Shropshire Equality and Social Inclusion Impact Assessment (ESIIA)

Contextual Notes 2014

The What and the Why:

The Equality and Social Inclusion Impact Assessment (ESIIA) tool replaces the Equality Impact Needs Assessment (EINA) tool previously in use by Shropshire Council. It is a tool to help us to identify whether or not any new or significant changes to services, including policies, procedures, functions or projects, may have an adverse impact on a particular group of people, and whether the human rights of individuals may be affected.

What we are now doing is broadening out such assessments to consider social inclusion. This is so that we are thinking as carefully and completely as possible about all groups and communities in Shropshire, including people in rural areas and people we may describe as vulnerable, as well as people in what are described as the nine 'protected characteristics' of groups of people in our population, eg Age, eg Gender Reassignment. We demonstrate equal treatment to people who are in these groups and to people who are not, through having what is termed 'due regard' to their needs and views when developing and implementing policy and strategy and when commissioning, procuring, arranging or delivering services.

It is a legal requirement for local authorities to assess the equality and human rights impact of changes proposed or made to services, such as through a new policy or a change in procedure. Carrying out ESIIAs helps us as a public authority to ensure that, as far as possible, we are taking actions to meet the general equality duty placed on us by the Equality Act 2010 to have what is called *due regard* to the three equality aims in our decision making processes. These are: eliminating discrimination, harassment and victimisation; advancing equality of opportunity; and fostering good relations.

The How:

The assessment comprises two parts: a screening part, and a full report part.

Screening (Part One) enables energies to be focussed on the service changes for which there are potentially important equalities and human rights implications. If screening indicates that the impact is likely to be positive overall, or is likely to have a medium or low negative or positive impact on certain groups of people, a full report is not required. Energies should instead focus on review and monitoring and ongoing evidence collection, enabling incremental improvements and adjustments that will lead to overall positive impacts for all groups in Shropshire.

A *full report (Part Two)* needs to be carried out where screening indicates that there are considered to be or likely to be significant negative impacts for certain groups of people, and/or where there are human rights implications. If you are not sure, a full report is recommended, as it enables more evidence to be collected that will help you to reach an informed opinion.

Shropshire Council Part 1 ESIIA: initial screening and assessment

Please note: prompt questions and guidance within boxes are in italics. You are welcome to type over them when completing this form. Please extend the boxes if you need more space for your commentary.

Name of service change
Cleobury Mortimer Library Service

Aims of the service change and description
Shropshire Council's budget is reducing and the way in which it delivers services is changing. We are coming to the end of the first year of a 3 year financial plan through which £80 - £90m will be saved. Shropshire's current and future population demographics means that vital services such as looking after elderly people and vulnerable children have to be prioritised. Changes to all local and strategic services are unavoidable. The Cabinet approved budget reduction for the library service of £1.3m - £1.5m means that the budget available for Cleobury Mortimer library will not be sufficient to deliver the service in the current way or location. This applies to all of our libraries across the county and the back office function of the service, not just Cleobury Mortimer. We are seeking local solutions to these challenges that will result in a sustainable, if slightly altered library service that meet our statutory duties.

Shropshire Council aims to deliver library services in partnership with communities so that they can be tailored to support the individual needs of people in their communities and help ensure that those who have specific needs can access services appropriately.

The redesigned library service will result in a range of different delivery activities including face to face provision, digital and virtual provision and an outreach programme targeted at specific groups. Alongside this change the network of library buildings will be reconfigured.

The library network will include -
- 6 strategic library hubs in major towns to improve accessibility and cater for the larger populations in the larger market towns.
- 10 local hubs/libraries offering core community services in partnership with town and parish councils, voluntary and community groups, with a core aim of increasing opening hours.

Cleobury Mortimer library is in the latter group and since early 2014 Shropshire Council has been working in partnership with Cleobury Country Ltd. to develop a solution for the future of the library that is high quality, affordable and sustainable.

Data, information and intelligence

Key Facts: Cleobury Mortimer Parish (note that users of the library may live outside the parish boundary). A full parish profile can be found at
http://shropshire.gov.uk/media/1260270/Cleobury-Mortimer-Parish-Profile-2014.pdf

Area	2005.2 hectares
Population density	1.50 persons per hectare
Total population	3036 (1518 males, 1518 females)
Household population	3036 (100%)
Households	1246
Dwellings	1308
Communal Establishment no./ population	2 Communal Establishments

Cleobury Mortimer Parish - population age structure

Early years	5.4% (165 children) of the population were aged 0 to 4 years in March 2011. This compares with 5.1% at County level, 6.3% regionally and 6.3% nationally.
School age	17.4% (529 children) of the population were aged 5 to 17 years in March 2011. This compares with 14.9% at County level, 15.8% regionally and 15.1% nationally.
Working age	56.9% (1728 people) of the population were aged 18 to 64 years in March 2011. This compares with 59.3% at County level, 61.0% regionally and 62.3% nationally.
Retirement age	20.2% (614 people) of the population were aged 65 and over in March 2011. This compares with 20.7% at County level, 16.9% regionally and 16.3% nationally.
Over 85 year olds	1.8% (55) of the population were aged 85 and over in March 2011. This compares with 2.7% at County level, 2.2% regionally and 2.2% nationally.

