

EIA Title	Libraries – relocation, co-location and internal reconfiguration of library layouts			
Did you use the EIA Screening Tool? (Please tick or specify)	Yes (Please attach upon submission)	YES		

1. Explaining the matter being assessed

<p>What policy, function or service change are you assessing?</p>	<p>The model of library provision across Surrey , set out in the Library and Cultural Services Strategy 2020-2025 envisages three categories of libraries: Library Plus, Library and Community led library.</p> <p>At the cabinet meeting in November 2019 where the strategy was agreed, the council also committed to retaining/maintaining the library service in the existing 52 localities</p> <p>To achieve what is envisaged in the strategy will involve:</p> <ul style="list-style-type: none"> • <i>co-locating other services within Surrey Libraries</i> • <i>refurbishing existing buildings and reconfiguring internal layouts or</i> • <i>relocating to a new building that better meets service needs</i> <p>There is space to create community hubs within some of Surrey’s larger libraries (Library Plus) Those libraries are: Woking, Guildford, Weybridge, Redhill, Camberley, Dorking, Epsom, Farnham, Godalming, Staines, Walton, bringing a wider range of public, voluntary and community services into the same space. This will introduce new services and functions and potential integration of library services with other partner organisations. Some libraries would benefit from reconfiguration of layout in response to changing patterns of usage, to meet local need and deliver wider outcomes to meet Surrey County Council strategic aims in neighbourhoods.</p> <p><i>Relocating libraries</i></p> <p>Surrey County Council Libraries and Cultural services consist of 52 libraries (including 10 community partnered libraries).The pattern of library provision in the county is historical, stemming from borough and district local authority responsibility for library provision until the 1960’s before responsibility moved to the county in 1964</p>
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The majority of library buildings were inherited from that time, consequently many are now located in the wrong place, as local development over the years has resulted in the density of communities shifting and changed patterns of demand. In some cases, the public space of the library is slightly undersized to serve current and projected local need thus restricting the breadth of offer available.

'Current levels of provision are linked to existing population levels and demographics of the catchment. Due to the population density of Surrey and the district and borough split, the catchment areas for libraries vary in different locations. In the north west of the county, there are many medium sized branches that cover overlapping areas with large mobile populations. In the south and west where it is more rural, the catchment areas span a wider area but not necessarily a larger population spread. Where possible the Library Service does use the national standard of 30m² net of public library space per 1000 population, particularly when assessing new locations and premises'. (source: [The Surrey County Council Developer Contribution Guide](#))

Surrey County Council hold the freehold to 28 of its 52 library buildings. Of those 28 buildings some are beginning to show their age in terms of recurring maintenance problems and dated exteriors. In other cases, the nature of the building limits options. The remaining 24 of the 52 buildings are on varying lengths of Leasehold tenure.

The opportunity exists to relocate some libraries to commercial developments, specifically shop premises for the library to have a high street presence or alternative sites that are at the physical heart of a community and a short distance from the library's current location. Alternatively, to co-locate service provision within a local partner hub. This will not mean that communities will see a reduction of service instead it is a re-provision of the service at its current levels.

This EIA has firstly been written from the perspective of the change of internal layout and considers the implications of this on those with protected characteristics. And secondly from the perspective of relocating a library/ delivering library services from a local partner hub and implications of this on those with protected characteristics.

<p>Why does this EIA need to be completed?</p>	<p><i>Rationale for writing the EIA</i></p> <p>Co locating other services within Surrey Libraries and internal reconfiguration of library layouts</p> <p>When designing a layout, SCC public library service needs to consider the full range of activities provided and the changing face of the modern library. We aim to layout the library in such a way as to meet both the requirements of the Public Libraries & Museums Act, 1964 as well as local and national strategies.</p> <p>The 1964 Act states that:</p> <p><i>‘It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof.... encouraging both adults and children to make full use of the library service...’</i> Public Libraries and Museums Act 1964</p> <p>We are ensuring inclusion by design by following the Design Council guidelines to ensure equality and diversity through the built environment and co-designing the space with the local community, partners and the workforce by engaging with residents to:</p> <p><i>‘co-design and co-create their services with the active support, engagement and participation of their communities so services are accessible and available to all who need them’</i> Libraries Deliver: Ambition for Public Libraries in England 2016-2021</p> <p>As the library service is a universal service and available to all, the main users are effectively everyone. As such careful consideration needs to be given to the layout to ensure that no one is excluded from making full use of the service. By following these principles, we will ensure that we make things easier for those that find it more difficult to access services and no resident is excluded.</p> <p>When designing services we will ensure we meet the 7 Design Principles outlined in the Libraries Taskforce document Libraries Deliver which encourages local authorities to develop service so they:</p> <ul style="list-style-type: none"> • meet legal requirements • are shaped by local needs • focus on public benefit and deliver a high-quality user experience • make decisions informed by evidence, building on success
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	<ul style="list-style-type: none"> • support delivery of consistent England-wide core offers • promote partnership working, innovation and enterprise • use public funds effectively and efficiently <p>The main equalities issues identified with both co-located and relocated libraries are:</p> <ul style="list-style-type: none"> - access to the building. Those with physical disabilities, age related conditions or family considerations should be able to fully access library buildings. - access around the building – the layout and building design should not prevent anyone using the service to its fullest. - Public transport access/ availability of parking within a reasonable walking distance locally (disabled parking in particular). - The distances and time taken to reach a relocated library/ library services delivered from a local partner hub. These must be reasonable and any problems, whether physical disabilities, or created by age or family considerations, must be capable of being met. - Budgetary considerations are a material consideration.
<p>Who is affected by the proposals outlined above?</p>	<p>All people using /have the potential to use the libraries:</p> <ul style="list-style-type: none"> • Residents, children, young people and adults • Refugees • students; • local workers; • those seeking employment, in training/apprenticeships, • local business’; • visitors to the area; • SCC workforce that work in or from the facilities - in particular local library staff, wider council staff and volunteers. • library customers, (families especially those with younger children, the elderly, disabled and their careers), local councillors.
<p>How does your service proposal support the outcomes in the Community Vision for Surrey 2030?</p>	<p>The libraries and Cultural services strategy identified five strategic objectives to underpin the development of services and ensure the link with Surrey 2030 and Surrey’s Organisation strategy. These reflect the five strategic principles endorsed by the Libraries and Cultural services consultation undertaken in late 2018 and early 2019.</p>

