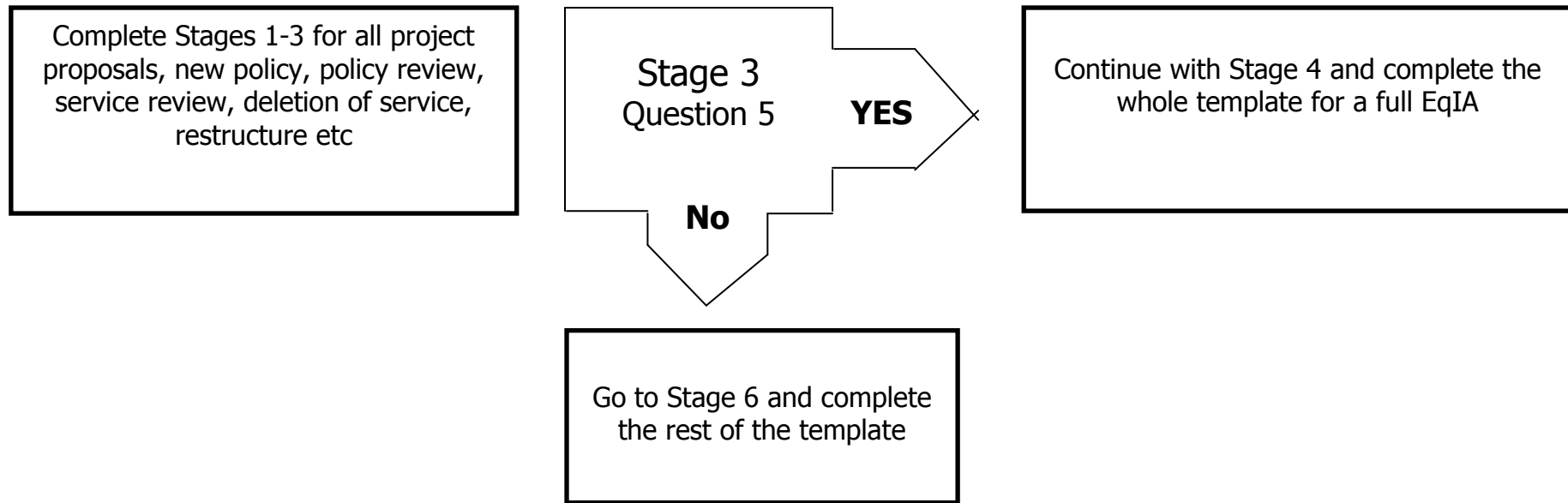


# Equality Impact Assessment Template

The Council has revised and simplified its Equality Impact Assessment process (EqIA). There is now just one Template. Lead Officers will need to complete **Stages 1-3** to determine whether a full EqIA is required and the need to complete the whole template.



- In order to complete this assessment, it is important that you have read the Corporate Guidelines on EqIAs and preferably completed the EqIA E-learning Module.
- You are also encouraged to refer to the EqIA Template with Guidance Notes to assist you in completing this template.
- SIGN OFF: All EqIAs need to be signed off by your Directorate Equality Task Groups.
- Legal will NOT accept any report without a fully completed, Quality Assured and signed off EqIA.
- The EqIA Guidance, Template and sign off process is available on the Hub under Equality and Diversity

# Equality Impact Assessment (EqIA) Template

<b>Type of Decision: Tick ✓</b>	<input checked="" type="checkbox"/> Cabinet	<input type="checkbox"/> Portfolio Holder	<input type="checkbox"/> Other (explain)
Date decision to be taken:	18 <sup>th</sup> January 2018		
Value of savings to be made (if applicable):	n/a		
Title of Project:	Library Management Contract Extension		
Directorate / Service responsible:	Community/Environment and Culture		
Name and job title of Lead Officer:	Tim Bryan, Service Manager – Libraries, Sport and Leisure		
Name & contact details of the other persons involved in the assessment:	Scott Causer – Project Manager, Research and New Initiatives		
Date of assessment (including review dates):	19 <sup>th</sup> October 2017		

