

Equality Impact Assessment (EIA)

Name of Policy or Practice	Change to opening hours in Conwy's Libraries		
Head of Service responsible for the Policy or Practice	Marianne Jackson – Head of Community Development Service		
Name of officer (s) completing impact assessment form	Sheila Evans – Library Development Officer		
Service	Culture & Information	Date of Assessment	5/3/13 Reviewed 28/8/13

EIA Completed by :		EIA Agreed by Head of Service :	
Date	5/3/2013	Date	3/10/2013
Name(s)	Sheila Evans	Name	Marianne Jackson
Signature(s)	Sheila Evans	Signature	Marianne Jackson

STEP 1 – Identify the Main Aims and Objectives of the Policy or Practice

1. What is being assessed? (***Please double click on the box and select ‘checked’ as appropriate to cross X***)

- New and revised policies or practices
- New procedures (which modify service delivery or employment practices)
- Service review or re-organisation proposals which affect the community and/or staff
- Efficiency or saving proposals
- Setting budget allocations for new financial year
- Decisions affecting service users, employees or the wider community
- New project proposals affecting staff, communities or accessibility to the built environment, eg, new construction work or adaptations to existing buildings
- Other please explain in the box below:

2. What are the overall aims and objectives of the policy or practice ?

- o As part of the wider *Modernising Libraries Strategy*, a public consultation on ‘*Opening Hours in Conwy Libraries*’ was undertaken in April 2013 to examine proposed changes to opening hours in Conwy Libraries and implement the options preferred by the public;
- o To ensure we provide library opening hours that take account of changing social needs and demands;
- o To tailor the opening hours (for each individual library) to the needs of the local community;
- o To slightly reduce the overall number of opening hours within Conwy libraries so the Library Service can remain cost-effective while ensuring an adequate “ratio of staff to opening hours” in all libraries as required by the *Welsh Public Library Standards*;
- o To help provide more sustainable and equitable library services to the people of Conwy.
- o To adopt a more holistic approach to planning opening hours within libraries by taking account of the overall accessibility to all library sites for each community within Conwy.

3. Who is the policy or practice intended to help or benefit (stakeholders) ?

- All who live, work, study and visit Conwy by ensuring the changes in opening hours meet their changing demands and needs.
- Those who are working during the day who can't always access a library at a time that is suitable for them.
- Those who are in full-time education during the day who can't always access a library at a time that is suitable for them.
- Local partnership organisations who will be better able to take advantage of more flexible opening times to access library services
- The Library Service as a whole who will benefit by us offering a better "staff to opening hours ratio" with more flexible opening times to ensure a more sustainable, consistent and equitable approach to library services for the people of Conwy.

4. Who are the main consultative groups or communities of interest?

- Current Library users
- The wider general public, including potential library users
- Elected members
- Town and Community Councillors
- Current and prospective partner organisations
- Representatives from protected characteristic groups
- Library staff

STEP 2 - Consider Existing Information and What This Tells You

When completing this section, you need to consider if you have sufficient information with which to complete your EIA, or whether you need to undertake a period of engagement/consultation before continuing. The legislation relating to the EIA process requires you to **engage and involve people who represent the interests of those who share one or more of the protected characteristics and with those who have an interest in the way you carry out your functions**. This needs to be proportionate to the policy or practice being Equality Impact Assessed. You may have already recently undertaken consultation specifically on this policy or practice. Other officers within CCBC may have carried out engagement work which will be relevant to this EIA and you can review the Corporate Consultation Database to find out what engagement activities have taken place in Conwy and establish if this is relevant. If you have very little or no information from previous engagement that is relevant to this EIA, you should consider undertaking some engagement work with you stakeholders and with relevant representative groups to ensure that you do not unwittingly overlook the needs of each protected group.

5. What do you already know about the impact on each protected characteristic from your experience of current service delivery or previous engagement or consultation? You could refer to the Initial Equality Impact Assessment Screening Form and the Community Involvement Database.

