Addressing Inequalities

Equalities Impact Assessment Library IT Specification
Feb 2010

Surrey County Council Equality Impact Assessment Template

Stage one – initial screening

(Please refer to pages one to twelve of the guidance before completing this screening)

What is being assessed?	The Specification for the tending process for the replacement Libraries IT solution and contract. The assess that any impact is considering throughout the procurement process.
Service	Cultural Services
Name of assessor/s	Sally Parker, Hilary Ely, Helen Leech, Lynne Hobbs (IMT) & Val Head (IMT)
Head of service	Peter Milton
Date	29 September 2009
Is this a new or existing function or policy?	The library currently has a Library Management System. The contract expires next year and we are currently putting together a specification for the tender process for a new contract. The Assessment is to ensure we have covered all relevant aspects of equality in our specification. Further assessments will be made of the responses during the procurement process.

Write a brief description of your service, policy or function. If this screening is part of a project it is important to focus on the service or policy the project aims to review or improve.
The Library Management System is the computer system which provides hardware and software for the library service. It includes the programs that manage the movement of stock, hold the customer information and record lending and return of stock across the counter. It also provides the access to the library catalogue and the internet in libraries. The hardware provided includes public terminals for internet use, self service terminals for borrowing and returning stock and staff terminals for administrative processes.
In replacing the current contract we need to meet current needs and also ensure we procure best practice in service provision as well as allowing for future developments to improve the service.

Indicate for each equality strand whether there may be a positive impact, negative impact, or no impact.

Equality Strand	Positive	Negative	No impact	Reason
Age	Yes	Yes		Experience shows that most younger customers are happy to use the ICT and many older customers are keen to learn. The resistance is often from customers who did not learn ICT at school, but do not want to ask because they feel they should know. Resistance to new technologies in certain areas and skills gap to bridge But also up to date technology could encourage younger people to use the service
Race		Yes		The screen instructions are in English and so the there is an impact where English is not the first language
Disability	Yes	Yes		Libraries already provide specific hardware and software to support people with disabilities by self service can present barriers. Impact where may be need for adaptation to hardware, software & peripherals. Potentially may be service delivery changes to meet efficiency demands But also up to date technology could enable us to provide a better service for people with disabilities
Gender			No	
Belief / Faith			No	
Sexual Orientation			No	

Indicate for each equality strand whether there may be a positive impact, negative impact, or no impact.				
Other equality issues – please state	Yes	Yes		People with learning difficulties might find self service a barrier to use but the ability to provide software that uses symbols as well as words could improve their access.
HR issues			No	

If you find a negative impact on any equality group you will need to complete stage one and move on to stage two and carry out a full EIA.

A full EIA will also need to be carried out if this is a high profile or major policy that will either effect many people or have a severe effect on some people.

Is a full EIA required?	Yes (go to stage two) = YES	
If no briefly summarise reasons why you have reached this conclusion, the evidence for this and the nature of any stakeholder verification of your conclusion.		
N/A in Stage 2		
Briefly describe any positive impacts identified that have resulted in improved access or services		
N/A in Stage 2		

Stage 2 – Full Equality Impact Assessment
Page 14 of the guidance

Introduction and background

Using the information from your screening please describe your service or function. This should include:

- **The aims and scope**
- **The main beneficiaries or users**
- **The main equality, accessibility, social exclusion issues and barriers, and the equality strands they relate to (not all**

assessments will encounter issues relating to every strand)
If this EIA is part of a project it is important to focus on the service or policy the project aims to review or improve.

This assessment is to ensure that we have covered all aspects of provision both for service users and for staff when compiling the specification for the new contract. We are building upon current provision to ensure we do not lose any current facilities and also take advantage of improvements in technology since the last upgrade of the current system.

Stakeholders
Library users
Potential Library users
Staff
Potentially everybody because the library service is in principle a universal service.

The new Library IT provision will affect the way all customers use the service. It has the opportunity to improve access for customers, but it can also act as a barrier to some users. The new provision will consider the way we provide a service within our libraries, on mobiles libraries and potentially anyone who has access to the internet. It is also a major factor in the way all library staff work as it encompasses most of the work processes undertaken within the library service.

Now describe how this fits into 'the bigger picture' including other council or local plans and priorities.

- It supports the County Council aim to enable customers to serve themselves without intervention by members of staff
- It supports the Accessibility project, giving Surrey residents access to a wide range of services through technology.
- It supports the Localism agenda by providing information to residents through free internet access in a local SCC outlet (Libraries)
- It supports the 50+ agenda by providing internet access and training for over the 50s.
- It supports the SCC priority on "Working to keep Surrey's economy successful"

Evidence gathering and fact-finding
(Page 15 of the guidance)

What evidence is available to support your views above? Please include:
A summary of the available evidence   **Identification of where there are gaps in the evidence (this may identify a need for more evidence in the action plan)**   **Information on contributing factors to inequality.**   **What information is currently captured with respect to usage and**

take up of services.
- **What the current situation is in relation to equality and diversity monitoring (where relevant)**

- See Cultural services EIA Action Plan
- Libraries EIA
- Customer Feedback & database
- Staff feedback
- Members of External reference group

The service is used widely and feedback indicates that most customers are very satisfied with the ICT systems in libraries. It is used specifically by groups of learners with disabilities. To ensure we cover any gaps we will continue a dialogue with stakeholders during the procurement process. At this stage we are using all existing evidence to identify initial requirements.

