

## Equality impact assessment form for quick COVID 19 decisions only

Directorate	Communities and Place
Service area	Derby Libraries
Proposal	To open an online/telephone public enquiry service for Derby Local Studies and Family History Library
Reason for proposal	To offer a means of public access to the archival material at the local studies library whilst the library remains closed to visitors during lockdown.
Sign off (Director/Head of Service)	Mark Elliott – Library Services Manager
Date of assessment	

***Please read the support notes before completing your assessment that are set out in Appendix 1.***

### The form

You need to attach the completed form to any report to help councillors and colleagues make their decisions by taking equality implications into account.

### The assessment team or name of individual completing this form

Team leader's name and job title – Mark Young: Manager – Information, Research and Digital Services

Other team members if appropriate

Name	Job title	Organisation	Area of expertise
Mandy Henchcliffe	Library Manager	DCC/Libraries	Operational duties relating to the library including H&S, line management of Library Assistants and in-depth knowledge of the collection and finding aids

### Step 1- setting the scene

Make sure you have clear aims and objectives on what you are impact assessing – this way you keep to the purpose of the assessment and are less likely to get side- tracked.

1. What are the main aims, objectives and purpose of the decision you want to make?	To provide some public access to the archival collection whilst the library remains closed to visitors. To allow researchers and library customers to continue their studies, including family history research, house and community history. This offer will support people's wellbeing during lockdown. It will also bring the library team back into meaningful employment in a relatively low-risk environment and help to build and maintain the public profile of the library. The enquiry service we plan to offer will move the emphasis away from the normal model of encouraging people to visit to conduct their own research and focus on resolving enquiries on behalf of the customer.
2. Why do you need to make this decision?	Government guidance states public libraries are able to re-open from 4 July. We would like

	to re-open the service as soon as possible. However, the library is carrying two P/T Library Assistant vacancies. We also anticipate staff may need to provide cover for other areas of the library service over the coming months. Without these staff in place it is impractical at this stage to re-open the library for in-person visits. An online/telephone service is part of a staged re-opening and offers some accessibility whilst we make the necessary preparations to re-open for visits in person.
3. Who delivers/will deliver the changed service/policy including any consultation on it and any outside organisations who deliver under procurement arrangements?	The Local Studies Library Team: Mark Young: Manager – Information, Research and Digital Services Mandy Henchcliffe: Library Manager – Local Studies Lee Youens: Library Assistant – Local Studies Christopher Taylor: Library Assistant – Local Studies Robert Lacey: Library Assistant – Local Studies
4. Who are the main customers, users, partners, colleagues or groups affected by this decision?	New and existing library customers, including casual researchers, people exploring their family and house history, professional researchers, academic students and staff. The Local Studies Library team as above Colleagues in Connect Derby who manage the Riverside Chambers complex in which the library is situated Colleagues at Derby Live who operate the reception service at Riverside Chambers

## Step 2 – collecting information and assessing impact

5. Who have you consulted and engaged with so far about this change, and what did they tell you? Who else do you plan to consult with? – tell us here how you did this consultation and how you made it accessible for the equality groups, such as accessible locations, interpreters and translations, accessible documents.	<p>Local Studies Library team. The team are keen to get back to work and provide an enquiry service for customers. There is broad acknowledgement of the challenges presented by current circumstances and all team members agreed an online service would provide accessible alternative provision.</p> <p>Libraries Connected – the organisation previously known as the Society of Chief Librarians, who have prepared a toolkit for public libraries re-opening and are providing advice and guidance on possible models and measures required.</p> <p>PHE. Based on current advice from Public Health England on safe re-opening of public spaces.</p> <p>Corporate H&amp;S. Risk assessments, Method statement and action plan to provide a remote enquiry service safely have been provided.</p> <p>We do not plan to consult further. We are working from a current position where the service is completely closed and this change is planned as an interim measure ahead of resuming some form of normal service. The nature of the planned change means this service will be inherently accessible and the assessment indicates that with the mitigation measures in place it will not have undue negative impact on any specific group.</p>
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6. Using the skills and knowledge in your assessment team or what you know yourself, and from any consultation you have done, what do you already know about the equality impact of the proposed change on particular groups? Also, use any other information you know about such as any customer feedback, surveys, national research or data. Indicate by a tick for each protected characteristic group whether this is a negative or a positive impact. Only fill in the mitigation box if you think the decision will have a negative impact and then you'll need to explain how you are going to lessen the impact.

