

Equality Impact Analysis Template

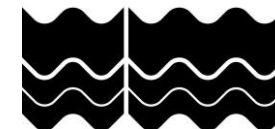
Equality Impact Analysis (EqIA) (or Equality Impact Assessment) aims to make services and public policy better for all service-users and staff and supports value for money by getting council services right first time.

We use EqIAs to enable us to consider all relevant information from an Equality requirements perspective when procuring or restructuring a service or introducing a new policy or strategy. This analysis of impacts is then reflected in the relevant action plan to get the best outcomes for the Council, its staff and service-users.

EqIAs are used to analyse and assess how the Council's work might impact differently on different groups of people. EqIAs help the Council to make good decisions for its service-users, staff and residents and provide evidence that those decision conform with the Council's obligations under the Equality Act 2010.

This template sets out the steps you need to take to complete an EqIA for your project. If you have any questions about your EqIA and/or how to complete this form, please use the contact details at the end of this form.

Title of Project/Service/Policy	Libraries Capital Program 2022-23 Hollington Library
Team/Department	Library and Information Service
Directorate	Communities, Economy & Transport
Provide a comprehensive description of your Project (Service/Policy, etc.) including its Purpose and Scope	<p>In 2022-23 the service will undertake the capital refurbishment of Hollington library. The proposed works will be undertaken in accordance with the Council's Capital Strategy which states investment will be undertaken in order to maintain libraries in a safe and suitable condition from which to deliver the outcomes of the Libraries Strategic Commissioning Strategy (LSCS).</p> <p>For further information on the analysis undertaken please refer to Technical Appendix 1 of the Strategy– Needs Assessment in the new strategy.</p>



Initial assessment of whether your project requires an EqlA

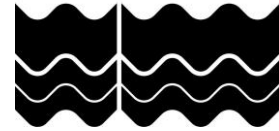
When answering these questions, please keep in mind all legally protected equality characteristics (sex/gender, gender reassignment, religion or belief, age, disability, ethnicity/race, sexual orientation, marriage/civil partnership, pregnancy and maternity) of the people actually or potentially receiving and benefiting from the services or the policy.

In particular consider whether there are any potential equality related barriers that people may experience when getting to know about, accessing or receiving the service or the policy to be introduced or changed.

Discuss the results of your Equality assessment with the Equality Lead for your department and agree whether improvements or changes need to be made to any aspect of your Project.

	Question	Yes	No	Don't Know
1	Is there evidence of different needs, experiences, issues or priorities on the basis of the equality characteristics (listed below) in relation to the service or policy/strategy area?	Yes		
2	Are there any proposed changes in the service/policy that may affect how services are run and/or used or the ways the policy will impact different groups?	Yes		
3	Are there any proposed changes in the service/policy that may affect service-users/staff/residents directly?	Yes		
4	Is there potential for, or evidence that, the service/policy may adversely affect inclusiveness or harm good relations between different groups of people?		No	
5	Is there any potential for, or evidence that any part of the service/aspects of the policy could have a direct or indirect discriminatory effect on service-users/staff/residents?		No	
6	Is there any stakeholder (Council staff, residents, trade unions, service-users, VCSE organisations) concerned about actual, potential, or perceived discrimination/unequal treatment in the service or the Policy on the basis of the equality characteristics set out above that may lead to taking legal action against the Council?		No	
7	Is there any evidence or indication of higher or lower uptake of the service by, or the impact of the policy on, people who share the equality characteristics set out above?	Yes		

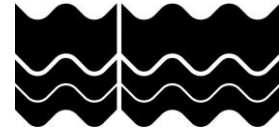
If you have answered "YES" or "DON'T KNOW" to any of the questions above, then the completion of an EqlA is necessary.



The need for an EqIA will depend on:

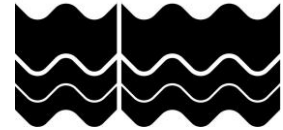
- How many questions you have answered “yes”, or “don’t know” to;
- The likelihood of the Council facing legal action in relation to the effects of service or the policy may have on groups sharing protected characteristics; and
- The likelihood of adverse publicity and reputational damage for the Council.