## Stage 1: Overview

<p><b>1. What are you trying to do?</b></p> <p>(Explain your proposals here e.g. introduction of a new service or policy, policy review, changing criteria, reduction / removal of service, restructure, deletion of posts etc)</p>	<p>The proposal is to continue the library contract with Carillion Integrated Services (CIS) Ltd for full 10 year term. The award of the contract for delivery of library management services to John Laing Ltd was approved by Cabinet in June 2013 with the contract commencing on the 1<sup>st</sup> September 2013. The contract also included delivery of library services for Ealing Council following a joint procurement exercise. John Laing Ltd was acquired by Carillion PLC in October 2013. Carillion took over responsibility for the library contract under the subsidiary Carillion Integrated Services (CIS) Ltd.</p> <p>CIS is responsible for the delivery of services from six static libraries (four libraries were closed in June 2015), the Home Library Service, Schools Library Service, and libraries back office support services.</p> <p>The contract with CIS includes a possible break clause after the initial 5 years of the contract which ends on the 31<sup>st</sup> August 2018. The proposal is not to activate this break clause and continue the contract for the full ten years until 31<sup>st</sup> August 2023. This is being proposed due to the performance of the contract to date and the continued cost savings provided by the contract.</p> <p>The Library Service continues to work with CIS to identify further efficiencies in the way services are delivered which could have an impact on staffing. Separate EqIAs will be</p>
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	completed if it is proposed to progress any changes.					
<b>2. Who are the main groups / Protected Characteristics that may be affected by your proposals? (✓ all that apply)</b>	Residents / Service Users	✓	Partners	✓	Stakeholders	✓
	Staff	✓	Age	✓	Disability	✓
	Gender Reassignment	✓	Marriage and Civil Partnership	✓	Pregnancy and Maternity	✓
	Race	✓	Religion or Belief	✓	Sex	✓
	Sexual Orientation	✓	Other			
<b>3. Is the responsibility shared with another directorate, authority or organisation? If so:</b> <ul style="list-style-type: none"> <li>Who are the partners?</li> <li>Who has the overall responsibility?</li> <li>How have they been involved in the assessment?</li> </ul>	CIS manage the library service on the Council's behalf.					
<b>Stage 2: Evidence &amp; Data Analysis</b>						
4. What evidence is available to assess the potential impact of your proposals? This can include census data, borough profile, profile of service users, workforce profiles, results from consultations and the involvement tracker, customer satisfaction surveys, focus groups, research interviews, staff surveys, press reports, letters from residents and complaints etc. Where possible include data on the nine Protected Characteristics.  (Where you have gaps (data is not available/being collated for any Protected Characteristic), you should include this as an action to address in your Improvement Action Plan at Stage 6)						
Protected Characteristic	Evidence			Analysis & Impact		

The resident population of Harrow according to the 2011 Census was 239,100. Census data by age for the whole borough was as follows:

Age Group	Total	Percentage
0-4 year olds	15,916	4%
5-17 year olds	38,746	16%
18-24 year olds	21,435	9%
25-49 year olds	72,703	30%
50-59 year olds	44,579	19%
60-74 year olds	29,430	12%
75-89 year olds	14,641	6%
90 years old and over	1,606	1%

A customer survey of library users under 20 years of age was undertaken in 2015. There were 501 responses. The order of age ranges (highest first) of those who responded was as follows: 5-9 years old, 10-14 years old, 0-4 years old, 15-19 years old.

A customer survey of library users aged 20 year and over was undertaken in 2016. There were 234 responses. The order of age ranges (highest first) of those who responded as follows: 25-50 years old, 50-65 years old, Over 65 years old, 19-24 years old

The breakdown by age of respondents (1,176 responses

Age (including carers of young/older people)

The data indicates that library users are a wide range of ages with a higher percentage aged 5-11 years old and 36-59 years old. There is less use by those aged 15-19 years old.

The current range of library provision for all ages will still be available to customers if the library contract was to continue for a further five years.

