

EQUALITY IMPACT ASSESSMENT

EIA Version	Date	Author	Changes
1.0	16/02/2021	Sharon Jamieson	

Stage 1: Title and aims of the activity (“activity” is an umbrella term covering policies, procedures, guidance and decisions including those that affect services the council delivers).	
Service	Education & Children’s Services
Section	Libraries
Title of the activity etc.	Expansion of C&C & home delivery at expense of Mobile Service (LLA)
Aims and desired outcomes of the activity	<p>To provide a bespoke, environmentally sustainable library offer to those with limited transport</p> <p>To provide a library resources collection service for those who wish to collect their resources</p> <p>To provide a bespoke print from home/device solution using bookable slots and home printing solution</p> <p>To provide outreach activities via the home delivery service that supports the community in a more effective way</p>
Author(s) & Title(s)	Sharon Jamieson, Library and Information Services Manager

Stage 2: List the evidence that has been used in this assessment and explain what it means in relation to the activity you are assessing.		
Evidence	What does it say?	What does it mean?

<p>Internal data (customer satisfaction surveys; equality monitoring data; customer complaints).</p>	<p>Customer satisfaction surveys have been assessed. Hourly issue figures have been taken from different times of year and the patterns have been assessed. No of visitors per year have been assessed. Issue figures (annual) over a three-year period have been assessed. Computer usages over a three-year period have been assessed. Numbers of active borrowers were assessed. Number of participants and activities were assessed. Click and Collect surveys and data have been analysed since the inception of service following the Covid pandemic. Using the data from the different elements, an analysis has been formed for Click and Collect and Home Delivery.</p>	<p>Comments in the satisfaction survey were high but it has been noted that the mobile vans do not provide a consistently high service due to fleet issues and weather conditions. There is no service available to support illness and holiday leave thus the service numbers for mobiles have dropped by more than 50% in three years. Click and Collect survey responses were exceptionally positive and home delivery has been well received by residents unable to travel to a click and collect site. Click and Collect numbers are robust and demonstrate a good coverage over the Aberdeenshire area.</p>
<p>Internal consultation with staff and other services affected.</p>	<p>Engagement with Library Staff (Mar 21) Consultation with the Area Management Team (Mar 21) Environmental Services (Mar 21) Fleet Services (Mar 21)</p>	
<p>External consultation (partner organisations, community groups, and councils).</p>	<p>Engagement with potential partners for delivery (Mar 21 – Apr 21) Engagement with community groups (Mar 21 – Apr 21) Engagement with community councils (Apr 21)</p>	
<p>External data (census, available statistics).</p>	<p>Census information for all small libraries https://www.aberdeenshire.gov.uk/council-and-democracy/statistics/areas-and-towns/ Broadband coverage in libraries https://www.streetcheck.co.uk/postcode/ab393sh Carbon Footprint - https://www.aberdeenshire.gov.uk/environment/green-living/environmental-policy/</p>	

Other (general information as appropriate).	Mobile vans contribute to an increased carbon footprint and do not provide a reactive and environmentally supportive service. Smaller electric vans driven by customer assistants will provide a targeted and bespoke service and a considerably lesser impact on the environment. It would be the intention to provide outreach activities with other LLA colleagues during some of the home delivery services rather than simply just providing resources.	
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Stage 3: Evidence Gaps.

Are there any gaps in the information you currently hold?	Engagement information from staff Engagement information from stakeholders Engagement information from communities
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Stage 4: Measures to fill the evidence gaps.

	Measures:	Timescale:
What measures will be taken to fill the information gaps before the activity is implemented? These should be included in the action plan at the back of this form.	Staff engagement – briefing sessions will take place during March. Staff will be advised of options and provided with a survey to complete within 3 weeks of those meetings. Survey results will be analysed by the end of April 21	Mar 21 – Apr 21
	Community engagement will take place to discuss the replacement of the mobile service with a home delivery service supported with the LLA phoneline and online booking system being developed. Targeted groups will be identified, and a further conversation will be carried out with them to obtain further information or their thoughts for the proposed changes.	Apr 21
	Stakeholder engagement – this will follow the same path as those for the community engagement, but staff will actively engage with stakeholders who are invested in their use of the mobile library service	Apr 21 – May 21

Stage 5: What steps can be taken to promote good relations between various groups/areas?