Cleobury Country proposal

The library is housed in the Cleobury Country Centre, which is open Mon – Friday and Saturday mornings. There has been a library assistant in residence on Mondays, Wednesdays and Saturdays. It is proposed that Cleobury Country Centre staff deliver the library assistant roles with on-going central library service support. This will increase the library staffing hours from 23.5 hours to 42 hours per week. The proposal also enables improved access to Shropshire Council's Customer Services through a direct line telephone service and a computer. This is Shropshire Council's preferred option for a future library service in the town as this proposal will reduce the ongoing direct running costs of the branch.

Consultation period

Shropshire Council recognises that the proposed change could affect some library users. A 6 week consultation period with targeted engagement with older people, people with disabilities and young people will now be carried out and the results analysed before any final recommendation is made.

Intended audiences and target groups for the service change

All residents of Cleobury Mortimer and the surrounding area – specifically all registered members of the library and particularly all the active members (who have borrowed a book in the last 12 months).

The volunteers who support the work of the library

Members of the Friends of Cleobury Mortimer Library.

Members of the groups who use the library building for activities

Trustees, staff and volunteers of Cleobury Country Ltd

Evidence used for screening of the service change
Analysis of the 42 responses to the consultation that took place between 26th August and 7th October 2015 Analysis of the feedback received from a public drop-in session at the library on 7th October 2015 Analysis of the feedback received during discussions with the Friends of Cleobury Mortimer Library.

Specific consultation and engagement with intended audiences and target groups for the service change
As part of the process a 6 week public consultation took place outlining the proposed changes to the library. The consultation documents were available on line and by paper copy. The consultation will ran from 26th August to 7th October 2015. Existing users of the library with an email address have been contacted directly to comment on proposals, and press releases featured in the local press to make residents aware of the consultation and ask them to give their views. The Friends of Cleobury Mortimer Library have also been asked for their views A drop-in information session was held on 7th October 2015 and the feedback from this noted, collated and analysed. All the feedback received through the consultation period has been analysed and evaluated and has been used to inform the decision making on the future of Cleobury Mortimer. Any equality issues that have been identified through the consultation have been assessed and mitigating actions put in place.

Potential impact on Protected Characteristic groups and on social inclusion

Guidance notes on how to carry out the initial assessment

Using the results of evidence gathering and specific consultation and engagement, please consider how the service change as proposed may affect people within the nine Protected Characteristic groups and people at risk of social exclusion.

1. Have the intended audiences and target groups been consulted about:

- their current needs and aspirations and what is important to them;
- the potential impact of this service change on them, whether positive or negative, intended or unintended;
- the potential barriers they may face.

2. If the intended audience and target groups have not been consulted directly, have representatives been consulted, or people with specialist knowledge, or research explored?

3. Have other stakeholder groups and secondary groups, for example carers of service users, been explored in terms of potential unintended impacts?

4. Are there systems set up to:

- monitor the impact, positive or negative, intended or intended, for all the different groups;
- enable open feedback and suggestions from a variety of audiences through a variety of methods.

5. Are there any Human Rights implications? For example, is there a breach of one or more of the human rights of an individual or group?

6. Will the service change as proposed have a positive or negative impact on fostering good relations?

7. Will the service change as proposed have a positive or negative impact on social inclusion?

Guidance on what a negative impact might look like

High Negative	Significant potential impact, risk of exposure, history of complaints, no mitigating measures in place or no evidence available: urgent need for consultation with customers, general public, workforce
Medium Negative	Some potential impact, some mitigating measures in place but no evidence available how effective they are: would be beneficial to consult with customers, general public, workforce
Low Negative	Almost bordering on non-relevance to the ESIIA process (heavily legislation led, very little discretion can be exercised, limited public facing aspect, national policy affecting degree of local impact possible)

Initial assessment for each group
Please rate the impact that you perceive the service change is likely to have on a group, through inserting a tick in the relevant column.

