Birmingham City Council

EQUALITY IMPACT NEEDS ASSESSMENT FORM

TITLE: Netloan

DIRECTORATE: Environment & Culture **EINA REF: Netloan Sept 2010**

DATE INITIATED: 03/08/2010 (dd/mm/yyyy) **COMPLETED: 20/09/2010**

Document Live Date: 02 February 2009

Please refer to the Corporate EINA Guidance Manual when completing this form

Author: Shakil Dixon **Version Ref. EINA2.1** **Last updated: 23 Jan. 09**

INITIAL SCREENING STAGE

Please complete the following questions to help determine whether an equality impact needs assessment is required.

Name of policy, strategy or function: Netloan Booking, Session and Print Management System	**Ref: Netloan Sept 2010**

Responsible Officer: Cathy Perry

Role: Lead Officer or Chairperson of EINA Task Group

Directorate: Environment & Culture

Assessment Start Date: 20/09/2010

What is the nature of the policy, strategy of function: Strategic ☒ **Integral** ☒ **Other** ☐

What is the current status of the policy, strategy or function? New or Proposed ☐ **Reviewed** ☒ **Amended** ☐

Does the policy, strategy or function require an equality impact needs assessment (EINA)? Yes ☒ **No** ☐

Please answer the following questions:

1. What are the main aims, purpose and outcomes of the function, strategy, project or policy and how do these fit in with the wider aims of the organisation? (State strategic outcome applicable)

The system has been piloted in Birmingham Central Library and extended to all Community Libraries, roll out completed in July 2010. Over the following weeks public and staff feedback was used to assess the impact of this service enhancement.

Aim: The system has been introduced to automate access and track individual use of the public library Internet facility.

Purpose: The introduction of the system is designed improve equity of access between library users while enhancing ease of booking by introducing a remote booking service. The system also allows the Library & Archive Service to comply with Audit requirements that all Internet use is authenticated.

Outcomes: Enhanced choice of the means of access, as members of the public are no longer restricted to booking sessions during library visits, but may book in advance remotely if they so wish. Reduction in public complaints arising from the tendency of some users to unfairly monopolise public computers for long periods of time. Improved monitoring of public take-up of the Internet service. Improved public safety as authenticated access allows the Security Services to track abuse of the system for illegal or illicit purposes, and public awareness of such authentification discourages access for such purposes.

Wider aim/strategic outcome: Enjoy a high quality of life / we will continue to improve satisfaction with Cultural services.

2. How will these aims support the Equality Duties to:

1. Promote equality of opportunity?
2. Eliminate discrimination?
3. Eliminate harassment?
4. Promote good community relations?
5. Promote positive attitudes towards disabled people?
6. Encourage participation of disabled people?
7. Consider more favourable treatment of disabled people?
8. Protect and promote human rights?

By the automated management of public access to the Internet the Netloan system ensures that everyone has an equal opportunity to reserve Internet sessions, and that time is allocated fairly. The system further ensures that no one person may monopolise access to an Internet computer, or obtain greater access to the Internet than any other member of the public choosing to reserve Internet time.

3. Are there any aspects of the policy, strategy or function, including how it is delivered, or accessed, that could contribute to inequality? (including human rights)

No

4. Will the policy have an impact (positive or negative) upon the lives of people, including members of particular communities and groups? What evidence do you have for this?

Netloan should have a positive impact on the lives of people who were previously unable to gain Internet access when they wanted it - staff observation and public feedback suggests that lack of automated monitoring and management particularly disadvantaged women, who could be intimidated by male users unwilling to release a computer when asked to do so. The Netloan system will automatically terminate sessions after one hour, thus removing the cause of conflict prior to this point being reached. Complaints

generated by this abuse of the public Internet facility ceased after the introduction of the Netloan system.

5. Are particular communities or groups likely to have different needs, experiences and attitudes in relation to the policy, strategy or function?

No

Is an Equality Impact Needs Assessment required?