<p>These should be included in the action plan.</p>	<ul style="list-style-type: none"> • Open and transparent communication is key. Recognising and supporting issues within the community. Highlighting the rationale for the changes and communicating the benefits that the changes will have. Consultation with all stakeholders including those with protected characteristics and those who are not currently users of the service • Following the engagement process, feedback and ideas from those engaged with will be taken into consideration when developing alternative modes of delivery, fostering a sense of ownership • Build on existing partnerships and develop new, to investigate and develop alternative ways of delivering services and resources. • Frequent information and awareness-raising to keep all stakeholders informed.
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Stage 6: How does the policy/activity create opportunities for advancing equality of opportunity?

Mobile library services have limited stops and times providing an inequitable service across villages. Click and collect allows users to book their slots (either online or through the phonenumber) which allows them access to library resources at a time that is convenient to them. Home delivery will support users by providing anyone who indicates a preference for home delivery with a dedicated time slot for delivery or an ability for the resources to be placed locally for future collection. Smaller delivery vans can be driven by any staff member rather than the current larger vans who require particular skills, and this will ensure that delivery slots are not missed and users inconvenienced.

Stage 7a:
Are there potential impacts on protected groups?

The protected groups covered by the equality duty are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Who is affected by the activity or who is intended to benefit from the proposed activity and how?
Complete the table below for each protected group by inserting "yes" in the applicable box/boxes below.

	Positive	Negative	Neutral	Unknown
Age – Younger	Yes	Yes		
Age - Older	Yes	Yes		
Disability	Yes	No		
Race – (includes Gypsy Travellers)		No	Yes	
Religion or Belief		No		Yes
Sex	Yes	No		

Pregnancy and maternity	Yes	No		
Sexual orientation – (includes Lesbian/ Gay/Bisexual)		No		Yes
Gender reassignment – (includes Transgender)		No		Yes
Marriage and Civil Partnership		No		Yes

Stage 7b: Do you have evidence or reason to believe that this policy, activity etc. will or may impact on socio-economic inequalities?

This is about trying to be fair to everyone. Part of that is realising that not everyone may be starting at the same place. Some individuals and families may have low income, may have very little or no savings which means they are living from month to month therefore changes to council policies/services may have a greater adverse impact on them.

On this basis you should consider potential impacts on individuals/families by:

- Place: on specific vulnerable areas or communities (SIMD, regeneration, rural) e.g. housing, transport.
- Pockets: household resources, (Income, benefits, outgoings) ability to access a service
- Prospects: peoples life chances e.g., Access to, or ability to access employment, training, services (such as council or health) or support.

Groups of people who may be impacted include, but not limited to:

<ul style="list-style-type: none"> • Unemployed • Single parents and vulnerable families • People on benefits • Those involved in the criminal justice system • People in the most deprived communities • People who live in rural areas 	<ul style="list-style-type: none"> • Pensioners • Looked after children • Carers including young carers • Veterans • Students • Single adult households • People who have experienced the asylum system 	<ul style="list-style-type: none"> • Those leaving the care setting including children and young people and those with illness • Homeless people • People with low literacy/numeracy • People with lower educational qualifications • People in low paid work • People with one or more protected characteristic
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Please complete by inserting “yes” in the applicable box/boxes below.

Socio-economic disadvantage	Positive	Negative	Neutral	Unknown
Pockets: Low income/income poverty – cannot afford to maintain regular payments such as bills, food, clothing	Yes	No		

Pockets: Low and/or no wealth – enough money to meet basic living costs and pay bills but have no savings to deal with any unexpected spends and no provision for the future	Yes	No		
Pockets: Material deprivation – being unable to access basic goods and services i.e. financial products like life insurance, repair/replace broken electrical goods, warm home, leisure and hobbies	Yes	No		
Place: Area deprivation – where you live, where you work	Yes	No		
Prospects: Socioeconomic background – social class i.e. parents education, employment and income, educational achievement.	Yes	No		

Stage 8: What are the positive and negative impacts?		
Impacts.	Positive	Negative

