

Summary Fair Treatment Assessment (FTA)

Area for Assessment:		
Name of service or function etc	Children's and Young People's Services	
Which Service does this affect?	Libraries	
Is this a new, existing or revised function?	Existing	
Summary of findings:		
Main conclusions on the likely impact of the proposed savings on different equality groups (protected characteristics):		
<p>Libraries are safe, unbiased and welcoming places at the centre of their communities where children and young people can learn about other peoples, other cultures and experience new ideas to enable them to reach their full potential. Libraries offer children and young people a free space to find expression, develop information, literacy and communication skills, develop their independence and interact with people from the whole of their community.</p> <p>Libraries core offer is to make books, resources and information accessible to the whole community and support people in their informal and formal learning. To achieve this, libraries work in partnership with many organisations from across the public, private and voluntary sectors and with other Solihull Council directorates.</p> <p>Library policies and procedures are directed at supporting all communities and removing barriers to library use while targeted outreach and awareness campaigns aim to raise people's understanding of what libraries offer. Staff training focuses on engaging with the customer and actively seeking feedback on service delivery.</p> <p>Evaluation of services and customer satisfaction surveys help refine and develop services to meet the needs of all communities.</p> <p>Key Findings:</p> <ul style="list-style-type: none"> • More information and analysis is required to help assess how different groups use the service • Staff need to be briefed to be aware of specialist services and to promote these services • Links with partners need to be renewed and reviewed • Communication with service users needs to travel both ways with better channels for the public to feedback on the service 		
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
Promote children and young people's reading through floorwalking, outreach and staff briefing	Increase issues in all areas of children and young people's stock	March 2012
Promote Clear Vision Braille collection to Specialist Inclusion Support Service (SISS) and family support groups	Increased use of collection	March 2012
Establish a Carnegie Shadowing (book awards) group for students with a visual impairment	Increased holdings of accessible resources, increased awareness of resources by visually impaired students and SISS	April-May 2011

Update policy on services to foster carers and looked after children and promote to staff, stakeholders and partners	Increased awareness of service by foster carers	Sept 2011
Promote Bookstart hearing and visual impairment packs to SISS and family support groups	Increased take up of packs	March 2012
Promote Home Education Service through School Improvement & Advisory Service	10 families accessing service	April 2011
Establish a Parents and Careers Users Group and/or have a representative of this groups on Library Users Group (LUG)	Broaden the views and representation of LUG	March 2012
Date Assessment Signed Off	April 2011	