

Impact Assessment of: Collection of Equality Monitoring Information
Service/ Directorate: Library & Information Service, City Development
Date Completed: 3rd June 2008
Lead Officer: Richard Hart / Ann Day

Members of the assessment team:

Name	Organisation	Role on assessment team e.g. service user, manager of service
Library and Information Services Management Board	Library and information Services	The group includes senior managers from across the service, including Head of Service, Development Team, Excellence Unit, Area Operational Managers, Community Development Managers, and Area Development Librarians.
Zahir Ahmed	Library and information Services	Multicultural Adviser

Brief description of policy/ service:

The service was not collecting monitoring information across all recommended themes, only collecting information, sometimes inconsistently, for users for Age, Gender, Ethnicity and Disability. The service needed to assess the implications of introducing systems for collecting information on the remaining two areas: Faith and Sexuality, which would add consistency across all themes.

Brief account of how the impact assessment was carried out:

The assessment was conducted through discussions at the Library and Information Service Management Board, including reference to feedback on the proposals from frontline staff, as well as existing data about library users from TALIS membership management database and PLUS survey results.

Central Interpreting and Translation Unit were also consulted.

Brief description of any adverse affects found:

Barrier	Adverse affect	Who does this impact on	Why
TALIS database does not enable data to be collected re Faith and Sexuality.	Unable to collect, collate or report on data collected.	Service users	Collecting sensitive data with no end use if unable to process the data.
Much personal information from service users is collected face to face in public areas on joining the library.	Concerns from front line staff with regard to embarrassment of both staff and service users when being asked verbally for such information.	Staff and service users	Service users may not wish to disclose information about their personal and sensitive information in a public forum.
Perceptions that information is not relevant to service use / planning	Concerns from front line staff with regard to the relevance of the information and worries over challenge / abuse from service users.	Staff	Staff may be challenged to explain the reason for asking for the information.

Summary of Actions arising from Assessment

Actions	Responsibility	Timescale
Written form for joining needed to remove the need to ask for information verbally.	Multi Cultural Adviser	Oct 2008
To remove concerns over a paper copy of the sensitive data being kept the information will be collected on a wipe clean laminated sheet.	Multi Cultural Adviser	Oct 2008

The joiners form needs to be available in large print / community languages for those with visual impairments and whose first language is not English.	Multi Cultural Adviser	Oct 2008
TALIS database to be enabled to collect data re Faith and Sexuality.	IT Development Manager	Oct 2008
Online joiners form requires updating to collect information for all six themes.	IT Development Manager	Oct 2008
Guidance note for staff outlining proposals and responses to public questions.	Multi Cultural Adviser	Oct 2008
PLUS will be lobbied to extend the equality monitoring to include all 6 strands.	Performance Manager	For 2009 survey implementation.

Contacts for further information:

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