

EIA Title	Library Transformation -Technology and Operations			
Did you use the EIA Screening Tool? (Please tick or specify)	Yes (Please attach upon submission)	x	No	

1. Explaining the matter being assessed

What policy, function or service change are you assessing?

The Technology and Operations project is part of the Library and Cultural Services Transformation Programme. This project will deliver improvements to library processes to make services and systems easier to use for the public and library staff and to improve the customer experience. Library users will be supported to learn basic and advanced digital skills and develop their knowledge using a variety of technologies and through a range of library events and activities such as using library computers and accessing coding lessons/clubs.

Explaining the matter being assessed	
Question	Answer
Why does this EIA need to be completed?	<ol style="list-style-type: none"> 1. Libraries and Cultural Services published a new strategy for its services as part of the council's wider transformation programme the Library and Cultural Services Strategy 2020-2025 in November 2019. 2. It aims to modernise the library service and increase impact while reducing cost. It will achieve this by realigning its outcomes to the council's wider vision, which will be realised through working more closely with communities co-designing services and through more partnership working with local, regional and national stakeholders. 3. A key part of modernising the Library Service is the introduction of new IT (information technology). This has two aims: to make services more efficient by improving the customer experience when accessing services and by improving the breadth and depth of the service offer for residents by expanding access to digital based services. 4. The introduction of this new technology and processes could have both beneficial and adverse impacts for identified groups. Most of the groups identified within the Equality Act 2010 will not be

	<p>impacted negatively by the introduction of new technology or the adoption of digital work processes, and most will benefit from improved 24/7 access to services, a greater range of e-books, more intuitive library processes, and access to new learning opportunities.</p> <p>5. This EIA details the outline impacts of the changes that will be made but the specific changes will be supported by more specific assessments as each project is delivered.</p>
<p>Who is affected by the proposals outlined above?</p>	<p>Anyone who lives, works or studies in the county of Surrey can access library services. This includes people with disabilities, on low incomes, elderly people and those with poor education and digital skills.</p>
<p>How does your service proposal support the outcomes in the Community Vision for Surrey 2030?</p>	<p>Our proposal supports the work of the Libraries and Cultural Services Transformation Programme as set out in the Library and Cultural Services Strategy 2020-2025 and the Community Vision for Surrey by 2030.</p> <p>This work directly supports eight of the ten “Community Vision” outcomes:</p> <ul style="list-style-type: none"> • Children and young people are safe and feel safe: digital events and associated activities around staying safe online will be particularly important for young people outside mainstream education. • Everyone benefits from education skills and employment opportunities: Digital activities, workshops and learning sessions will show how the library service can act as the informal side of the education spectrum. • Everyone lives healthy, active and fulfilling lives: Technology events aimed at supporting people to stay independent longer as part of the library service’s remit to help people manage their lives online. • Everyone gets the health and social care support and information they need: Events and library services will allow people to access the information they need at the time they need it. • Communities are welcoming and supportive, especially of those most in need: Through technology, the library service can help people to access and share information. • Residents live in clean, safe and green communities: Healthy communities share information freely, and the library plays a key role in this. The Library Service can also play a key role in helping people to reuse, recycle, and share resources. • Well-connected communities with effective infrastructure: Access to library Wi-Fi, public access computers, information and services is a key part of the communication infrastructure. • Businesses in Surrey thrive: The library service can play an important role in running events and services

	<p>aimed particularly at small and medium sized businesses.</p>
<p>Are there any specific geographies in Surrey where this will make an impact? (Delete the ones that don't apply)</p>	<p>County-wide</p>
<p>Briefly list what evidence you have gathered on the impact of your proposals?</p>	<p>Due to the significant impact of a number of these individual technology developments, separate Equality Impact Assessments will be carried out for the following:</p> <ul style="list-style-type: none"> • New Library Management System (LMS) • Open Access: out of-hours access to libraries • Single Digital Presence: single online presence for Libraries across the country • Digital screens in libraries • Provision of tablets for public use <p>Evidence of the impact of these developments will be included in a separate Equality Impact Assessment.</p>

2. Service Users / Residents

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

1. Age including younger and older people
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.

* We do not believe there is any impact for gender reassignment, pregnancy and maternity, race, religion, sex, sexual orientation and marriage/civil partnerships, and carers protected by association; should an impact arise this will be included in the updated version of the EIA.