	<p>The proposals will assist in delivering outcomes for Surrey’s 2030 vision in children’s safety, all age learning to improve life chances and employability, improved health and well-being, business prosperity and community connectedness and inclusion. Details of how the Library Service contributes to achieving these outcomes can be found in the Libraries and Cultural Services Strategy 2020 - 2025</p>		
<p>Are there any specific geographies in Surrey where this will make an impact? (Please tick or specify)</p>	County Wide	X	Runnymede
	Elmbridge		Spelthorne
	Epsom and Ewell		Surrey Heath
	Guildford		Tandridge
	Mole Valley		Waverley
	Reigate and Banstead		Woking
	Not Applicable		
	County Divisions (please specify if appropriate):		
<p>Briefly list what evidence you have gathered on the impact of your proposals?</p>	<p>To help inform our future service delivery in each location we are drawing on the following data:</p> <ul style="list-style-type: none"> - library usage and operating costs and associated benchmarking against national indicators - Library membership data - demographic information about Surrey, its communities and future growth - where libraries are, the patterns of use by library and cultural services customers, and the populations they serve - the profile of communities in each library catchment area (number of older people, children, along with skill levels and levels of ill-health) - needs of people with protected characteristics under the Equalities Act. - engagement with Boroughs and District officers, workforce, Community Partner Libraries, Friends of Libraries, Surrey Arts Partnership and Surrey Museums Partnership, regional and national organisations representing the interests of those with protected characteristics such as National Autistic Society or Dementia Action Alliance. - professional knowledge and awareness of national library initiatives and trends - advice from specialist designers and architects with knowledge of space planning for libraries. - Local Access groups including Woking Access Group - Feedback though Library complaints and comments 		

- Ashford and St Peters Hospital Trust: Better Birthing Programme
- UNICEFs – The Baby Friendly Initiative
- Dementia Action Alliance Surrey and the National Autistic Society
- Dimensions UK – Autism Friendly training advice for Libraries

Analysis of our current provision has taken place to identify where we need to focus attention, modernise, and develop services which are fit for the future. We have assessed current use of building, sought to understand the likely demographic change over the next 5 – 10 years, assessed the community profile and considered the potential of our library buildings through a building condition and feasibility survey.

To fully implement the property element of the libraries and cultural strategy, a programme of co-design will take place library by library with stakeholders including District and Borough Councils, other partners such as Active Surrey, Adult Learning, Surrey Choices, and people who live, work and study in Surrey. This will identify the opportunities to modernise our library services in the places that they are delivered, and in line with the new library model. This process of local co-design is starting.

2. Service Users / Residents

There are 10 protected characteristics to consider in your proposal. These are:

1. Age
2. Disability:
3. Gender reassignment
4. Pregnancy and maternity
5. Race including ethnic or national origins, colour or nationality
6. Religion or belief including lack of belief
7. Sex
8. Sexual orientation:
9. Marriage/civil partnerships:
10. Carers protected by association:

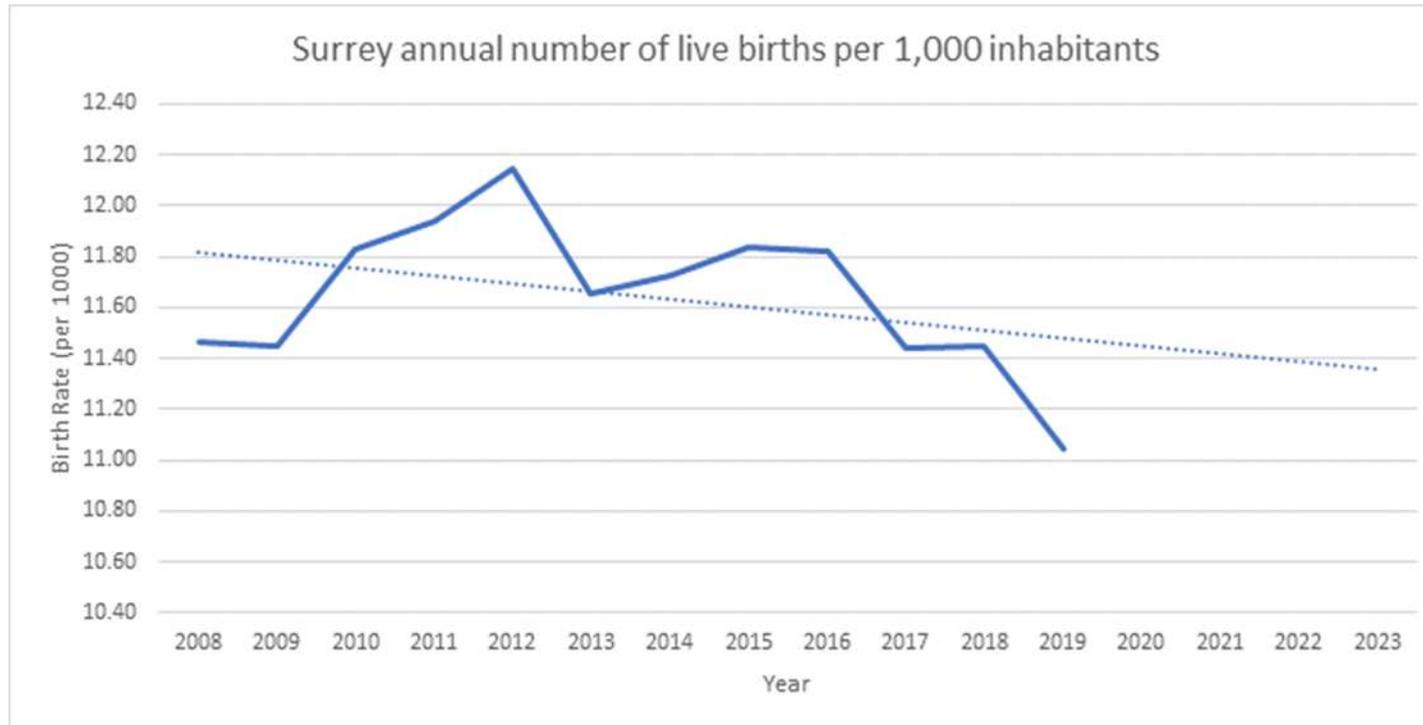
Though not included in the Equality Act 2010, Surrey County Council recognises that socio-economic disadvantage is a significant contributor to inequality across the County and therefore regards this as an additional factor.

Therefore, if relevant, you will need to include information on this. Please refer to the EIA guidance if you are unclear as to what this is.

Pregnancy/Maternity

What information (data) do you have on affected service users/residents with this characteristic?

Surrey County Council does not currently collect data from its library users in relation to this protected characteristic. However, we do have the below information which gives us a baseline regarding those that might be affected by property and layout redesign.



- The chart above shows the birth rate for Surrey per 1000 since 2008. The dashed line is a simple linear prediction which shows a continued drop in birth rate. [Source: Office for National Statistics]
- [There were 13,542 live births in Surrey in 2015. The national average birth rate in 2015 was 62.5 per 1,000 population and in Surrey it was 63 per 1,000 population.](#) [Source: JSNA]

- However, This year there have been 13086 registered births between Jan-Oct 2020 showing that the county is on target to achieve over 15,000 registered births in 2020 [Source: Registration Services] Compared with the figures shown above for births in 2015 this shows that we may actually see an increase in births this year.

Impacts (Please tick or specify)	Positive		Negative		Both	
Impacts identified	Supporting evidence			How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner
<i>What impacts have you identified?</i>	<i>What are you basing this on?</i>			<i>Actions to mitigate or enhance impacts</i>	<i>Due date</i>	<i>Who is responsible for this?</i>
Potential relocation, may impact on service accessibility particularly by mothers or pregnant women who rely on public transport	Feedback on previous projects has highlighted customer concern at lack of nearby car parking at new facilities or the importance users place on proximity to public transport. New mothers and those in the later stages of pregnancy may find it hard to walk long distances and access services if located in areas inaccessible by public transport.			In considering relocation consideration be given to access via these means. Potential locations to be assessed for feasibility, vehicular and public transport access being of medium to high weighting in our decision making.	The whole library estate is being reviewed and any projects arising from that will be delivered between 2020-2025	Katie Kinnear
Ease of Access to and within internally reconfigured or	Pregnant women or those with buggies or small children may find it difficult to open heavy entrance doors or struggle to open doors with their hands full. It can also be difficult to			Ramps or lifts provided where necessary.	As above 2020-2025	Katie Kinnear

<p>relocated/ co located library service</p>	<p>manoeuvre a buggy around a space if units are too close together or chairs or tables obstruct the way. Advice from specialist designers and architects with knowledge of space planning for libraries.</p>	<p>Entrances with electric /self-opening doors where possible. We will use a specialist library design company who are suitably qualified in planning and creating public libraries. They will ensure that appropriate circulation space is provide so layout designs comply with accessibility criteria.</p> <p>We will also use qualified architects and surveyors to ensure that the building is fully compliant to the Equalities Act.</p>		
<p>The hub feel of the buildings will encourage users to become more involved in the community through events and classes such as breastfeeding classes to support new mothers</p>	<p>Information from NHS partners. Evidence from previous projects indicates that users like to access multiple services which facilitates the hub model</p>	<p>Work with partners such as Ashford and St Peters Hospital Trust: Better Birthing Programme to ensure a programme of events which support mothers and babies in the first 1000 days.</p>	<p>As above 2020-2025</p>	<p>Katie Kinnear</p>
<p>Pregnant women and mothers may have a requirement to</p>	<p>Easy access to public toilets and change facilities is needed for new parents/carers to be able to change nappies and take siblings to use the toilet.</p>	<p>Customer toilets and baby change facilities will be considered within the constraints of individual buildings. If the building constraints make this impossible, we will have clear signage and brief staff on where the nearest</p>	<p>As above 2020-2025</p>	<p>Katie Kinnear</p>

