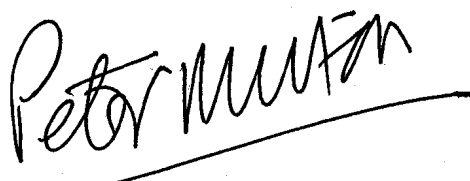


Equality Impact Assessment (EIA)

1. Topic of assessment

EIA title	Surrey Libraries: Resource Reallocation for Community Partnered Libraries
EIA author	Gregory Finneron

2. Approval

	Name	Date approved
Approved by	Peter Milton, Head of Cultural Services 	29 August 2018

3. Quality control

Version number	V1.0	EIA completed	
Date saved	27.08.18	EIA published	

4. EIA team

Name	Job title	Organisation	Team role
Gregory Finneron	Projects & Business Analysis	Surrey County Council	EIA Lead

5. Explaining the matter being assessed

<p>What policy, function or service is being introduced or reviewed?</p>	<p>Surrey Libraries is considering a change to the operational model for delivery of onsite support to the Community Partnered Library (CPL) network by the Surrey Libraries Community Partnered Libraries Team</p>
<p>What proposals are you assessing?</p>	<p>To reduce the level of onsite support provided to Community Partnered Libraries by the Surrey Libraries staff team. The CPLs currently receive support from CPL team staff for 20% of their opening hours. The new arrangement would reduce the contact time the CPLs receive in regular on the ground support but support would be maintained but delivered differently through increased access to the Library management system, direct access to other support teams, training and supervision. The staff resource currently assigned to provide the onsite support to the CPLs would be reallocated to assist in the development of the volunteer network within the main library service.</p>
<p>Who is affected by the proposals outlined above?</p>	<ul style="list-style-type: none"> • At the CPLs: <ul style="list-style-type: none"> ○ Volunteers ○ Steering Groups ○ Users • Surrey Libraries <ul style="list-style-type: none"> ○ CPL Support Team ○ CPL Link Libraries ○ Volunteers

6. Sources of information

Engagement carried out

The proposals have been developed and considered by:

- * Community Partnered Library steering groups
 - Head of Cultural Services
 - Lead Manager for Libraries
 - Senior Library Management Team

The service provides opportunities for and receives regular customer feedback on all areas of library service delivery, although there has not been any specific public consultation or engagement carried out with service users as part of the development of the proposals or EIA.

Data used

- Library Data Management System
- Surrey-i
- Census 2011 Statistics
- Gender Identity and Research Education Society

7. Impact of the new/amended policy, service or function

The proposal to change the way in which Surrey Libraries support the CPLs will impact on the CPL Steering Groups and volunteers at the CPLs as there will be the requirement to step toward greater self-reliance in maintaining a successful library service. The CPL Steering Groups have been engaged in the development of the proposal and the change in arrangement is welcomed as a route to greater empowerment in the delivery of their service.

The Users of the CPLs will experience access to an improved level of service as the CPLs will be able to exercise greater interrogation of the Library Management System to the benefit of the user. The CPLs will also have direct access to Property and library specialist teams which will speed up processes and increase efficiency.

The time released from the CPL team will be used to increase volunteering in the main library network. The increased assistance will facilitate the widening of the volunteer pool and potentially increase the diversity of those engaged in supporting their local community. This will be of benefit to the volunteers, staff and users of Surrey Libraries.

The CPLs will be given additional arms length support through increased access to Link Library arrangements, whereby they are able to contact directly assigned SCC staffed libraries for support.