Protected Group	Relevance of the policy / practice by protected characteristic
Race	<p>According to the last Census (2011) for Conwy County Borough Council: 96.1% of the population was White British or White Irish. The 2012 Adult PLUS User Survey also showed that 96% of all adult library users were either White British or Irish with 3% “White Other”.</p> <p>Equalities data gathered from the Opening Hours Survey_(2103) confirmed that the majority of respondents were White British; only 1.2% of all respondents classed themselves as “non White”.</p> <p>We are not aware that this group would specifically be affected by any of the proposed changes. However, we know that language may be a barrier for people of different races and that sometimes people within our black minority ethnic communities are unaware of library services.</p> <p><u>Mitigating Factors</u></p> <ul style="list-style-type: none"> ○ Looking at ways of raising awareness about the changes in opening hours, including better promotion of these changes to Black Minority Ethnic (BME) groups. ○ Once the new opening hours are in place, looking at how to attract new users which will include increasing the number of BME people accessing our services. ○ The changes in opening times could possibly offer more flexibility for this group by enabling better access to library facilities, e.g. room hire facilities for voluntary and community groups. ○ The change in opening hours will affect all staff – regardless of their race. However, any impact on staff as has been discussed in a separate EIA Screening Form which considers the impact of the whole Modernising Libraries programme on staff.
Disability	<p>According to the 2011 Census for Conwy County Borough, 12.1% of the population have a Limiting Long Term Illness (LLI) which considerably restricts their “day-day” activities, while another 12.2% have an LLI where their “day to day activities are limited a little”.</p> <p>According to the 2012 Adult PLUS User Survey a total of 32% of all adult library users overall rated</p>

	<p>themselves as having some sort of disability, which has increased since the previous Adult PLUS User Survey in 2009. This was broken down into:</p> <ul style="list-style-type: none"> ○ 13% who rated themselves as having mobility problems; ○ 13% who rated themselves as having hearing and visibility problems; ○ 6% who consider themselves to have some type of mental health problems ○ 13%, other disabilities. <p>Disabled people could therefore be affected by the changes, though this may not necessarily be in an adverse way – see mitigating factors.</p> <p><u>Mitigating Factors</u></p> <ul style="list-style-type: none"> ● Changes in opening times could offer more flexibility for disabled people to access our library facilities, e.g. better access to room hire facilities for community groups which may include disability user groups. ● Some disabled people may find it easier to access computer facilities later in the evening when it is quieter and they can book a PC for longer. ● We will ensure the “new” opening hours are well promoted by working in partnership with relevant partners in the community to ensure all relevant groups (including those representing people with disabilities) are made aware of any changes. ● Any impact on staff as carers has been discussed in a separate EIA Screening Form which considers the impact of the whole Modernising Libraries programme on staff.
Sex	<p>The Adult PLUS User Survey (2012) for all Conwy Libraries showed that 59% of all adult library users were women, suggesting any changes could have a differential impact on this group.</p> <p><u>Mitigating Factors</u></p> <ul style="list-style-type: none"> ○ Changes in opening times could offer more flexibility for all people wanting to access library facilities (which will include many women) by offering increased weekend opening and some later evening openings; this is especially so for working women (and working men) who will have the opportunity to access library services at a greater variety of times. ○ Any impact on female staff as carers has been discussed in a separate EIA Screening Form which considers the impact of the whole Modernising Libraries programme on staff.
Age	<p>The 2011 Census data showed that 24.7% of the population of Conwy County Borough are aged 65 years or older. The 2012 Adult PLUS User Survey showed that 39% of all adult library users were 65 years of age or over.</p>

