

## Equality Impact Analysis to enable informed decisions

### The purpose of this document is to:-

- I. help decision makers fulfil their duties under the Equality Act 2010 and
- II. for you to evidence the positive and adverse impacts of the proposed change on people with protected characteristics and ways to mitigate or eliminate any adverse impacts.

### Using this form

This form must be updated and reviewed as your evidence on a proposal for a project/service change/policy/commissioning of a service or decommissioning of a service evolves taking into account any consultation feedback, significant changes to the proposals and data to support impacts of proposed changes. The key findings of the most up to date version of the Equality Impact Analysis must be explained in the report to the decision maker and the Equality Impact Analysis must be attached to the decision making report.

**\*\*Please make sure you read the information below so that you understand what is required under the Equality Act 2010\*\***

### Equality Act 2010

The Equality Act 2010 applies to both our workforce and our customers. Under the Equality Act 2010, decision makers are under a personal duty, to have due (that is proportionate) regard to the need to protect and promote the interests of persons with protected characteristics.

### Protected characteristics

The protected characteristics under the Act are: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

### Section 149 of the Equality Act 2010

Section 149 requires a public authority to have due regard to the need to:

- Eliminate discrimination, harassment, victimisation, and any other conduct that is prohibited by/or under the Act
- Advance equality of opportunity between persons who share relevant protected characteristics and persons who do not share those characteristics
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The purpose of Section 149 is to get decision makers to consider the impact their decisions may or will have on those with protected characteristics and by evidencing the impacts on people with protected characteristics decision makers should be able to demonstrate 'due regard'.

**Decision makers duty under the Act**

Having had careful regard to the Equality Impact Analysis, and also the consultation responses, decision makers are under a personal duty to have due regard to the need to protect and promote the interests of persons with protected characteristics (see above) and to:-

- (i) consider and analyse how the decision is likely to affect those with protected characteristics, in practical terms,
- (ii) remove any unlawful discrimination, harassment, victimisation and other prohibited conduct,
- (iii) consider whether practical steps should be taken to mitigate or avoid any adverse consequences that the decision is likely to have, for persons with protected characteristics and, indeed, to consider whether the decision should not be taken at all, in the interests of persons with protected characteristics,
- (iv) consider whether steps should be taken to advance equality, foster good relations and generally promote the interests of persons with protected characteristics, either by varying the recommended decision or by taking some other decision.

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**Conducting an Impact Analysis**

The Equality Impact Analysis is a process to identify the impact or likely impact a project, proposed service change, commissioning, decommissioning or policy will have on people with protected characteristics listed above. It should be considered at the beginning of the decision making process.

**The Lead Officer responsibility**

This is the person writing the report for the decision maker. It is the responsibility of the Lead Officer to make sure that the Equality Impact Analysis is robust and proportionate to the decision being taken.

**Summary of findings**

You must provide a clear and concise summary of the key findings of this Equality Impact Analysis in the decision making report and attach this Equality Impact Analysis to the report.

## Impact – definition

An impact is an intentional or unintentional lasting consequence or significant change to people's lives brought about by an action or series of actions.

### How much detail to include?

The Equality Impact Analysis should be proportionate to the impact of proposed change. In deciding this asking simple questions “Who might be affected by this decision?” “Which protected characteristics might be affected?” and “How might they be affected?” will help you consider the extent to which you already have evidence, information and data, and where there are gaps that you will need to explore. Ensure the source and date of any existing data is referenced.

You must consider both obvious and any less obvious impacts. Engaging with people with the protected characteristics will help you to identify less obvious impacts as these groups share their perspectives with you.

A given proposal may have a positive impact on one or more protected characteristics and have an adverse impact on others. You must capture these differences in this form to help decision makers to arrive at a view as to where the balance of advantage or disadvantage lies. If an adverse impact is unavoidable then it must be clearly justified and recorded as such, with an explanation as to why no steps can be taken to avoid the impact. Consequences must be included.

**Proposals for more than one option** If more than one option is being proposed you must ensure that the Equality Impact Analysis covers all options. Depending on the circumstances, it may be more appropriate to complete an Equality Impact Analysis for each option.