Low risk	Medium risk	High risk
x		



1. Update on previous EqlAs and outcomes of previous actions (if applicable)

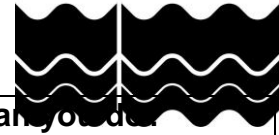
What actions did you plan last time? (List them from the previous EqlA)	What improved as a result? What outcomes have these actions achieved?	What <u>further</u> actions do you need to take? (add these to the Action Plan below)
Not applicable: no previous EqlA on these proposals		



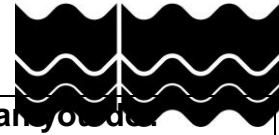
2. Review of information, equality analysis and potential actions

Consider the actual or potential impact of your project (service, or policy) against each of the equality characteristics.

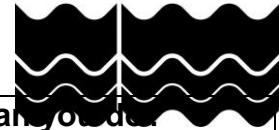
Protected characteristics groups under the Equality Act 2010	What do you know? Summary of data about your service-users and/or staff	What do people tell you? Summary of service-user and/or staff feedback	What does this mean? Impacts identified from data and feedback (actual and potential)	What can you do? All potential actions to: <ul style="list-style-type: none"> • advance equality of opportunity, • eliminate discrimination, and • foster good relations
Age	<p>Data from our latest strategy states that 45% of regular adult visitors to libraries in East Sussex are aged 65 and half are retired.</p> <p>We also have results from the Oct 2021 Plus survey (undertaken every three years). Please note this survey is undertaken with all those physically visiting a library, therefore does not take into account those accessing e-offers and resources.</p>	<p>For some older residents, visiting the library and engaging with staff may be one of a few, if not the only, interaction during their day. The role of the library building and overall service is to provide an inclusive environment and provide services that encourages older residents to continue visiting.</p> <p>Older residents have advised that the library service is one of few places they can receive the advice and assistance they require to access</p>	<p>Given that almost half of frequent users of libraries are aged 65 and over, those in this age category have the potential to be disproportionately affected by the changes to the building as a result of delivering the capital program. However older people (aged 75+), are likely to be most affected by the changes due to the increased likelihood of reduced mobility. Changes to the internal layout of the library building must take this into account when</p>	<p>Accessibility – an access audit will be undertaken as part of assessing the proposed works. This will include a review of physical accessibility to the library space. Areas already identified include the walkway to the library, this is currently a bridge with hand rails which are not likely to comply with current accessibility requirements. Any additional recommendations will be considered to effectively write specifications for the proposed construction works.</p>



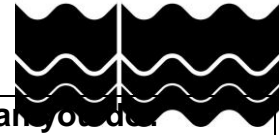
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	<p>21% of visitors during the surveying period stated they were 35-44 years old, however 43% were aged 65-74, which mirrors the wider East Sussex average.</p>	<p>materials or services that are solely available online. Therefore access to our public computers remains key to customers in this age group.</p> <p>Young adults (16 – 24-year-olds) disproportionately underuse the library. Having sought feedback from younger stakeholders, they would like to see the LIS provide wider range of materials regarding mental health support as well materials relating to environmental concerns. This is an issue recognised nationally by library services.</p>	<p>planning and designing the space.</p> <p>Those aged 75+ are also known to be less likely to use the internet, and therefore the eLibrary, due to a lack of skills. Age is a key factor in people's level of digital skills and therefore use of the internet. Buildings must therefore continue to access public computers as well as facilitate space for training (e.g. IT for You) to enable older residents to access resources provided within the building.</p>	<p>It must be noted that the current internal layout of Hollington library is limited. The stairway down to the lower ground floor limits potential use of the space to fully create a modern, functioning library in the way that customers may expect.</p> <p>Stock will be assessed by the librarian team as part of the refurbishment. Weeding will take place of unused or out of date material and replaced with stock suited to the reader base of the area. Stock reports will be undertaken to carry out this work effectively and aim to better meet the needs of customers.</p>