AGE

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

The total population of Surrey can be broken down as below:

Total Population	Aged 0-15	Working age population	Aged 65+
1,189,935	234,750	730,455	224,730
49.1% male; 50.9% female	19.7% (South East average = 19.2%)	61.4% (South East average = 61.5%)	18.9% (South East average = 19.3%)

[Source: Mid-Year Estimates (ONS) 2018]

Residents aged 65+ are set to grow in the next 5 years and the largest age-cohort growth will be among those aged 85+. This means we need to ensure that we support the needs of these residents, given the increase in their numbers and possible increased demand for library services and provision.

Current Library Membership – 300,190

Aged 65+ - 55,715

Aged 75+ - 28103

In the UK, 4.2 million people aged 65+ have never used the internet.

A quarter (26%) of people aged 65 to 74 and around three-fifths (61%) of people aged 75+ do not regularly use the internet.

- In the UK in 2016, 5.3 million adults have never used the internet while a further 0.9 million have used it, but not in the last 3 months.
- Among people aged 65+, 4.2 million have never used the internet and a further 0.5 million have used it, but not in the last 3 months. (Source: AgeUK - *The Internet and Older People in the UK – Key Statistics*, July 2016)

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>
<ul style="list-style-type: none"> The introduction a new library management system for accessing the public catalogue could potentially confuse people who are used to using the old system: the same functions (borrowing, renewing, reserving, returning items) will look different on the self-service terminals and on the public catalogue. 	Library Services for Older People: Good Practice Guide , from SEAPN (The Network for Tackling Social Exclusion in Libraries)		<p>The existing network of library staff and Digital Buddy volunteers will be trained and mobilised to help people with the new interface. In addition, Tech Angels and Carers Workshops will provide support for older residents by enabling and assisting them with the use of digital technology. Tech Angels is a project with the NHS and the Surrey Coalition which lends tablets and other devices to people struggling</p>	December 2021	Helen Leech and Christine Ganderton

		<p>with mental health issues and supports them in using the technology. The Carers Workshops will bring together a range of suppliers and organisations developing new technologies to help people stay independent for longer and will include a focus on the new Library Management System.</p> <p>We will work with our partner organisations such as Age UK and the Guildford Diocese to ensure we explore different ways to engage older people.</p> <p>Training videos and instructions provided on how to use where possible.</p>		
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<p>– Redesigning the library website could potentially confuse people accustomed to using the current site: functions which they are accustomed to using will look different, particularly if they are using mobile devices.</p>	<p>Introducing another World: Older People and Digital Inclusion, from Age Concern</p>	<p>New website will be designed with mobile use in mind and have accessibility functionality built in to match other parts of the council's website.</p> <p>Staff training, based on the CILIP Workforce Development training and the Libraries Connected Six Steps training which helps staff to help people with visual impairments, will be provided to ensure that the impact of this change is recognised and understood so that they can support customers effectively. This will also enable staff to signpost customers to support resources available to them such as 'Learn My Way'. Learn My Way</p>	<p>January 2021</p>	<p>Helen Leech and Christine Ganderton</p>
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		<p>is a website of free online courses, built by Good Things Foundation to help people develop their digital skills, thereby increasing their confidence in using new library technologies.</p> <p>Library staff, volunteers, including the Digital Buddies and Tech Angels (see above) will be trained to support people.</p>		
<p>– The introduction of “Open Access”, where people swipe themselves into libraries out of hours, may present a challenge for some older people, as it involves using self-service technology.</p>	<p>A number of case studies including: Open Library Plus: Sharing the Library Key and Review of the Open Library Plus Concept in UK Public Libraries</p>	<p>We will be putting together a full EIA specifically for the Open Access project. We will work with our partners such as Surrey County Council Property Services, and Age UK (Surrey), to ensure risks are mitigated, that processes for</p>	<p>December 2021</p>	<p>Helen Leech and Christine Ganderton</p>