	What do you already know?	Positive impact	Negative impact	Mitigation - what actions will you take to lessen impact?
<p><b>Age</b> – older and younger people</p>	<p>The majority of the library's customer base are older people who may have more leisure time to pursue their interests in local and family history.</p> <p>Older people are a recognised COVID-19 at risk group. They are more likely to be shielding or reluctant to make non-critical visits to public spaces. However, they are also more likely to be isolated. Pursuing hobbies such as family history research can help wellbeing and the library provides access to records that often aren't available elsewhere, which can help move a piece of research forwards</p> <p>Some older people may not have online access or skills.</p> <p>The current situation has impacted on the library's ability to carry out partnership and outreach work. This will disproportionately affect younger people and students who may be unaware of the library's offer and how it can support their study.</p> <p>We actively work to engage younger audiences. The virus will prevent a lot of planned engagement from continuing, however we are looking at ways of taking this work online wherever possible</p>	<p>Yes</p>	<p>Yes</p> <p>Yes</p>	<p>We will offer a telephone enquiry service alongside email enquiries. Library staff can access online records on behalf of the customer, provide a research report and paper copies of records found if required.</p> <p>We have increased our online presence through social media posts, sharing content and interactive online engagement such as the recent photo quiz.</p> <p>This service is a temporary measure and a step towards re-opening the public service. A partnership project with Derby University is already underway to be delivered in November and alternative delivery options are being considered.</p>

	What do you already know?	Positive impact	Negative impact	Mitigation - what actions will you take to lessen impact?
<p><b>Disability</b> – the effects on the whole range of disabled people, including Deaf people, hearing impaired people, visually impaired people, people with mental health issues, people with learning difficulties, people living with autism and people with physical impairments</p>	<p>The Local Studies Library has a range of accessibility measures in place; however, customer feedback suggests the historic building in which the library is situated still presents barriers to access.</p> <p>Libraries are known to be difficult environments for people living with autism and so a remote service may be beneficial, or at least should not present any negative impact. Similarly, for people with mental health issues the options to either email or phone should avoid any negative impact.</p> <p>Since disability covers such a wide range of personal circumstances it is difficult to predict outcomes for every possible case. The response is based on what we know about our existing customer base</p> <p>A remote (telephone / email) service removes any difficulties that might be experienced with travel and physical access to the library.</p> <p>An email service will be accessible for some Deaf and hearing-impaired people who have written language skills, and for those who don't the DCC Sign Video Relay Service will provide access. Many Deaf people prefer a mobile to text messages to us. Whilst we know texting is a preferred communication method, we believe most of this user group will also have email access.</p> <p>A phone service is also helpful for visually impaired people, a group who are likely to be experiencing greater anxiety about maintaining social distancing etc when travelling or using the public realm</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Yes - for some Deaf People</p>	<p>Arrange for access to a mobile for Deaf people to text us.</p>
<p><b>Gender identity-</b> trans and those people who don't identify with a particular gender, for example, non-binary, genderfluid, genderqueer, polygender and those who are questioning their</p>	<p>The remote service being proposed should not impact positively or negatively on a gender identity basis, as long as colleagues are sensitive and not assume that callers are a particular gender</p>	<p>Yes</p>		

	What do you already know?	Positive impact	Negative impact	Mitigation - what actions will you take to lessen impact?
gender or non-gendered identity.				
<b>Marriage and Civil Partnership</b>	No impact anticipated on this basis			
<b>Pregnancy and maternity</b> - women who are pregnant or who have recently had a baby, including breast feeding mothers	It may be much easier for a heavily pregnant woman to contact us by phone rather than having to travel into the library	Yes		
<b>Race</b> - the effects on minority ethnic communities, including newer communities, Gypsies and Travellers and the Roma community	<p>The library works in partnership to support a range of community organisations to encourage people from BAME backgrounds to visit the library, to encourage donation of material from these communities and encourage participation.</p> <p>The current situation has impacted on the library's ability to carry out partnership and outreach work. This may disproportionately affect people from minority ethnic communities who may be unaware that the library exists or who may feel it isn't relevant to them / their community</p>		Yes	<p>We have increased our online presence through social media posts, sharing content and interactive online engagement such as the recent photo quiz.</p> <p>This service is a temporary measure and a step towards re-opening the public service. We are looking at alternative ways to support projects and engagement work going forwards.</p>
<b>Religion or belief or none</b> - the effects on religious and cultural communities, customers and colleagues	No impact anticipated on this basis			
<b>Sex</b> - the effects on both men and women and boys and girls	No impact anticipated on this basis			
<b>Sexual orientation</b> - the effects on lesbians, gay men, bisexuals, pansexual, asexual and those questioning their sexuality	No impact anticipated on this basis			

**Important** - For any of the equality groups you don't have any information about, then please contact our Lead on Equality and Diversity for help. You can also get lots of information on reports completed from organisations' websites such as the Equality and Human Rights Commission,

Stonewall, Press for Change, Joseph Rowntree Trust and so on. Please don't put down that the impact affects 'everyone the same' – it never does!