If your answer to question 2 has identified potential effects and you have answered yes to any of the following questions 3, 4, or 5, then you should carry out a full EINA. Before proceeding with the EINA you should discuss the scope of the assessment with colleagues in your service area as well as your local Equality and Diversity Team. You should then move on to use the main EINA Guidance Manual to carry out the assessment.

If the policy is not relevant to any aspect of the duties or wider equality responsibilities, there is no need to conduct an EINA. In this event, please contact the Equality and Diversity Team to discuss this decision. If an EINA is not required, please sign the declaration below.

☒ **The policy does not have a significant impact upon equality issues and therefore does not require an EINA.**

Officer Name: Gerry Box Sign-off Date: 23/00/2010

Summary statement: The introduction of the Netloan system has improved equity of access, particularly with regard to women users, and particularly in the Central Library and those Community Libraries where there is the greatest demand for the limited number of computer terminals. This has been evidenced by the drop in complaints regarding abuse of the public facility by those seeking to unfairly monopolise computers to the disadvantage of others. Further, the new system entails the use of a library membership PIN, which allows a closer monitoring and tracking of access by identified users where this is required by Security Services, should access be obtained for illegal or illicit purposes (e.g. terrorism, public disorder, child abuse etc). The system therefore allows the Library & Archive Service to comply with Audit requirements put in place by the city for the purposes of public safety.

Quality check: screening document has been checked by Equality and Diversity Team:

Name: Directorate: Contact number:	Date undertaken:	Screening review statement:

EINA Task Group Members

Name	Job Title	Contact Number
1. Lead officer or Chairperson		
2.		
3.		
4.		
5.		
6		
7.		
8.		
9.		

Step 1– scoping the equality impact needs assessment (EINA)

Building on the material included at the screening stage, you should begin the EINA by determining its scope. The EINA should consider the impact or likely impact of the policy in relation to all areas of our remit, including human rights. The EINA should be proportionate to the significance and coverage of the policy or function.

Name of the policy, strategy or function

1. What are the main aims, purpose and outcomes of the policy and how does it fit in with the wider aims of the organisation?

2. List the main activities relating to the policy or function and identify who is likely to benefit from it?

3. What do you already know about the relevance of the policy? What are the main issues you need to consider?

Some things to consider:

- How is the policy likely to affect the promotion of equality in the areas of age, disability, gender, gender reassignment, race, religion or belief, sexual orientation, or human rights?
- How do you think that the policy will meet the needs of different communities and groups?
- What consultation has already been undertaken which is relevant to the development of this policy?
- Are there any examples of existing good practice in this area – such as measures to improve access to the policy among particular groups?
- Do you think that your policy presents any problems or barriers to any community or group?

4. What data, research and other evidence or information is available which will be relevant to this EINA?

5. What further data or information do you need to carry out the assessment?

Step 2 – involvement and consultation

When considering how you will involve and consult other people in developing the policy, you need to think about internal and external audiences and all areas of our remit.

Please use the table directly below to outline any previous involvement or consultation which is relevant to this policy or function.

Equality target group	1. Briefly describe what you did, with whom, when and where. Please provide a brief summary of the responses gained and links to relevant documents, as well as any actions
Age	
Disability	
Gender	
Gender reassignment	
Race	
Religion or belief	
Sexual orientation	
Human rights	

2. What do previous consultations show about the potential take-up of any resulting activities or services?

Step 3 – data collection and evidence

1. What evidence or information do you already have about how this policy might affect equality in any of the areas covered by our remit, or human rights, and what does this tell you?

Please cite any quantitative (for example, statistical or research) and qualitative evidence (for example, monitoring data, complaints, surveys, focus groups, questionnaires, meetings, interviews) relating to groups having different needs, experiences or attitudes in relation to this project. Describe briefly what evidence you have used.

2. What does available data tell you about the potential take-up of any resulting activities or services?

3. What additional research or data is required to fill any gaps in your understanding of the potential or known effects of the policy? Have you considered commissioning new data or research?