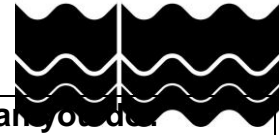
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				Please refer to Plus data excel sheet for age breakdown of users.
Disability	<p>The results of the Libraries Strategic Commissioning Strategy consultation, held in 2017, showed that 15% of respondents identified themselves as having a disability, compared to 20.3% of residents of East Sussex who have a long-term health condition or disability.</p> <p>For comparison the Plus survey highlighted that 35% of respondents stated that they had a disability.</p>	<p>Library staff have highlighted that some customers who have mobility issues have indicated accessing some buildings is difficult and enough to put some off from using the facilities.</p>	<p>The needs assessment has identified that there are health and wellbeing needs which the Library and Information Service can meet by running a number of initiatives within the building.</p> <p>We are keen to work and build upon relationships with partners to offer a variety of initiatives within the building that will go some way to improving lives of individuals within the area with disability issues.</p>	<p>The service will continue to work with Property Services to consider and/or address any building amendments required to provide or ease access to our buildings as per comment above.</p> <p>As part of the project we will install a hearing loop into the reception. This will take place at all libraries as an immediate effort to improve accessibility.</p> <p>There is already a lift within the building and</p>



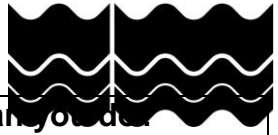
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				<p>this will continue to be maintained appropriately.</p> <p>Stock layout will be reviewed to ensure that it meets the needs where possible, however as per previous statement it must be noted that this is limited as the design of the building prohibits potential use. The cost to rectify these design issues would exceed the library capital budget for this library.</p> <p>Front access will become Equality Act compliant with ramp, bridge, handtail and main entrance. There is also a lift at the rear of the building with access to the lower floor</p>



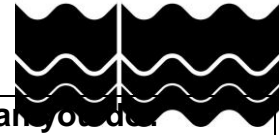
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				The request for quote documentation has also included accessibility requirements in the design considerations which prospective contractors will need to articulate in any possible schemes.
Gender reassignment	No data available from previous surveys.	No feedback received from service users or staff.	The LIS is committed to making trans-inclusive spaces. Given lack of current information, the service will explore this characteristic further and take this into account with any proposed capital works going forward.	The LIS will continue to work with local and national partners to ensure the service provides a welcoming environment for transgender and non-binary people. The LIS team support the corporate LGBTQ+ group with team members within the group and staff in libraries wearing lanyards where possible. We will



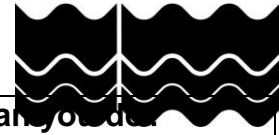
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				showcase events that are inclusive and continually review how we operate to support these groups within our communities.
Pregnancy and maternity	No data available from previous surveys.	For individuals in this category, the access and use of the lift within Hollington library is extremely helpful to improve access to the lower ground floor where the children’s library is located.	Lifts, easy access to seating to rest/ feed babies is important to provide throughout library buildings. Additionally any mother/ parent or guardian can feed their baby in a library at any time.	We will continue to work with colleagues in Property to ensure that lifts are serviced in accordance with the term maintenance program and endeavour to fix issues promptly as and when they arise. The revised library layout will aim to improve access to new and expectant mothers to access literature and events (such as Rhymetime and Storytime) for young children.