access toilets more frequently.	Previous project experience, user feedback has told us that public toilets is one of the top things we are asked to provide in our libraries.	public toilets are so they can redirect users.		
Seating - Pregnant women or nursing mothers may find some seats uncomfortable or unsuitable for breastfeeding in. They should also be given choice over where to sit.	NHS guidance on suitable positions for nursing https://www.nhs.uk/start4life/baby/breastfeeding/how-to-breastfeed/breastfeeding-positions/ and advice from website such as the breast feeding network on how to make your business breastfeeding friendly https://www.breastfeedingnetwork.org.uk/get-involved/make-your-business-breastfeeding-friendly/	A range of seating with and without arms provided throughout the library so that pregnant or breast-feeding mothers have a good choice over the type of chair or area where they would like to nurse If possible, within constraints of individual buildings we will consider the creation of quiet areas. We will also display 'You're welcome to breastfeed here posters' from UNICEFs to ensure nursing mothers feel welcome and safe to breastfeed. (https://www.unicef.org.uk/babyfriendly/baby-friendly-resources/breastfeeding-resources/welcome-to-breastfeed-here-posters/) Further advice will be sort from Ashford & St Peter's Hospitals NHS Foundation Trust – Maternity Department and factored into EIAs for each project	As above 2020-2025	Katie Kinnear
Circulation - ample space required between units and items of furniture to allow for the	Those with buggies or prams need adequate space to manoeuvre around a space and between units. If units are too close together or chairs or tables obstruct the way they will not be able to access the library fully – there may also be a requirement to store/park their buggy	We will use a specialist library design company who are suitably qualified in planning and creating public libraries. They will ensure that appropriate circulation space is provide so layout designs comply with accessibility criteria.	As above 2020-2025	Katie Kinnear

<p>manoeuvrability of prams and buggies.</p>	<p>somewhere whilst they use the library. Previous project experience, user feedback</p>	<p>As the internal library layout will be designed to be Equalities Act compliant. There will be ample space between units and items of furniture provided to allow for the manoeuvrability of prams and buggies.</p> <p>The space between shelves will be measured and tested before the buildings are reopened to the public post refurbishment / relocation/colocation.</p> <p>Consideration will be given to creating 'buggy/pram park' areas within the library layout.</p>		
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What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decisions makers need to be aware of?

None that the service is aware of

Any negative impacts that cannot be mitigated? Please identify impact and explain why.

Not applicable

You will need to repeat the box below (copy and paste) for each of the protected characteristics likely to be impacted.

AGE

What information (data) do you have on affected service users/residents with this characteristic?

The library service has 300,190 registered members (membership data November 2020). As part of the registration process the service does not collect data regarding members dates of birth so we are unable to provide exact data, however, users are placed into certain categories such as Child, Young Person, Adult, Concession and Open Ticket (our card for vulnerable users) This data is represented below. It is recognised that the reach of the service is far greater than the number of registered users as evidenced through the SCC Library and Cultural Services Strategy 2020-2025 and as a universal service any of the counties 1.2million residents are able to access library services as they are free at the point of access. Whilst this cannot be directly compared with population data due to the wide range of ages each library membership category covers, we are conscious that compared to the population both children and young people and over 65s are overrepresented as library members.

Membership Data						
Row Labels	Female	Male	Other	Declined	Grand Total	As a percentage of total membership
<18	52743	46584	12	56	99395	30.59%
18-64	114127	53069	46	267	167509	51.55%
65+	33888	21691	2	10	55591	17.10%
Erroneous Entry	53	28			81	0.024%
Not Specified	1583	752	1	12	2348	0.722%
Grand Total	202394	122124	61	345	324924	

Impacts (Please tick or specify)	Positive		Negative		Both	✓
Impacts identified		Supporting evidence		How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner
<i>What impacts have you identified?</i>		<i>What are you basing this on?</i>		<i>Actions to mitigate or enhance impacts</i>	<i>Due date</i>	<i>Who is responsible for this?</i>
Teenagers aged 11-19 - may feel uncomfortable or unwelcome in a traditional library setting.		This evidence is based on the observations of staff and feedback from teenage users. The service traditionally sees a drop off in use of teenagers of this age. This is an age where the user is neither child nor an adult as a result neither the		Enabling teenagers to be involved in designing their own space engenders a greater sense of belonging. Ensuring every library has a teenage area where they can relax and be themselves and where possible more study space is made available than previously. As part of the	As above 2020-2025	Katie Kinnear