The age break down of library staff indicates that the highest age groups of current staff are aged 55-64 and 45-54

Future changes to the way that services are delivered which has an impact on staffing could have a disproportionate impact on older staff aged from 45 and over due to the age profile of the current staff. Separate EqlAs would be completed if it is proposed to progress any changes.

in total) to the Library Service consultation carried out November 2014 to January 2015 were as follows:

Under 16 – 2.38%

16-24 – 4.76%

25-44 – 28.23%

45-64 – 31.04%

65 years and over – 25.51%

The age breakdown of active users from the Library Management System in 2016 was as follows:

AGE	Total 2016
0-4	3874
5-11	8656
12-17	4241
<b>Total</b>	<b>16771</b>
18-35	8589
36-59	9523
<b>Total</b>	<b>18112</b>
60+	5908
No DoB	85
<b>Total</b>	<b>40876</b>

The current age breakdown of library staff as at Feb 2017 is as follows:

18-24 = 9.31% , 25-34 = 15.13% , 35-44 = 18.6%, 45-54

	<p>= 23.26% , 55-64 = 27.91%, 65-74 = 3.48%</p>	
<p>Disability (including carers of disabled people)</p>	<p>The breakdown by disability of respondents (1,176 responses in total) to the Library Service consultation carried out November 2014 to January 2015 were as follows:</p> <ul style="list-style-type: none"> <li>Disability affecting mobility – 7.35%</li> <li>Disability affecting hearing – 1.84%</li> <li>Disability affecting vision – 0.84%</li> </ul>	<p>13.71% in total of respondents to the Library Service consultation carried out November 2014 to January 2015 said that they had a disability.</p> <p>11.11% in total of respondents to the Adult Customer Satisfaction Survey undertaken in 2016 said that they had a disability.</p> <p>In a breakdown of library staff undertaken in Feb 2017 it was not known whether any staff had a disability.</p>

	<p>Learning disability – 0.50%</p> <p>Mental ill-health disability – 1.59%</p> <p>Another form of disability – 1.59%</p> <p>In the adult customer satisfaction survey undertaken in 2016, the breakdown by disability was as follows:</p> <p>Disability affecting mobility – 3.85%</p> <p>Disability affecting vision – 2.14%</p> <p>Disability affecting hearing – 1.71%</p> <p>Mental health disability – 1.71%</p> <p>Learning disability – 0.85%</p> <p>Other disability – 0.85%</p> <p>The breakdown from the Library Management System of active users (those who have used their library card in the last 12 months – report generated in August 2014) was as follows: Mobility disability = 2%, Hearing disability = 1%, Dexterity Disability = 0.10%, Eyesight Disability = 1%, Learning Disability = 1%, Other Disability = 4%.</p> <p>In a breakdown of library staff produced in Feb 2017, out of 86 staff it was not known whether any staff had a disability.</p>	<p>Continuation of the library contract for a further five years will not have a direct impact on customers with a disability as the same service provision will be provided. Separate EqlAs would be completed if it is proposed to progress any future changes to the way services are delivered that could potentially impact on staffing.</p>
Gender Reassignment	The breakdown by gender identity of respondents (1,176	Of those who responded to this question in the Library

	<p>responses in total) to the Library Service consultation carried out November 2014 to January 2015 were as follows:</p> <p>79.08% had the same gender as they were assigned at birth.</p> <p>1.02% did not have the same gender as they were assigned at birth.</p> <p>19.9% did not respond to this question.</p> <p>In the adult customer satisfaction survey undertaken in 2016, 98% said that they had the same gender identity as that assigned at birth, and 2% said that they did not.</p> <p>Data for this protected characteristic is not available for library staff.</p>	<p>Service consultation carried out November 2014 to January 2015 the vast majority (79.08%) had the same gender as they were assigned at birth, with only 1.02% not having the same gender as they were assigned at birth.</p> <p>In the adult customer satisfaction survey undertaken in 2016, 98% had the same gender as they were assigned at birth and 2% said that they did not.</p> <p>Continuation of the library contract for a further five years will not have a direct impact on customers with a gender reassignment as the same service provision will be provided.</p> <p>Separate EqIAs would be completed if it is proposed to progress any future changes to the way services are delivered that could potentially impact on staffing.</p>
Marriage / Civil Partnership	<p>The breakdown by marriage/civil partnership of respondents (1,176 responses in total) to the Library Service consultation carried out November 2014 to January 2015 were as follows:</p> <p>58.08% were married/widowed</p> <p>25.68% were not married/widowed</p> <p>16.24% did not respond to this question.</p> <p>Information for this protected characteristic is not available for library staff</p>	<p>Over twice as many of those who responded to this question (58.08%) were married/widowed compared to 25.68% who were not married/widowed.</p> <p>Continuation of the library contract for a further five years will not have a direct impact on customers who are married or a civil partnership, or who are not, as the same service provision will be provided.</p> <p>If there was a reduction in staffing every effort would be made to avoid compulsory redundancies, with a selection process in accordance with Carillion's normal employment policies being undertaken if compulsory redundancies were required.</p>
Pregnancy and Maternity	The breakdown by pregnancy/maternity leave of	A significant majority of those who responded to this



