

EQUALITY IMPACT ASSESSMENT

The **Equality Act 2010** places a ‘**General Duty**’ on all public bodies to have ‘**due regard**’ to the need to:

- Eliminating discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advancing equality of opportunity between those with a ‘relevant protected characteristic’ and those without one;
- Fostering good relations between those with a ‘relevant protected characteristic’ and those without one.

In addition the Council complies with the Marriage (same sex couples) Act 2013.

Stage 1 – Screening

Please complete the equalities screening form. If screening identifies that your proposal is likely to impact on protect characteristics, please proceed to stage 2 and complete a full Equality Impact Assessment (EqIA).

Stage 2 – Full Equality Impact Assessment

An EqIA provides evidence for meeting the Council’s commitment to equality and the responsibilities under the Public Sector Equality Duty.

When an EqIA has been undertaken, it should be submitted as an attachment/appendix to the final decision making report. This is so the decision maker (e.g. Cabinet, Committee, senior leader) can use the EqIA to help inform their final decision. The EqIA once submitted will become a public document, published alongside the minutes and record of the decision.

Please read the Council’s Equality Impact Assessment Guidance before beginning the EqIA process.

1. Responsibility for the Equality Impact Assessment

Name of proposal	Library fees and charges policy
Service area	Libraries
Officer completing assessment	Thomas Delap
Equalities/ HR Advisor	Emma Carroll
Cabinet meeting date (if applicable)	
Director/Assistant Director	Charlotte Pomery

2. Summary of the proposal

Please outline in no more than 3 paragraphs

- *The proposal which is being assessed*
- *The key stakeholders who may be affected by the policy or proposal*
- *The decision-making route being taken*

The proposal is to implement a revision of the core Library Fees and Charges including reservations, requests, fines of overdue items, hiring of DVDs, music CDs and audiobooks and replacement costs for lost or damaged items. In order to meet the required annual increase in charges for the coming year, it is proposed that some charges are marginally increased, some decreased and a few new charges and approaches are proposed to be introduced where there is scope to do so.

These proposals have been benchmarked against other London boroughs to ensure that they are reasonable compared to others. The key proposals are:

- Make available a comprehensive range of concessions for young members and disadvantaged borrowers
- Remove reservation charges for in stock items, and better promote and increase the out of stock offer. The majority of existing income is attached to out of stock item reservations.
- Replace full cost replacement for lost/damaged books and DVD's with a set fee (unless RPI is cheaper) or the item is a rare and valuable book when a full replacement charge will be considered.
- Introduce a more consistent and relevant rate for audio visual content, alongside an affordable and attractive digital subscription offer.
- A new concessionary half price rate for library users aged between 18 and 25. Take up in this age group is low and the ambition is that a concession will promote use and therefore generate income.
- Increase the age of automatic concession from 60 to 65
- Concessions will now apply to those receiving job seekers allowance or Universal Credit, employment and support allowance, income support and pension credit, people receiving disability living allowance, personal independence payment or with other verification of long-standing disability.

One of the key drivers for this proposal is to increase and widen library service participation by targeting and meeting the needs of underrepresented groups. While some fees are being increased slightly above inflation, every effort has been made to keep the increases as low as possible to minimise the impact on service users. The increases are considered necessary to cover the costs of running the service and achieve income targets. The new comprehensive range of concession and exemption arrangements for disadvantaged borrowers and young library users will have a positive impact on 3 equality strands, Age, Disability and Race and ethnicity, and will ensure that those less able to pay will not be disadvantaged in each of the 9 equality strands.

For all services users It remains free to join, borrow books and use computers or public Wi-Fi – online resources, eBooks and eMagazines are also free to use. The Fees and Charges have been considered by Haringey Libraries Senior Management Team and

will be reviewed annually. Any changes will be communicated in advance of implementation to provide adequate notice to customers.

3. What data will you use to inform your assessment of the impact of the proposal on protected groups of service users and/or staff?

Identify the main sources of evidence, both quantitative and qualitative, that supports your analysis. Please include any gaps and how you will address these

This could include, for example, data on the Council's workforce, equalities profile of service users, recent surveys, research, results of relevant consultations, Haringey Borough Profile, Haringey Joint Strategic Needs Assessment and any other sources of relevant information, local, regional or national. For restructures, please complete the restructure EqIA which is available on the HR pages.