		<p>using the Open Access libraries are clear and safe to use, and provide appropriate support.</p> <p>Promotion of open access technology with training and instructions provided to people who sign up.</p>		
<p>+ Young people between 8 and 16 will benefit from specific tailored, improved provision and access to digital and educational activities to support literacy, learning and knowledge development - particularly those who are home-schooled or outside mainstream education settings, including access to technology such as 3D printers and 'maker spaces'</p>	<p>Research undertaken between 2015 and 2017 showed that young people's skills were enhanced by participation in extracurricular clubs around Science, Technology, Engineering and Maths. (How after-school coding clubs can benefit pupils (headteacher-update.com))</p>	<p>We will continue to actively promote activities to young people who do not have access to Technology, Coding or Science and Computing opportunities through mainstream education settings through our networks, using our network of partners who work with children in this area: to include the informal home schooling networks, social enterprises, the third sector and</p>	<p>Ongoing</p>	<p>Helen Leech and Christine Ganderton</p>

		Surrey County Council's own providers (such as Access to Education).		
+ Introduction of new public catalogue should make it easier for residents of all ages to access digital content providing improved access to a wider range of materials	The new public catalogue is in the process of being rolled out by the supplier (Solus). Itt and has been designed to be accessible. Previews of the new product demonstrate that it will improve access to print books, ebooks, and e-audiobooks for all equalities groups.	Promote the changes to the public catalogue through email and social media and in branch.	Summer 2021	Helen Leech and Christine Ganderton
+ Creation of a "targeted" service offer based on individual community needs identified in relation to different age groups such as under 18s and over 75s can be provided through increasing digital services and utilising new technology such as Open Access and Tablet devices	<p>Library and Cultural Services Strategy 2020-2025 outlines 5 Strategic Objectives to meet the needs of people in Surrey. The community profile data analysis on Surrey communities, which supports the strategy highlights the need to target the service to respond to children and young people and older adults (aged 75+) in particular</p> <p>Libraries Connected Universal offers: https://www.librariesconnected.org.uk/page/universal-library-offers and the outcomes in the Libraries Deliver National Strategy: https://www.gov.uk/government/publications/libraries-deliver-ambition-for-public-libraries-in-england-2016-to-2021/libraries-deliver-ambition-for-public-libraries-in-england-2016-to-2021</p>	The Library Service Restructure means that staff roles with responsibility for audience development and understanding community needs will be introduced. Promotion of services to target audiences both online and in branch and the co-design process of understanding the needs of residents will be used. Expansion of digital activities and events throughout the year.	Summer 2021	Helen Leech and Christine Ganderton

<p>+ Improved digital technology will help deliver national universal offer outcomes on a local basis to people of specific age groups – specifically Children’s promise to children and young people.</p>	<p>The Universal Offers are the key service offers of all national public libraries launched in 2013 to demonstrate the power of public libraries to enrich the lives of individuals and their communities. Universal Library Offers Libraries Connected https://www.librariesconnected.org.uk/universal-offers/childrens-promise</p>	<p>Programmes of events and activities delivered in a co-ordinated way building upon the increase in digital activities that have taken place over the last 6 months since there was a national lockdown. This includes events delivered via social media such as story times and Lego Clubs and improved access to digital resources through improvements to the website and library apps.</p>	<p>On-going</p>	<p>Helen Leech</p>
<p>+ Introduction of Open Access will allow people from all ages to access libraries for longer hours. This will enable more targeted, tailored services to be delivered to children and young people and older adults (aged 75+), in individual communities. For example, events and activities aimed at young</p>	<p>Community Profile analysis within the Library and Cultural Services Strategy 2020-2025 concludes that any targeting should be based upon the priority groups which include children and young people and older adults (aged 75+). Designing Libraries - Open all hours Library and Cultural Services Strategy 2020-2025 which outlines 5 Strategic Objectives.</p>	<p>Design programmes of events and activities in collaboration with individual communities that utilise libraries when communities need them. Promote Open Access technology and what it can do to support community cohesion, by</p>	<p>From 2021 onwards TBC</p>	<p>Helen Leech and Christine Ganderton</p>

