

City of Wolverhampton Equality Analysis Template

Directorate: Place Service Area: Libraries	Lead Officer: Charlotte Johns, Head of Strategic Programmes Date completed: 19 January 2017
Service / Function / Policy / Procedure to be assessed: Libraries Transformation Strategy	
Is this: New / Proposed <input checked="" type="checkbox"/> <input type="checkbox"/> Existing/Review <input type="checkbox"/> Changing <input type="checkbox"/> (Please tick appropriate box)	Review date:

Part A – Initial Equality Analysis to determine if a full Equality Analysis is required.

What are the aims and objectives/purpose of this service, function, policy or procedure?

To develop a vision and strategy to enable the transformation of libraries in the City of Wolverhampton, meeting our 'case for change' that:

1. Demand for the library service is in decline and we need to promote use while demonstrating value for money.
2. We need to explore new ways of working as our resources are stretched and we struggle to maintain a quality service.
3. We need to meet the future needs of citizens in order to create a vibrant and modern library service for Wolverhampton, including maximising opportunities in relation to digital technologies.

Please indicate its relevance to any of the equality duties (below) by selecting Yes or No?

	Yes	No
Eliminating unlawful discrimination, victimisation and harassment	Yes	
Advancing equality of opportunity	Yes	
Fostering good community relations	Yes	

If not relevant to any of the three equality duties and this is agreed by your Head of Service, the Equality Analysis is now complete - please send a copy to the Equality & Diversity Team. **If any of the three equality duties are relevant**, a Full Equality Analysis will need to be undertaken (PART B below).

PART B: Full Equality Analysis.

Step 1 – Identifying outcomes and delivery mechanisms (in relation to what you are assessing)

What outcomes are sought and for whom?	<p>The draft strategy seeks to deliver against the following outcomes:</p> <p>The proposed outcomes for local people in the City of Wolverhampton’s draft Library Strategy 2017–2027 are:</p> <ul style="list-style-type: none"> • Improved skills, learning and life chances for local people • Improved health and wellbeing for local people • Local people’s lives are enriched with improved access to culture, literature and quality information • Increased civic and community participation through: <ul style="list-style-type: none"> – Visiting and engaging in activities in libraries – Volunteering
Are there any associated policies,	<p>Libraries contribute to the delivery of Vision 2030 and the council’s Corporate Plan. There are specific links to health and wellbeing, learning and skills, employability and enterprise and creative and cultural economy areas.</p>

functions, services or procedures?	<p>The proposed strategic aims are:</p> <ul style="list-style-type: none"> – Supporting reading and literacy – Promoting learning and improving skills – Increasing the use of digital services – Promoting and enabling health & wellbeing – Widening access to quality information – Broadening access to culture <p>The draft Libraries Strategy also proposes a commitment to delivering the Society for Chief Librarian’s six steps promise for blind and partially sighted library users, and the Children and Young People’s promise.</p>
If partners (including external partners) are involved in delivering the service, who are they?	<p>The Home Library Service is currently delivered by Dudley Metropolitan Borough Council.</p> <p>Some libraries are co-located as part of Community Hubs. One library is co-located in a Care Home and staffed by volunteers.</p>

Step 2 – What does the information you have collected, or that you have available, tell you?

What evidence/data already exists about the service and its users? (in terms of its impact on the ‘equality strands’, i.e. race, disability, gender, gender identity, age, religion or belief, sexual orientation, maternity/pregnancy, marriage/civil partnership and other socially excluded communities or groups) and **what does the data tell you?** e.g. are there any significant gaps?

The current Library Management System holds limited data on the protected characteristics – mainly age and gender. We are going to address this by procuring a new Library Management System that will collect information on all protected characteristics, so this can be used to monitor any issues in relation to equalities and inform future planning in the service.

Due to the lack of equalities information, a period of engagement with local communities took place in October 2016. This exercise discussed the case for change and sought feedback and views on what a modern, vibrant and sustainable library service should look like. This included users and non-users of the library service.

Over 500 people participated in the engagement phase through externally facilitated workshops, an online survey, email and social media. Equalities monitoring information was captured from participants, and during the engagement phase where we knew there was underrepresentation, we undertook further work to ensure views from these groups were captured. This included extra workshops with the LGBT network and Ethnic Minority Council. Equalities data, before the extra work was undertaken, can be seen in the Engagement Analysis Report produced by the University of Wolverhampton.

The evidence base for libraries includes a 'needs assessment' which includes data on young and old people within the demographics of each library based on 2011 census data.

Has there been any consultation with, or input from, customers / service users or other stakeholders? If so, with whom, how were they consulted and what did they say? If you haven't consulted yet and are intending to do so, please list which specific groups or communities you are going to consult with and when.

The engagement exercise in October 2016 has been the main form of input into the development of the draft vision and strategy to date.

Over 500 people participated in the engagement phase through externally facilitated workshops, an online survey, email and social media. Extra workshops were undertaken to ensure that any underrepresentation was managed and that engagement took place across all protected characteristics.

The key themes from the engagement exercise were:

- Besides offering educational value, libraries were seen to serve an important role as a social hub.
- Adopting a multi-use facility approach. The largest proportion of respondents believed that library services could be optimised and utilised more effectively through co-location and multi-use spaces.
- The majority of respondents felt that library services could improve if integrated into other organisations, in particular community, health and social organisations.
- When asked what would make people use a library more, the most cited theme was more convenient opening hours, a wider number of services and better computing facilities.
- Most participants reported that libraries of the future need a building because they are the hub of the community and motivate people to get out of their houses, relax, and enhance social interaction.

These key themes were consistently brought up across all protected characteristics (including the extra workshops that were undertaken with

underrepresented groups).

A formal consultation period is also planned for the draft strategy and this equalities analysis, for a period of 12 weeks from 27 February to 21 May. This will also include an online survey, paper based survey, face to face meetings and targeted communications to a number of key stakeholders across all the protect characteristics to ensure a representative response. Equalities monitoring will happen throughout the consultation window to ensure that any under representation is addressed.

Are there any complaints, compliments, satisfaction surveys or customer feedback that could help inform this assessment? If yes, what do these tell you?

Customer feedback has been established as part of engagement exercise – please see above.

Step 3 – Identifying the negative impact.

a. Is there any negative impact on individuals or groups in the community?

Barriers:

What are the potential or known barriers/impacts for the different 'equality strands' set out below? Consider:

- **Where** you provide your service, e.g. the facilities/premises;
- **Who** provides it, e.g. are staff trained and representative of the local population/users?
- **How** it is provided, e.g. do people come to you or do you go to them? Do any rules or requirements prevent certain people accessing the service?
- **When** it is provided, e.g. opening hours?
- **What** is provided, e.g. does the service meet everyone's needs? How do you know?

* Some barriers are justified, e.g. for health or safety reasons, or might actually be designed to promote equality, e.g. single sex swimming/exercise sessions, or cannot be removed without excessive cost. If you believe any of the barriers identified to be justified then please indicate which they are and why.

Solutions:

What can be done to minimise or remove these barriers to make sure everyone has equal access to the service or to reduce adverse impact?
Consider:

- Other arrangements that can be made to ensure people’s diverse needs are met;
- How your actions might help to promote good relations between communities;
- How you might prevent any unintentional future discrimination.

Equality Themes	Positive Impacts	Negative Impacts identified	Solutions (ways in which you could mitigate the negative impact)
<p>Age (including children, young people and older people)</p>	<p>The proposed libraries strategy includes maintaining library provision in all of the 16 locations. This provides assurance to communities that there are a number of libraries they can access ‘as is’.</p> <p>The consultation includes asking how communities or other services could work with the library service to extend opening hours and improve access and convenience across all age groups. This directly links to feedback received in engagement.</p> <p>If it is possible to provide other public services alongside libraries this would mean that more services, staff and members of the community would be nearby to provide help to people if needed.</p>	<p>Should working with the community or other services during the life of this strategy mean that a library moves location, there is a risk that some people may have to travel slightly further to their local library. There could be an impact on young people, or older people. Children for example would be less likely to travel further unsupervised. Cost to travel could also be prohibitive for certain groups. We know from a travel survey conducted in our libraries in October/November 2016 that the most popular mode of travel to libraries is walking, followed by car. If libraries move then there is a risk that people may have to walk further which would be prohibitive. However it is unlikely that any move of a library during the strategy period would be a significant distance, and the aim of moving a library would be to improve accessibility not reduce it (e.g. proposals for Bilston).</p>	<p>Events and activities should be scheduled across the whole week to enable access by as many age groups as possible.</p> <p>Opening hours – we will be consulting on when people want libraries to be open in each location, and analyse this by equality strand. Working with community and other services to see how we can extend opening hours will also help to extend library access hours for all.</p> <p>Ensure that libraries are located in places where there are good public transport links and car parking facilities nearby.</p> <p>Ensure Home Library Service referalls for those people who are unable to travel further and meet the</p>

	<p>Furthermore, increased partnership working improves the offer for all people, and community led models could help increase social value.</p> <p>The strategy also proposes to increase digital literacy – this could have a positive impact on older age groups who tend to be less digitally literate.</p> <p>The proposal to stop investing in old technology and invest in quality book stock including audio and large print could have a positive impact on older people who have sight issues.</p> <p>Improving the quality of physical library spaces could have a positive impact on all ages, to ensure buildings are welcoming and feel safe.</p> <p>Increasing the amount of events and activities could have a positive impact on the lives of all age groups.</p> <p>Increasing the amount of volunteering opportunities may have a positive impact on older age groups e.g. retired, who are more likely to be able to take up opportunities, in addition to those who are out of work or wishing to retrain.</p> <p>The draft Libraries Strategy also proposes a commitment to delivering</p>	<p>There is risk that as opening hours are not being extended, some age groups are not able to access the library when they would like or is convenient.</p> <p>There is a risk that if events and activities are held during the day that some age groups are more likely to be excluded from attending – such as working age, school age.</p> <p>Fees and charges – consultation will take place on how much people are prepared to pay, if anything for certain library services. Books will remain free – but PC hire for example may have a charge. This could have a negative impact on certain age groups that tend to use PCs more (anecdotally, younger age groups). Analysis of consultation findings will be done by equality strand to understand the impact before any decisions are made on fees and charges.</p>	<p>criteria for the Home Library Service.</p> <p>Ensure how library users can access additional support is clearly promoted in self service only periods – such as a free phone accessible telephone which enables contact to professional library staff.</p>
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	<p>the Society for Chief Librarian's Children and Young People's promise, which would demonstrate best practice library provision for this age group.</p>		
<p>Disability (including carers)</p>	<p>The proposed libraries strategy includes maintaining library provision in all of the 16 locations. This provides assurance to communities that there are a number of libraries they can access 'as is'.</p> <p>The consultation includes asking how communities or other services could work with the library service to extend opening hours and improve access and convenience across all age groups. This directly links to feedback received in engagement.</p> <p>If it is possible to provide other public services alongside libraries this would mean that more services, staff and members of the community would be nearby to provide help to people if needed.</p> <p>Furthermore, increased partnership working improves the offer for all people, and community led models could help increase social value.</p> <p>The strategy also proposes to increase digital literacy – this could have a positive impact on disabled groups</p>	<p>Should working with the community or other services during the life of this strategy mean that a library moves location, there is a risk that some people may have to travel slightly further to their local library. There could be an impact on disabled people who are unable to travel further. Cost to travel could also be prohibitive for certain groups. We know from a travel survey conducted in our libraries in October/November 2016 that the most popular mode of travel to libraries is walking, followed by car. If libraries move then there is a risk that people may have to travel further which would be prohibitive. However it is unlikely that any move of a library during the strategy period would be a significant distance, and the aim of moving a library would be to improve accessibility not reduce it (e.g. proposals for Bilston).</p> <p>There is risk that as opening hours are not being extended, people with a disability are not able to access the library when they would like or is convenient.</p> <p>There is a risk that if events and activities are held in locations that are difficult to access or have limited facilities such as</p>	<p>Opening hours – we will be consulting on when people want libraries to be open in each location, and analyse this by equality strand. Working with community and other services to see how we can extend opening hours will also help to extend library access hours for all.</p> <p>Ensure that libraries are located in places where there are good public transport links and car parking facilities, including disabled car parking, nearby.</p> <p>Ensure Home Library Service referalls for those people who are unable to travel further and meet the criteria for the Home Library Service.</p> <p>Ensure how library users can access additional support is clearly promoted in self service only periods – such as a free phone accessible telephone which enables contact to professional library staff.</p>

	<p>who may be more likely to need to access support from public services which are increasingly using 'digital by design' approaches.</p> <p>The proposal to stop investing in old technology and invest in quality book stock including audio and large print could have a positive impact on disabled people.</p> <p>Improving the quality of physical library spaces could have a positive impact on disabled people, to ensure buildings are welcoming and feel safe and are fully accessible.</p> <p>Increasing the amount of events and activities could have a positive impact on the lives of disabled people.</p> <p>Increasing the amount of volunteering opportunities may have a positive impact on disabled groups.</p> <p>The draft Libraries Strategy also proposes a commitment to delivering the Society for Chief Librarian's six steps promise for blind and partially sighted library users, which demonstrates best library practice for this disability group.</p>	<p>no hearing loop, that disabled people are disadvantaged.</p> <p>Fees and charges – consultation will take place on how much people are prepared to pay, if anything for certain library services. Books will remain free – but PC hire for example may have a charge. This could have a negative impact on certain disabled groups that rely on using library PCs to access services. Analysis of consultation findings will be done by equality strand to understand the impact before any decisions are made on fees and charges.</p>	
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<p>Gender (men and women)</p>	<p>The proposed libraries strategy includes maintaining library provision in all of the 16 locations. This provides assurance to communities that there are a number of libraries they can access 'as is'.</p> <p>The consultation includes asking how communities or other services could work with the library service to extend opening hours and improve access and convenience across all age groups. This directly links to feedback received in engagement.</p> <p>If it is possible to provide other public services alongside libraries this would mean that more services, staff and members of the community would be nearby to provide help to people if needed.</p> <p>Furthermore, increased partnership working improves the offer for all people, and community led models could help increase social value.</p> <p>The proposal to stop investing in old technology and invest in quality book stock including audio and large print could have a positive impact on all genders.</p> <p>Improving the quality of physical library spaces could have a particular positive</p>	<p>Should working with the community or other services during the life of this strategy mean that a library moves location, there is a risk that some people may have to travel slightly further to their local library. There could be an impact on women who are more likely to bring children to the library, and are unable to travel further. Cost to travel could also be prohibitive for certain groups. We know from a travel survey conducted in our libraries in October/November 2016 that the most popular mode of travel to libraries is walking, followed by car. If libraries move then there is a risk that people may have to travel further which would be prohibitive. However it is unlikely that any move of a library during the strategy period would be a significant distance, and the aim of moving a library would be to improve accessibility not reduce it (e.g. proposals for Bilston).</p>	
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	<p>impact on women, so that all library buildings are welcoming and feel safe.</p> <p>Increasing the amount of events and activities could have a positive impact on both genders. Events for younger children are particularly well attended by women, and so increasing these could have a positive effect on women.</p> <p>Increasing the amount of volunteering opportunities may have a positive impact on all people.</p>		
<p>Race (including Gypsies & Travellers and Asylum Seekers)</p>	<p>The proposed libraries strategy includes maintaining library provision in all of the 16 locations. This provides assurance to communities that there are a number of libraries they can access 'as is'.</p> <p>The consultation includes asking how communities or other services could work with the library service to extend opening hours and improve access and convenience across all age groups. This directly links to feedback received in engagement.</p> <p>If it is possible to provide other public services alongside libraries this would mean that more services, staff and members of the community would be nearby to provide help to people if needed.</p>	<p>Should working with the community or other services during the life of this strategy mean that a library moves location, there is a risk that some people may have to travel slightly further to their local library. There could be an impact on some communities, who feel unable to travel to a different locale. We know from a travel survey conducted in our libraries in October/November 2016 that the most popular mode of travel to libraries is walking, followed by car. If libraries move then there is a risk that people may have to walk further which would be prohibitive. However it is unlikely that any move of a library during the strategy period would be a significant distance, and the aim of moving a library would be to improve accessibility not reduce it (e.g. proposals for Bilston).</p>	<p>Opening hours – we will be consulting on when people want libraries to be open in each location, and analyse this by equality strand. Working with community and other services to see how we can extend opening hours will also help to extend library access hours for all.</p> <p>Ensure that libraries are located in places where there are good public transport links and car parking facilities nearby.</p> <p>Ensure Home Library Service referrals for those people who are unable to travel further and meet the criteria for the Home Library Service.</p>

	<p>Furthermore, increased partnership working improves the offer for all people, and community led models could help increase social value.</p> <p>The proposal to stop investing in old technology and invest in quality book stock could have a positive impact on race, as the stock carried by libraries will be more diverse, including different languages, to reflect different communities in the city.</p> <p>Improving the quality of physical library spaces could have a positive impact on all races, to ensure buildings are welcoming and feel safe.</p> <p>Increasing the amount of events and activities could have a positive impact on the lives of all people, and have the potential to promote community cohesion. Fostering good relations could be evidenced by support for Black History Month in libraries.</p>		
<p>Religion or belief (including people of no religion or belief)</p>	<p>The proposed libraries strategy includes maintaining library provision in all of the 16 locations. This provides assurance to communities that there are a number of libraries they can access 'as is'.</p> <p>The consultation includes asking how</p>	<p>Depending on location, there may be an issue with some people feeling comfortable with accessing services, for example, should a library be co-located within a religious building. There is no such proposal for Wolverhampton libraries.</p>	<p>Opening hours – we will be consulting on when people want libraries to be open in each location, and analyse this by equality strand. Working with community and other services to see how we can extend opening hours will also help to extend library access hours for all.</p>

	<p>communities or other services could work with the library service to extend opening hours and improve access and convenience across all age groups. This directly links to feedback received in engagement.</p> <p>If it is possible to provide other public services alongside libraries this would mean that more services, staff and members of the community would be nearby to provide help to people if needed.</p> <p>Furthermore, increased partnership working improves the offer for all people, and community led models could help increase social value.</p> <p>Improving the quality of physical library spaces could have a positive impact on all, to ensure buildings are welcoming and feel safe.</p>		
<p>Gender Re-assignment (those that are going through transition: male to female or female to male)</p>	<p>The proposed libraries strategy includes maintaining library provision in all of the 16 locations. This provides assurance to communities that there are a number of libraries they can access 'as is'.</p> <p>The consultation includes asking how communities or other services could work with the library service to extend opening hours and improve access and convenience across all age</p>	<p>Should working with the community or other services during the life of this strategy mean that a library moves location, there is a risk that some people may have to travel slightly further to their local library. There could be an impact on some communities, who feel unable to travel to a different locale. We know from a travel survey conducted in our libraries in October/November 2016 that the most popular mode of travel to libraries is walking, followed by car. If libraries move</p>	<p>Opening hours – we will be consulting on when people want libraries to be open in each location, and analyse this by equality strand. Working with community and other services to see how we can extend opening hours will also help to extend library access hours for all.</p> <p>Ensure Home Library Service referalls for those people who are unable to travel further and meet the</p>

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<p>Pregnancy and Maternity</p>	<p>The proposed libraries strategy includes maintaining library provision in all of the 16 locations. This provides assurance to communities that there are a number of libraries they can access 'as is'.</p> <p>The consultation includes asking how communities or other services could work with the library service to extend opening hours and improve access and convenience across all age groups. This directly links to feedback received in engagement.</p>	<p>Should working with the community or other services during the life of this strategy mean that a library moves location, there is a risk that some people may have to travel slightly further to their local library. There could be an impact on some communities, who feel unable to travel to a different locale. We know from a travel survey conducted in our libraries in October/November 2016 that the most popular mode of travel to libraries is walking, followed by car. If libraries move then there is a risk that people may have to walk further which would be prohibitive. However it is unlikely that any move of a</p>	<p>Opening hours – we will be consulting on when people want libraries to be open in each location, and analyse this by equality strand. Working with community and other services to see how we can extend opening hours will also help to extend library access hours for all.</p> <p>Ensure Home Library Service referalls for those people who are unable to travel further and meet the criteria for the Home Library Service.</p>

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<p>Sexual orientation (including gay, lesbian, bisexual and heterosexual)</p>	<p>The proposed libraries strategy includes maintaining library provision in all of the 16 locations. This provides assurance to communities that there are a number of libraries they can access 'as is'.</p> <p>The consultation includes asking how communities or other services could work with the library service to extend opening hours and improve access and convenience across all age groups. This directly links to feedback received in engagement.</p> <p>If it is possible to provide other public services alongside libraries this would mean that more services, staff and</p>	<p>Should working with the community or other services during the life of this strategy mean that a library moves location, there is a risk that some people may have to travel slightly further to their local library. There could be an impact on some communities, who feel unable to travel to a different locale. We know from a travel survey conducted in our libraries in October/November 2016 that the most popular mode of travel to libraries is walking, followed by car. If libraries move then there is a risk that people may have to walk further which would be prohibitive. However it is unlikely that any move of a library during the strategy period would be a significant distance, and the aim of moving a library would be to improve</p>	<p>Opening hours – we will be consulting on when people want libraries to be open in each location, and analyse this by equality strand. Working with community and other services to see how we can extend opening hours will also help to extend library access hours for all.</p> <p>Ensure Home Library Service referalls for those people who are unable to travel further and meet the criteria for the Home Library Service.</p>

	<p>members of the community would be nearby to provide help to people if needed.</p> <p>Furthermore, increased partnership working improves the offer for all people, and community led models could help increase social value.</p> <p>Improving the quality of physical library spaces could have a positive impact on all, to ensure buildings are welcoming and feel safe.</p> <p>Increasing the amount of events and activities could have a positive impact on LGBT communities where there are activities supporting things such as LGBT History month (February) and Pride.</p>	<p>accessibility not reduce it (e.g. proposals for Bilston).</p>	
<p>Marriage and Civil Partnership</p>	<p>The proposed libraries strategy includes maintaining library provision in all of the 16 locations. This provides assurance to communities that there are a number of libraries they can access 'as is'.</p> <p>The consultation includes asking how communities or other services could work with the library service to extend opening hours and improve access and convenience across all age groups. This directly links to feedback received in engagement.</p>	<p>Should working with the community or other services during the life of this strategy mean that a library moves location, there is a risk that some people may have to travel slightly further to their local library. There could be an impact on some communities, who feel unable to travel to a different locale. We know from a travel survey conducted in our libraries in October/November 2016 that the most popular mode of travel to libraries is walking, followed by car. If libraries move then there is a risk that people may have to walk further which would be prohibitive. However it is unlikely that any move of a</p>	<p>Opening hours – we will be consulting on when people want libraries to be open in each location, and analyse this by equality strand. Working with community and other services to see how we can extend opening hours will also help to extend library access hours for all.</p> <p>Ensure Home Library Service referalls for those people who are unable to travel further and meet the criteria for the Home Library Service.</p>