	<p>respondents (1,176 responses in total) to the Library Service consultation carried out in November 2014 to January 2015 were as follows:</p> <p>5.61% had been pregnant and/or on maternity leave during the past 2 years.</p> <p>65.05% had not been pregnant and/or on maternity leave during the past 2 years.</p> <p>29.34% did not respond to this question.</p>	<p>question (65.05%) had not been pregnant and/or on maternity leave during the past 2 years, compared to 5.61% who had been pregnant.</p> <p>Continuation of the library contract for a further five years will not have a direct impact on customers who are pregnant or on maternity leave, or who are not, as the same service provision will be provided.</p> <p>Separate EqlAs would be completed if it is proposed to progress any future changes to the way services are delivered that could potentially impact on staffing.</p>
Race	<p>The breakdown by race of respondents (1,176 responses in total) to the Library Service consultation carried out November 2014 to January 2015 were as follows:</p> <p>White or White British – 49.40%</p> <p>Asian or Asian British – 29.34%</p> <p>Black or Black British – 3.32%</p> <p>Mixed ethnic background – 1.96%</p> <p>Other ethnic background – 1.70%</p> <p>The main ethnic groups were as follows:</p> <p>39.88% - English</p> <p>21.17% - Indian</p> <p>4.25% - Other White background</p> <p>2.55% - Sri Lankan</p>	<p>Amongst library users White/White British is the largest ethnic group. The second largest ethnic group is Asian/Asian British. This is in accordance with the Census breakdown.</p> <p>Continuation of the library contract for a further five years will not impact on customers from different races. The libraries will continue to make stock available in English as well as a number of different Indic languages</p> <p>Changes to the way that services are delivered could have a disproportionate impact on staff from a white or Asian/Asian British – Indian background. Separate EqlAs would be completed if it is proposed to progress any changes.</p>

2.13% - Pakistani

1.96% - Irish

1.62% - Caribbean

1.53% - African

In the adult customer satisfaction survey undertaken in 2016 the breakdown by main race group out of the 234 who responded was as follows:

<b>Ethnic breakdown</b>	<b>Total</b>
White/White British English	86
Asian/Asian British Indian	68
Other	22
Asian/Asian British Other	12
White/White British Other	8
Asian/Asian British Chinese	7
White/White British Scottish	5
White/White British Irish	4
Asian/Asian British	4

Pakistani	
Black/Black British African	4

Census data (2011) shows the ethnic breakdown for Harrow:

Ethnic Group	Total
White British	73,826
White Other	27,165
Mixed	9,499
Asian or Asian British	101,808
Black or Black British	19,708
Arab and Other Group	7,050

The breakdown by main ethnic group of library staff as at Feb 2017 is as follows:

34.88% - White – Any Other White Background

26.74% - Asian/Asian British – Indian

9.30% - White – British

4.65% - Asian/Asian British – Any Other Asian Background

4.65% - Black/Black British - African

The breakdown by religion of respondents (1,176 responses in total) to the Library Service consultation carried out in November 2014 to January 2015 was as follows:

Christianity – 34.18%

Hinduism – 15.73%

Islam – 5.78%

Judaism – 4.76%

Jainism – 2.89%

Buddhism – 0.85%

Sikh – 0.51%

Zoroastrian – 0.17%

No religion/Atheist – 13.69%

In the adult customer satisfaction survey undertaken in 2016 the breakdown by main religious groups out of the 234 who responded was as follows:

<b>Ethnic breakdown</b>	<b>Total</b>
Atheist/Agnostic	18
Christianity (All	95

Religion and Belief

Of those respondents to the Library Service consultation who indicated their religion, Christianity had the highest number (34.18%) followed by Hinduism (15.73%).