people that take place in the evenings.		providing after-hours spaces for events and meetings.		
+ Introduction of Open Access will allow residents from all ages to access libraries technology, including public PCs for longer hours, enabling increase digital access and reduced digital exclusion	Designing Libraries - Open all hours Library and Cultural Services Strategy 2020-2025 which outlines 5 Strategic Objectives.	Promote Open Access technology and the opportunities it provides for people to access services when they need them	From 2021 onwards TBC	Helen Leech and Christine Ganderton
- Introduction of Open Access technology may discourage residents under the age of 18 from visiting the library. Library authorities normally prevent young people under 18 from visiting the library after hours on their own.	A number of case studies including: Open Library Plus: Sharing the Library Key and Review of the Open Library Plus Concept in UK Public Libraries	Carefully review terms and conditions to encourage all ages to use library in line with safeguarding and Health & Safety advice. Engage with communities through the co-design process to promote use and set sensible limits	From 2021 onwards TBC	Helen Leech and Christine Ganderton
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 identified				
Any negative impacts that cannot be mitigated? Please identify impact and explain why				

None identified

Disability

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

The Department for Work & Pensions (April 2020) gives the following breakdown of three measures of disability - those claiming Attendance Allowance, Personal Independence Payments and Disability Living Allowance:

Attendance Allowance claimants (Nov-19)	Personal Independence Payment (PIP) (Apr-20)	PIP Males (Apr-20)	PIP Females (Apr-20)
25,665	21,930	10,260	11,670
11.4% of people (South East= 11.8%)	3.0% of people (South East= 4.3%)	2.8% of males (South East= 4.0%)	3.2% of females (South East= 4.6%)
PIP with mental health conditions (Apr-20)	PIP with respiratory disease (Apr-20)	Households on Universal Credit - Limited Capability for Work Entitlement (Feb-20)	Disability Living Allowance claimants (Nov-19)
8,675	695	2,225	19,095
1.2% of people (South East= 1.6%)	0.1% of people (South East= 0.2%)	0.5% of households (South East= 0.9%)	1.6% of people (South East= 2.0%)

Attendance Allowance is payable to people over the age of 65 who are so severely disabled, physically or mentally, that they need a great deal of help with personal care or supervision. Until April 2013, Disability Living Allowance was payable to children and adults in or out of work who are below the age of 65 and who were disabled and required help with personal care or had walking difficulties. It is a non-means tested benefit, which means it is not affected by income. From April 2013 Personal Independence Payments (PIP) have been introduced to replace Disability Living Allowance for all new claimants. PIP helps with some of the extra costs caused by long-term disability, ill-health or terminal ill-health.

Number of people living in health deprivation 'hotspots' (Indices of Deprivation 2015)	People with a limiting long-term illness (Census 2011)	People aged 16-64 with a limiting long-term illness (Census 2011)
1,551	153,350	61,305

0.1% (South East average = 6.4%)

13.5% (South East= 15.7%)

8.5% (South East= 10.6%)

Whilst these figures show that numbers of residents in Surrey with a disability are lower than the average for the South East region, there are still a noticeable number of residents who need additional support due to a disability or long-term illness. In particular, the Office for National Statistics shows that disabled people are less likely to have used the internet (68%) than non-disabled people (92%).

The Library Management System's borrower database does not collect any information relating to disabilities. However, The Reading Agency collected national figures in 2017 which showed that adults with a limiting disability had marginally higher rates of library attendance than those with no limiting disability (34% compared to 32%).

