

## Summary Fair Treatment Assessment (FTA)

<b>Area for Assessment:</b>		
<b>Name of service or function etc</b>	Front Line Customer Service	
<b>Which Service does this affect?</b>	Libraries	
<b>Is this a new, existing or revised function?</b>	Existing	
<b>Summary of findings:</b>		
<b>Main conclusions on the likely impact of the proposed savings on different equality groups (protected characteristics):</b>		
<p>Libraries are a community resource which aim to ensure that all visitors and members of the community receive the highest level of service - this is a part of the core service of our libraries and learning resource centres. Meeting customers' needs is not only a question of legal compliance, it is, more importantly, a matter of equality and fairness.</p> <p>Our libraries seek to ensure that customers and staff regardless of age, gender, physical disabilities, learning disabilities etc are not disadvantaged. As an example, for many years we have helped to provide a range of assistive technologies to support disability needs, which ensure all members of the community are able to take advantage of appropriate technologies and obtain access to alternative formats on an equal basis.</p> <p>Our opening hours and locations are aligned to enable all sectors of SMBC to advertise their services and promote health, government and local initiatives. For the community the hours have been changed to reflect changing needs whilst ensuring accessibility for all.</p> <p>Librarians are working to ensure effective policies and procedures are in place to support legal compliance and to promote cultural change. We have robust processes that ensure that customers feel that libraries are safe non-threatening places and that any incidents are dealt with professionally and quickly. Learning points are being incorporated into the service offered, enabling customers to benefit from changes made in the shortest possible time scale.</p> <p>But, in spite of the above achievements, there is still more to be done:</p> <ul style="list-style-type: none"> <li>• We need to monitor and ensure that Library processes promote effective support for members of the community with impairments and other needs.</li> <li>• We need to use Census 2011 information to align our services to support the changing community.</li> <li>• Business needs have to be met if the community is to continue to grow and prosper and libraries need to work with schools, businesses etc to ensure that materials, information and informal learning meet the aspirations of the community and ensure businesses offer opportunities to the local population.</li> <li>• Grow our services and market the benefits of libraries and good front line customer service to ensure libraries have a prominent place in the community.</li> </ul>		
<b>Actions</b>		
<b>Actions identified to address negative impacts identified or to better promote equality, human rights, cohesive and sustainable communities and safeguarding issues</b>		
Action	Outcome	Timescale
Decide if we should include gender on borrower records.	Shared Services may offer this opportunity to include on borrower cards.	2013/14
Public Library Users Survey (PLUS) and our data - It would be useful if age and gender	Our latest consultation provides the opportunity to extract data on age and gender, however the sample size is	2011/12

could be cross-referenced. This data is currently not available. This would enable us to target certain groups.	not large enough to be representative of our membership - however general estimates could be drawn.	
Review approach to disability organisations on a regular basis to help design and improve our services.	Ensure appropriate facilities.	2011/12
Consider a service to local Gypsy and Traveller sites to extend the service and encourage more usage of the libraries. Corporately there are 3 existing sites and 4 new sites submitted as part of SMBC development plan in October 2011.	Ensure all services are inclusive.	2011/12
<b>Date Assessment Signed Off</b>	April 2011	