In the adult customer satisfaction survey Christianity had the highest number (95), followed by Hinduism and Islam jointly (21).

Continuation of the library contract for a further five years will not impact on customers of different religions and beliefs.

Separate EqlAs would be completed if it is proposed to progress any future changes to the way services are delivered that could potentially impact on staffing.

	denominations)		
	Hinduism	21	
	Islam	21	
	Other	12	
	Judaism	3	
	Zoroastrian	3	
	Jainism	5	
	Sikh	7	
	Buddhism	5	
	Information for this protected characteristic for library staff is not known.		
Sex / Gender	<p>The breakdown by sex of respondents (1,176 responses in total) to the Library Service consultation carried out November 2014 to January 2015 were as follows:</p> <p>Male – 31.46%</p> <p>Female – 54.68%</p>	<p>Of those who responded there were 23.22% more females than males</p> <p>Continuation of the library contract for a further five years will not impact on customers of different sex/gender.</p> <p>Changes to the way that services are delivered could have a disproportionate impact on females due to the</p>	

	<p>In the adult survey undertaken in 2016 43% of respondents were male, and 57% female.</p> <p>In a breakdown of library staff in Feb 2017 74.42% were female, and 25.58% were male</p>	<p>gender profile of the current staff. Separate EqIAs would be completed if it was decided to progress are changes.</p>
Sexual Orientation	<p>In the Adult Customer Survey undertaken in 2016, 77.35% of those who responded were heterosexual, 5.13% were bisexual, and 0.43% were gay/lesbian</p> <p>Information for this protected characteristic for library staff is not available.</p>	<p>Continuation of the library contract for a further five years will not impact on customers of different sexual orientations.</p> <p>Separate EqIAs would be completed if it is proposed to progress any future changes to the way services are delivered that could potentially impact on staffing.</p>

### Stage 3: Assessing Potential Disproportionate Impact

**5.** Based on the evidence you have considered so far, is there a risk that your proposals could potentially have a disproportionate adverse impact on any of the Protected Characteristics?

	Age (including carers)	Disability (including carers)	Gender Reassignment	Marriage and Civil Partnership	Pregnancy and Maternity	Race	Religion and Belief	Sex	Sexual Orientation
Yes									
No	√	√	√	√	√	√	√	√	√

**YES** - If there is a risk of disproportionate adverse Impact on any **ONE** of the Protected Characteristics, complete a FULL EqIA.

- **Best Practice:** You may want to consider setting up a Working Group (including colleagues, partners, stakeholders, voluntary community sector organisations, service users and Unions) to develop the rest of the EqIA
- It will be useful to also collate further evidence (additional data, consultation with the relevant communities, stakeholder groups and service users directly affected by your proposals) to further assess the potential disproportionate impact identified and how this can be mitigated.
- **NO** - If you have ticked 'No' to all of the above, then go to **Stage 6**
- Although the assessment may not have identified potential disproportionate impact, you may have identified actions which can be taken to advance equality of opportunity to make your proposals more inclusive. These actions should form your Improvement Action Plan at Stage 6

#### Stage 4: Further Consultation / Additional Evidence

6. What further consultation have you undertaken on your proposals as a result of your analysis at **Stage 3**?

Who was consulted? What consultation methods were used?	What do the results show about the impact on different groups / Protected Characteristics?	What actions have you taken to address the findings of the consultation? E.g. revising your proposals

#### Stage 5: Assessing Impact

7. What does your evidence tell you about the impact on the different Protected Characteristics? Consider whether the evidence shows potential for differential impact, if so state whether this is a positive or an adverse impact? If adverse, is it a minor or major impact?

Protected Characteristic	Positive Impact	Adverse Impact	Explain what this impact is, how likely it is to happen and the extent of impact if it was to	What measures can you take to mitigate the impact or advance equality of opportunity?