**The information you provide in this form must be sufficient to allow the decision maker to fulfil their role as above. You must include the latest version of the Equality Impact Analysis with the report to the decision maker. Please be aware that the information in this form must be able to stand up to legal challenge.**

## Background Information

<b>Title of the policy / project / service being considered</b>	Libraries Procurement	<b>Person / people completing analysis</b>	Jasmine Sodhi
<b>Service Area</b>	Libraries	<b>Lead Officer</b>	Tony McGinty
<b>Who is the decision maker?</b>	The Executive	<b>How was the Equality Impact Analysis undertaken?</b>	Through an analysis of (i) the possible positive and adverse impacts on staff and customers (ii) the requirements of the contract (iii) the successful tenderers offer against current practice
<b>Date of meeting when decision will be made</b>	01/12/2015	<b>Version control</b>	
<b>Is this proposed change to an existing policy/service/project or is it new?</b>	Existing policy/service/project	<b>LCC directly delivered, commissioned, re-commissioned or de-commissioned?</b>	Directly delivered
<b>Describe the proposed change</b>	<p>The purpose of this Impact Analysis (IA) is to identify any adverse impacts on people with protected characteristics as a result of any changes as a result of outsourcing library services and to explore the mitigations that could be made to avoid any adverse impacts. The analysis covers both staff and customers.</p> <p><b>Background</b></p> <p>Currently library services are delivered by the Council directly employing staff. On 2 July 2013 the Executive resolved to undertake a consultation on a preferred new model of delivering library services in Lincolnshire. Alongside that consultation it invited expressions of interest from community groups interested in operating community library services as part of community hubs. An expression of interest in the delivery of the service as a whole was received from Greenwich Leisure Limited (GLL). Because GLL were a relevant body for the purposes of the Community Right to Challenge provisions of the Localism Act</p>		

2011, the Council were obliged to consider whether to accept that expression of interest. On the 5 December 2014 the Council determined to accept that expression of interest under the Localism Act 2011 triggering an obligation to undertake a procurement relating to the services to which the expression of interest related.

On the 3 February 2015 the Executive adopted a new model of library provision reducing the number of libraries. The new model is set out in the Executive report at paragraph 1.5. That decision was accompanied by its own IA which examined the adverse impacts arising from the change in model. In recognition of the fact that the number of libraries was reducing making access more difficult for some people with protected characteristics the model included targeted provision consisting of a home delivery service for people who are unable to access a library within 30 mins by public transport or live within 30 mins by public transport but cannot access the library because for example they are permanently sick/disabled..

As a matter of clarity the successful tenderer is obliged under the proposed contract to comply with the new model. Consequently this IA is not re-considering the impact of the change in the model of provision as that has already been done but is instead considering if there are any adverse impacts as a result of the outsourcing of library services. The Impact Assessment does this by reviewing how the library services would change as a result of a contract award from the perspective of people with protected characteristics. This involves a review of GLL's bid. However it is important to be aware in more general and overreaching terms that the contract requires GLL to provide equality of access to library services to people with protected characteristics whatever the nature of the protected characteristic.

The Council ran a procurement and during August to October 2015 negotiated with Bidders to deliver the services in a way that maintains or improves quality whilst making savings. Final tenders were received on the 19 October and the Council must now decide whether or not to award a contract.

The Council has data from the Census about the demographics of the population of Lincolnshire. In 2011 Lincolnshire had a population of approximately 714,000 people, living in 307,000 households. 2.4% of residents are non -white. It has an older age profile than the England average with 21% of people 65 plus compared to the national average of 16%. As a result the delivery of adult care is of particular concern.

In Lincolnshire 28,500 people approximately 4% of the population declared a language other than English as their main language. 73% of people who speak English as a second language speak it well. A majority (79%) of people who speak a foreign language speak one of the European languages. 1.5% of Lincolnshire

residents (10,499 people) speak Polish. The 10 languages spoken most commonly in Lincolnshire by 4% of the population who declared a language other than English as their first language are:

Polish	10,499	36.8%
Lithuanian	3,980	13.9%
Latvian	2,283	8.0%
Portuguese	1,697	5.9%
Russian	1,550	5.4%
Hungarian	529	1.9%
German	481	1.7%
Slovak	384	1.3%
French	375	1.3%
Spanish	375	1.3%

NB The population base for the language statistic is only applicable to persons aged 3 and above which was approximately 691,000 at the time of the 2011 census.

As at the 31 March 2015 the Council's work force was 66.1% full time with 33.9% part time; 63.5% female and 36.5% male; white British/Irish/Other 90.7%; black minority ethnic 2.5% and unknown ethnicity 6.8%; declared disability 4.32% ; no disability 87.09% disability unknown 8.59% .

The age profile of Council employees is as follows ;

15-19	0.77%
20-24	4.36%
25-29	9.08%
30-34	11.4%
35-39	10.43%
40-44	12.91%
45-49	16.59%
50-54	15.12%
55-59	12%
60-64	5.85%
65+	1.49%

**LCC Ethnicity and Diversity Data regarding staff likely to transfer as at February 2014**

**Gender %**

Male	17
Female	83

**Ethnicity %**

BME	0.94
White British/Irish/Other	96.23
Not Known	2.83

**Sexual Orientation %**

Gay Man	1
Heterosexual	51
Not Known	48.53
Other	0.47
Prefer Not To Disclose	

**Disability Status %**

No	
Not Known	99.53
Yes	0.47

**Religious Denomination %**

Christian (all Denominations)	66
Hindu	
Jewish	
No denomination	
Not known	2
Other	1
Prefer Not To Disclose	31



**Age Group %**

15-19	0
19-24	0.94
25-29	3.30
30-34	1.89
35-39	6.13
40-44	8.02
45-49	11.32
50-54	17.45
55-59	26.42
60-64	18.4
>65	6.13

From the above it can be seen that a significant majority of the Council's library employees are female. The library service has a smaller proportion of younger people in the workforce than in the local market place.

## **Evidencing the impacts**

In this section you will explain the difference that proposed changes are likely to make on people with protected characteristics. To help you do this first consider the impacts the proposed changes may have on people without protected characteristics before then considering the impacts the proposed changes may have on people with protected characteristics.

You must evidence here who will benefit and how they will benefit. If there are no benefits that you can identify please state 'No perceived benefit' under the relevant protected characteristic. You can add sub categories under the protected characteristics to make clear the impacts. For example under Age you may have considered the impact on 0-5 year olds or people aged 65 and over, under Race you may have considered Eastern European migrants, under Sex you may have considered specific impacts on men.

### **Data to support impacts of proposed changes**

When considering the equality impact of a decision it is important to know who the people are that will be affected by any change.

#### Population data and the Joint Strategic Needs Assessment

The Lincolnshire Research Observatory (LRO) holds a range of population data by the protected characteristics. This can help put a decision into context. Visit the LRO website and its population theme page by following this link: <http://www.research-lincs.org.uk> If you cannot find what you are looking for, or need more information, please contact the LRO team. You will also find information about the Joint Strategic Needs Assessment on the LRO website.

#### Workforce profiles

You can obtain information by many of the protected characteristics for the Council's workforce and comparisons with the labour market on the [Council's website](#). As of 1<sup>st</sup> April 2015, managers can obtain workforce profile data by the protected characteristics for their specific areas using Agresso.

**Positive impacts**

The proposed change may have the following positive impacts on persons with protected characteristics – If no positive impact, please state '*no positive impact*'.