7a. Impact of the proposals on residents and service users with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence																
Age	<p>The Users of the CPLs will experience access to an improved level of service as the CPLs will be able to exercise greater interrogation of the Library Management System to the benefit of the user.</p> <p>Children may positively benefit from the proposed change.</p>	<p>There are no negative impacts identified for this specific protected characteristic.</p>	<table border="1"> <thead> <tr> <th>Age Band</th> <th>Current Borrowers</th> <th>Surrey Population</th> <th>Over /Under Representation</th> </tr> </thead> <tbody> <tr> <td>0-14</td> <td>27%</td> <td>18%</td> <td>+9%</td> </tr> <tr> <td>15-65</td> <td>55%</td> <td>63%</td> <td>-9%</td> </tr> <tr> <td>65</td> <td>17%</td> <td>19%</td> <td>-2%</td> </tr> </tbody> </table> <p>(March 2016)</p> <p>Children are significant users of Surrey Libraries in proportion to their representation in the Surrey population and are predominantly registered at the Category C, CPLs and some B libraries. It could therefore be inferred that children predominantly use the libraries that would be affected by a change in the service offer.</p> <p>A library member can register at any library and can use all libraries in the network.</p> <p>(Source: Library Data Management System March 2016 & ONS 2015 Mid Year Estimates)</p>	Age Band	Current Borrowers	Surrey Population	Over /Under Representation	0-14	27%	18%	+9%	15-65	55%	63%	-9%	65	17%	19%	-2%
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Disability	<p>There are no positive impacts identified for this specific protected characteristic.</p>	<p>There are no negative impacts identified for this specific protected characteristic.</p>	<p>The Library Service does not hold data on disability of its users.</p> <p>The day to day activities of 13.5% of Surrey's population are limited by a long term health problem or disability. This proportion is below the national average of 17.6% and is unchanged since 2001. The activities of 5.7% are limited "a lot".</p>																

			<p>The likelihood of suffering from a long term illness or disability increases with age. 78% of people over 85 reported a health problem compared with just 2.9% of children under 16. (Source: Surrey-i, 2011 Census-Disability, Health and Carers)</p>																
Gender reassignment	There are no positive impacts identified for this specific protected characteristic.	There are no negative impacts identified for this specific protected characteristic.	<p>Organisations should assume that 1% of their employees and service users may be experiencing some degree of gender variance. At some stage, about 0.2% may undergo transition. (Source: GIRES Update 2011)</p>																
Pregnancy and maternity	<p>The Users of the CPLs will experience access to an improved level of service as the CPLs will be able to exercise greater interrogation of the Library Management System to the benefit of the user.</p> <p>Users that are pregnant, or have babies or young children may positively benefit from the proposed changes.</p>	There are no negative impacts identified for this specific protected characteristic.	<table border="1"> <thead> <tr> <th>Age Band</th> <th>Current Borrowers</th> <th>Surrey Population</th> <th>Over /Under Representation</th> </tr> </thead> <tbody> <tr> <td>0-14</td> <td>27%</td> <td>18%</td> <td>+9%</td> </tr> <tr> <td>15-65</td> <td>55%</td> <td>63%</td> <td>-9%</td> </tr> <tr> <td>65</td> <td>17%</td> <td>19%</td> <td>-2%</td> </tr> </tbody> </table> <p>(March 2016)</p> <p>Early years children (and therefore their parents) are significant users of Surrey Libraries in proportion to their representation in the Surrey population and predominantly are registered at the Category C, CPLs and some B libraries. It could therefore be inferred that children predominantly use the libraries that would be affected by the proposal. There is significant use by children of rhyme times and other events at Category A and B libraries. (Source: Library Data Management System & ONS 2015 Mid Year Estimates)</p> <p>In 2013 there were 13,569 live births recording the mother’s usual place of residence as Surrey. North</p>	Age Band	Current Borrowers	Surrey Population	Over /Under Representation	0-14	27%	18%	+9%	15-65	55%	63%	-9%	65	17%	19%	-2%
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			<p>East Surrey had the highest number with 4,084 live births and the lowest number was 2,775 in the South West. (Source: Surrey-i)</p>
Race	<p>The Users of the CPLs will experience access to an improved level of service as the CPLs will be able to exercise greater interrogation of the Library Management System to the benefit of the user.</p> <p>Users belonging to the ethnic categories White Other in Runnymede and Woking, and Other Asian in Epsom & Ewell may positively benefit from the proposed change.</p>	<p>There are no negative impacts identified for this specific protected characteristic.</p>	<p>The Library Service does not hold data on the ethnicity of its users.</p> <p>The population of Surrey is 83.5% White British. The District & Boroughs in Surrey that have more than 1% above the County average for a minority ethnic group are as follows:</p> <p>Elmbridge, Runnymede and Woking: White Other Spelthorne: Indian Woking: Pakistani Epsom & Ewell: Other Asian (Source: Census 2011)</p> <p>The above Districts & Boroughs that have CPLs are as follows: Epsom & Ewell: 2 Runnymede: 2 Woking: 1</p>
Religion and belief	<p>The Users of the CPLs will experience access to an improved level of service as the CPLs will be able to exercise greater interrogation of the Library Management System to the benefit of the user.</p>	<p>There are no negative impacts identified for this specific protected characteristic.</p>	<p>The Library Service does not hold data on the religion or belief of its users.</p> <p>The population of Surrey is 62.8% Christian. The District & Boroughs in Surrey that have more than 1% above the County average for a minority religious or non-religious groups are as follows:</p> <p>Epsom & Ewell, Spelthorne: Hindu Epsom & Ewell, Woking: Muslim</p>