	✓	Minor ✓	Major ✓	occur. <b>Note – Positive impact can also be used to demonstrate how your proposals meet the aims of the PSED Stage 7</b>	E.g. further consultation, research, implement equality monitoring etc <b>(Also Include these in the Improvement Action Plan at Stage 6)</b>
Age (including carers of young/older people)					
Disability (including carers of disabled people)					
Gender Reassignment					
Marriage and Civil Partnership					
Pregnancy and Maternity					
Race					



Religion or Belief					
Sex					
Sexual orientation					

<b>8. Cumulative Impact</b> – Considering what else is happening within the Council and Harrow as a whole, could your proposals have a cumulative impact on a particular Protected Characteristic?  If yes, which Protected Characteristics could be affected and what is the potential impact?	Yes		No	
<b>9. Any Other Impact</b> – Considering what else is happening within the Council and Harrow as a whole (for example national/local policy, austerity, welfare reform, unemployment levels, community tensions, levels of crime) could your proposals have an impact on individuals/service users socio economic, health or an impact on community cohesion?  If yes, what is the potential impact and how likely is it to happen?	Yes		No	

**Stage 6 – Improvement Action Plan**

List below any actions you plan to take as a result of this Impact Assessment. These should include:

- Proposals to mitigate any adverse impact identified
- Positive action to advance equality of opportunity
- Monitoring the impact of the proposals/changes once they have been implemented

- Any monitoring measures which need to be introduced to ensure effective monitoring of your proposals? How often will you do this?

Area of potential adverse impact e.g. Race, Disability	Proposal to mitigate adverse impact	How will you know this has been achieved? E.g. Performance Measure / Target	Lead Officer/Team	Target Date
All protected groups particularly those low participant in services	Protection and enhancement of service and targeted provision for low participant groups – Quarterly contract monitoring and annual review of contract to review requirements for low participant groups.	Increased usage by identified groups	Tim Bryan	Sept 2018 and ongoing
Age, Race, and Sex	If changes to the delivery of services are to be progressed that would impact on staffing a consultation will be undertaken with all staff. Every effort would be made to avoid compulsory redundancies, with a selection process in accordance with Carillion's normal employment policies being undertaken if compulsory redundancies were required.	When the staff consultation has been completed and the staff changes have been made in accordance with Carillion's normal employment policies.	Carillion Integrated Services	TBC

### Stage 7: Public Sector Equality Duty

<p><b>10.</b> How do your proposals meet the Public Sector Equality Duty (PSED) to:</p> <ol style="list-style-type: none"> <li>Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010</li> <li>Advance equality of opportunity between people from different groups</li> </ol>	<p>The library service will continue to provide services for, and which are accessible by, the whole community including all the protected characteristics. The library contractor has equalities policies that place equality central to the way the organisation carries out all its work. The contractor is required to have specific plans to maximise use by disabled people, and other</p>
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3. Foster good relations between people from different groups	minority and disadvantaged communities.
<b>Stage 8: Recommendation</b>	
<b>11.</b> Which of the following statements best describes the outcome of your EqIA ( ✓ tick one box only)	
<b>Outcome 1</b> – No change required: the EqIA has not identified any potential for unlawful conduct or disproportionate impact and all opportunities to advance equality of opportunity are being addressed.	✓
<b>Outcome 2</b> – Minor Impact: Minor adjustments to remove / mitigate adverse impact or advance equality of opportunity have been identified by the EqIA and these are included in the Action Plan to be addressed.	
<b>Outcome 3</b> – Major Impact: Continue with proposals despite having identified potential for adverse impact or missed opportunities to advance equality of opportunity. In this case, the justification needs to be included in the EqIA and should be in line with the PSED to have 'due regard'. In some cases, compelling reasons will be needed. You should also consider whether there are sufficient plans to reduce the adverse impact and/or plans to monitor the impact. <b>(Explain this in Q12 below)</b>	
<b>12.</b> If your EqIA is assessed as <b>outcome 3</b> explain your justification with full reasoning to continue with your proposals.	N/A

<b>Stage 9 - Organisational sign Off</b>			
<b>13.</b> Which group or committee considered, reviewed and agreed the EqIA and the Improvement Action Plan?	Community Directorate Equalities Task Group to review		
Signed: (Lead officer completing EqIA)	T. Bryan	Signed: (Chair of DETG)	Dave Corby
Date:	30/09/17	Date:	10/11/2017
Date EqIA presented at Cabinet Briefing (if required)		Signature of DETG Chair (following Cabinet Briefing if relevant)	