Sources of evidence may include:
- Service monitoring reports including equality monitoring data
- User feedback
- Population data – census, state of the county, Mosaic
- Complaints data
- Published research, local or national.
- Feedback from consultations and focus groups
- Feedback from individuals or organisations representing the interests of key target groups
- Evidence from partner organisations, other council departments, district or borough councils and other local authorities

How have stakeholders been involved in this assessment? Who are they, and what is their view?

We will include relevant stakeholders as part of Procurement process. We have completed an online survey of customers and staff asking for views on service improvements as part of the work on the specification.

Analysis and assessment

Given the available information, what is the actual or likely impact on minority, disadvantaged, vulnerable and socially excluded groups? Is this impact positive or negative or a mixture of both? (Refer to page 17 of the EIA guidance for full list of issues to consider when making your analysis)

Question	Age	Race	Disability
Using your initial impression, the available evidence and the view of others, what kind of equality impact will there actually be?	Impact from the reluctance to new technologies & problems with coping with change. May require new skills. However, new technology might also attract more younger customers	Systems may change & this may not be easy for those for whom English is not their first language. However, a new system might include the facility to offer a variety of languages	New hardware & software may require adaptation to meet specialist needs. Will these be possible and affordable? However, new technology might also provide better access for people
Is the impact positive or negative, or is there a mix of both?	Mix	Mix	Mix
How significant is the impact in terms of its nature and the number of people likely to be affected?	Potentially significant as regardless of numbers we should cater for these groups needs	Potentially significant as regardless of numbers we should cater for these groups needs	Potentially significant as regardless of numbers we should cater for these groups needs
Could the impact constitute unlawful discrimination?	No	No	No
Can any negative impact be justified?	Yes	Yes	Yes

What do you need to do, or what changes do you need to make in order to minimise negative impact? (Recommendations)	SCC Libraries staff are on site to assist any uses and mitigate the problems.		SCC Libraries staff are on site to assist any uses and mitigate the problems.
What are the positive impacts likely to result from the proposal and how can these be maximised?	Improved Libraries system and more up to date IT technology	Improved Libraries system and more up to date IT technology	Improved Libraries system and more up to date IT technology
Will reducing negative impacts and maximising positive ones require any additional resources?	No, supported by existing Libraries staff.	Potentially £ cost for adapted software. Training may be required for Libraries staff	Potentially £ cost for adapted software & hardware. Training may be required for Libraries staff
What further information is required to measure the probability and/or the extent of the impact?	None because this replaces an existing service and we are looking for improvements	None because this replaces an existing service and we are looking for improvements	None because this replaces an existing service and we are looking for improvements
Where and how can that information be obtained?			

What can be done to reduce the effects of any negative impacts? Where negative impact cannot be completely diminished, can this be justified, and is it lawful?
See Action Plan

Where there are positive impacts, what changes have been or will be Made, who are the beneficiaries and how have they benefited?

N/A

Recommendations

Please summarise the main recommendations arising from the assessment. If it is impossible to diminish negative impacts to an acceptable or even lawful level the recommendation should be that the proposal or the relevant part of it should not proceed.

- Ensure suppliers can be specific in their tender response to the EIA areas so we can evaluate accordingly

- SCC have a clear understanding of the vital requirements

- Prioritise the impacts of the suppliers ability to meet SCC requirements & build into the scoring process

- Include monitoring of usage and uptake, after go-live, as part of the business benefits realization.

- Follow the EIA Action Plan to negate potential impacts

Action Plan – actions needed to implement the EIA recommendations

Issue	Action	Expected outcome	Who	Deadline for action
Ensuring equalities are kept in mind when considering & developing potential future requirements	Ensure Equalities topic is included in relevant workshops	Equalities are included and therefore potential negative impacts are negated.	Project Manager	Oct 2009
Ensure that the self service delivery is as flexible as possible to support specialist needs	Consider whether we should require system to display screens in various formats (language options, Easy Read symbol, voice technology etc).	A strategic approach agreed by Cultural Services and appropriate wording included in	Sally Parker	Dec 2009

Issue	Action	Expected outcome	Who	Deadline for action
		specification		
Mitigate any issues for staff with specialist needs as a result of the new Libraries system software or hardware	Consult with staff representatives	A generic statement re staff specialist needs to be incorporated in specification	SP	Dec 2009
Ensure we are aware of potential needs and views if our customers	Consider input from volunteer group of customers (external stakeholders)	Generic requirements included in specification	SP	Dec 2009
Ensure suppliers comply to SCC equalities requirements	Include SCC Equality Policy in final specification	Supplier will comply with SCC requirements	PM	Feb 2010
Evaluating and scoring equalities requirements alongside whole system evaluation	Ensure evaluation criteria appropriately takes account of & weights equality issues	Equalities part of the evaluation criteria creation process. Equalities reasonably and justifiably taken into account.	PM	Feb 2010
Ensure suppliers comply to SCC accessibility requirements	Include SCC Accessibility Policy in final specification	Supplier will comply with SCC requirements	PM	Feb 2010
Specialist and non standard requirements will arise during the life time of the contract	Ensure wording and arrangements are included in the contract for potential non standard requirements in the future	Wording included in contract	Contract Manager	Feb 2010

- Actions should have SMART Targets
- Actions should be reported to the Directorate Equality Group (DEG) and incorporated into the Equality and Diversity Action Plan, Service Plans and/or personal objectives of key staff.

Review date	November 2010
Person responsible for review	Sally Parker
Head of Service signed off	
Date completed	
Date forwarded to EIA coordinator for publishing	

- **Signed off electronic version to be kept in your team for review**
- **Electronic copy to be forwarded to your service EIA coordinator**