### Step 3 – deciding on the outcome

7 What outcome does this assessment suggest you take? – You might find more than one applies. Please also tell us why you have come to this decision?

<b>Outcome 1</b>		<b>No major change needed</b> – the EIA hasn't identified any potential for discrimination or negative impact and all opportunities to advance equality have been taken
<b>Outcome 2</b>	x	<b>Adjust the proposal</b> to remove barriers identified by the EIA or better advance equality. Are you satisfied that the proposed adjustments will remove the barriers you identified?
<b>Outcome 3</b>		<b>Continue the proposal</b> 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"> <li>• sufficient plans to stop or minimise the negative impact</li> <li>• mitigating actions for any remaining negative impacts</li> <li>• plans to monitor the actual impact.</li> </ul>
<b>Outcome 4</b>		<b>Stop and rethink</b> the proposal when the EIA shows actual or potential unlawful discrimination

Why did you come to this decision?

**The EIA suggests there are minimal negative impacts and we believe the mitigation measures lessen these to an acceptable level – we will arrange for a mobile phone access for Deaf people.**

If you have decided on **Outcome 3**, then please tell us here the justification for continuing with the proposal. You also need to make sure that there are actions in the Mitigation Box to lessen the effect of the negative impact. This is so important and may face a legal challenge in the future.

If you have decided on **Outcome 4** then if the proposal continues, without any mitigating actions, it may be likely that we will face a legal challenge and possibly a Judicial Review on the process - it is so important that the equality impact assessment is done thoroughly, as this is what the Judge will consider.

## Appendix 1

### Equality impact assessment form for quick decisions concerning COVID 19 – please read this section first before you do the assessment

We've adapted our usual equality impact assessment form so you can use it for quick decisions needed concerning COVID 19. Remember it needs to be completed **before** that decision is made, but we hope it will just act as a reminder that we still need to 'pay due regard to equality' under our **Public Sector Equality Duty** as this is still very much in force. The Equality and Human Rights Commission are keeping an eye on examples of discrimination and collecting evidence so it's important we still check for equality impact.

The Public Sector Equality Duty is part of the Equality Act 2010 and this Duty requires us as a public body to have '**due regard**' to eliminating discrimination, harassment and victimisation and any other conduct that is prohibited by or under the Act. It requires us to advance equality of opportunity and foster good relations between people who share a '**relevant protected characteristic**' and people who don't. Protected characteristics are age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Having 'due regard' means:

- removing or minimising disadvantages suffered by people due to their protected characteristics
- taking steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people – this also involves taking account of disabled people's barriers and may involve treating some people more favourably than others to achieve this
- encouraging people with certain protected characteristics to participate in public life or in other activities where the participation is disproportionately low.

We usually ask for teams to complete Equality impact assessments, but we realise this is not helpful for quick decisions to do with COVID 19 so you can complete them yourself, if you can't get a team together. Please ask Ann Webster, our Lead on Equality and Diversity for help and advice if you're not sure about something. You'll need to pull together all the information you can about how your proposal affects different groups of people so you can check whether they will be negatively or positively affected. Then you'll need to look at ways of lessening any negative effects or making the service more accessible. Against every negative impact you will need to complete the mitigation section to explain how you will lessen the impact and what action you will take.

We can give you this information in any other way, style or language that will help you access it. Please contact us on: 01332 Minicom: 01332 640666

#### Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku. Prosimy o kontakt: Tel. tekstowy: 01332 640666

#### Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ ਮਿਲੀਕਮ 01332 640666 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

#### Slovakian

Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Skontaktujte nás prosím na tel.č.: Minicom 01332 640666

#### Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم مٹی کام 01332 640666 پر ہم سے رابطہ کریں۔



Derby City Council

Derby City Council The Council House Corporation Street Derby DE1 2FS  
www.derby.gov.uk

When you have completed the assessment, get it signed by your Head of Service or Service Director and **send it to our Lead on Equality and Diversity for checking and to publish on our website.** It's a public document so make it easy to understand and no jargon please.

**Contact for help**

Ann Webster – Lead on Equality and Diversity

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