Step 4 – assessing impact and strengthening the policy

What evidence do you have about how the policy will affect different groups and communities in relation to equality and human rights?

1. How does/will the policy or function and resulting activities affect different communities and groups?

Some things to consider:

- Is there any potential for, or known, adverse or positive impacts of the policy?
- You should consider how the policy might affect communities with small populations; people affected by discrimination in multiple areas of equality (age, disability, gender, gender reassignment, race, religion or belief, and sexual orientation); specific interest groups such as small businesses, voluntary sector agencies and other service providers.
- Are there examples of good practice that can be built on?
- You may wish to consider how the policy will be delivered or communicated.

2. What measures does, or could, the policy or function include to help promote equality of opportunity?

• For example, positive measures designed to address disadvantage and reach different communities or groups?

3. What measures does, or could, the policy or function include to address existing patterns of discrimination, harassment or disproportionality?

4. What impact will the policy or function have on promoting good relations and wider community cohesion?

5. If the policy or function is likely to have a negative effect ('adverse impact'), what are the reasons for this?

Including direct or indirect discrimination.

6. What practical changes will help reduce any adverse impact on particular groups?

For example:

- Changes in communication methods, providing language support, collecting data, revising programmes or involvement activities.
- Have you considered our legal responsibilities under the Disability Discrimination Act, including treating disabled people more favourably where necessary?

7. What evidence is there that actions to address any negative effects on one area of equality may affect other areas of equality?

8. What will be done to improve access to, and take-up of, services or understanding of the policy or function?

Some things to consider:

- Increasing awareness of the policy or function among staff.
- Reviewing your staffing profile to make sure you reach all parts of local communities.
- Encouraging wider public involvement in our work or communications activities.
- Encourage different groups, including disabled people, to get involved in what we do.

Please note that you may need to revisit this section once you have completed the policy development process.

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Step 5 – procurement and partnerships

Consideration of external contractor obligations and partnership working.

1. Is this project due to be carried out wholly or partly by contractors? If yes, have you done any work to include equality considerations into the contract already?

If you have, please set out what steps you will take to build into all stages of the procurement process the requirement to consider the general equality duties and equality more broadly.

Specifically you should set out how you will make sure that any partner you work with complies with equality legislation. You will need to think about:

- tendering and specifications
- awards processes
- contract clauses
- performance measures, and
- monitoring and performance measures.

Step 6 – making a decision

1. Summarise your findings and give an overview of whether the policy or function will meet the authority's responsibilities in relation to equality.

2. What practical actions do you recommend to reduce, justify or remove any adverse/negative impact?

Step 7 – monitoring, evaluating and reviewing

1. How will the recommendations of this assessment be built into wider planning and review processes?

- This may include policy reviews, annual plans and use of performance management systems.

2. How will you monitor the impact and effectiveness of the new policy or function?

- This could include adaptations or extensions to current monitoring systems, relevant timeframes and a commitment to carry out an EINA review once the policy has been in place for one year.

3. Give details of how the results of the impact assessment will be published

Step 8 – action plan

1. Taking into consideration the responses outlined in the Initial Screening Stage and Steps 1-7 of the Full Assessment, complete the action plan below.

	Ref	Actions	Target date	Responsible post holder and directorate	Monitoring post holder and directorate
Involvement and Consultation					
Data Collection and Evidence					
Assessment and Analysis					
Procurement and Partnership					
Monitoring, Evaluation and Reviewing					

Step 9 – sign-off

The final stage of the EINA process is to formally sign off the document as being a complete, rigorous and robust assessment

☐ **The policy, strategy or function has been fully assessed in relation to its potential effects on equality and all relevant concerns have been addressed.**

Lead Officer or Chairperson of EINA Task Group			
Name:	Job Title:	Directorate	Sign-off Date:
Concluding statement:			

Quality Check and Review by Directorate Equality & Diversity Team:		
Name:	Directorate Team:	Review Date:
Summary of strengths and area(s) for improvement:		

Service Director or Senior Officer (sign-off)		
Name:	Job Title:	Date: