

Equality Impact Assessment

Proposals for a Commissioned Library Service

Summary of Key Points

October 2015

**QUALITY IMPACT ASSESSMENT FORM
BROMLEY LIBRARIES SOFT MARKET TESTING**

Stage 1 – screening to establish if the function has any relevance to any equality issue and/or monitored group i.e.

- Could the function affect one or more equality group in a different way to another group?
- Establish whether different equality groups have different needs
- Establish whether the function contributes to or hinders equality of opportunity

1a	<p>Please give a brief description of the function and its purpose*-Committee report This document has been used to inform the Gateway Committee report and gives a summary of key points which are explored in more detail in the unabridged version of the EIA-Proposals for a Commissioned Library Service (See Appendix)</p> <p>Current Bromley Library Service Summary Bromley Libraries currently operates a network of 14 Libraries (8 core libraries and 6 Community libraries) , additionally electronic book borrowing facilities and Computers are available at Anerley Town Hall. The Library service is statutory under the Public Libraries and Museums Act 1964 and is currently funded and provided by the London Borough of Bromley .The Home Library Service is provided by London Borough of Bexley in partnership with RVS and the back office management functions are provided by a shared service partnership with the London Borough of Bexley which also delivers the Local Studies and Archive Service. This commenced in January 2012 and is due to expire in December 2017.</p> <p>It has been agreed that six Community Libraries Burnt Ash, Hayes, Mottingham, Shortlands, Southborough, St Paul's Cray will move to a Community management arrangement if a suitable arrangement is found .The preferred option is for all six to remain within the Council's statutory provision. It is expected that this process will be complete by June 2016. If a suitable Community management arrangement cannot be secured then it is likely that the six community libraries will be included in the Commissioning process</p> <p>Description and purpose summary The new library strategy which was reviewed at the meeting of the Renewal & Recreation Policy Development and Scrutiny Committee on 18th March 2015 sought to</p> <ul style="list-style-type: none"> • Explore the option for community management at the Council's six community libraries • To commission the whole library service, seeking an external provider to deliver direct management of the library service under the supervision of the Council, including oversight of community management arrangements. • Explore opportunities to renovate and improve the physical condition of all library buildings. <p>It was decided to progress the implementation of the second ambition of the strategy, to commission the library service. This included entering into discussions with the London Borough of Bexley to develop a joint procurement strategy for the Library Service, undertaking soft market testing and undertaking further consultation on the results of the soft market testing with library staff, library users and residents.</p> <p>The purpose of the change Due to continuing financial constraints faced by the council, consideration must be given to the most cost effective and efficient way of managing the library service going forward. This proposal seeks to take the Library Service offer to the market before procurement of a Commissioned Library Service with Bexley. The successful service provider will be awarded a contract with a length of 10 years and the option to extend for an additional five years on review. The contract will be flexible to enable service development but will include provisions for effective contract monitoring .The contract will be for direct management of 8 core libraries including oversight of any existing community management arrangements.</p> <p>To test the Council's ambitions and assumptions Bromley and Bexley Councils undertook a joint soft market testing exercise between 12th May and 26th June 2015 exploring the possibility that a jointly commissioned library service would reduce The Council's operating</p>
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	<p>costs and achieve better value for money than if the Councils remained responsible for their direct delivery. This exercise established that a market for the delivery of Bexley and Bromley's library service exists should it be formally tendered. The exercise also identified that efficiencies could be made.</p> <p><i>*Function can mean process, service, policy or project</i></p>										
1b	<p>How would you classify the function type?</p> <p><input type="checkbox"/> The service is provided on the basis of an application and /or targeted then go to question 1c</p> <p><input checked="" type="checkbox"/> The service is open to all go to question 1d</p>										
1c	<p>Is the function accessible for all groups? Either tick the box 'Accessible to all groups' and provide <u>relevant evidence</u> OR tick the box for each group to whom the function is <u>not accessible</u> or for whom there may be needs or considerations to accommodate.</p> <table border="1"> <tr> <td><input type="checkbox"/> *Accessible for all groups</td> <td><input type="checkbox"/> Pregnancy & maternity</td> </tr> <tr> <td><input type="checkbox"/> Age</td> <td><input type="checkbox"/> Race</td> </tr> <tr> <td><input type="checkbox"/> Disability</td> <td><input type="checkbox"/> Religion & belief</td> </tr> <tr> <td><input type="checkbox"/> Gender</td> <td><input type="checkbox"/> Transgender or Transsexual</td> </tr> <tr> <td><input type="checkbox"/> Marriage & civil partnership</td> <td></td> </tr> </table>	<input type="checkbox"/> *Accessible for all groups	<input type="checkbox"/> Pregnancy & maternity	<input type="checkbox"/> Age	<input type="checkbox"/> Race	<input type="checkbox"/> Disability	<input type="checkbox"/> Religion & belief	<input type="checkbox"/> Gender	<input type="checkbox"/> Transgender or Transsexual	<input type="checkbox"/> Marriage & civil partnership	
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<input type="checkbox"/> Marriage & civil partnership											
1d	<p>Is it likely that there will be a negative impact on one or more of the equality groups, or is it clear at this stage that it will be equality neutral? (No negative impact on the groups) Please tick in the box equality neutral OR tick the box for the group(s) that will suffer a negative impact. If you have ticked the box 'equality neutral' please provide evidence.</p> <table border="1"> <tr> <td><input type="checkbox"/> Equality neutral</td> <td><input checked="" type="checkbox"/> Pregnancy & maternity</td> </tr> <tr> <td><input checked="" type="checkbox"/> Age</td> <td><input type="checkbox"/> Race</td> </tr> <tr> <td><input checked="" type="checkbox"/> Disability</td> <td><input type="checkbox"/> Religion & belief</td> </tr> <tr> <td><input checked="" type="checkbox"/> Gender</td> <td><input type="checkbox"/> Transgender or Transsexual</td> </tr> <tr> <td><input type="checkbox"/> Marriage & civil partnership</td> <td></td> </tr> </table> <p>If you consider that the impact is Equality Neutral then go to question 1h Otherwise go to question 1e</p>	<input type="checkbox"/> Equality neutral	<input checked="" type="checkbox"/> Pregnancy & maternity	<input checked="" type="checkbox"/> Age	<input type="checkbox"/> Race	<input checked="" type="checkbox"/> Disability	<input type="checkbox"/> Religion & belief	<input checked="" type="checkbox"/> Gender	<input type="checkbox"/> Transgender or Transsexual	<input type="checkbox"/> Marriage & civil partnership	
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1e	<p>What are the negative impacts associated with this function? Please list and give details then go to question 1f</p> <p>The negative impacts associated with proposals for a Commissioned Library Service following a full market testing process are as follows</p> <ul style="list-style-type: none"> • Staff Numbers-The successful service provider may adopt a different staffing structure, employing fewer paid staff and further utilising technology e.g. Self Issue and Book Lockers to issue stock which could impact on service delivery • Volunteers-If the successful service provider uses volunteers in addition to paid staff, there may be concerns that volunteers will not have the same standard of training relating to the equalities strands and so would be unable to offer the same level of customer service as current Council staff • Stock-It is possible that bidders for the Commissioned Library Service may have different stock policies which would reduce the purchase of materials in other formats and languages which could impact on several of the equalities groups. 										