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>	
+ The digital improvements which will take place in the Library service will increase our customers' confidence in the use of new technology: specifically the focus on staff digital skills so that they can support customers better, the creation of a Digital Champions Network across Surrey to support residents, and the delivery	Public libraries enable customers to get online, use their devices and increase independence by promoting and educating customers of the benefits of the use of new technology. ACE Libraries welcome everyone report July18.pdf (artscouncil.org.uk)	Library staff, Tech Angels, Carers Workshops and the Digital Buddies network will provide support for customers with disabilities by supporting and assisting them with the use of digital technology, increasing their	December 2021	Helen Leech and Christine Ganderton	

<p>of events and workshops around digital skills, specifically for young and older people.</p>		<p>digital skills and enabling independent living.</p> <p>These services will actively be promoted at Libraries and on social media platforms.</p> <p>We will work with our partner organisations such as Surrey Coalition to ensure we explore different ways to engage and gain interest in our disabled community.</p>		
<p>– The redesign of the library website and the introduction of a new library catalogue could potentially present challenges to people with sight impairments.</p>	<p>People with visual impairments are more likely to be digitally excluded and have poor digital skills: Tackling digital exclusion (rnib.org.uk)</p>	<p>Website redesign will have accessibility features included within it: Accessibility - Surrey County Council (surreycc.gov.uk)</p>	<p>Summer 2021</p>	<p>Helen Leech and Christine Ganderton</p>

		<p>Library staff and the existing network of Digital Buddy volunteers will be trained and mobilised to help people with the new interface. In addition, staff, Tech Angels and Carers Workshops will provide support for residents by enabling and assisting them with the use of digital technology. Tech Angels is a project with the NHS and the Surrey Coalition which lends tablets and other devices to people struggling with mental health issues and supports them in using the technology. The Carers Workshops will bring together a range of suppliers and organisations</p>		
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		<p>developing new technologies to help people stay independent for longer and will include a focus on the new Library Management System.</p> <p>We will work with our partner organisations such as The Surrey Coalition and Sight for Surrey to ensure we explore different ways to engage people with visual impairments.</p>		
<p>+ Introduction of Open Access will allow people with disability to access libraries for longer hours. This will enable more targeted, tailored services to be delivered to people with health, wellbeing, and long-term conditions in individual communities</p>	<p>Community Profile analysis within the Library and Cultural Services Strategy 2020-2025 concludes that any targeting should be based upon the priority groups which include people with health, wellbeing, and long-term conditions. Designing Libraries - Open all hours Library and Cultural Services Strategy 2020-2025 which outlines 5 Strategic Objectives.</p>	<p>Design a programme of events and activities in collaboration with communities of interest that utilise libraries all times of the day and night. Promote</p>	<p>From 2021 onwards TBC</p>	<p>Helen Leech and Christine Ganderton</p>

<p>of interest. For example, events and activities designed with local groups for people with Dementia</p>		<p>Open Access technology and what it can do to bring communities together. This includes local staff making links with community and disability groups</p>		
<p>– Introduction of Open Access technology may discourage residents with specific disabilities to attend the library owing to the lack of direct staff support</p>	<p>Designing Libraries - Open all hours Evidence from introduction of Open Access Technology in other authorities:</p>	<p>Carefully review terms and conditions to encourage use library in line with safeguarding and Health & Safety advice. Ensure buildings are accessible for residents with physical disabilities.</p> <p>Engage with communities through the co-design process to promote use and make links with disability groups.</p>	<p>From 2021 onwards TBC</p>	<p>Helen Leech and Christine Ganderton</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>				

None identified

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

There are no negative impacts that cannot be mitigated.

Socio-economic status

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

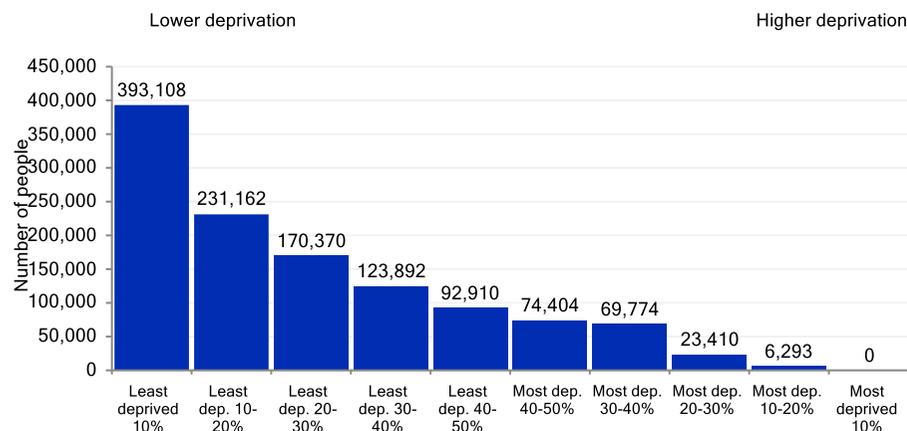
The Department of Work & Pensions provide the following breakdown of unemployment figures in Surrey in June 2020:

Unemployment Benefit (JSA and UC) claimants (June-20)	Youth unemployment (JSA/UC) claimants aged 18-24 (June-20)	Older unemployed (JSA/UC claimants aged 50+) (June-20)	
28,445	5,325	7,170	
3.9% (South East average = 5.1%)	5.8% (South East average = 7.6%)	1.6% (South East average = 2.0%)	
Male unemployment claimants (JSA and UC) (June-20)	Female unemployment claimants (JSA and UC) (June-20)	Working age workless benefit claimants * (Nov-19)	Incapacity benefits claimants (Nov-19)
16,655	11,765	29,115	20,745
4.6% (South East average = 6.2%)	3.2% (South East average = 4.1%)	4.0% (South East average = 5.5%)	2.8% (South East average = 3.5%)

* 'Working age workless benefit claimants' is a combination of 'Unemployment benefit claimants (JSA and Universal Credit)' + and 'Incapacity benefits claimants (IB/ESA)'

Of those claiming unemployment benefits, a significant majority (98%) have been claiming for less than 12 months, but 2% have been claiming for more than 12 months. [Department for Work and Pensions (June-20)]

In terms of overall need, while the majority of Surrey's LSOAs have low social need, there are a significant number of LSOAs falling into the top 30% nationally for social need. There is no simple north/south or east/west split rather, there is a patchwork.



The figure above shows the number of people in Surrey within each deprivation decile, on the Index of Multiple Deprivation 2019 [Ministry of Housing, Communities and Local Government (Indices of Deprivation 2019)]

10% of jobs in the Southeast are open to those with no formal qualifications, this is set to plummet to just 1% by 2024. Individuals with low skills levels, around one in eight (13.5%) Surrey residents have progressed no further than NVQ2 in their education

In terms of employment there is a similar picture as before. Most areas of the county have low unemployment, yet in every district and borough are communities with levels of unemployment above both the Southeast average and the England average.

The children of Surrey's 21,200 lone parents are also likely to live in a low-income home. Children and teenagers aged 0-19 account for around 287,000 of Surrey's 1.2million residents. As of 2017 one in ten children (10%) were living in poverty across the county, often in towns but in rural areas too and often in areas not generally thought of as "deprived". In 17 areas of the county the level of children living in poverty is 30%. Most of these children are in working households [Source: Surrey Uncovered 2017].

For school age children we know that around 11,200 Surrey children qualify for Free School Meals, and 24,000 are eligible for Pupil Premium payments – both being indicators of need.

In Surrey overall, 73% of children have good school-readiness, but this falls to 51% for children from low income households (defined as those eligible for Free School Meals)

In line with the general picture of social need, the data on skills shows enormous variation across the county. Generally, Surrey residents have good skills levels with 50.1% educated to NVQ4 or above (meaning some form of Higher Education) compared to 41.4% across the Southeast and 38.3% for England. At District and Borough level however, there are wide variations. For example, while 64.3% of the population of Woking have achieved NVQ4+ only 36.1% of the population of Spelthorne are educated to that level - a gap of 28.2 percentage points.

