

Summary Fair Treatment Assessment (FTA)

Area for Assessment:		
Name of service or function etc	Home Library Service	
Which Service does this affect?	Library and Information Services	
Is this a new, existing or revised function?	Existing	
Summary of findings:		
Main conclusions on the likely impact of the function on different equality groups (protected characteristics):		
<p>The provision of the Home Library Service makes a vital contribution to social, health and well-being of those Solihull residents receiving it. As well as providing regular social contact and opportunity for personal relationship, it enables service users to access the world of literature and information and thus improve personal knowledge, mental health and well-being.</p> <p>Key findings and areas for improvement:</p> <ul style="list-style-type: none"> • That all residents within Solihull who are entitled to receive the Home Library Service are: <ul style="list-style-type: none"> - Aware of the service - Have access to the service - Have access to full range of library materials - Are satisfied with the service • Investigate reasons for low take up by male and those aged under 60. • Improvements to be made in marketing the service to ensure take-up is appropriate to age, gender, ethnicity and those at socio-economic disadvantage in particular. • Improvements to be made in accuracy of membership data • Improve recognition of the service as an opportunity to serve younger adults who are in a similar situation of being unable to leave home and have no support network. • Improved awareness of cultural make-up of Solihull over time which may result in increased use by other ethnicities and groups, and require relevant support and resources. • Improved promotion of specific stock collections (eg. community languages, Black writers, Asian writers, Lesbian Gay Bisexual and Trans section) to customers. 		
Actions:		
Actions identified to address negative impacts identified or to better promote equality, human rights, cohesive and sustainable communities and safeguarding issues		
Action	Outcome	Timescale
Improve accuracy of initial data collection	Accurate records	01/04/13
Annual survey of customer satisfaction to include equalities monitoring	Satisfied customers	31/12/12
Investigate reasons for low take up by those under-represented	Reasons for non-use are understood and can be properly addressed	30/09/12

Improved marketing of service to increase take-up overall and by those under-represented.	Service usage at capacity	30/06/12
Improved promotion of stock collections to customers	Customer able to utilise stock collections	30/09/12
Investigate alternative methods of delivery	Increased customer involvement / effectiveness & efficiency	31/12/12
Date Assessment Signed Off	11 April 2012	