	Users belonging to Hindu and Muslim religions in Epsom & Ewell may positively benefit from the proposed change.		Spelthorne: Sikh Guildford: No religion (Source: Census 2011) The above Districts & Boroughs that have CPLs are as follows: Epsom & Ewell: 2
Sex	The Users of the CPLs will experience access to an improved level of service as the CPLs will be able to exercise greater interrogation of the Library Management System to the benefit of the user. Female users may positively benefit from the proposed change.	There are no negative impacts identified for this specific protected characteristic.	The gender breakdown for current borrowers is 61% female and 38% male. Female borrowers are therefore over-represented as a proportion of the population by 10% and male borrowers underrepresented by a similar amount. (Source: Library Data Management System March 2016 & ONS 2015 Mid Year Estimates)
Sexual orientation	There are no positive impacts identified for this specific protected characteristic.	There are no negative impacts identified for this specific protected characteristic.	The Library Service does not hold data on its users for this protected characteristic. The UK Government estimates that 7% of the population are LGBTQ. Applying this to mid-2009 population estimates for Surrey, there may be around 5,700 people aged 11 to 16 in Surrey who are LGBTQ. Many young people discover that they are lesbian, gay or bisexual (may have feelings of being different) from the age of 11. However a number of young people do not 'come out' until the age of 16. The age range of 11 to 16 is a critical period for most young people who are LGBTQ.

			<p>The percentage of the population in same sex couples is 0.7%. (Source: JSNA Lesbian, Gay, Bisexual and Transgender, 2011, and JSNA Summary, 2015)</p>
Marriage and civil partnerships	There are no positive impacts identified for this specific protected characteristic.	There are no negative impacts identified for this specific protected characteristic.	<p>The Library Service does not hold data for this protected characteristic of its users.</p> <p>In Surrey 53% of the population are married or have a civil partnership. The percentage of those in a same sex marriage is 0.2%. (Source: Surrey-i; Census 2011)</p>
Carers (protected by association)	There are no positive impacts identified for this specific protected characteristic.	There are no negative impacts identified for this specific protected characteristic.	<p>There are over 100 Reminiscence Professionals, (those engaging with Alzheimer sufferers usually in residential homes), and a number of Care Homes are also using Surrey Libraries regularly. Library Direct Volunteers offer an alternative service for those unable to physically access a Library. (Source: Library Data Management System)</p> <p>The percentage of the Surrey population providing unpaid care is 10%. The figure is similar across all the Districts & Boroughs, and slightly below the national average.</p> <p>Older people are more likely to be providing unpaid care than younger people, and providing more hours of care. Nearly 14% of people aged 65 or over provide care with more than quarter of these providing 50 hours or more. Among young people under 25, less than 2% provide care, around one in 13 of these providing 50 hours or more. (Source: JSNA 2013)</p>