	<p>The ratio of Children – Adults using our libraries varies according to the individual library, ranging from 7% in some libraries to 43% in other libraries and is particularly high in some of the smaller libraries (CIPFA Annual Visitor & Enquiry Count, 2011-12).</p> <p><u>Mitigating Factors</u></p> <ul style="list-style-type: none"> ○ Overall, the changes in opening times are unlikely to greatly impact on those who are retired, as this group will still have plenty of opportunity to access library services at variety of times. This was confirmed by many of the comments made by retired people in the Opening Hours Consultation (2013) ○ If we offer some later evening openings and longer opening hours on a Saturday in some of our libraries, this will make the service more accessible to children, families and to younger people in full time education. ○ We will also ensure any changes in opening hours are well promoted by working with relevant partners in the community, e.g. Age Concern. ○ Any possible impact on older staff is discussed in the separate EIA Screening Form which considers the impact of the whole Modernising Libraries programme on staff.
<p>Religion & Belief</p>	<p>According to the 2012, Adult PLUS User Survey, 1% of all adult users were Buddhist, while less than 0.5% were from other minority religions. The last Census Data (2011) also showed that 0.5% of the population were Muslim and more than 0.5% of the overall population of Conwy County Borough were Buddhist, Hindu, Jewish or Sikh. Equalities data gathered from the Opening Hours Survey (2013) showed that 0.5% of respondents were Buddhist and 0.4% Muslim.</p> <ul style="list-style-type: none"> ○ We are not aware that this group will specifically be affected by any of the proposed changes to this service and we will ensure that any changes to opening hours are well promoted by working in partnership with relevant community groups. ○ Any possible impact of these changes on staff has been discussed in the in the separate EIA Screening Form which considers the impact of the whole Modernising Libraries programme on staff
<p>Sexual Orientation</p>	<p>Equalities data gathered from the Opening Hours Survey_(2013) showed that 1% of respondents were LGB. The Adult Plus User Survey_(for all libraries) showed that 3% of Adult Users classed themselves as Gay/Lesbian or Bisexual.</p> <p>We are not aware of any specific issues affecting this group and there was nothing specific raised in the feedback from the Opening Hours Consultation.</p>

Gender Reassignment	We are not aware of any specific issues affecting this group and there was nothing specific raised in the feedback from the Opening Hours Consultation.
Marriage & Civil Partnership	We are not aware of any specific issues affecting this group and here was nothing specific raised in the feedback from the Opening Hours Consultation.
Pregnancy & Maternity	<p>We are not aware of any specific issues affecting this group and there was nothing specific raised in the feedback from the Opening Hours Consultation.</p> <ul style="list-style-type: none"> ○ Any possible impact on staff is discussed in the separate EIA Screening Form which considers the impact of the whole Modernising Libraries programme on staff
Welsh Language	<p>In the last Census (2011) around 27.4% of the population of the Conwy County borough (aged 3 yrs or over) were classed as Welsh speakers (above the national average), though the ability to speak Welsh increases towards the West and South of the county. Equalities data gathered from the Opening Hours <u>Survey</u> (2013) showed that 14.2% of respondents said Welsh is their preferred language.</p> <p>Any change in opening hours could potentially affect this group.</p> <p><u>Mitigating Factors</u></p> <ul style="list-style-type: none"> ○ The Conwy Library Service adheres to the CCBC Welsh language scheme, including access to Welsh speaking staff and Welsh language materials. ○ The changes in opening hours will mean we can offer a better ratio of “staff to opening hours” which could increase the number of Welsh speaking staff available at any one library at any one time. However, we will need to ensure that when we recruit new staff that the ratio of Welsh speakers is taken into consideration according to the requirements of new opening hours. ○ The changes in opening times could mean more flexible access to library facilities for the people of Conwy, including Welsh speakers. ○ The change in opening hours will potentially affect all staff – regardless of whether they speak Welsh; any possible impact on staff is discussed in the separate EIA Screening Form which considers the impact of the whole Modernising Libraries programme on staff
Other (please state)	<p><u>Carers</u> 11.8% of the population of Conwy provides at least 1 hour of unpaid care (Census 2011)</p>

	<p><u>Mitigating Factors</u></p> <ul style="list-style-type: none"> ○ Increased flexibility in opening hours may be beneficial to those working in the caring profession and others with caring responsibilities. ○ Any possible impact of these changes on staff who are carers has been discussed in the in the separate EIA Screening Form which considers the impact of the whole Modernising Libraries programme on staff.
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6. Summarise the additional relevant data, research and performance management information you already have:

Data / Information	Examples
<p>The Library Service has a legal duty (<i>1964, Public Libraries & Museums Act</i>) to offer services which are “comprehensive”, i.e. supportive of both the general public and all ‘groups’ within the general public. The initial EIA screening document suggests the greatest potential impact of any changes to opening hours would be on the following protected groups: women; young people; disabled people; Welsh speakers.</p> <p>Equalities data from the 2012 Adult PLUS User Survey for Conwy libraries gave us a general profile for all adult library users:</p> <ul style="list-style-type: none"> ○ 39% were aged over 65 years old. ○ 98% were heterosexual ○ 96% were with either White British or Irish and 3% were White other ○ Only 68% of adult library users considered themselves as not having a disability ○ 1% were Buddhist but less than 0.5% were from any other minority religious group. <p>From this survey, the percentage of adults rating the overall opening hours in libraries (overall) as good or very good was 86% (mean average), however satisfaction with opening hours was greatest in the larger libraries.</p>	<p>Initial EIA Screening Complaints Compliments Service User data Service User Feedback Inspections or Audits</p>

<p>See also section 5 – for further information on particular Protected Characteristic groups</p> <p>An internal Task and Finish Group Report (2012) looking at Opening Hours was undertaken by library managers and staff. This identified customer usage patterns through transaction figures and biannual “visitor and enquiry counts” for 2011 and 2012. As part of the Modernising Libraries Strategy, consultations were also undertaken with library stakeholders, including Conwy library staff by NCompass, Consultants (2011); recommendations from this report include:</p> <ul style="list-style-type: none"> ○ An increase in opening hours at weekends, especially Saturday afternoons at Llandudno, Colwyn Bay and Abergele libraries ○ The need for some later evening opening, i.e. later than we are currently opening, especially in our bigger libraries ○ Criticism of the fact that Abergele and Conwy libraries are currently closed on Wednesdays. <p><u>2012 Adult PLUS User Survey</u></p> <ul style="list-style-type: none"> ○ 86% of library users rated opening hours as “good or very good”, however satisfaction rates decline in the smaller libraries, and this did not take into account those who do not use our libraries. 	
<p>Research or Comparative Information</p>	<p>Examples</p>
<p>The 2011 Census for Conwy County Borough showed that Conwy County has the largest proportion of post retirement age residents in Wales, i.e. 24.4% of the population were aged 65 years or over (the highest in Wales). It also showed that:</p> <ul style="list-style-type: none"> ○ 96% of the population was White British or Irish; ○ 27.4% were Welsh speakers ○ 0.5% were Muslim and more than 0.5% were Buddhist, Hindu, Jewish or Sikh. ○ 11.8% of the population of Conwy provides at least 1 hour of unpaid care ○ The proportion of households made up of sole pensioners was 29.2%. <p>The Looking Forward market research report on library usage in both Conwy libraries and other Welsh authorities, by Twelfth Man (1996) suggested the following about library opening hours:</p> <ul style="list-style-type: none"> ○ Generally, public opinion showed that library opening hours act as a barrier to use, particularly (though not exclusively) amongst non-users; ○ It was also shown that library opening hours reflect the limited appeal of libraries as they render them partially inaccessible to people in full-time employment and even to some schoolchildren. ○ It recommended therefore that access to libraries is not always a convenient option and that libraries may be losing potential customers as a result of this as “there are no competitive services that provide opening hours so narrow that they alienate large swathes of their target market”. 	<p>Service User Surveys Studies by Government departments or professional bodies Census data Service based projects and research How Fair Is Wales (EHRC data)</p>

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7. Have you complied with the duty to Engage as described at the start of this section and are you sufficiently informed to proceed?

Yes No **(please cross as appropriate X)** If Yes, please proceed to Step 3

If No, you may wish to consider pausing at this point while you undertake engagement activities (which you should add to your action plan – Step 6). Please incorporate any information you have obtained from this additional activity in the box below and state what the key findings were :

Useful information was obtained from the Modernising Libraries Consultation undertaken in 2011, as outlined above. However the results of the public consultation on Opening Hours in Conwy Libraries_(April 2013) has helped inform this review further.

We consulted with the general public, elected representatives, representatives from groups with protected characteristics and library staff. The results from this consultation were very clear as regards which proposed opening hours were preferred.

STEP 3 - Procurement and Partnerships

The public sector General Duty means all public authorities need to consider the needs of different groups when designing and delivering public services. This duty also applies to private sector organisations who deliver a public function on our behalf and we need to ensure that those organisations exercise those functions by ensuring our procurement and monitoring of those services complies with the General Duty.

8. Is this policy or practice to be carried out wholly or partly by contractors or in partnership with another organisation(s)?