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>	
+ People on lower incomes will benefit from free access to new technologies. e.g. modern computers, “maker” technology and technology which supports independent living. This will enable more people to apply for jobs and benefits, get online, learn new skills, and improve digital literacy.	The Ofcom <u>Access and Inclusion in 2018</u> report showing that lower income groups are less likely to have internet and telephony access. Surrey Libraries has been working with services such as Adult Social Care and local job centres for over 20 years, providing access to technology such as desktop computer.		These services will be promoted at our Libraries and on social media platforms in order to reach people on low incomes.	January 2021	Helen Leech and Christine Ganderton	

<p>+ The introduction of Open Access technology will allow people on lower incomes to benefit from free access to library resources, including desktop computers for longer hours, encouraging people to use the library at a time that works for them</p>	<p>The Ofcom <u>Access and Inclusion in 2018</u> report showing that lower income groups are less likely to have internet and telephony access.</p> <p>Surrey Libraries has been working with services such as Adult Social Care and local job centres for over 20 years, providing access to technology such as desktop computer.</p>	<p>These services will be promoted at our Libraries and on social media platforms in order to reach people on low incomes.</p>	<p>Late 2021 (TBC)</p>	<p>Helen Leech and Christine Ganderton</p>
<p>Students will benefit from free access to learning resources.</p>	<p>More than one in five students in the UK has to take two jobs in order to cover living expenses, according to a study by the UK version of Student Beans in 2019 (www.studentbeans.com/uk).</p>	<p>Covid-19 is a fluid and live situation and the EIA will be reviewed in line with current guidance/when updated guidance is issued. Once restrictions have been lifted to allow the mixing of residents, the libraries team will review and if appropriate, ensure that the libraries are open for students to access taking into account any adjustments that need to be made to ensure they are Covid compliant e.g. deep cleaning.</p> <p>We will actively promote the support on offer at our Libraries and on social</p>	<p>Timescales dependent on the national project led by Libraries Connected.</p>	<p>Helen Leech and Christine Ganderton</p>

		<p>media platforms working with our partners at local colleges, The University of Surrey and Royal Holloway to also promote this.</p> <p>Access to university materials in places convenient for people with time constraints is important.</p> <p>The implementation of Eduroam will increase the locations where students can access study resources.</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>None identified</p>				
<p>Any negative impacts that cannot be mitigated? Please identify impact and explain why</p>				
<p>None identified</p>				

3. Amendments to the proposals

CHANGE	REASON FOR CHANGE
<i>What changes have you made as a result of this EIA?</i>	<i>Why have these changes been made?</i>
We will ensure that staff training has a focus on the barriers that technology can pose to people with disabilities and how these can be mitigated	To ensure that members of the public can turn to staff in the confidence that they will be helped appropriately.
We will promote the opportunities offered by new technology in places appropriate to residents in the “protected characteristics” groups and the appropriate socio-economic groups.	To ensure that everybody can be aware of, and take advantage of, the opportunities afforded by new technology.
We will work with our suppliers and partners to raise and address equalities and diversity issues.	Our partners in technology projects may be a step removed from our customers and rely on us to act as the voice of the customer.

4. 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. 	
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</i>	All negative impacts identified will be mitigated by working with our technology partners, including the Surrey County Council Web and Digital Services Team, Surrey County Council IT & Digital, our Librar	

<i>rationale for your recommendation</i>	Management System supplier, our e-resource suppliers, and other technology partners such as our kiosk suppliers. We also intend to make sure that there is a focus on the protected groups when we design and roll out staff and volunteer training.
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5a. Version Control

Version Number	Purpose/Change	Author	Date
1.0	N/A	Helen Leech and Christine Ganderton	16/02/2021

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 back to what changes have been made throughout this iterative process. For further information, please see the EIA Guidance document on version control.

5b. Approval

	Name	Date approved
Approved by*	Assistant Director – Sue Wills	16/02/2021
	Information Governance – Grisilda Pooniah	17/02/2021
	Legal – Deborah Chantler	25/02/2021
	Executive Director – Marie Snelling	01/05/2021
	Cabinet Member – Mark Nuti	20/05/2021

EIA Author	Helen Leech and Christine Ganderton
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**Secure approval from the appropriate level of management based on nature of issue and scale of change being assessed.*

5c. EIA Team

Name	Job Title	Organisation	Team Role

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

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Textphone (via Text Relay): 18001 03456 009 009

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