<p>Please detail the potential positive and/or negative impacts you have highlighted above. Detail the impacts and describe those affected.</p>	<p>A bespoke service will positively benefit those indicated above. Allowing users time to do their own selection prior to items being delivered will ensure that they can select items at a time that is longer than 10/15 minutes per current mobile stop.</p> <p>Click and collect and home delivery will have a positive impact on their communities by being available at times suitable to those residents. Outreach will be delivered as part of the home delivery model and there are currently no staff hours dedicated to Outreach in the communities. This will allow staff time to participate at a 1-2-1 level within the community where it is necessary but also to potentially support those families who may be at a socio-economic disadvantage.</p> <p>The new model of delivery will allow a far more tailored delivery within each community, allowing the library service to develop in a way in which the community are supported in the way that they require rather than a generic one size fits all. This model will allow us to support groups with protected characteristics in a more targeted manner.</p>	<p>The removal of the mobile van will negatively impact younger children and older people who will no longer be able to browse the physical book stock.</p>

Stage 9: Have any of the affected groups/areas been involved, engaged with or consulted?	
If yes, please give details of how this was done and what the results were. If no, how have you ensured that you can make an informed decision about mitigating steps?	No, they have not yet been consulted. This will be done through community engagement in Mar-Apr 2021

Stage 10: What mitigating steps will be taken to remove or reduce negative impacts?		
These should be included in any action plan at the back of this form.	Mitigating Steps	Timescale
	Provide a straightforward communication plan for those affected	Apr-May 21
	Provision of more robust and reliable delivery vans which can be driven by any staff member will provide an improved service to a variety of groups	Apr-May 21

Stage 11: What monitoring arrangements will be put in place? How the EIA will be used to monitor the proposal	
These should be included in any action plan (for example customer satisfaction questionnaires).	<ul style="list-style-type: none"> • Customer satisfaction surveys • Focus group feedback from groups with protected characteristics • LMS data monitoring • Shadow PI monitoring • Complaints and compliments • Staff observation and customer comments


Stage 12: What is the outcome of the Assessment?		
Please complete the appropriate box/boxes	1	No negative impacts have been identified –please explain.
	2	Negative Impacts have been identified, these can be mitigated - please explain. * Please fill in Stage 13 if this option is chosen.


	Although negative impacts have been identified these can be mitigated by the introduction of the home delivery service, an enhanced click and collect service and an improved outreach hub and spoke model	
	3	The activity will have negative impacts which cannot be mitigated fully – please explain. * Please fill in Stage 13 if this option is chosen

* Stage 13: Set out the justification that the activity can and should go ahead despite the negative impact.

Mobile libraries by their very nature are unreliable and often not available for long periods of time during the year. The introduction of smaller vans, more drivers and increased home delivery and click and collect slots will offer a more streamlined and bespoke service to those users affected by this saving

Stage 14: Sign off and authorisation.

Sign off and authorisation.	1) Service and Team		
	2) Title of Policy/Activity	(if appropriate)	
	3) Authors: I/We have completed the equality impact assessment for this policy/activity.	Name: Sharon Jamieson Position: Library and Information Services Manager Date: 16/02/2021 Signature: 	Name: Position: Date: Signature:
		Name: Position: Date: Signature:	Name: Position: Date: Signature:
4) Consultation with Service Manager	Name: Tim Stephen (SM – Operations) Date: 17/02/21		

<p>5) Authorisation by Director or Head of Service</p>	<p>Name:  Position: Interim Head of Service, Live Life Aberdeenshire Date: 17 Feb 2021</p>	<p>Name: Position: Date:</p>
<p>6) If the EIA relates to a matter that has to go before a Committee, Committee report author sends the Committee Report and this form, and any supporting assessment documents, to the Officers responsible for monitoring and the Committee Officer of the relevant Committee.</p>	<p>Date:</p>	
<p>7) EIA author sends a copy of the finalised form to: equalities@aberdeenshire.gov.uk</p>	<p>Date:</p>	

Action Plan					
Action	Start	Complete	Lead Officer	Expected Outcome	Resource Implications
Engage with affected users	07/03/2021	07/04/2021	Sharon Jamieson	Users feel supported and able to see the benefits of the new bespoke delivery model	Telephone Operators Form development and roadmap development
Obtain costs for electric delivery vehicles and locations for recharging	08/04/2021	10/04/2021	Sharon Jamieson	Understand and procure electric lease vans for the support of the bespoke delivery model	Revenue budget Fleet services
Develop the Home Delivery programme to support communities and individuals	10/04/2021	ongoing	Jacqueline Geekie	A supportive and effective delivery model that enhances service provision to isolated communities within Aberdeenshire	Library staff Media resources Events planning