b>	(Q42) 20% of respondents identified as having long standing illness, disability, infirmity. Would need to be supported by a mixture of weekday and weekend opening
<b>Gender Reassignment</b>	Little evidence to suggest that group would be disproportionately affected by proposals

		(Q36) 1% of respondents identified as transgender
	<b>Marriage and Civil Partnership</b>	Little evidence to suggest that group would be disproportionately affected by proposals
	<b>Pregnancy and Maternity</b>	(Q39 and 40 ) 31% of respondents were parents/carers of a young person aged 17 or under Little evidence to suggest that group would be disproportionately affected by proposals. However it can be noted the value placed on educational resources and Bookstart services to under 5s. These services will continue under the present proposals.
	<b>Race</b>	(Q43) 4 % of respondents identified themselves as non-white. Little evidence to suggest that group would be disproportionately affected by proposals although later opening would provide additional support
	<b>Religion or Belief</b>	(Q44) 31% of survey respondents identified themselves as having no religion. 64% as being Christian. 2.7% an accumulation of Buddhist, Hindu, Jewish, Muslim and Sikh religions and 2% other religion or beliefs. Little evidence to suggest that religious groups would be disproportionately affected by proposals
	<b>Sex</b>	(Q35) 69% of respondents Female. 31% of respondents Male Need to support working age people by later opening
	<b>Sexual Orientation</b>	(Q49) 96 % of survey respondents identified themselves as heterosexual, 1.3% bisexual, 0.8% Gay, 0.5% lesbian and 1.8% other. Little evidence to suggest that group would be disproportionately affected by proposals
	<b>Other groups e.g. rural isolation, deprivation, health inequality, carers, asylum seeker and refugee communities, looked after children, deprived or disadvantaged communities</b>	The 36 Rurally located libraries are not affected by the proposals regarding opening hours. A separate EHRIA report for each library will be prepared to determine the impact on these communities as part of the other proposals associated with the MTFS savings. Specifically the proposal to explore community management of those libraries.
	<b>Community Cohesion</b>	<i>From Q6</i> 41 % of survey respondents to the survey valued Events and activities for all ages a great deal

		<p>37% of survey respondents valued the library space for people to meet and mix a great deal</p> <p>49% of survey respondents valued the informal learning function of the library</p> <p><i>From Q7</i></p> <p>27% of survey respondents considered events and activities most important overall</p> <p>22% of survey respondents considered the library as a space for people to meet and mix most important overall</p> <p>24% of survey respondents considered informal learning most important overall.</p> <p>These services will continue under the current proposals.</p>
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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?	
		<b>Comments</b>
	<b>Part 1: The Convention- Rights and Freedoms</b>	
	<b>Article 2: Right to life</b>	No impact Identified
	<b>Article 3: Right not to be tortured or treated in an inhuman or degrading way</b>	No Impact Identified
	<b>Article 4: Right not to be subjected to slavery/ forced labour</b>	No impact identified
	<b>Article 5: Right to liberty and security</b>	No impact identified
	<b>Article 6: Right to a fair trial</b>	No impact identified
	<b>Article 7: No punishment without law</b>	No impact identified
	<b>Article 8: Right to respect for</b>	Libraries provide some services (e.g. Access to IT) that

	<b>private and family life</b>	many people regard as an essential tool for daily family and private life. Making these services available to those who do not have access at home is an important contribution to meeting the Article 8 requirement. Other library services also contribute to this aim such as the Home Library Service, e- books, and literacy support.
	<b>Article 9: Right to freedom of thought, conscience and religion</b>	No impact identified
	<b>Article 10: Right to freedom of expression</b>	No impact identified
	<b>Article 11: Right to freedom of assembly and association</b>	No impact identified
	<b>Article 12: Right to marry</b>	No impact identified
	<b>Article 14: Right not to be discriminated against</b>	No impact identified
	<b>Part 2: The First Protocol</b>	
	<b>Article 1: Protection of property/ peaceful enjoyment</b>	
	<b>Article 2: Right to education</b>	Although libraries are not statutory education providers, there is a very significant educational element within library provision. Some local schools are dependent on such provision if they do not have their own library, or its resources require supplementing. Some services (e.g. Summer reading challenge) enhance formal educational provision.
	<b>Article 3: Right to free elections</b>	No impact identified
<b>Section 3</b>		
<b>C: Mitigating and Assessing the Impact</b>		
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.		
<b>21.</b>	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.	
38. The current proposals to reduce opening hours across 16 major libraries are driven by the unprecedented financial challenges that face local authority services.		
39. The current proposals do not intend to withdraw the services that people use and value.		
40. The key challenge is one of mitigating the reduction of physical access. In determining mitigating actions we need to ensure that the revision of opening hours strikes a balance between :		
<ul style="list-style-type: none"><li>Daytime and evening hours (including morning afternoon and later access)</li></ul>		