Protected Characteristic groups and other groups in Shropshire	High negative impact *Part Two ESIIA required*	High positive impact *Part One ESIIA required*	Medium positive or negative impact *Part One ESIIA required*	Low positive or negative impact *Part One ESIIA required*
Age (please include children, young people, people of working age, older people. Some people may belong to more than one group eg young person with disability)				√
Disability (please include: mental health conditions and syndromes including autism; physical disabilities or				√

impairments; learning disabilities; Multiple Sclerosis; cancer; HIV)				
Gender re-assignment (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				√
Marriage and Civil Partnership (please include associated aspects: caring responsibility, potential for bullying and harassment)				√
Pregnancy & Maternity (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				√
Race (please include: ethnicity, nationality, culture, language, gypsy, traveller)				√
Religion and belief (please include: Buddhism, Christianity, Hinduism, Islam, Judaism, Non conformists; Rastafarianism; Sikhism, Shinto, Taoism, Zoroastrianism, and any others)				√
Sex (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				√
Sexual Orientation (please include associated aspects: safety; caring responsibility; potential for bullying and harassment)				√
Other: Social Inclusion (please include families and friends with caring responsibilities; people with health inequalities; households in poverty; refugees and asylum seekers; rural communities; people you consider to be vulnerable)				√

Decision, review and monitoring

Decision	Yes		No	
Part One ESIIA Only?		√		
Proceed to Part Two Full Report?				√

If Part One, please now use the boxes below and sign off at the foot of the page. If Part Two, please move on to the full report stage.

Actions to mitigate negative impact or enhance positive impact of the service change
The full training of Cleobury Country Centre staff will enable library services to be available for more hours each week. New and existing borrowers will be kept up to date with library developments

Additional signage will be provided as part of Proposal 1, which will promote the library and the other services being delivered within Cleobury Country Centre.

Actions to review and monitor the impact of the service change

Before final decision is made on service change
Feedback from the consultation period held between 26th August and 7th October 2015.

After final decision is made on service change
Ongoing monitoring of any changed service by library staff, the proposed new management organisation and library service managers.

Scrutiny at Part One screening stage

People involved	Signatures	Date
Lead officer carrying out the screening	Vicky Turner	19/10/15
Any internal support	Kate Garner	19/10/15
Any external support		
Head of service	Michael Lewis	19/05/15

Sign off at Part One screening stage

Name	Signatures	Date
Lead officer's name	Vicky Turner	19/10/15
Head of service's name	Michael Lewis	19/10/15

Shropshire Council Part 2 ESIIA: full report

Guidance notes on how to carry out the full report

The decision that you are seeking to make, as a result of carrying out this full report, will take one of four routes:

1. To make changes to satisfy any concerns raised through the specific consultation and engagement process and through your further analysis of the evidence to hand;
2. To make changes that will remove or reduce the potential of the service change to adversely affect any of the Protected Characteristic groups and those who may be at risk of social exclusion;
3. To adopt the service change as it stands, with evidence to justify your decision even though it could adversely affect some groups;
4. To find alternative means to achieve the aims of the service change.

The Part Two Full Report therefore starts with a forensic scrutiny of the evidence and consultation results considered during Part One Screening, and identification of gaps in data for people in any of the nine Protected Characteristic groups and people who may be at risk of social exclusion, eg rural communities. There may also be gaps identified to you independently of this process, from sources including the intended audiences and target groups themselves.

The forensic scrutiny stage enables you to assess:

- **Which gaps need to be filled right now, to help you to make a decision about the likely impact of the proposed service change?**

This could involve methods such as: one off service area focus groups; use of customer records; examination of data held elsewhere in the organisation, such as corporate customer complaints; and reference to data held by similar authorities or at national level from which reliable comparisons might be drawn, including via the Rural Services Network. Quantitative evidence could include data from NHS Foundation Trusts, community and voluntary sector bodies, and partnerships including the Local Enterprise Partnership and the Health and Well Being Board. Qualitative evidence could include commentary from stakeholders.

- **Which gaps could be filled within a timeframe that will enable you to monitor potential barriers and any positive or negative impacts on groups and individuals further along into the process?**

This could potentially be as part of wider corporate and partnership efforts to strengthen the evidence base on equalities. Examples would be: joint information sharing protocols about victims of hate crime incidents; the collection of data that will fill gaps across a number of service areas, eg needs of young people with learning disabilities as they progress through into independent living; and publicity awareness campaigns that encourage open feedback and suggestions from a variety of audiences.

Once you have identified your evidence gaps, and decided on the actions you will take right now and further into the process, please record your activity in the following boxes. Please extend the boxes as needed.

Evidence used for assessment of the service change: activity record
How did you carry out further research into the nine Protected Characteristic groups and those who may be at risk of social exclusion, about their current needs and aspirations and about the likely impacts and barriers that they face in day to day living?   *And what did it tell you?*

Specific consultation and engagement with intended audiences and target groups for the service change: activity record
How did you carry out further specific consultation and engagement activity with the intended audiences and with other stakeholders who may be affected by the service change?   *And what did it tell you?*

Further and ongoing research and consultation with intended audiences and target groups for the service change: activity record
What further research, consultation and engagement activity do you think is required to help fill gaps in our understanding about the potential or known affect that this proposed service change may have on any of the ten groupings and on the intended audiences and target groups? This could be by your service area and/or at corporate and partnership level.