Yes No **(please cross as appropriate X)** If No, please proceed to Step 4

9. If yes, how will you comply with Equality, Human Rights and Welsh Language Legislation? Think about :

Procurement

- Setting out clear equality expectations in Tendering and Specification documentation
- On what you based your decisions in the award process
- That contract clauses cover legislative equality requirements
- Performance and Monitoring measures are included to monitor compliance

Partnerships

Who is responsible for :

- Equality Monitoring relevant data
- Equality Impact Assessment
- Delivering the actions from the EIA
- Ensuring that equality, human rights and Welsh Language legislation is complied with by all partners

N/A

STEP 4 - Assessing the Impact

10. Is there any evidence of higher or lower take-up or satisfaction by any group(s), and if so, how is this explained?

- Our last Adult PLUS User Survey (2012) showed that 39% of all our library users were 65 years old or over. However opening hours is not so much an issue for this group, who are mainly retired from full time employment.
- Evidence from stakeholder consultations as part of the Modernising Libraries Consultation (2011) suggested that people in Conwy would like to see longer opening hours at the weekend, especially in the larger libraries of Llandudno and Colwyn Bay where they specifically mention that they would like the library to open on Saturday afternoons.
- The CIPFA bi-annual Visitor and Enquiry Count shows that generally the busiest times in our libraries is the mornings, while earlier in the week seems to be busiest as regards the days the libraries are most used. However, these statistics only cover those who are currently using our libraries, so we have also considered evidence from non users in the Looking Forward Report (see below) and in our public consultation on opening hours (April 2013)
- The *Looking Forward Report*, Twelfth Man (2006) suggested that to encourage non users into our libraries, we need to open them at times when people who don't currently use them, want to visit them.
- The preferred options for opening hours at all libraries (except Cerrigydrudion, Llandudno Junction and Deganwy) have now been chosen by the public as part of this Opening Hours Consultation (2013).

11. Does the geography or demography of any groups reveal anything?

In the last Census (2011) around 27.4% of the population of the Conwy County borough (aged 3 yrs or over) were classed as Welsh speakers (above the national average) and the ability to speak Welsh increases towards the West and South of the County.

Almost 25% of the population in Conwy are aged 65 years or over, the highest percentage in Wales (2011 Census). While 39% (mean average) of adult library users in Conwy are aged over 65 years (Adult PLUS User Survey 2012).

The general demographic for Conwy shows that there are only a small percentage of non White people living in Conwy, as 96% are White British or Irish; there are also only a small percentage belonging to minority religions in the County at > 1% of the total population (Census 2011).

Equalities data from the Conwy Opening Hours Survey (2013) showed that only 1.2% of respondents were non-White and 0.5% were Buddhist and 0.4% Muslim. However we tried to speak to people of different races and religions as part of this consultation (by making them specifically aware of the consultation) to try to determine further if there would be any differential impact on these groups.

Access to key services forms part of the Welsh Index of Multiple Deprivation (WMID 2011) which is the official measure of deprivation in Wales. This includes the consideration of average travelling time by foot or public transport to access a range of services considered necessary for day to day living (including access to a public library). The 6 areas in Conwy County which feature in the 10% of the most deprived in Wales for access to services include: Uwch Conwy, Eglwysbach, Llangernyw, Uwchwald, Llansannan and Betws yn Rhos (approx 9,500 of the population).

Llandudno is a regional shopping centre with Saturdays being a day that many people from different areas in Conwy County come into the town, which suggest it may be particularly useful if Llandudno library were open on Saturday afternoons. This was confirmed by the results of the consultation, and we will now be opening longer in Llandudno library on a Saturday.

12. Do any rules or requirements or the way the policy or practice is delivered prevent or reduce the likelihood of any groups from use or access or are any other barriers created for them?

Eg: due to limited income, location, times of availability, access to buildings, information or language, eligibility rules, dress code, cultural issues

We are unable to increase the overall number of hours that we can open our libraries due to financial constraints in this and upcoming financial year/s. However, although we are intending to slightly reduce the overall number of hours that our libraries are open, this will mean we can increase in the "ratio of staff to opening hours".