<ul style="list-style-type: none"> <li>• Weekday and weekend opening</li> <li>• Developing 24/7 online services</li> </ul>	<p>N.B.</p> <p>i) If you have identified adverse impact or discrimination that is <u>illegal</u>, you are required to take action to remedy this immediately.</p> <p>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.</p>
<p><b>22.</b></p>	<p>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.</p> <ul style="list-style-type: none"> <li>a) include any relevant research and consultations findings which highlight the best way in which to minimise negative impact or discrimination</li> <li>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</li> <li>c) if you are not addressing any negative impacts (including human rights) or potential barriers identified for a particular group, please explain why</li> </ul>
<p>41. The 16 libraries would ensure continued access to its services through any revised pattern of opening hours. This would include a mixture of daytime, later and weekend opening. For example, young people would continue to be able to use libraries for homework after school at periods during the week and at weekends</p> <p>42. The key services on offer from the library service will remain unchanged. These are:</p> <ul style="list-style-type: none"> <li>• Free access to books either through the library, or online through our e-books service</li> <li>• Support for literacy</li> <li>• Free access to information through collections in local libraries, or through online sources</li> <li>• Support for learning through our collections and venues.</li> <li>• An inter library loans service</li> <li>• Access to the internet, on a charged for basis following a period of free time. Free Wi-Fi access through libraries.</li> <li>• Faxing and photocopying</li> <li>• A mobile library service serving rural areas (not in the scope of this EHRIA)</li> <li>• A library service at home, targeting people who are confined to the home.</li> <li>• A library service for education that supports schools. (an independent trading unit) (Not in scope for this EHRIA)</li> <li>• Community and exhibition space through our network of libraries. (Aspects of this</li> </ul>	

are charged for.)

- Supporting Prisons and Young Offenders Institutes (Not in scope of this EHRIA)
- Support for health and social care through designated health collections
- Signposting to other agencies and organisations, including other council departments.

43. The library service has a growing online offer which includes downloadable e-books, magazines and the ability to request material online through a computer or mobile device. These services are available 24/7. It is proposed that these be developed further as part of the wider service re-modelling outlined in section 1.1

44. Libraries will continue to subscribe to VISTAs library service to blind and visually impaired people and a review of that service will be undertaken in 2014-15

45. The home library service will not be affected by the proposals for opening hours.

46. Whilst not currently within the scope of these proposals, approval will be sought to review the pattern of mobile library service delivery following any decisions that cabinet make on other parts of the proposed library model that are outlined in section 1.1

### **Section 3**

#### **D: Making a decision**

- |            |                                                                                                                                                                                                           |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>23.</b> | 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. |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The opening hours analysis report contained in Appendix B of the cabinet report indicates that a balance of opening hour across the week and weekend is needed which builds on the proposals made in the survey.

### **Section 3**

#### **E: Monitoring, evaluation & review of your policy**

- |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>24.</b> | <p>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?</p> <p>Robust usage data is kept in respect of libraries; users are encouraged to provide feedback, and are also aware of LCC's complaints procedure.</p> <p>As part of EHRIA governance, Equality Improvement Plans are reviewed by the Departmental Equality Group at appropriate intervals to ensure that the aims and targets are being met. The programme is held within Adults &amp; Communities.</p> |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



<b>25.</b>	<p>How will the recommendations of this assessment be built into wider planning and review processes?  <i>e.g. policy reviews, annual plans and use of performance management systems</i></p> <p>The recommendations will be an integral part of the decision making process that leads to the final decision on the pattern of revised opening hours.</p>

**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
Ensure physical access to library services within the constraints of the financial challenges outlined in the MTFS	Pattern of opening hours includes balance of morning, afternoon, later and appropriate weekend hours	Opening hours implementation April 2015	Nigel Thomas HoS Communities and Wellbeing	April 2015
	Review of mobile library service following agreement of library model	Appropriate delivery routes established	Nigel Thomas HoS Communities and Wellbeing	April 2015
Develop online services targeting primary school ages  22-45 years  55plus years	Implementation of Library Management System (LMS)  Position online offer within corporate web site objectives  Awareness campaigns of e-services at targeted groups	Implementation of LMS  Ongoing reviews of new and emerging e-services	Steve Kettle  Nigel Thomas	March 2015
Continue delivery of specialised services to people with disabilities	Review VISTA services to Blind and visually impaired customers  Review Home Library services	Appropriate commissioning arrangements agreed	Maggie Boyd  Nigel Thomas/Locality managers	

## 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

### 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** ☐

1<sup>st</sup> Authorised Signature (EHRIA Lead Officer): .....

Date: .....

2<sup>nd</sup> Authorised Signature (DEG Chair):

.....  
 .....

Date: ...16<sup>th</sup> September 2014.....