	children’s library nor the adult library necessarily appeals to them or meets their needs.	headspace project staff are trained in how to communicate and inter-act with teenagers.		
Older people – may be more likely to suffer from mobility difficulties such as particular medical conditions such as arthritis or through the general effect of ageing on their bodies ,seating with arms will be provided so that they can more easily push themselves up to a standing position. Seating with wheels may be more likely to move when sitting down, so consideration needs to be given to this.	This is based on evidence from older users on previous projects such as Woking Library where we received feedback from the Local Accessibility Group and through advice from specialist library fitout companies	Locate seating in areas where older people are more likely to be able to make use of them e.g. near large print and audio stock. Offer a range of different types of seating with and without arms. Avoid chairs that are too low in the adult library and offer a range of high and low seating in the children’s library to suit children and adults alike. Avoiding seating with wheels which may be more likely to move when sitting down, so consideration needs to be given to this. So wherever possible wheels will be avoided.	As above 2020-2025	Katie Kinnear
Children – are smaller and may not be able to reach standard height shelves. Children may find the adult library intimidating or not be able to read signs and know where books suitable for children are located.	Based on the success of previous projects and from knowledge gained from library design partners.	Work with library design companies to ensure children’s library meets all requirements. Specific areas are created for use by children and their parents/carers with appropriate height seating,	As above 2020-2025	Katie Kinnear

<p>Parents/carers may bring children to the library in their buggy or with young siblings and this could make the library crowded and more hazardous</p> <p>Use of space is considered for activities like Rhymetime and where buggies can be parked.</p>		<p>lower shelving that they can access, low kinderboxes for board books, lower chairs/stools and buggy park areas. Areas will be designed to be colourful and child friendly, so children feel comfortable in the space and safeguarding measures are in place. Ample space between units and items of furniture is provided to allow for the manoeuvrability of pushchairs.</p>		
<p>Circulation - ample space required between units and items of furniture to allow for the manoeuvrability of buggies</p> <p>Ease of Access to and within internally reconfigured or relocated/ co located library service.</p>	<p>Those with buggies or prams need adequate space to manoeuvre around a space and between units. If units are too close together or chairs or tables obstruct the way they will not be able to access the library fully – there may also be a requirement to store/park their buggy somewhere whilst they use the library. Previous project experience, user feedback</p>	<p>We will use a specialist library design company who are suitably qualified in planning and creating public libraries. They will ensure that appropriate circulation space is provide so layout designs comply with accessibility criteria. As the internal library layout will be designed to be Equalities Act compliant. There will be ample space between units and items of furniture provided to allow for the manoeuvrability of prams and buggies.</p>	<p>As above 2020-2025</p>	<p>Katie Kinnear</p>

		<p>The space between shelves will be measured and tested before the buildings are reopened to the public post refurbishment / relocation/colocation.</p> <p>Consideration will be given to creating 'buggy/pram park' areas within the library layout.</p>		
<p>Potential relocations, such as Caterham Valley, West Byfleet, Walton, Weybridge and Camberley Library may impact on service accessibility from public transport or vehicular access perspective.</p>	<p>Feedback on previous projects has highlighted customer concern at lack of nearby car parking at new facilities or the importance users place on this.</p>	<p>In considering relocation consideration be given to access via these means. Potential locations to be assessed for feasibility, vehicular and public transport access being of medium to high concern</p>	<p>As above 2020-2025</p>	<p>Katie Kinnear</p>
<p>What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decisions makers need to be aware of</p>				
<p><i>If so, please detail your awareness of whether this will exacerbate impacts for those with protected characteristics? None the service is aware of.</i></p>				
<p>Any negative impacts that cannot be mitigated? Please identify impact and explain why</p>				
<p><i>Identifies negative impacts that can't be mitigated, together with evidence. None</i></p>				

DISABILITY

What information (data) do you have on affected service users/residents with this characteristic?

The library service has 300,190 registered members (membership data November 2020) and although the service does not monitor the number of people with disabilities amongst its membership, the library service offers Open Ticket membership categories for residents who have a 'short or long term medical condition that has a substantial and negative effect on their day to day life'. 181 of those customers use the Library Direct service which is for those residents who find it difficult or impossible to visit a library themselves because of illness, disability, mobility problems or caring responsibilities (including young carers).

Current library membership of these different categories is shown below:

Open Ticket aged 0-4	Open Ticket aged 5-15	Open Ticket aged 16-17	Open Ticket aged 18+	Library Direct member (all ages)
9	169	48	6,406	181

[Source: Library membership data as at 3 Nov 2020]

Impacts (Please tick or specify)	Positive	Negative	Both		
Impacts identified	Supporting evidence	How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner	
<i>What impacts have you identified?</i>	<i>What are you basing this on?</i>	<i>Actions to mitigate or enhance impacts</i>	<i>Due date</i>	<i>Who is responsible for this?</i>	
Libraries are designed to be accessible and equalities act compliant with ramps and lifts provided where necessary. Entrances with electric /self-opening doors where possible. Non-slip floor coverings are used, and entrance matting	On previous library projects time has been built into the project plan to liaise with the local accessibility group for the area. We use this as an opportunity to engage them on the designs and	Every effort will be made to ensure reasonable adjustments in place to ensure people with disabilities are able to fully access the library/ the services it provides.	As above 2020-2025	Katie Kinnear	