Key GLL

<b>Age</b>	<p>As indicated the successful tenderer is required to comply with the Council's model of service delivery and furthermore must continue to provide the services currently delivered. It is up to the service provider to decide how to deliver those services. Tenderers were free to add additional value/services. The following section sets out (i) services additional to current provision which have been offered or which may be offered and (ii) those services currently provided which will continue to be provided :-</p> <p><b>Additional Services</b></p> <p><b>Age</b></p> <p><b>Children and young people</b></p> <ul style="list-style-type: none"> <li>• GLL commits to apprenticeships or internships through the life of the contract, (LCC investigated Apprenticeships a couple of years ago but post not considered big enough for it to be viable as there are very few 30+hr frontline posts).</li> <li>• GLL commits to work experience placements to school students each year</li> <li>• GLL will offer year round volunteering opportunities including Duke of Edinburgh</li> </ul> <p><b>Older people</b></p> <ul style="list-style-type: none"> <li>• Reminiscence groups (Were provided by LCC pre 2011 restructure).</li> <li>• Providing dementia awareness week</li> <li>• Reading well dementia book scheme</li> <li>• Grandparents and children sessions in the holidays</li> <li>• ICT sessions for older people (60plus)</li> </ul> <p>The following activities are currently provided and will continue to be provided:-</p> <p><b>Children and Young People</b></p> <ul style="list-style-type: none"> <li>• The Home Library;</li> <li>• Homework clubs; Reading groups, Annual Summer Reading Challenge, Craft sessions, events such as the Lincolnshire Young People's Book Award (Children over five and young people);</li> <li>• Book start initiatives.</li> </ul>
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	<p><b>Older people</b></p> <ul style="list-style-type: none"> <li>• knit and natter sessions</li> </ul>
<b>Disability</b>	<p>Additional services Focus on health related activities working in partnership with health providers</p> <ul style="list-style-type: none"> <li>• Residents with mental health issues - stock and display books on a range of mental health issues, develop and deliver with partners programmes and initiatives around events such as World Mental Health Day.</li> <li>• Dementia – provide a variety of book stock and suggestions for carers, together with displays, information on local services and regular promotions by partner organisations.</li> <li>• Library audit to assess the format of library materials, assistive adaptive technology and knowledge of staff.</li> </ul> <p>The following will continue :-</p> <ul style="list-style-type: none"> <li>• Assistive technology hearing loops.</li> <li>• Books on prescription</li> <li>• Be welcoming of people with autism and dementia</li> </ul>
<b>Gender reassignment</b>	<p>The following will continue to be provided:-</p> <ul style="list-style-type: none"> <li>• Fiction or non-fiction materials which address the process of transitioning from one gender to another. Also, GLL will welcome any suggestions from community groups or other organisations for further stock or activities.</li> </ul>
<b>Marriage and civil partnership</b>	<p>The following will continue to be provided:-</p> <ul style="list-style-type: none"> <li>• Fiction or non-fiction materials which address marriage and civil partnership of same-sex couples. Also, GLL will welcome any suggestions from community groups or other organisations for further stock or activities.</li> </ul>
<b>Pregnancy and maternity</b>	<p>The following will continue to be provided:-</p> <ul style="list-style-type: none"> <li>• Fiction or non-fiction materials which address these issues. Also, GLL will welcome any suggestions from community groups or other organisations for further stock or activities. Facilities will be provided for breastfeeding and baby changing. Suitable activities for pregnancy</li> </ul>

	<p>related matters will be investigated with partner organisations</p> <ul style="list-style-type: none"> <li>• National Childbirth Trust events for new parents and events for ante natal groups</li> </ul>
<b>Race</b>	<p>The following are additional to current provision:-</p> <ul style="list-style-type: none"> <li>• Provide added value with volunteers who can help with conversation groups, (were provided by LCC pre 2011 restructure).</li> <li>• Volunteer run conversation sessions and ESOL (were provided by LCC pre 2011 restructure and later by local colleges until funding streams for these changed).</li> <li>• Citizenship classes</li> <li>• Provide a programme for Black History/Diversity Month and ensure that throughout the year events reflected the cultures of the communities in each locality</li> <li>• Gypsies and travellers – work with local organisations to best provide services ( LCC pre 2011 Access team did a lot of work with Traveller communities and this stopped following the restructure).</li> </ul> <p>The following will continue to be provided:-</p> <ul style="list-style-type: none"> <li>• Stock reflecting community languages, learning English, citizenship and issues that directly affect migrant communities</li> </ul>
<b>Religion or belief</b>	<p>The following will continue to be provided:-</p> <ul style="list-style-type: none"> <li>• Provide stock and events according to the cultures of the communities in the locality. This will also encompass celebrating religious observances such as Eid, Christmas and Yom Kippur.</li> </ul>
<b>Sex</b>	<p>The following will continue to be provided:-</p> <ul style="list-style-type: none"> <li>• Provide stock according to the interests of local people and communities. As part of the events calendar there will be opportunities for communities to celebrate, for example, International Women’s Day and Men’s Health Week.</li> </ul>
<b>Sexual orientation</b>	<p>The following are additional to current provision:-</p> <ul style="list-style-type: none"> <li>• Stock and events for the LGBT community. (This was undertaken by LCC pre the 2011 restructure).</li> </ul>