We are looking at the specific needs of each community, so we can extend opening hours at specific times/ days within each library in accordance to these needs (though within financial constraints). Feedback from the Conwy Libraries Opening Hours Survey_(2013) showed a clear preference for one particularly option (as regards the proposed pattern of opening hours) in nearly all libraries.

Mitigating factors

- We are taking a more holistic approach to planning opening hours within our libraries by taking into consideration the accessibility of all library sites within Conwy County Borough to the people who live in the various communities in Conwy.
- The time of day when the service is accessible can be important to a specific community, so by changing opening hours to better meet community demand, this may enable us to reduce barriers and thereby allow certain equalities groups to access these services
- Any impact on staff has been discussed in a separate EIA Screening Form which has considered the impact of the whole Modernising Libraries programme on staff.

13. Can any of these limitations be justified on the grounds of advancing equality of opportunity or fostering good relations between those who share a protected characteristic and those who do not?

Yes – Mitigating Factors;

- We will be able to tailor the opening hours at each library, which will ensure we are taking more account of the needs of those within each community.
- The main benefit of the change to opening hours is to ensure we are providing flexible enough opening hours to take account of changing social demands and needs.
- We hope the change in opening hours will help encourage those who currently don't use libraries, to use them, by enabling them to access libraries at a time that may be more suitable for them - especially working people, students and schoolchildren.
- We will ensure we promote the “new” opening hours to all groups in the community by producing new publicity materials and working with partners in the community so they can ensure they clients are made aware of any changes, e.g. NWREN, Conwy Health & Social Care Network, Youth Services, etc.
- We will ensure we monitor and evaluate the changes in the opening hours to assess how successful they are.
- Any change to individual staffing hours can be justified in terms of meeting overall client need.

14. Do any of these limitations amount to unlawful discrimination?

Yes No Not Sure
(please cross as appropriate X)

If you answered Yes or Not Sure, please state on the table below, which protected group(s) it applies to and if possible explain why (including likely impact or effects of this proposed change):

<p>Race</p> <p>We are not aware that this group would specifically be affected by any of the proposed changes and nothing in the feedback from the Opening Hours Consultation has suggested otherwise.</p> <p>See section 5 for more details</p>	<p>Black Minority Ethnic groups Gypsies / Travellers Language</p>
<p>Disability</p> <p>A change in library opening hours could potentially have some benefit for this client group.</p> <p>See section 5 for full details.</p>	<p>Mobility Dexterity Blind or Visually impaired Deaf or Hearing impaired Mental Health Learning Disabilities</p>
<p>Sex</p> <p>A change in library opening hours could potentially have some benefit for women and working men.</p> <p>See Section 5 for full details.</p>	<p>Men Women</p>
<p>Age</p> <p>A change in library opening hours could potentially have some benefit for children, young people and full time students.</p> <p>Comments from retired people from the Opening Hours survey</p>	<p>Older People Children Young People</p>

<p>confirm that the changes are unlikely to impact on this group.</p> <p>See Section 5 for full details.</p>	
<p>Religion & Belief</p> <p>We are not aware that this group would specifically be affected by any of the proposed changes and nothing in the feedback from the Opening Hours Consultation suggested otherwise.</p> <p>See section 5 for more details.</p>	<p>Faith communities</p>
<p>Sexual Orientation</p> <p>We are not aware that this group would specifically be affected by any of the proposed changes and nothing in the feedback from the Opening Hours Consultation suggested otherwise.</p> <p>See section 5 for more details.</p>	<p>Gay Lesbian Bi-sexual Heterosexual</p>
<p>Gender Reassignment</p> <p>We are not aware that this group would specifically be affected by any of the proposed changes and nothing in the feedback from the Opening Hours Consultation has suggested otherwise.</p>	<p>A person who proposes to, starts or has changed his or her gender</p>
<p>Marriage & Civil Partnership</p> <p>We are not aware that this group would specifically be affected by any of the proposed changes and nothing in the feedback from the Opening Hours Consultation suggested otherwise.</p>	
<p>Pregnancy & Maternity</p> <p>We are not aware that this group would specifically be affected by any of the proposed changes and nothing in the feedback from the Opening Hours Consultation suggested otherwise</p> <p>See section 5 for more details</p>	
<p>Human Rights</p> <p>We are unaware that any change to this service would affect the right to education, private & family life or the protection of property.</p>	<p>Right to Education, Private and Family Life, Protection of property, etc</p>
<p>Welsh Speaking Communities</p> <p>Equalities data from the Opening Hours Survey_(2013) showed that 14.2% of respondents said their preferred language was Welsh.</p> <p>See section 5 for details and any related mitigating factors.</p>	
<p>Other socially excluded groups or communities (please state)</p> <p><u>Carers</u></p>	