7b. Impact of the proposals on staff with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence																										
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 143</p> <p style="text-align: center;">Age</p>	<p>There will be an increase in assistance and widening of the volunteer pool which will benefit the volunteers and staff at Surrey Libraries.</p> <p>There are no positive impacts identified for this specific protected characteristic.</p>	<p>There is no negative impact identified for this one particular protected characteristic under this proposal.</p>	<p>Surrey Libraries Staff:</p> <table border="1" data-bbox="1348 421 1904 1059"> <thead> <tr> <th>Age Range</th> <th>% of Library Staff</th> </tr> </thead> <tbody> <tr><td>15 to 19</td><td>9.6%</td></tr> <tr><td>20 to 24</td><td>5.7%</td></tr> <tr><td>25 to 29</td><td>5.9%</td></tr> <tr><td>30 to 34</td><td>5.2%</td></tr> <tr><td>35 to 39</td><td>6.1%</td></tr> <tr><td>40 to 44</td><td>8.3%</td></tr> <tr><td>45 to 49</td><td>7.9%</td></tr> <tr><td>50 to 54</td><td>11.4%</td></tr> <tr><td>55 to 59</td><td>16.6%</td></tr> <tr><td>60 to 64</td><td>14.0%</td></tr> <tr><td>65 to 69</td><td>6.8%</td></tr> <tr><td>70+</td><td>2.6%</td></tr> </tbody> </table> <p>(May 2017)</p>	Age Range	% of Library Staff	15 to 19	9.6%	20 to 24	5.7%	25 to 29	5.9%	30 to 34	5.2%	35 to 39	6.1%	40 to 44	8.3%	45 to 49	7.9%	50 to 54	11.4%	55 to 59	16.6%	60 to 64	14.0%	65 to 69	6.8%	70+	2.6%
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<p style="text-align: center;">Disability</p>	<p>There will be an increase in assistance and widening of the volunteer pool which will benefit the volunteers and staff at Surrey Libraries.</p>	<p>There is no negative impact identified for this one particular protected characteristic under this proposal.</p>	<p>Surrey County Council staff with a declared disability is as follows:</p> <ul style="list-style-type: none"> • Male: 3.10% • Female: 3.14% <p>(Source: SCC Equalities and Diversity Profile 2016)</p>																										

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Gender reassignment	<p>There will be an increase in assistance and widening of the volunteer pool which will benefit the volunteers and staff at Surrey Libraries.</p> <p>There are no positive impacts identified for this specific protected characteristic.</p>	There is no negative impact identified for this one particular protected characteristic under this proposal.	There is no workforce data available.															
Pregnancy and maternity	<p>There will be an increase in assistance and widening of the volunteer pool which will benefit the volunteers and staff at Surrey Libraries.</p> <p>There are no positive impacts identified for this specific protected characteristic.</p>	There is no negative impact identified for this one particular protected characteristic under this proposal.	There is no workforce data available.															
Race	<p>There will be an increase in assistance and widening of the volunteer pool which will benefit the volunteers and staff at Surrey Libraries.</p> <p>Staff belonging to the category White may benefit from the proposed changes as they represent a greater proportion of staff.</p>	There is no negative impact identified for this one particular protected characteristic under this proposal.	<p>All Staff Surrey County Council:</p> <table border="1"> <thead> <tr> <th></th> <th colspan="2">Gender</th> </tr> <tr> <th>Ethnicity</th> <th>Male</th> <th>Female</th> </tr> </thead> <tbody> <tr> <td>White</td> <td>76.95%</td> <td>80.30%</td> </tr> <tr> <td>BAME</td> <td>7.86%</td> <td>7.28%</td> </tr> <tr> <td>Not declared</td> <td>15.19%</td> <td>12.42%</td> </tr> </tbody> </table> <p>(Source: SCC Equalities and Diversity Profile 2016)</p>		Gender		Ethnicity	Male	Female	White	76.95%	80.30%	BAME	7.86%	7.28%	Not declared	15.19%	12.42%
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<p>Religion and belief</p>	<p>There will be an increase in assistance and widening of the volunteer pool which will benefit the volunteers and staff at Surrey Libraries.</p> <p>Staff belonging to the Christian faith and those with No Faith/Religion may benefit from the proposed changes as they represent a significant proportion of staff. However, a greater proportion of staff have not declared their religion or belief.</p>	<p>There is no negative impact identified for this one particular protected characteristic under this proposal.</p>	<table border="1"> <thead> <tr> <th>Religion</th> <th>Surrey %</th> <th>SCC Staff %</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>62.8</td> <td>28</td> </tr> <tr> <td>Muslim</td> <td>2.15</td> <td>1.14</td> </tr> <tr> <td>Hindu</td> <td>1.33</td> <td>0.58</td> </tr> <tr> <td>Buddhist</td> <td>0.53</td> <td>0.5</td> </tr> <tr> <td>Sikh</td> <td>0.33</td> <td>0.07</td> </tr> <tr> <td>Jewish</td> <td>0.27</td> <td>0.13</td> </tr> <tr> <td>Other Religion</td> <td>0.37</td> <td>0.36</td> </tr> <tr> <td>No Religion</td> <td>24.80</td> <td>20.23</td> </tr> <tr> <td>Not Stated</td> <td>7.42</td> <td>48.99</td> </tr> </tbody> </table> <p>(Source: Census 2011 and SCC Equalities and Diversity Profile 2016)</p>	Religion	Surrey %	SCC Staff %	Christian	62.8	28	Muslim	2.15	1.14	Hindu	1.33	0.58	Buddhist	0.53	0.5	Sikh	0.33	0.07	Jewish	0.27	0.13	Other Religion	0.37	0.36	No Religion	24.80	20.23	Not Stated	7.42	48.99
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			Staff belonging to the Christian faith and those with No Faith/Religion represent a greater proportion of staff to other religions although below the average when compared against the County as a whole. Those not stating a religion or belief are the largest category amongst staff.
Sex	<p>There will be an increase in assistance and widening of the volunteer pool which will benefit the volunteers and staff at Surrey Libraries.</p> <p>Female staff may benefit from the proposal as they represent a greater proportion of staff.</p>	There is no negative impact identified for this one particular protected characteristic under this proposal.	<p>Surrey Libraries Staff Gender Breakdown:</p> <ul style="list-style-type: none"> • Male 13% • Female 87%
Sexual orientation	<p>There will be an increase in assistance and widening of the volunteer pool which will benefit the volunteers and staff at Surrey Libraries.</p> <p>Heterosexual staff may benefit from the proposal as they represent a significant proportion of staff although the greatest proportion of staff have not declared.</p>	There is no negative impact identified for this one particular protected characteristic under this proposal.	<p>All Staff Surrey County Council:</p> <ul style="list-style-type: none"> • Heterosexual: 44.07% • LGBT: 1.19% • Not Declared: 54.74% <p>(Source: SCC Equalities and Diversity Profile 2016)</p>
Marriage and civil partnerships	There will be an increase in assistance and widening of the volunteer pool which will benefit the volunteers and staff at Surrey Libraries.	There is no negative impact identified for this one particular protected characteristic under this proposal.	There is no workforce data available.