Protected group	Service users	Staff
Sex	Total borrowers 2018-2020: 189,753 Total borrowers female: 100,540 Total borrowers male: 89,213	N/A
Gender Reassignment	109	N/A
Age	Under 16: 15,906 (8.4% of total) Adults: 107,786 (56.8% of total) Older Person: 66,061 (34.8% of total)	N/A
Disability	685	N/A
Race & Ethnicity	Bangladeshi:46 Black African:242 BlackCaribbean:200 Chinese:93 East African Asian:9 Greek:47 Greek Cypriot:46 Indian:153 Irish Traveller:5 Kurdish:37 Mixed White and Asian :199 Mixed White and Black African:60 Mixed White and Black Caribbean:107 Other Asian Background:88 Other Black Background:35 Other Mixed Background:205 Other White Background:1288 Pakistani:30	N/A

	Turkish:66 Turkish Cypriot:12 Other Ethnic Background:98 White British:4447 White Irish:319 <i>(Note: Data Sample from Hornsey only)</i>	
Sexual Orientation	Bisexual: 601 Gay: 4376 Heterosexual: 8762 Lesbian: 2659	N/A
Religion or Belief (or No Belief)	Buddhist: 48 Christian: 1166 Hindu: 27 Jewish: 123 Muslim: 155 No religion: 2101 Other Religion: 106 Rastafarian: 8 Sikh: 13 <i>(Note: Data Sample from Hornsey only)</i>	N/A
Pregnancy & Maternity	No service data is available	N/A
Marriage and Civil Partnership	No data is available on the marriage and civil partnership status of current service users.	N/A

*The Service User data above is gathered from Haringey Libraries LMS (Library Management System) for Active Members.

(Please note: Active Members: the number of the service users who have borrowed, returned or renewed items in the past two years (Sept 2018 to Sept 2020) Please note that the actual number of service users in each group are likely to be higher in reality, as not all service users provide the equalities data at the time of joining the library and therefore could not be included in this analysis.)

Outline the key findings of your data analysis. Which groups are disproportionately affected by the proposal? How does this compare with the impact on wider service users and/or the borough's demographic profile? Have any inequalities been identified?

Explain how you will overcome this within the proposal.

Further information on how to do data analysis can be found in the guidance.

The charges have been proposed after taking into consideration the fees and charges made by other similar providers in neighbouring boroughs and considering how to optimise take up of library services, particularly for those least likely until now to use the services. The Service will continue to monitor the effect of the increases and any impact.

The increase in charges proposed have been designed not to discriminate against any group.

4. a) How will consultation and/or engagement inform your assessment of the impact of the proposal on protected groups of residents, service users and/or staff?

Please outline which groups you may target and how you will have targeted them

Further information on consultation is contained within accompanying EqIA guidance

This is not applicable, however library fees and charges are reviewed annually and the service will monitor feedback from service users of charged-for services on an on-going basis, and will continue to monitor any potential impact of these new proposals on the numbers taking up the service. Monitoring and feedback will be actively sought, e.g., through corporate feedback and regular communication with residents and library users as well as customer satisfaction comments from both organisations and individuals .

Any substantive negative outcomes will be considered by the Senior Management Team in due course and this feedback will inform any future review of fees and charges and planning for services within libraries.

4. b) Outline the key findings of your consultation / engagement activities once completed, particularly in terms of how this relates to groups that share the protected characteristics

Explain how the consultation’s findings will shape and inform your proposal and the decision making process, and any modifications made?

Not applicable

5. What is the likely impact of the proposal on groups of service users and/or staff that share the protected characteristics?

Please explain the likely differential impact on each of the 9 equality strands, whether positive or negative. Where it is anticipated there will be no impact from the proposal, please outline the evidence that supports this conclusion.

Further information on assessing impact on different groups is contained within accompanying EqIA guidance

1. Sex (Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)

Data gathered from Haringey Libraries LMS indicates that more women than men visit our libraries, and as such the fee increases could impact on those female service users who are less able to pay, however due to the availability of concessions this has been assessed as not being disproportionate and it is anticipated as having a neutral impact on this protected characteristic group, service user feedback will be monitored on an ongoing basis to ensure that there is no negative impact on any one group.