The new opening hours could offer some benefit to this group. See section 5 for details	
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15. If you answered No to Question 13, do the barriers and limitations amount to a differential impact for certain groups?

Yes No Not Sure
(please cross as appropriate X)

16. If you answered Yes or Not Sure to Question 14, please give details in the box below and explain why

Any potential for differential impact has been highlighted in sections 5 and 13 and proposals to mitigate this impact have been identified.
 The results of the Opening Hours Consultation (April 2013) did not inform us of any previously unidentified impact in regard to this review.

17. Do you have enough information to make an informed judgement?

Yes No *(please cross as appropriate X)*

If you answered Yes, please justify:

We have enough information to make an informed judgement after receiving feedback on the suggested proposals from the Opening Hours Survey (2013).

If you answered No, what information do you require about protected groups?

18. Is it possible to get the information needed quickly and easily, or should data collection be included in the action plan? Please give details below:

- Additional data on Protected Groups was collected from the 2013 Opening Hours Consultation and then used to reassess this EIA.
- As part of our future action plan, we will continue to take part in ongoing monitoring and evaluation of all our libraries via our Adult and Childrens' PLUS User Surveys, the CIPFA Visitor and Enquiry Count, and the Comments and Complaints procedure; this will help us to examine how the changes to the opening hours may have impacted on our users

STEP 5 – Dealing with Adverse or Unlawful Impact and Strengthening the Policy or Practice

In this section, you will consider whether there are any measures to reduce or remove any adverse impact. You should also explore other ways of achieving the same goal and / or alternative means of delivering a service to meet the needs of different groups.

19. What measures can you introduce to the policy or practice which could reduce or remove any unlawful impact or disadvantage?

- By implementing the new opening hours, we will attain more consistency in the number of opening hours (and days) that libraries of a similar size (or with similar usage figures) are open.
- By ensuring that when we change our opening hours that the new hours are promoted sufficiently to people in the community who we hope to encourage into the library, including people of different protected characteristics.
- We will network more with community partners so we can make their clients more aware of our service, including the changes in opening hours in our libraries.
- We have consulted with staff in individual libraries as regards their working preferences in relation to the new hours to try to be as flexible to their needs as possible. This is discussed in the separate EIA Screening Form looking at the affect of the whole Modernising Libraries programme on staff.

20. What measures could be included to strengthen the policy/practice and foster good relations and advance equality of opportunity?

- Ensure we promote the changes in opening hours to relevant equalities groups in the community, e.g. promoting use of room hire later in the evening and Saturdays to specific community groups, which may help increase their access to these services
- Working in partnership with relevant education and community information providers to examine how the changes in opening hours can help benefit their client groups by offering them increased access to library services.
- To ensure adequate monitoring and evaluation of the changes to opening hours, so we can continue to adapt to the changing needs and demands of users and potential users in our local communities.

21. What actions could you take to achieve the same goal by an alternative means?

The only action we could take to achieve the same goal, is to leave the opening hours as they are and offer additional opening hours on top of this which is not financially feasible.

Even if we were to extend the times/ days that the Mobile Library runs, we would still not be able to offer access to a full library service in the same way as at a static library.

STEP 6 – Action Plan

Please outline below the actions you will take to progress your proposal. These might involve carrying out additional Engagement/Involvement activities, collecting Equality data where this was not readily available to help with this EIA, undertake data analysis from future data obtained to monitor the impact of this policy/practice on an ongoing basis, any actions you need to take to ensure procurement complies with the General Duty, any arrangements you need to put in place to monitor and review the impact of this policy/practice in future, and so on.