	There are no positive impacts identified for this specific protected characteristic.		
Carers (protected by association)	<p>There will be an increase in assistance and widening of the volunteer pool which will benefit the volunteers and staff at Surrey Libraries.</p> <p>There are no positive impacts identified for this specific protected characteristic.</p>	There is no negative impact identified for this one particular protected characteristic under this proposal.	There is no workforce data available.

8. Amendments to the proposals

Change	Reason for change
There is no planned change to the proposal	N/A

9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
<p>Positive Impact</p> <p>The Users of the CPLs will experience access to an improved level of service as the CPLs will be able to exercise greater interrogation of the Library Management System to the benefit of the user.</p> <p>The CPLs will be empowered through transfer of responsibilities and the need for increasing self reliance in the management of the Library.</p> <p>There will be an increase in assistance and widening of the volunteer pool which will benefit the volunteers and staff at Surrey Libraries.</p>	<p>Ensure CPL Steering Groups and Volunteers continue to be trained to equip them further with the skills and ability to run their library.</p>	<p>Planning, Implementation & Operational Phases</p>	<p>Rose Wilson</p>

10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected
None identified	N/A

11. Summary of key impacts and actions

<p>Information and engagement underpinning equalities analysis</p>	<p>The proposals have been developed and considered by:</p> <ul style="list-style-type: none"> • Head of Cultural Services • Lead Manager for Libraries • Senior Library Management Team • Community Partnered Library Steering Groups <p>The service provides opportunities for and receives regular customer feedback on all areas of library service delivery, although there has not been any specific public consultation or engagement carried out with service users as part of the development of the proposals or EIA.</p>
<p>Key impacts (positive and/or negative) on people with protected characteristics</p>	<p>Positive Impact</p> <p>The Users of the CPLs will experience access to an improved level of service as the CPLs will be able to exercise greater interrogation of the Library Management System to the benefit of the user.</p> <p>The CPLs will be empowered through transfer of responsibilities and the need for increasing self reliance in the management of the Library.</p> <p>There will be an increase in assistance and widening of the volunteer pool which will benefit the volunteers and staff at Surrey Libraries.</p>
<p>Changes you have made to the proposal as a result of the EIA</p>	<p>None identified.</p>
<p>Key mitigating actions planned to address any outstanding negative impacts</p>	<p>N/A</p>
<p>Potential negative impacts that cannot be mitigated</p>	<p>None identified.</p>

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