Full report assessment for each group

Please rate the impact as you now perceive it, by inserting a tick. Please give brief comments for each group, to give context to your decision, including what barriers these groups or individual may face.

Protected Characteristic groups and other groups in Shropshire	High negative impact	High positive impact	Medium positive or negative impact	Low positive or negative impact
Age (please include children, young people, people of working age, older people. Some people may belong to more than one group eg young person with disability)				
Disability (please include: mental health conditions and syndromes including autism; physical disabilities or impairments; learning disabilities; Multiple Sclerosis; cancer; HIV)				
Gender re-assignment (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				
Marriage and Civil Partnership (please include associated aspects: caring responsibility, potential for bullying and harassment)				
Pregnancy & Maternity (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				
Race (please include: ethnicity, nationality, culture, language, gypsy, traveller)				
Religion and belief (please include: Buddhism, Christianity, Hinduism, Islam, Judaism, Non conformists; Rastafarianism; Sikhism, Shinto, Taoism, Zoroastrianism, and any others)				
Sex (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				
Sexual Orientation (please include associated aspects: safety; caring responsibility; potential for bullying and harassment)				
Other: Social Inclusion (please include families and friends with caring responsibilities; people with health inequalities; households in poverty; refugees and asylum seekers; rural communities; people you consider to be vulnerable)				

ESIIA Full Report decision, review and monitoring

Summary of findings and analysis - ESIIA decision

You should now be in a position to record your decision. Please highlight in bold the route that you have decided to take.

1. To make changes to satisfy any concerns raised through the specific consultation and engagement process and through your further analysis of the evidence to hand;
2. To make changes that will remove or reduce the potential of the service change to adversely affect any of the Protected Characteristic groups and those who may be at risk of social exclusion;
3. To adopt the service change as it stands, with evidence to justify your decision even though it could adversely affect some groups;
4. To find alternative means to achieve the aims of the service change.

Please add any brief overall comments to explain your choice.

You will then need to create an action plan and attach it to this report, to set out what further activity is taking place or is programmed that will:

- *mitigate negative impact or enhance positive impact of the service change,*
AND
- *review and monitor the impact of the service change*

Please try to ensure that:

- *Your decision is based on the aims of the service change, the evidence collected, consultation and engagement results, relative merits of alternative approaches and compliance with legislation, and that records are kept;*
- *The action plan shows clear links to corporate actions the Council is taking to meet the general equality duty placed on us by the Equality Act 2010, to have due regard to the three equality aims in our decision making processes.*

Scrutiny at Part Two full report stage

People involved	Signatures	Date
Lead officer		
Any internal support		
Any external support		
Head of service		

Sign off at Part Two full report stage

Signature (Lead Officer)	Signature (Head of Service)
Date:	Date:

Appendix: ESIIA Part Two Full Report: Guidance Notes on Action Plan

Please base your action plan on the evidence you find to support your decisions, and the challenges and opportunities you have identified. It could include arrangements for:

- continuing engagement and involvement with intended audiences, target groups and stakeholders;
- monitoring and evaluating the service change for its impact on different groups throughout the process and as the service change is carried out;
- ensuring that any pilot projects are evaluated and take account of issues described in the assessment, and that they are assessed to make sure they are having intended impact;
- ensuring that relevant colleagues are made aware of the assessment;
- disseminating information about the assessment to all relevant stakeholders who will be implementing the service change;
- strengthening the evidence base on equalities.

Please also consider:

- resource implications for in-house and external delivery of the service;
- arrangements for ensuring that external providers of the service are monitored for compliance with the Council's commitments to equality, diversity and social inclusion, and legal requirements including duties under the Equality Act 2010.

And finally, please also ensure that the action plan shows clear links to corporate actions the Council is taking to meet the general equality duty placed on us by the Equality Act 2010, to have due regard to the three equality aims in our decision making processes.

These are:

- Eliminating discrimination, harassment and victimisation
- Advancing equality of opportunity
- Fostering good relations

Note for 2014 refresh of our corporate equality impact assessment approach: Shropshire Council has referred to good practice elsewhere in refreshing the EINA material and replacing it with this ESIIA material. The Council is grateful in particular to Leicestershire County Council, for graciously allowing use to be made of their Equality and Human Rights Impact Assessments (EHRIAs) material and associated documentation.

For further information on the use of ESIIAs: please contact your head of service or contact Mrs Lois Dale, Principal Rural Policy Officer and internal policy support on equality, via telephone 01743 255667, or email lois.dale@shropshire.gov.uk.