

## Equality Impact Assessment – Template 4 – Summary Report

<b>Department:</b> Library & Information Service (Culture, Communities & Rural Affairs)	<b>Date:</b> September 2009
<b>Completing Officer's Name:</b> Nick Coe & Sue Baker	
<b>Policy, Strategy, Service or Plan that was Impact Assessed:</b> Home Library Service Project	
<b>Summary of findings:</b> (Full report available) The Home Library Service (HLS) has for decades taken books & other library material to the homes of housebound people. It is a deeply appreciated service but the pattern & standard of provision across Hampshire has been very uneven.  The HLS Project was set up to: <ul style="list-style-type: none"><li>• improve the quality and consistency of the HLS throughout the county</li><li>• build capacity to make the service available to a larger number of housebound people in a more equitable way</li><li>• explore innovative ways of providing the service, drawing on national best practice</li><li>• introduce fresh elements into the service offer and link it to HCC's Older People's Well Being strategy</li></ul> A survey carried out in 2005 under the auspices of the Institute of Public Finance (IPF) questioned 50% of the service users & profiled them. While satisfaction levels were very high, it was clear that users were reluctant to be critical. It was also evident that the range of people using the service was very narrow, particularly from an equalities point of view. It would be easy to assume a high degree of inevitability to the user profile of the HLS but the value of an Equality Impact Assessment (EIA) is that it requires systematic & rigorous scrutiny under the separate headings of each of the Equalities Groups.  This EIA has challenged the HLS to look closely at the way it operates – from publicity & promotion to service delivery & monitoring – in order to see whether current practices are excluding or limiting some service users (& volunteers) from all seven of the Equalities Groups.	
<b>Summary of Recommendations:</b> (Action plan/s attached) <u>Age &amp; Disability</u> – the HLS should question its image as an older person's service & start to reach out to younger users as well – eg carers, disabled people <u>Gender</u> – the huge gender bias could be evidence of an over-feminised service <u>Race &amp; Faith</u> – the HLS needs to work closely with community engagement staff to explore ways of making the service relevant to the needs of BME communities <u>Sexual Orientation</u> – the HLS needs to challenge a whole range of institutional assumption around this area <u>Low Income</u> – Is the HLS reaching those most in need or does the current referral system favour the more articulate, informed & best supported individuals?	

**The completed impact assessment needs to be published.** Please send this to the relevant person in your department to ensure that it is up-loaded onto your departmental website.