Positive		Negative		Neutral impact	x	Unknown Impact	
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2. Gender reassignment *(Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)*

Data gathered from Haringey Libraries LMS indicates that a small number of library users are trans. The impact increased charges will have will be difficult to gauge due to a lack of more local data, however, we will work to ensure that library services and activities are trans-inclusive and the fee increases are assessed as having a neutral impact, as always service user feedback will be monitored on an ongoing basis to ensure that there is no negative impact on any one group.

Positive		Negative		Neutral impact	X	Unknown Impact	
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3. Age *(Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)*

As detailed above, the Haringey Libraries LMS indicates that the majority of library users are adults. Currently 37% of our loans (subject to fines) are to Adults, 16% to Over 60s and 47% to Under 16s. Broadly speaking there is good representation of all age ranges and therefore the impact on the adults is spread across the customer profile.

With these new proposals over 60s will no longer be exempt from library fees and charges, we are increasing the age of automatic concessions from 60 to 65 in line with state pension age and other Sport, Leisure and Cultural services in the Borough. This could have an impact on a small number of our service users, however, this has been assessed as not being disproportionate as those who are under 65 and claim Income Support will still be eligible for our concessions membership scheme. Access to services and information are otherwise free.

There are currently no charges for children and young people under 16 for fines and reservations in all Haringey Libraries. To complement this we are proposing that a new concessionary Young Persons Membership for library users aged between 17 and 25 will have a positive impact on this protected group and will help generate a lifelong habit of using Haringey libraries.

Positive	X	Negative		Neutral impact		Unknown Impact	
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4. Disability *(Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)*

Data gathered from Haringey Libraries LMS indicates that we currently have 685 library users that identify as having a disability. Due to the availability of concessions, it is assessed that the impact of the changes to fines and charges is a positive one. People with learning disabilities will now be exempt from charges as well as people who are visually impaired. Reductions will now apply for those receiving disability living allowance, personal independence payment or with verification of a long standing disability.

Positive	x	Negative		Neutral impact		Unknown Impact	
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5. Race and ethnicity *(Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)*

The data sample taken from Hornsey Library, using the Haringey Libraries LMS indicates that there is a high representation of Black and Asian minority ethnic groups. The State of the Borough profile tells us that Haringey is a highly diverse borough, 38% of residents are from Black and Asian minority ethnic groups and 26% identify as “white others” with more than 180 languages spoken.

Deprivation levels are high, particularly in the northeast of the Borough, we know that the wards with the highest levels of deprivation are also those with the largest Black and Asian minority ethnic populations. In those areas of deprivation people from Black and Asian minority ethnic groups are more likely to use libraries and as such the fee increases could impact on those users that less able to pay, however due to the availability of concessions this has been assessed as not being disproportionate and it is anticipated that the introduction of concessions will have a positive impact on this protected characteristic group.

Positive	x	Negative		Neutral impact		Unknown Impact	
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6. Sexual orientation *(Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)*

Data gathered from Haringey Libraries LMS indicates that the fee increases are assessed as having a neutral impact on this protected characteristic group, however during the implementation and monitoring of the proposals we will try to capture information for any inequalities that may arise based on this protected characteristic and take appropriate steps to address them if they do arise.

Positive		Negative		Neutral impact	x	Unknown Impact	
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7. Religion or belief (or no belief) *(Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)*

Data gathered from Haringey Libraries LMS indicates that the fee increases are assessed as having a neutral impact on this protected characteristic group, however during the implementation and monitoring of the proposals we will try to capture information for any inequalities that may arise based on this protected characteristic and take appropriate steps to address them if they do arise.

Positive		Negative		Neutral impact	x	Unknown Impact	
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8. Pregnancy and maternity *(Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)*

We do not have service data for this characteristic, and so we are therefore unable to assess the impact of this proposal. However many new parents do access groups in our libraries where they build friendships and support networks, our children's libraries remain free and our service will continue to help reduce isolation and improve emotional wellbeing for new parents with our coffee mornings and various free activities for Under 5s such as reading, craft and play groups. During the implementation and monitoring of the proposals we will try to capture information for any inequalities that may arise based on this protected characteristic and take appropriate steps to address them if they do arise.