Equality Impact Assessment

<p>identifies the approach to the entrance/exit door. Ample space between units and items of furniture is provided to allow for the manoeuvrability of wheelchairs and mobility scooters. Internal signage is designed to have a strong contrast between font and background to be most easily read.</p>	<p>for them to feed back on the key areas that we need to pay attention to. Impacts identified are consistently referred to as areas to pay attention to.</p>	<p>The space between shelves will be measured and tested before refurbished libraries are reopened to the public. Most of the signage will stay the same and has already been approved as compliant for users with poor sight.</p> <p>We are currently investigating the use of tactile library maps and Braille signage.</p> <p>If possible, within constraints of individual buildings we will consider the creation of quiet areas</p>		
<p>Customers with disabilities that affect their mobility may find it hard to access libraries.</p>	<p>It can be difficult for users with physical disabilities to open heavy doors, negotiate paving, and awkwardly designed entrances.</p>	<p>Ramps or lifts provided where necessary.</p> <p>Entrances with electric /self-opening doors where possible.</p> <p>We will use qualified architects, surveyors and a specialist library design company who are fully conversant with the Equalities Act and will ensure that the building and layout is fully accessible and compliant.</p>		

<p>Circulation - ample space required between units and items of furniture to allow for the manoeuvrability of wheelchairs or mobility aids</p>	<p>Wheelchairs users or those who rely on mobility aids need space to manoeuvre around and between units. If units are too close together or chairs or tables obstruct the way they will not be able to access the library fully. Previous project experience, user feedback</p>	<p>We will use a specialist library design company who are suitably qualified in planning and creating public libraries. They will ensure that appropriate circulation space is provide so layout designs comply with accessibility criteria.</p> <p>As the internal library layout will be designed to be Equalities Act compliant, there will be ample space between units and items of furniture provided to allow for the manoeuvrability of wheelchairs or customers with mobility aids.</p> <p>The space between shelves will be measured and tested before the buildings are reopened to the public post refurbishment / relocation/co-location.</p>		
<p>Customers in wheelchairs or with mobility difficulties may find it difficult to interact with staff at our library counters/desks due to them being the incorrect height or having insufficient space underneath for wheelchairs.</p>	<p>Previous work with disability groups such as the Woking Access Group and industry guidelines.</p>	<p>Library counters will be designed to have a low seated height section where wheelchair users or those with mobility difficulties can sit to have their enquiry dealt with by a member of staff. A chair with arms will be</p>	<p>As above 2020-2025</p>	<p>Katie Kinnear</p>

		<p>provided at this counter for users who are unable to stand for a long duration of time.</p> <p>We will use a specialist library design company who are suitably qualified in planning and creating public libraries. Library counters will be designed to be fully accessible and compliant with Equalities Act.</p>		
<p>Customers with hearing impairments may struggle to hear staff or interact effectively with staff due to background noise.</p>		<p>All counters will be equipped with hearing loops which are reviewed on an annual basis to check they are working correctly. Staff will be given training on how to use our hearing loops and how to help customers make the most of them.</p>		
<p>Customers may find our self-issue technology difficult to use if they have visual, physical or learning disabilities.</p>	<p>Previous work with disability groups and industry guidelines.</p>	<p>There will be improved accessibility software on new Self Service machines to help those with visual or learning difficulties. For those with physical disabilities. All self-service machines will be fully accessible and compliant with the Equalities Act.</p>	<p>2019</p>	<p>Katie Kinnear</p>
<p>New sensory equipment which we aim to introduce in the children's library areas will all</p>	<p>Working with NAS (National Autistic Society) and industry guidelines.</p>	<p>We are working with a contact from the National Autistic Society to ensure the</p>	<p>As above 2020-2025</p>	<p>Katie Kinnear</p>

Equality Impact Assessment

<p>need to be compliant to ensure it doesn't negatively impact children with autism.</p>		<p>design and equipment will be compliant.</p>		
<p>Customers with a variety of disabilities may find it difficult to reach very high or low shelves.</p>	<p>Previous work with disability groups such as Woking Access Group</p>	<p>Existing 6ft shelving will be removed and replaced with 5ft shelving to ensure easier access to stock. The bottom shelves will all be set at 350mm off the floor to reduce strain on backs when bending down.</p> <p>Through our work with the library designers we will ensure all shelving is accessible and compliant with the Equalities Act.</p>	<p>As above 2020-2025</p>	<p>Katie Kinnear</p>
<p>Customers with Autistic spectrum Disorder, Asperger's or Dementia may find some aspects of the library environment overwhelming, difficult to navigate and overstimulating.</p>	<p>Through previous work with the Dementia Action Alliance Surrey and the National Autistic Society we have developed an improvement plan for our libraries and built up knowledge amongst our professional teams regarding needs for this group of customers.</p>	<p>We are keen to create library environments that make all customers feel welcome and comfortable as the library is open to all. We will work within the guidelines published by the local Dementia Action Alliance group, Dimensions Autism Friendly, and National Autistic Society. We will consult with the National Autistic Society Surrey branch to 'road test' our new library building and layout designs. We will also work with local and national</p>		