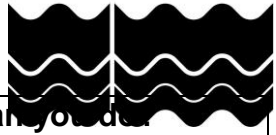
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Race/ethnicity Including migrants, refugees and asylum seekers	<p>The response rate from all white respondents to 2018's PULSE survey was 96%. This is identical to the most recent census data from 2011 and mirrors the Oct 2021 Plus survey results.</p> <p>During the development of the Libraries Strategic Commissioning Strategy in 2018, a need was identified to support reading and literacy among refugee families in some communities. The service is aware of an increasing requirement to work with people of different races and ethnicities.</p> <p>Adequate agile spaces in buildings will continue to</p>	<p>Feedback from schemes the LIS have initiated, including the work with Syrian refugees based at Hastings Library, has been overwhelmingly positive.</p> <p>Hastings and Eastbourne have higher pockets of residents with English as an Additional Language (EAL). These are our busiest libraries, so we will endeavour to facilitate sessions in our buildings for this cohort. (dual language Storytime etc). Hollington is only a short distance from Hastings library, so customers will be signposted to the nearest local offer.</p>	<p>The LIS Capital Program is not considered to have an impact for library users from different ethnic backgrounds as buildings will continue to offer flexibility of space for any planned library initiatives.</p>	<p>Consider future possible activities in the delivery of LSCS and ensure that buildings are fit for purpose. This is limited at Hollington as per previous statement regarding the design of the building and limited floorspace available. Customers of Hollington would be encouraged to attend events taking place at Hastings library which is two miles away and can be accessed by a number of bus routes, taking on average 18 minutes (buses are available every 10 minutes). . Recently the Service has hosted events by BAME and refugee authors to enable all sections of the local population to feel</p>



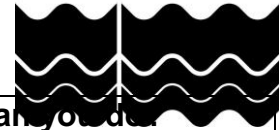
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	be important to deliver key outcomes of the LSCS.			included and represented. These were available at Hastings library, with over 100 attendees for both events. (June 2022).
Religion or belief	From 2018's PULSE survey, 56% of those who stated a religion or faith indicated they were a Christian. In the Plus survey (Oct 21) the number of individuals stating they were Christian increased by 2%.	No feedback received from service users or staff.	The LIS Capital Program is not considered to have an impact for library users with different religions.	N/A for capital works. We aim to ensure that the service provides reading material for all groups, which can be ordered and delivered for free across the county. The Service remains neutral to ensure that it does not promote one religion over any other to remain inclusive.
Sex/Gender	The results of the 2018 consultation showed that 68% of respondents were female. Similarly, data from other user surveys indicates that on average 62% of library users are female. Women therefore have the potential to be	No feedback received from service users or staff.	The LIS Capital Program is not considered to have an impact for library users of different sex/gender.	Stock will be reviewed as part of the refurbishment works, but current layout prohibits larger events. Customers again would be signposted to Hastings to take part in activities there.



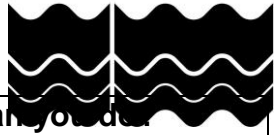
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	disproportionately affected by changes as they represent a higher number of our customers. Plus survey results mirror these historic trends.			
Sexual orientation	The statistics for current library users, collected in 2018, match the most recent census data for East Sussex.	No feedback received from service users or staff.	The LIS Capital Program is not considered to have an impact for library users of different sexual orientations.	The building will be effectively maintained as part of the works to support partnership activity where possible.
Marriage and civil partnership	There are no disproportionate impacts upon people sharing this characteristic.	No feedback received from service users or staff.	The LIS Capital Program is not considered to have an impact for library users.	No actions have been identified as necessary at this stage.



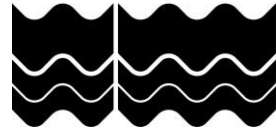
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<p>Impacts on community cohesion</p>	<p>N/A</p>	<p>Staff have advised that events such as Rhymetime and Storytime in library buildings have a positive effect in terms of community cohesion by presenting an opportunity for families to meet.</p> <p>The Plus survey also asked a question about loneliness after Covid 19 and numerous lockdowns. On average 36% of Hollington respondents felt occasionally lonely. (weighted E Sussex average was 22%)</p>	<p>The maintenance and upkeep of library buildings provides the physical safe environment for the activities for local community groups to access.</p> <p>The average number of Hollington respondents feeling lonely is higher than the E Sussex average.</p>	<p>Hollington serves the local community. There are Highrise flats, pockets of high deprivation and additional need. This increased need therefore requires support from the LIS to help mitigate barriers to education and help support increased opportunity. As part of the review of need the refurbishment will aim to supply additional study desks and better showcase the free public computer use available. The Service is keen to promote the free use of these resources to support and help combat loneliness. The computers are also upgraded as part of a wider ESCC ICT project,</p>