Positive		Negative		Neutral impact		Unknown Impact	x
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9. Marriage and Civil Partnership *(Consideration is only needed to ensure there is no discrimination between people in a marriage and people in a civil partnership)*

There is no service data for this characteristic, and so we are therefore unable to assess the impact of this proposal. During the implementation and monitoring of the proposals we will try to capture information for any inequalities that may arise based on this protected characteristic and take appropriate steps to address them if they do arise.

Positive		Negative		Neutral impact		Unknown Impact	x
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10. Groups that cross two or more equality strands e.g. young black women

As outlined above the overall effect of increased fees and charges and the introduction of a new comprehensive range of concession and exemption arrangements is to

improve rates of participation amongst groups with protected characteristics, and are considered necessary to cover the costs of running the service, groups that cross two or more equality strands will benefit from this.

An example includes single mothers who are on income support that will now be able to access a 50% concession on fees and charges, alongside a wide range of free family activities and events in all our libraries.

Outline the overall impact of the policy for the Public Sector Equality Duty:

- **Could the proposal result in any direct/indirect discrimination for any group that shares the relevant protected characteristics?**
- **Will the proposal help to advance equality of opportunity between groups who share a relevant protected characteristic and those who do not?**

This includes:

- a) **Remove or minimise disadvantage suffered by persons protected under the Equality Act**
- b) **Take steps to meet the needs of persons protected under the Equality Act that are different from the needs of other groups**
- c) **Encourage persons protected under the Equality Act to participate in public life or in any other activity in which participation by such persons is disproportionately low**
- **Will the proposal help to foster good relations between groups who share a relevant protected characteristic and those who do not?**

Libraries play a key role in reaching a wide range of residents, reducing social isolation, increasing accessibility to cultural offers and enhancing learning for children, young people and adults who may be protected under the Equality Act.

As well as providing informal mental health and wellbeing support, libraries contribute to raising national literacy levels, supporting families and enhancing reach into communities to make them stronger and more cohesive.

Libraries support access to a range of essential services close to where people live, and are well placed to respond to:

- tackling the social divide which the pandemic has thrown into sharp relief,
- helping people build skills and get back into work and supporting local business recovery,
- addressing social isolation and bringing communities back together.

By introducing a new comprehensive range of concession and exemption arrangements we have taken steps to meet the needs of protected groups under the Equality Act, with the aim of improving rates of participation amongst those protected groups where take up is currently low, and enhancing service efficiency and delivery for all customers.

6. a) What changes if any do you plan to make to your proposal as a result of the Equality Impact Assessment?

Further information on responding to identified impacts is contained within accompanying EqIA guidance

Outcome	Y/N
No major change to the proposal: the EqIA demonstrates the proposal is robust and there is no potential for discrimination or adverse impact. All opportunities to promote equality have been taken. <u>If you have found any inequalities or negative impacts that you are unable to mitigate, please provide a compelling reason below why you are unable to mitigate them.</u>	Y
Adjust the proposal: the EqIA identifies potential problems or missed opportunities. Adjust the proposal to remove barriers or better promote equality. Clearly <u>set out below</u> the key adjustments you plan to make to the policy. If there are any adverse impacts you cannot mitigate, please provide a compelling reason below	N
Stop and remove the proposal: the proposal shows actual or potential avoidable adverse impacts on different protected characteristics. The decision maker must not make this decision.	N

6 b) Summarise the specific actions you plan to take to remove or mitigate any actual or potential negative impact and to further the aims of the Equality Duty

Impact and which relevant protected characteristics are impacted?	Action	Lead officer	Timescale
Not applicable	Not applicable	Not applicable	Not applicable

Please outline any areas you have identified where negative impacts will happen as a result of the proposal but it is not possible to mitigate them. Please provide a complete and honest justification on why it is not possible to mitigate them.

Not applicable

6 c) Summarise the measures you intend to put in place to monitor the equalities impact of the proposal as it is implemented:

During the implementation and monitoring of these new proposals the Libraries Performance and Processing Manager will continue to monitor service user data gathered from Haringey Libraries LMS, feedback will also be actively sought through corporate feedback and regular communication with residents and library users to

ensure that any inequalities that may arise based on protected groups are captured and assessed to inform future annual reviews.

7. Authorisation

EqlA approved by ..  (Assistant Director/ Director)	Date 19 th November 2020
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8. Publication
Please ensure the completed EqlA is published in accordance with the Council's policy.

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Please contact the Policy & Strategy Team for any feedback on the EqlA process.