		charitable bodies representing the needs of those with these disabilities to ensure our new libraries are as 'friendly' as possible.		
Potential relocation may impact on service accessibility from public transport or vehicular access perspective.	Feedback on previous projects has highlighted customer concern at lack of nearby car parking and disabled parking spaces at new facilities and the importance users place on this.	In considering relocation consideration be given to access via these means. Potential locations to be assessed for feasibility, vehicular and public transport access being of medium to high concern.	As above 2020-2025	Katie Kinnear
What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decisions makers need to be aware of				
<i>If so, please detail your awareness of whether this will exacerbate impacts for those with protected characteristics?</i>				
Any negative impacts that cannot be mitigated? Please identify impact and explain why				
<i>Identifies negative impacts that can't be mitigated, together with evidence.</i> No				
At the moment the following characteristics are unlikely to be affected:				
Gender reassignment Race including ethnic or national origins, colour or nationality Religion or belief including lack of belief Sex Sexual orientation: Marriage/civil partnerships: Carers protected by association Our screening suggests there is no impact on residents with this characteristic and if and when an impact arises this will be included in the updated version of the EqIA.				

3. Staff

Age

What information do you have on the affected staff with this characteristic?

Age of library staff*:

Age group (years)	
Under 30	21.6%
30 - 39	10.8%
40 - 49	13.7%
50 - 59	30.2%
60 - 69	19.7%
70 and over	4.1%

*at the time of writing

417 employees in total

[Source: Surrey County Council HR data - 01.10.20]

The data above shows that almost two thirds of library staff (63.6%) are between the age of 40 and 69, and less than a third (32.4%) are below the age of 40. The fewest number of staff are in the 70 and over age category (4.1%).

Impacts	Positive		Negative		Both	✓
Impacts identified	Supporting evidence		How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner	
<i>What impacts have you identified? Add more rows if you need to</i>	<i>What are you basing this on?</i>		<i>Actions to mitigate or enhance impacts</i>	<i>Due date</i>	<i>Who is responsible for this?</i>	
Potential relocations may impact on service accessibility from public transport or vehicular access perspective. Rebuilding of libraries on current site may mean that car parking is limited or removed entirely for staff as more of the site footprint is used. For staff with age related illnesses where walking long distances is problematic this may impact adversely on them.	With the majority of our workforce falling into the over 50 bracket with 23.8% over 60 years of age and with health declining naturally from the age of 50 our workforce may therefore be more likely to suffer from mobility difficulties through conditions such as arthritis or the natural effect of ageing on the body.		We will work with accredited architects to design our buildings to industry standards and where possible this will include a number of carparking spaces including disabled parking. Potential locations will be assessed for feasibility, vehicular and public transport access being of medium to high concern in that assessment. We will ensure that new buildings meet the agreed Surrey County Council staff Travel Allowances and Expense Policy in relation to provision of staff parking and access to public transport.		Katie Kinnear	
Staff that fall into the older age bracket may find it more tiring to work in a newly located or refurbished library where use is Staff that are pregnant may find it	Staff in later stages of pregnancy are more likely to be affected by conditions such as swollen		Workplace risk is assessed as a matter of course in respect of pregnant staff or new mothers, this will include consideration of risks arising	(As above 2020-2025)	Katie Kinnear	

<p>more tiring to work in a newly located or refurbished library where use is likely to increase, the library is likely to be busier, and the role will require staff to stand for longer, or be more mobile. This may be more relevant in the latter stages of pregnancy.</p>	<p>ankles and backaches due to the strain of the pregnancy on their bodies. [source: NHS Third Trimester Advice]</p> <p>Through our Library Strategy we are looking to increase the use of our libraries through delivery of a busy programme of events and activities. Large counters associated with the traditional model of service delivery will be removed and staff will be required to floor walk more often.</p>	<p>from internal reconfiguration of library layout.</p> <p>Due to the fact that working in a library is a very physical job we try to keep hard flooring to a minimum and wherever possible, particularly in high use area such as behind the counter we ensure that cushioned back carpet is used so as to minimise the impact on feet. Dual level counters are provided so that staff can choose the most appropriate section, either standing or seated depending on their individual needs or the requirements of the task they are undertaking.</p> <p>Quiet private space will be identified to enable new mothers to express breast milk. This will be shared with new mothers in their return to work discussion if required.</p>		
<p>Relocation of the library in which staff members work or a change</p>	<p>For new mothers this may present a barrier to returning to work as the</p>	<p>Impact of relocation those with this protected characteristic will be</p>		

<p>in opening hours may adversely affect their work-life balance and caring needs. The new workplace may be further away from home than their current contractual base leading to longer commutes or not fit in with their caring responsibilities as a new mother.</p>	<p>new location may not be as close to home meaning that it could be impractical for them to return.</p>	<p>considered on a case by case basis.</p> <p>New mothers will have a return to work discussion with their manager where any concerns and adaptations to their working practices can be discussed.</p>		
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**What other changes is the council planning that may affect the same groups of staff?
Are there any dependencies decisions makers need to be aware of?**

None

If so, please detail your awareness of whether this will exacerbate impacts for those with protected characteristics?

N/A

Any negative impacts that cannot be mitigated? Please identify impact and explain why

Identifies negative impacts that can't be mitigated, together with evidence.

N/A

Religion and Belief

What information do you have on the affected staff with this characteristic?