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				<p>so the additional software available should better support users with learning and study. We will review offers available at Hollington and see if there is any engagement to run or support local events that aim to reduce loneliness and improve feelings of connectivity. This is outside of scope for this program of works but is something that the service can seek to address as part of the Library Strategy and our annual business plan.</p> <p>Finally the request for quote documentation for the internal fit out of the library asks potential suppliers how they will</p>



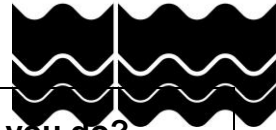
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				<p>demonstrate social value as part of the proposed works. The key areas that have been cited to prospective contractors are children’s literacy, reading and wellbeing, loneliness and supporting refugees. This will account for 5% of the total weighted score when awarding the contract.</p>



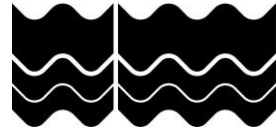
Additional categories

(identified locally as potentially causing / worsening inequality)

Characteristic	What do you know?	What do people tell you?	What does this mean?	What can you do?
<p>Other groups that may be differently affected (including but not only: homeless people, substance users, care leavers)</p>	<p>No specific data about other groups available from previous surveys</p>	<p>Partners in health care and social services have identified the library buildings as important spaces for the wellbeing of homeless and rough sleepers. Clients do not want to be identified but can be supported if needed. It is a warm, safe and welcoming space for individuals to have as much or as little interaction as they choose.</p> <p>They are a diverse range of ages and backgrounds.</p>	<p>The organisations working in this area see the creation of relaxed drop in areas as a way of supporting homeless and rough sleepers.</p> <p>Library buildings are centrally located, warm and can easily facilitate this when working in partnership.</p>	<p>As above, the maintenance of library buildings is key to continuing to deliver the LSCS priorities in supporting these groups within the wider community. Facilitating them at Hollington is challenging because it is a small site, however proactive engagement with partners to help support the signposting of our services will continue.</p>
<p>Assessment of overall impacts and any further recommendations - include assessment of cumulative impacts (where a change in one service/policy/project may have an impact on another)</p>				

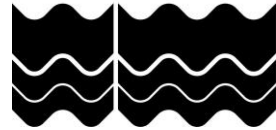


Characteristic	What do you know?	What do people tell you?	What does this mean?	What can you do?
<p>https://services.escc.gov.uk/sites/LIB/Statistics/Hollington%20PLUS%20comments.pdf</p> <p>Comments recently received as part of the PLUS survey have been reviewed as part of this EQIA and the internal fit out proposals for the library. This survey takes place every three years and allows the LIS to review operational activity and make changes where possible. This data has been analysed and is available for review here:</p> <p>https://services.escc.gov.uk/sites/LIB/Statistics/EastSussex_Headline%20Report%20PLUS.xlsx?Web=1</p>				



3. List detailed data and/or community feedback that informed your EqIA

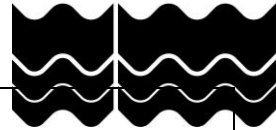
Source and type of data (e.g. research, or direct engagement (interviews), responses to questionnaires, etc.)	Date	Gaps in data	Actions to fill these gaps: who else do you need to engage with? (add these to the Action Plan below, with a timeframe)
PLUS survey	2018	This survey did not ask questions about all protected characteristics.	A service-specific assessment of 2021 Census data completed when the data is published in 2022.
Public Consultation – Libraries Strategy	2018	This survey did not ask questions about all protected characteristics.	A service-specific assessment of 2021 Census data completed when the data is published in 2022.
Consultation with LIS staff	Aug – Sep 2021	There were some protected characteristics that no verbatim, anecdotal feedback was provided about.	It was identified that staff did not regularly log issues, both positive and negative, regarding the use of LIS by people who share varying protected characteristics. From 2022, staff will be encouraged to do this.
PLUS Survey	2021	This survey now has questions regarding protected characteristics and the responses and analysis have been embedded and considered in this document.	We will continue to undertake the improved survey methodology to aim to capture more detailed information regarding our customers.