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<p>Human Rights</p>	<p>Increased partnership working improves the offer for all people, and community led models could help increase social value.</p>	<p>Should working with the community or other services during the life of this strategy mean that a library moves location, there is a risk that some people may have to travel slightly further to their local library. There could be an impact on some communities, who feel unable to travel to a different locale. We know from a travel survey conducted in our libraries in October/November 2016 that the most popular mode of travel to libraries is walking, followed by car. If libraries move then there is a risk that people may have to walk further which would be prohibitive. However it is unlikely that any move of a library during the strategy period would be a significant distance, and the aim of moving a library would be to improve</p>	<p>Opening hours – we will be consulting on when people want libraries to be open in each location, and analyse this by equality strand. Working with community and other services to see how we can extend opening hours will also help to extend library access hours for all.</p> <p>Ensure Home Library Service referalls for those people who are unable to travel further and meet the criteria for the Home Library Service.</p>

		accessibility not reduce it (e.g. proposals for Bilston).	
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Step 4 – Changes or mitigating actions proposed or adopted

Having undertaken the assessment are there any changes necessary to the existing service, policy, function or procedure? What changes or mitigating actions are proposed?

This is a draft equalities analysis on a draft strategy, which is subject to consultation and will continue to be updated in response to feedback.

However it is important to note that:

- The strategy is built on the proposal that all 16 libraries in the city are maintained. Whilst some are stand alone and only open for a limited amount of time, the strategy proposes how we can work in new ways to extend provision. This is in addition to current staffed library provision where it is in place.
- Improving the offer in all remaining libraries – the libraries transformation strategy has been developed so that the service that all people receive is a better one, with a wider and better offer for all protected characteristics.

Step 5 – Monitoring

How are you going to monitor the existing service, function, policy or procedure ?

Formal consultation on the draft libraries strategy will be taking place February – May 2017, and then ongoing monitoring will take place through data on the Library Management System.

Part C - Action Plan

Barrier/s or improvement/s identified	Action Required	Lead Officer	Timescale
Consultation – representation across all protected characteristics	Ensure that consultation is promoted via groups which represent all protected characteristics and ongoing monitoring takes place, with remedial action to target certain groups which may be underrepresented as consultation takes place. From engagement, we know LGBT, BME and Disability groups were underrepresented and so these should be a particular focus.	Charlotte Johns	February – May 2017
Consultation analysis	Ensure that analysis of consultation findings includes a breakdown by protected characteristic.	Charlotte Johns	February – May 2017
Update equalities analysis	Update equalities analysis with information gained as part of consultation	Charlotte Johns	February – July 2017
Update Library Offer	Amend library offer as a result of additional equality data and analysis	Charlotte Johns	February – July 2017
Following any decisions	Monitor take up of service via relevant protected characteristics to check actual equality outcomes are similar to those expected.	Charlotte Johns	Autumn 2017
Update equalities analysis	Update equalities analysis with equality	Charlotte Johns	Autumn/Winter 2017

	monitoring information gained after any re-configuration of service.		
Update Library Offer	Amend Library offer as a result of additional equality data and analysis	Charlotte Johns	Winter 2017/Spring 2018

Equality Analysis approved by:

Head of Service:	Date:
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Please send an electronic copy of the Equality Analysis to the Equality & Diversity Team:

Notes and methodology

- Travel survey - A paper based travel survey was handed out by library staff at all 16 library locations, including self-serve/volunteer run libraries from Monday 31 October until Sunday 6 November 2016. Caution should be taken due to a small sample size, but the survey provides some intelligence in relation to equalities and transport data.
- Travel times were calculated using Google Maps on 14 December 2016.

Appendix 1 - Equality Analysis by Library

As part of the consultation, further work will be done gathering all available equality data by library site, including travel data wherever possible.