Library staff ethnicity:

Ethnicity	
Asian or Asian British - Chinese	0.24%
Asian or Asian British - Indian	0.48%
Asian or Asian British - Pakistani	0.24%

Equality Impact Assessment

Eastern European	0.24%
Mixed - Any other Mixed Background	0.48%
Mixed - White and Asian	1.45%
Mixed - White and Black African	0.24%
Mixed - White and Black Caribbean	0.48%
Other Ethnic Background - Any Other	0.48%
White - Any other background	5.33%
White - Irish	1.69%
White - Other British	0.24%
White - English /Northern Irish/Scottish /Welsh	77.48%
Prefer not to say	5.33%
Not Stated	5.57%

[Source: Surrey County Council HR data - 01.10.20]

Surrey County Council's library workforce is predominantly 'White - English /Northern Irish/Scottish /Welsh' (77.48%); 11.59% of are from a different ethnic background.

Please include data or evidence to detail how a policy/service/function change could impact on staff with this characteristic. Try and be as specific as possible.

Impacts	Positive		Negative		Both	✓
Impacts identified		Supporting evidence	How will you maximise positive/minimise negative impacts?		When will this be implemented by?	Owner

Equality Impact Assessment

<i>What impacts have you identified? Add more rows if you need to</i>	<i>What are you basing this on?</i>	<i>Actions to mitigate or enhance impacts</i>	<i>Due date</i>	<i>Who is responsible for this?</i>
<p>Staff members who observe a with religious beliefs may wish to practice their faith during the day as required by their faith or may want time for quiet reflection. In a busy library this can be difficult to achieve.</p>	<p>Knowledge of practices associated with different faiths</p>	<p>Every new library whether rebuilt or refurbished will have meeting rooms available for public and staff to book. Through discussions with line managers staff can identify their faith requirements and space for quiet reflection or daily prayer can be booked out for them.</p>		
<p>What other changes is the council planning that may affect the same groups of staff? Are there any dependencies decisions makers need to be aware of? None</p>				
<p><i>If so, please detail your awareness of whether this will exacerbate impacts for those with protected characteristics?</i> N/A</p>				
<p>Any negative impacts that cannot be mitigated? Please identify impact and explain why</p>				
<p><i>Identifies negative impacts that can't be mitigated, together with evidence.</i> N/A</p>				
<p>At the moment the following characteristics are unlikely to be affected:</p>				
<p>Gender reassignment Race including ethnic or national origins, colour or nationality Sexual orientation: Marriage/civil partnerships:</p> <p>Our screening suggests there is no impact on residents with this characteristic and if and when an impact arises this will be included in the updated version of the EqIA.</p>				

You will need to repeat the box below (copy and paste) for each of the protected characteristics likely to be impacted.

4. Amendments to the proposals

CHANGE	REASON FOR CHANGE
<i>What changes have you made because of this EIA?</i>	<i>Why have these changes been made?</i>

5. Recommendation

Based your assessment, please indicate which course of action you are recommending to decision makers. You should explain your recommendation in the in the blank box below.

Outcome Number	Description	Tick
Outcome One	No major change to the policy/service/function required. This EIA has not identified any potential for discrimination or negative impact, and all opportunities to promote equality have been undertaken	
Outcome Two	Adjust the policy/service/function to remove barriers identified by the EIA or better advance equality. Are you satisfied that the proposed adjustments will remove the barriers you identified?	
Outcome Three	Continue the policy/service/function despite potential for negative impact or missed opportunities to advance equality identified. You will need to make sure the EIA clearly sets out the justifications for continuing with it. You need to consider whether there are: <ul style="list-style-type: none"> • Sufficient plans to stop or minimise the negative impact • Mitigating actions for any remaining negative impacts plans to monitor the actual impact. 	X
Outcome Four	Stop and rethink the policy when the EIA shows actual or potential unlawful discrimination (For guidance on what is unlawful discrimination, refer to the Equality and Human Rights Commission’s guidance and Codes of Practice on the Equality Act concerning employment, goods and services and equal pay, available here).	
<i>Please use the box on the right to explain the rationale for your recommendation</i>	We recognise that there are groups that could be adversely impacted however, there is longstanding experience and advice to enable us to deal with these issues from day one. This project will enhance the experience of residents and library users with protected characteristics. There are potential issues which may come up depending on the nature of the location and project and these would be considered as part of individual equalities assessments for each library project.	

6a. Version Control

Version Number	Purpose/Change	Author	Date
1.0	N/A	Katie Kinnear	04/12/2020

The above provides historical data about each update made to the Equality Impact Assessment. Please do include the name of the author, date and notes about changes made – so that you are able to refer to what changes have been made throughout this iterative process. For further information, please see the EIA Guidance document on version control.

6b. Approval

	Name	Date approved
Approved by*	Assistant Director – Sue Wills	04/12/2020
	Information Governance – Grisilda Pooniah	07/12/2020
	Legal – Deborah Chantler	16/12/2020
	Executive Director – Marie Snelling	01/05/2021
	Cabinet Member – Mark Nuti	20/05/2021

EIA Author	Katie Kinnear, Senior Manager: Project, Innovation, Design and Delivery
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**Secure approval from the appropriate level of management based on nature of issue and scale of change being assessed.*

6c. EIA Team

Name	Job Title	Organisation	Team Role
Katie Kinnear	Senior Manager (Project, Innovation, Design and Delivery)	Surrey County Council - Libraries	Work Stream/ Project lead

If you would like this information in large print, Braille, on CD or in another language please contact us on:

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