1f	<p>Are there positive impacts associated with this function? If yes, please list and give details.</p> <p>The positive impacts associated with this function are detailed below</p> <ul style="list-style-type: none"> • Increased Community Involvement Opportunities-Following the Commissioning of the Library Service, the preferred bidder would have the opportunity to utilise volunteers in the operation of the service .This would increase the number of volunteer opportunities within the London Borough of Bromley enabling individual residents to collectively share their skills and expertise and actively participate in the delivery of library services benefiting their health and wellbeing and increasing their social inclusion and levels of community involvement • Delivery of front line library services-The provision of a Commissioned Library Service by an external service provider should not impact on front line services to customers when the services are transferred as the specification for delivery will be based on current service levels . • Access to stock-The service specification for the Commissioned Library Service will outline spending on the purchase of new stock, including large print and audio materials and materials in other languages ensuring current standards are maintained. • Increased access and facilities-A commissioned Library Service will present opportunities for improved levels of provision. The preferred bidder could offer increased opening hours, an extended range of facilities, services or activities and enable wider use of the building and facilities by the local community. If so this would extend access to library services which would be of great benefit to local communities including the equalities groups. • Service Focus-In addition to the current service levels agreed as part of the specification, bidders have the opportunity to add further value to the library service by offering an additional focus which differs from that delivered by libraries directly managed by the Council, offering a wider range of services to the Community.
1g	<p>At this stage, what plans could be built in to address any negative impacts, and/or to add measures which promote a positive impact, or could you consider an alternative approach which may better achieve the promotion of equality?</p> <p>This approach has been agreed on due to financial constraints. The soft market testing exercise indicated the potential levels of efficiencies and how they could be achieved. Alternative options have been considered including Direct Delivery where the Council continues to directly deliver library services but looks to make efficiencies in other ways including further reducing opening hours, a reduction in the library book fund, closing libraries .Other alternative approaches include a complete shared service with other or another local authority, a Trust, re-organisation of property assets - relocating libraries to cheaper accommodation).</p> <p>These alternatives approaches would impact on the promotion of equality .A reduction in the book fund would reduce the money spent on new books potentially restricting access to community languages and large print and limiting choice. Library closures and reduced opening hours would restrict access causing disadvantage and negative impact to all the equalities groups. Additionally should the council choose to relocate libraries from their existing locations, this would need to be within a one mile radius of the current location on the condition that there is comparable accessibility e.g public transport links.</p> <p>Plans to address negative impacts</p> <p>Plans to address any negative impacts relating to a Commissioned Library Service were built in at the soft market testing stage.(see separate EIA) and have been developed further</p>

	<p>to address perceived negative impacts as identified in section 1e -see below</p> <ul style="list-style-type: none"> • The Procurement Strategy and Outline Contracting arrangements include an output based service specification with residents' and customers' interests as the central focus to ensure that service levels and accessibility is protected. This specification will form the basis for stringent contract monitoring by an appointed Client Unit • The service specification will ensure that the delivery of library services by the preferred bidder continues to support the most vulnerable residents and those with protected characteristics in order to ensure that the promotion of equality is achieved and any negative impact limited • A Commissioned Library Service will deliver a comprehensive and efficient library services in a new way from a network of 8 core libraries and six Community managed libraries run by the successful service provider or 14 core libraries. • If no suitable community management arrangement can be found, the six Community libraries may be retained within the library network and also directly managed by the successful bidder as part of the Commissioned library service.
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1h	<p>The Council has a responsibility to promote positive attitudes to equal opportunities in public life. Has this responsibility been discharged in the application of this function? If yes give examples.</p> <p>This proposal fully supports the responsibility to promote positive attitudes to equal opportunities in public life and considers fully the needs of all the 9 equalities groups currently using or wishing to use Bromley Libraries. Examples of how this responsibility to promote positive attitudes to equal opportunities in public life has been discharged in the application of the proposed function for a Commissioned Library Service are as follows. The joint soft market testing questionnaire compiled by Bromley and Bexley contained a set of high level outcomes which are detailed below. (Bexley has an additional outcome.)</p> <ul style="list-style-type: none"> • Ensure an efficient and effective library service delivering Value For Money for Bromley and Bexley residents and striving to increase usage of the service • Develop and promote ten modern Bexley libraries and fourteen Bromley libraries that are accessible to all • Seek to develop new partnerships with a range of external bodies in both boroughs • Facilitate and deliver cultural events and programmes across both boroughs. <p>Bromley and Bexley considered the responses to a set of 8 questions completed by interested parties as part of the soft market testing process. This approach ensures that a Commissioned Library Service retains service standards whilst developing a new way to continue to offer a comprehensive service to Library service users including all nine equalities groups. The specification to which a Commissioned Library Service will be delivered will be output based with a detailed set of KPIs specifying the required outputs for the continued delivery of a wide range of services currently used by the equalities groups including the elderly, disabled, pregnant women and those with young children.</p>
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1i	<p>Are there any Human Rights Issues? If so what are they?</p> <p>The implications of this proposal have been assessed using the flow chart in "Human rights: human lives: A handbook for public authorities' Department for constitutional affairs. This proposal does not interfere with human rights.</p>
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1j	<p>Is a full impact assessment required?</p> <p><input checked="" type="checkbox"/> YES – If you have established that there may not be equality of opportunity in 1c or assessed that there would be negative impact on an equality group in 1 d go to Stage 2</p> <p><input type="checkbox"/> NO - please sign off the process (stage 3) and fill in any actions identified, if any in the action plan.</p> <p><input type="checkbox"/> Don't know. i.e. not enough evidence. Please go to stage 2.</p>
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Stage 2 – full impact assessment

2a	Does the function affect or impact on the public, whether directly or indirectly?
	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Don't know

	<p>Provide any relevant information here.</p> <p>The implementation of a Commissioned Library Service would lead to changes to the management and delivery of Bromley Libraries which could impact on the public. Census 2011 data showed that London Borough of Bromley has a resident population of 309,392. In 2014/15 Bromley Libraries had 52,129 active users who had used their Library card at least once during 2014-15. This represents 17% of the population who could be directly affected by this proposal to Commission the delivery of the Library Service. The remaining 83% of the population currently not using the library service regularly would be affected indirectly. Additional information relating to library use by the equalities groups most likely to be affected is summarised below taken from CIPFA PLUS 2012 and Census 2011.</p> <ul style="list-style-type: none"> • Age- Census 2011 shows 17.74 of the population are aged 65 and over. CIPFA plus 2102 revealed 29% of users were aged over 65. • Gender- Census data shows 52% of borough residents are female and 48% male. The PLUS survey reveals 64% of Library users were female and 36% male. • Disability- The PLUS Survey indicates 21% of Library Users had one or more disabilities. Census data shows that 84% of Bromley residents are in very good or good health • Pregnancy and maternity-ONS statistics 2011 show 4,141 live births in Bromley. 2014 Library consultation findings show that 4% were pregnant with 5% of women on Maternity leave and 0.29% on adoption leave
2b	<p>Have complaints or feedback been received about the function and its effect on different equality groups?</p> <p><input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Don't know</p>
	<p><i>Provide evidence by documenting all reliable up to date information.</i></p> <p>No complaints of feedback received directly relating to the effect of the function on equalities groups</p>
2c	<p>Outsourced services - if the function is provided by external organisations/agencies on behalf of the Council please detail any arrangements you have to ensure that the function promotes equality; this may include contract conditions.</p> <p><i>Provide evidence by documenting all reliable up to date information.</i></p> <p>The frontline Library Service is currently provided being provided by Bromley Council. The shared back office and management functions are provided by a shared Library Service partnership between Bromley and Bexley which is hosted by Bexley. Events provided by the Shared Service have been targeted at equalities groups e.g. Visually Impaired reading groups, participation in Universal Health offer. Silver Surfers, Baby bounce and rhyme.</p>
2d	<p>Does the function have employment implications for Council staff</p> <p><input checked="" type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Don't know</p> <p><i>Provide evidence by documenting all reliable up to date information.</i></p> <p>The commissioning of the Library Service does have implications for Council staff particularly in regards to TUPE arrangements. Any staffing implications arising from the Commissioning process will need to be managed in accordance with Council policies and procedures and with due regard for the existing framework of employment law.</p> <p>In order to fully inform staff throughout the process, the Assistant Director for Culture, Leisure & Libraries led staff engagement during soft market testing and public consultation. Staff and their departmental and union representatives were informed by letter on May 18th 2015 that the Council would be conducting a soft market testing exercise in partnership with Bexley Council. The letter invited staff wishing to participate to provide their views by completing the questionnaire (which had been provided to all staff) using the Council's e-procurement system Pro Contract. Another letter was sent to staff on 24th July 2015 before the public consultation commenced summarising the outcome of the soft market testing exercise and setting out the purpose of the public consultation. Staff and their</p>

	<p>representatives were invited to respond to proposals or raise any queries via a shared mailbox. As no comments were received before the deadline of 16th September, the deadline has been extended until 5th October. Staff briefings were arranged by the Assistant Director on 29th, 30th September and 5th October 2015. These meetings were held at 3 libraries Central, Orpington and Beckenham. The purpose of these meetings was to inform staff of the main recommendations of the forthcoming Gateway report and to respond to any queries or concerns that they wished to raise. Officers have ensured that all staff engagement correspondence was copied to trade union and department representatives and that these representatives have had an opportunity to comment.</p>
2e	<p><i>If you have established that the function does have an adverse impact on one or more of the groups, then you must identify whether this is justifiable. If not, then the function must be changed. Please set out the adverse impact and the business justification for continuing with this situation.</i></p> <p>The business justification for a Commissioned Library Service is that the Council is seeking to significantly reduce its operating costs of the library service with the preferred option being the delivery of a Commissioned Library Service by an external service provider. This is In line with Bromley Council's Corporate operating principles, the Council wishes to be a commissioning organisation, determining who is best placed to deliver quality and value for money services There could be an initial adverse impact on the following equalities groups, so the following mitigating actions are in place to address this.</p> <p>Adverse Impact :Age-As residents aged 65+ are over represented among library users and the population of Bromley as a whole, any negative impacts of this policy detailed in section 1e could affect a greater number of older people.</p> <p>Adverse Impact: Disability-Refer to the adverse impacts outlined in section 1e and detailed in the age category above</p> <p>Adverse Impact: Sex- As women are the predominant users of Bromley Libraries, any impacts of this proposed service change will affect a greater number of women than men. Refer to negative impacts in section 1e and from age and disability categories</p> <p>Adverse Impact-Pregnancy and maternity- Refer also to the adverse impacts identified in section 1e and from the categories above</p> <p>Action to mitigate potential impact-The following action detailed below will ensure that a commissioned library service provides full access to services for the groups identified above, mitigating any potential negative impacts fully .</p> <ul style="list-style-type: none"> • 98% of residents will remain within 1.5 miles of either a core library or a Community managed library delivered by a preferred bidder. • The provision of the Home Library Service will be included in the service specification for a commissioned Library Service. • Public access to Bromley Library Service is available at any time from a computer or device with internet access via the library website http://arena.yourlondonlibrary.net/web/bromley • Bromley Libraries offer 24 hour access to a wide range of services online including renewals, internet ,e-books and other online resources • Access to Council services is also available at any time via the Bromley Council website. www.bromley.gov.uk • The specification for a Commissioned Library service will outline spending on the purchase of new stock including large print and audio materials • The service specification will include the retention of existing facilities for people with disabilities and additional needs. • The service specification will address concerns over the ability of volunteers to effectively serve all customers including those with disabilities or with any other additional needs. The specification will set standards for volunteers including the

	<p>provision of training programme for volunteers by the preferred bidder.</p> <ul style="list-style-type: none"> Activities currently provided for babies and toddlers are essential, giving support for new parents and carers .The service specification will include the retention of existing facilities and activities for babies and toddlers. <p>There were no adverse impacts identified for the remaining equalities groups. The output based service specification will include the ongoing requirement to meet the needs of the protected groups in order to ensure that services will be comparable with the current service. This assessment does not identify any specific communities who will be disproportionately affected by the proposals, as a commissioned library service will be required to offer culturally and socially diverse services that reflect the needs of the local area; this is a requirement of the service specification</p>			
2f	<p>Monitoring – give details of any monitoring being carried out on existing functions.</p> <p>The following monitoring has been carried out on our existing library service and policies</p> <ul style="list-style-type: none"> Library Statistics. A range of statistics including Issues and Visitor figures, People’s Network usage figures are collected, monitored and reviewed Transaction data and management information from the Library Service User feedback, satisfaction surveys carried out every three years most recently in 2012 and 2013 with adults and children Performance data compiled by the Chartered Institute of Public Finance and Accountancy(CIPFA) and are benchmarked against comparable local authorities A set of local performance targets has been in place since 2008.The targets are monitored on a quarterly basis Extensive independent public consultation carried out in 2012 , 2014 and more recently 2015 to assess the impact of changes to the Library service 			
2f (i)	<p>If this is a new function, or not currently monitored, are you planning to monitor the impact of the function</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 33%;"><input checked="" type="checkbox"/> yes</td> <td style="width: 33%;"><input type="checkbox"/> no</td> <td style="width: 33%;"><input type="checkbox"/> Don't know</td> </tr> </table> <p>If yes add details to action plan- If no please explain why it is not considered appropriate to do so. n/a See updated action plan</p>	<input checked="" type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> Don't know
<input checked="" type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> Don't know		
2g	<p>Consultation – If you have not carried out consultation, or if you need to carry out further consultation who will you be consulting with and by what methods?</p> <p>As required by the Council’s public law duty to consult, another public consultation exercise was undertaken by an independent market research researcher from 27th July to 16th September 2015. The purpose of this consultation was to seek views from those who live work or study in the London borough of Bromley on a commissioned Library service, given what the Council had learned from the joint soft market testing exercise .This round of consultation did not include any specific questions relating to equalities characteristics .This was due to a number of factors relating to the timescale of the consultation which commenced less than six months after the end of the previous consultation It was felt that sufficient comprehensive equalities data had been previously obtained from the earlier consultation which could inform this service change. In order to ensure that the views of the equalities groups were represented, the survey was directly publicised to hard to reach groups and equalities groups via e mail.</p> <p>The consultation was promoted online on both the Council’s website and the Library Arena website. It was advertised through social media and through adverts in the local press. Additionally posters and leaflets were distributed at libraries and council offices to encourage maximum participation .The survey was directly publicised to local organisations and stakeholders via email .In order to gain opinions from different audiences, two surveys ran as part of this second round of consultation a Self-Completion Survey and a Street Survey The self-completion survey ran both online and with paper questionnaires available in all of the borough’s libraries. Paper copies were completed on site and given back to library staff. The link to the online survey was promoted and available through the Council’s website.</p>			

In total, there were 1,493 responses to the online and paper survey (exactly 650 online responses and 843 responses on paper)The total including street interviews was 1, 893. Although this represents 0.61% of the population this is slightly higher than the 1,611 (0.52%) responses to the Council's 2014 budget consultation : Our budget our views which set out to collect residents views on priorities for setting the budget for 2015/16

.A total of 400 street interviews were undertaken; 200 in Bromley High Street, 100 in Orpington High Street and 100 in Beckenham High Street. These were completed between 4th and 14th August 2015 and were completed at random across different days of the week. To qualify for interview, respondents had to live, work or study in the borough. The sample size of 400 was chosen to have statistical significance.

Consultation results and findings

94% of respondents to both the self-completion and street surveys lived in the borough. Of those completing the self-completion survey, 99% were library users and the 1% who was not completed the survey online. By contrast, in the street survey, 75% of respondents had used a library in the last year, and 25% had not, however as the number of active library users indicates, this is not reflective of the overall proportion of residents, more who was willing to complete the survey. After considering background information about the options, respondents were asked which of the two proposed options they would prefer

Option 1: A commissioned library service means that library users continue to have access to the range of services and activities that they currently have, all delivered by suitably qualified staff. Respondents could also answer that they did not know

Option 2: The Council does not opt for a commissioned library service and continues to be responsible for its delivery, which means that it will probably need to reduce the range of services and activities that are provided, e.g. by reducing opening hours.

The results were as follows:

	Self-completion Survey	Street Survey
Option 1 (preference for a commissioned library service)	43%	61%
Option 2 (preference that the library service continues to be directly delivered by the Council).	49%	33%
Don't know	8%	6%

Respondents were informed that the Council must save more than £60million across all Council services by 2017/18 and whether this made them feel more or less likely to support the idea of a commissioned library service in comparison to how they felt before they heard about the £60 million saving. The results were as follows:

	Self-Completion Survey	Street Survey
Much more likely	15%	19%
A bit more likely	16%	22%
Neither more or less likely/no change	43%	44%
A bit less likely	3%	4%
A lot less likely	20%	9%
Don't know	3%	3%

An indication of how respondents felt that the proposal for a commissioned library service would affect them or their organisation was requested. The results were as follows

	Self-completion Survey	Street Survey
The proposal will 'not affect' me or my organisation	17%	64%
The proposal will affect me or my organisation 'a little'	14%	12%
The proposal will affect me or my organisation 'a lot'	31%	8%
I don't know' how the proposal will affect me or my organisation	37%	17%

	<p>Respondents were asked if they had any other ideas about how the Council could make significant savings. A wide range of suggestions were made. Finally, respondents were asked in what way the proposals for a commissioned library service would affect them or their .A wide range of responses were given</p> <p>Staff Consultation Previous consultation with staff had been undertaken (See section 2d) Staff were invited to respond to proposals or raise any queries via a shared mailbox. As no comments were received before the deadline of 16th September, this deadline was extended to 5th October. Further staff consultation will continue throughout the Commissioning process.</p> <p>Community Right to Challenge Between 27th July and 16th September the Council also invited expressions of interest in the Library Service under the Community Right to Challenge Legislation. No expression of interest was made before the deadline of 16th September</p> <p>The outcome of the consultation will inform Members about whether or not to begin a formal procurement exercise and commission the library service</p> <p>See updated action plan</p>
2h	<p>Evidence – <i>what further evidence do you have about considerations with regard to equality issues that you have made concerning this function ? e.g. audit reports, minutes from meetings or survey results</i></p> <p>Evidence regarding equality issues has been gathered from the sources listed below and analysed to ensure that the needs of all residents including the 9 equalities groups using or wishing to use Bromley Library services are considered as part of this process</p> <ul style="list-style-type: none"> • Census 2011 data • Library Statistics from the Library Management System(LMS) • CIPFA Public Library User Survey (PLUS)2012 • CIPFA Children’s Public Library User Survey (PLUS)2013 • Bromley Libraries Consultation Report 2014 • Library Strategy report-Nov 2014 • Bromley Libraries Stock Management Policy –updated 2015 • Bromley Service Strategy Consultation Report 2015 • Bromley Libraries Consultation Report October 2015 • Soft Market Testing report <p>Analysis of 2014/15 statistics from the LMS provided the following key data on library use</p> <p>Active Users-Bromley Libraries have 52,129 active users (21.6% population) who have borrowed an item, used the Library, or People’s Network computers over the past twelve months. This figure shows a -20.6% decline in active members from the previous year.</p> <p>New Members-The number of new members joining Bromley Libraries fell by -0.5% in 2014-15.The number of new members increased by 148% at the new Penge Library.</p> <p>Library Visits-The number of library visits overall fell by -6.9% on the previous year from 1,833,514 to 1,707,518.(This figure includes visits for non-library purposes.)</p> <p>Library Issues-Library Issues fell by 0.4% from the previous year to 1,399,678 in 2014-15.</p> <p>Stock- As detailed in the updated stock plan, Bromley library service currently aims to provide a range and depth of stock that reflects the rich and complex diversity of needs within the Borough. The stock plan seeks to continually maintain and develop stock by identifying and improving areas of under provision, anticipating new needs and responding to changing cultural requirements .This will be included in the Service Specification for a</p>

Commissioned Library Service

Previous Consultation

The Council had consulted on the Library Strategy from December 2014 and February 2015, asking respondents to what extent they supported alternative management options for the library service. The outcome of this consultation was considered by the Renewal & Recreation Policy Development & Scrutiny Committee at their meeting on 18th March 2015. 1,837 people completed this questionnaire about the future of the library service. Particular efforts were made to consult and engage with the equality groups as the survey asked a range of questions in relation to the nine ‘protected characteristics’ stemming from the 2010 Equality Act. The equalities groups were also well represented in the focus groups which were held at the six Community libraries.

A summary of the consultation results relating specifically to alternative management options is provided in the table below:

Alternative Management Option	Consultation Response
The Library Service is run directly by the Council	83% of respondents were supportive this option; 13% were not supportive.
A shared Library Service with another Council or Councils	64% of respondents were supportive of this option; 28% were not supportive
The Library Service is run by a trust or charitable provider	57% of respondents were supportive of this option; 35% were not supportive
The Library Service is run by a private sector or commercial provider	Only 16% of respondents were supportive of this option; 77% were not supportive.

2i **Publishing** – if the equality impact assessment forms part of an overall review then the results should be published as part of any report that goes forward to Elected Members. If not the findings of the impact assessment should be published on our Council’s web site. Add details to action plan
See updated action plan

See Full Unabridged EIA which will also be published

2j Training and development - please list any staff training issues that have arisen as a result of conducting the impact assessment-**Add details to action plan**

See updated action plan

Stage 3 - EQUALITY IMPACT ASSESSMENT ACTION PLAN please list actions that you plan to take as a result of this assessment, continuing on a separate sheet if necessary. If appropriate these actions should be added to any business/service plan for the function.

Issue	Action to be undertaken	Desired outcome	Action owner	Target date
<p><u>Staff Consultation</u> Staff were invited to respond to proposals or raise queries by a 16th Sep 2015 deadline. No comments were received so the deadline was extended to 5th October 2015</p>	Any responses to staff consultation received after 5 th October deadline will be carefully considered and fed into this EIA	That responses to the staff consultation are fully considered	Hannah Jackson/ Paula Young	October 2015
<p><u>Staff Engagement</u> The EIA has highlighted the need to ensure that all Library staff are fully aware of the proposed service change and its implications</p>	Staff engagement will continue at various stages of the Commissioning process.	That staff are fully informed and throughout the market testing and Commissioning processes	Hannah Jackson/ Paula Young	Throughout all stages of the Commissioning process
<p><u>Complaints or feedback</u> Section 2b requires any complaints or feedback about the impact of the function on equalities groups to be recorded</p>	Update section 2b if any complaints or feedback is received about the function and its effect on different equalities groups	To ensure that any complaints or feedback regarding the effect of the Commissioning of the Library Service on different equalities groups is carefully considered.	Hannah Jackson/ Paula Young	October 2015
<p><u>Training and development</u> The EIA highlighted some possible training requirements for potential volunteers utilised by the preferred bidder working with several equalities groups</p>	The Service Specification for a Commissioned Library Service will address concerns over the ability of volunteers to effectively serve customers with disabilities and additional needs.	If the library service is commissioned the preferred bidder will organise training and support for volunteers to ensure high standards of customer care to the equalities groups are maintained as outlined in the specification	Hannah Jackson/ Paula Young	If a Commissioned Library Service arrangement is progressed after full market testing
<p><u>Monitoring</u> Section 2f of the EIA asks for details of new monitoring functions</p>	To record and monitor statistics for a Commissioned Library Service for inclusion in annual Library statistics and returns. To monitor contract performance against specification	The service provider and the Client Unit will ensure that the current usage data and performance data and data relating to the contract is collected	Client Unit/ preferred bidder	If a commissioned Library Service arrangement is progressed after full market testing
<p><u>Publishing</u> Section 2i of the EIA asks for this document to be published Please refer to the unabridged version of this document which will also be published as an appendix</p>	Arrange for the both the unabridged EIA which contains more information and this more accessible version summarising key points to be published on the Council's website where it can be viewed by all	That both EIA documents are available on the Council's website	Paula Young	October 2015

**Paula young
October 2015**