Action	Measure of Success	Timeframe	Lead Responsibility	Add to Service Plan (✓)
Actions to be taken before EIA and policy/practice can be signed off				
Consultation with the general public, local community leaders, representatives from “protected characteristic groups” and council staff took place at all libraries except *Cerrigydrudion, * Llandudno Junction and Deganwy. * It is hoped that a location for a new area library for Conwy, Llandudno Junction and Deganwy will be determined this year, in the meantime there will be	Feedback was received and a decision made on the changes to opening hours	May 2013	Head of Service	Yes

no changes to the opening hours at Llandudno Junction and Deganwy. * A review of the opening hours for Cerrigydrudion Library will be carried out once a decision has been made on the future of the community library.				
Gain approval for recommendations	Modernising Libraries Board meeting	June 2013	Head of Service	Yes
The initial EIA was re-assessed after consultation feedback	Final to be produced by September 2013	August 2013	Library Development Officer	
Promote the forthcoming changes to opening hours to our library customers, the general public, community groups and relevant community partners.	Produce marketing plan/ relevant publicity materials	Communication meeting – July 2013; August and ongoing	Library Managers/ Librarians	Yes
Actions after EIA and policy/practice signed off				
Implement changes to opening hours in all libraries	In place by October 7th	October 2013	Library Managers	Yes
Ensure adequate marketing and promotion of the new opening hours	Action plan for marketing and promotion of the new hours in place	September 2013 onwards	Library Managers/ Librarians	Yes
Evaluate the success of the new opening hours as part of usual evaluation procedures.	As part of the next PLUS Surveys and Cipfa counts; ongoing evaluation via comments and complaints forms	Adult PLUS Survey 2015; the next Children's PLUS Survey; evaluation of comments and complaints data	Library Development Officer; Library Service Managers and Librarians	Yes
Working with community groups to see if the new	Action plan to be	From October	Librarians/ CLDO/	Yes

opening hours offer any increased opportunities for working in partnership.	put place for working with partners in the Community	2013 onwards.	LDO	
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STEP 7 – Decision To Proceed

22. Using the information you have gathered in steps 1 – 5 above, please state on the table below whether you are able to proceed with the policy or practice and if so, on what basis?

(please cross as appropriate X)

Decision		Action
<input checked="" type="checkbox"/> Yes	Continue with policy or practice in its current form	Complete the Monitoring and Review section (Step 8) to ensure the outcomes are monitored and regularly reviewed
<input type="checkbox"/> No	Continue with policy or practice but with amendments for improvement	Complete Action Plan and Monitor and Review sections (Steps 6 & 8) to continually assess impact
<input type="checkbox"/> No	Continue with policy or practice but with amendments to remove any areas of adverse impact as identified in Step 5	Complete Action Plan (Step 6) to address any areas of adverse impact and Monitor and Review (Section 8) to continually assess impact
<input type="checkbox"/> No	Abandon this policy or practice as it is not possible to address the adverse impact, and consider alternative ways of addressing the issues	Complete Action Plan to address any issues resulting from abandoning policy and to deal with the adverse impact identified

STEP 8 – Arrangements for Monitoring and Review

The EIA process is an ongoing one that doesn't end when the policy/practice and EIA is agreed and implemented. There is a specific legal duty to monitor the impact of policies/practices on equality on an ongoing basis.

23. Please outline below what arrangements you will make to monitor and review the ongoing impact of this policy or practice:

Monitoring and Review arrangements (including where outcomes will be recorded)	Timeframe & Frequency	Lead Responsibility	Add to Service Plan (✓)		
Consultation to take place with the community – feedback to be recorded and to be fed into strategic/ operational plans	April 2013	Head of Service/ SMT	Yes		
A revision of this Equality Impact Assessment to be made once the decision on changes to opening hours are made	September 2013	Library Development Officer	Yes		
Evaluation of the success of the changes to opening hours after the first 12 month and ongoing evaluation as part of our usual monitoring and evaluation procedures.	March 2014; PLUS User Surveys	Head of Service/ SMT/ LDO	Yes		

STEP 9 – Publishing the Equality Impact Assessment

Please arrange for this completed EIA to be agreed by your Head of Service, refer to the EIA Policy regarding publishing arrangements and return a copy to the HR and Equality Officer.