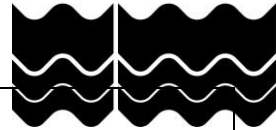
4. Prioritised Action Plan

NB: These actions must now be transferred to service or business plans and monitored to ensure they achieve the outcomes identified.

Impact identified and group(s) affected	Action planned	Expected outcome	Measure of success	Timeframe
<p>Age</p> <p>Older people may find changes to the library layout difficult to navigate</p>	<p>Ensure that access audit considers age of customer. Also work with library design specialists who understand the profile of library users in East Sussex to create a design that works for residents.</p>	<p>Improved layout of library as a result of refurbishment</p>	<p>No complaints/ issues raised by public as a result of changes in library layout.</p>	<p>Annually in accordance with the program.</p>
<p>Age: younger people less likely to use the library Pregnancy & maternity: access to books and resources</p>	<p>We will redecorate the children's area to make it more attractive to young people.</p>	<p>Make this library more attractive for younger customers aiming to support the underrepresentation of this age group Increase provision of literature for those who are pregnant/new parents. We are limited by space, but the service will look to improve where possible.</p>	<p>Increased numbers of younger users and access by new/expectant parents.</p>	<p>As part of refurb, then ongoing monitoring.</p>
<p>Disability</p>	<p>Libraries to commission accessibility audits as part of capital program</p>	<p>Buildings are compliant with required standards where possible.</p>	<p>Completed access audit</p>	<p>Annually in accordance with the program.</p>



Access audits are on a rolling program undertaken by Property. These are not always available in conjunction with the Capital Program	and recharge Property, to ensure works are compliant and needs assessed.			
Disability: provision for deaf and hearing impaired people	All libraries will be fitted with hearing loops at the counter to support those with hearing impairments	Better access and support for deaf and hearing impaired people	Works completed and in operation	In 2022
Sexual orientation Gender reassignment A lack of information regarding those who use the LIS and whether this group has a barrier to the service as a result of the building.	Analyse the findings of the LGBTQ+ Joint Strategic Needs Assessment by the management team.	Any findings within the report that highlight there are barriers to certain public venues could be reviewed as part of forthcoming capital works.	Any proposed changes made to buildings as a result to be considered in line with the delivery of the program and incorporated where possible (in line with Capital Program parameters)	2022 - 2027
All: ensuring stock meets diverse needs	Stock will be assessed by the librarian team as part of the refurbishment	Opportunity to check stock reflects all library users's needs and choices as well as possible .	Completion of review and responding to gaps	As part of refurbishment
Pregnancy and maternity: access and breastfeeding	We will design our spaces so that pregnant/new mothers have adequate spaces to sit/	Better support and spaces for breastfeeding and seating.	Spaces installed and in use	As part of refurbishment



	stay/ feed within the library.			
All: encouraging use of whole range of library facilities	Aim to position the library as available to all through marketing campaigns	Wider range of people aware of what libraries offer and confident to access	Library users and equality monitoring / feedback	From library opening and ongoing
Community cohesion: combatting loneliness	The internal fit out for Hollington will aim to improve library layout where possible (within the constraints of the building) to promote spending time in the library.	Aims to support/ combat loneliness within the community	Make the building more appealing to visit	As part of refurbishment

EqlA sign-off: (for the EqlA to be final an email must be sent from the relevant people agreeing it, or this section must be signed)

Staff member competing Equality Impact Analysis:

Sam McManus

(last updated date)
Date: 09/08/2022

Directorate Management Team rep or Head of Service:

Natalie Anderson

Date: 11/08/2022

Equality lead:

Sarah Tighe-Ford

Date: 08/11/2022