**If you have identified positive impacts for other groups not specifically covered by the protected characteristics in the Equality Act 2010 you can include them here if it will help the decision maker to make an informed decision.**

The following are additional to current provision:-

**Offenders**

- Develop a range of schemes and initiatives for prisoners both in prison and on their release.

**Families under the care of social services**

Seek to obtain funding for special projects in partnership with local organisations

The following current provision would continue:-

**Unemployed**

Identify a need to learn skills in ICT and job searching. With partners and volunteers GLL will provide basic skills such as setting up email accounts, CV workshops and careers advice/ guidance .

**Those at risk of social isolation**

Activities will be organised (often with volunteers) which could also help/ease people into participating more fully, such as knit & natter groups, reading groups/bibliotherapy [similar to those run by The Reading Organisation] and coffee mornings.

**Digitally excluded**

Includes older learners (60+) and people who are economically inactive. Libraries would help to facilitate learning opportunities e.g. through online courses such as Learn My Way and also provide opportunities with partner organisations.

**Financial exclusion or disadvantage**

No specific provision is made for the financially disadvantaged beyond that set out explicitly above e.g. the unemployed. However GLL is committed to engagement with all members of the community including the most vulnerable groups and the drawing up of strategies to ensure that each local area is engaging with vulnerable groups and have services available to meet their needs. Community profiling will be used to assist with this work. This is something that the Council would find hard to do following the 2011 restructure. Further under the contract GLL is required to improve the performance of the services to the benefit of all users. Taking these matters together it is unlikely that an outsourcing of

the service will of itself create adverse impact on the financially disadvantaged.

### **Possible adverse/negative impacts**

You must evidence how people with protected characteristics will or may be adversely impacted and any proposed mitigation to reduce or eliminate adverse impacts. An adverse impact causes disadvantage or exclusion. If such an impact is identified please state how, as far as possible, it is justified; eliminated; minimised or counter balanced by other measures.

If there are no adverse impacts that you can identify please state 'No perceived adverse impact' under the relevant protected characteristic.

**Negative impacts of the proposed change and practical steps to mitigate or avoid any adverse consequences on people with protected characteristics are detailed below. If you have not identified any mitigating action to reduce an adverse impact please state 'No mitigating action identified'.**

### **General overview staff**

It is recognised that the proposals would result in a transfer of employer for staff working in the library service. The majority of transferring staff will be women and as gender is a protected characteristic it is important to recognise any adverse impacts and explore possible mitigations.

- **Transition and environment-staff concern about transfer. Mitigation** GLL has stated that its people are at the centre of what it does and that it has a friendly and supportive culture which welcomes new staff into the organisation. A matrix of policies identifying terms and conditions will be drawn up during transition and will be discussed between the Council and GLL to help the transfer run smoothly. GLL will be granted admitted body status into the Lincolnshire Pension Fund. GLL's transition team is experienced and will be available to coach/mentor transferring staff and has considerable experience of transferring library staff having mobilised two library services over the last 3 years. Should the proposal proceed there will be a full communication and engagement plan to integrate staff including;
- Joint meeting with existing libraries staff
- Senior managers meeting with the full staff to communicate what is happening and introduce our organisation
- Opportunity to meet with HR Manager
- Full involvement of staff representatives at every stage
- Joint E-Newsletter



- Quick and comprehensive written information for staff
  - Social events to help develop the staff team, in particular to integrate transferring and newly appointed staff.
  - Visits to the sites by central staff
  - Visits to meet central staff by Lincolnshire staff
- Further mitigations include;
- GLL's Equality and Diversity Policy is comprehensive and sets out responsibilities for managers, employees and the HR Director
  - GLL promotes an environment free from discrimination or harassment in relation to the protected characteristics or on other personal grounds, including, social background, HIV status, domestic circumstances, political affiliation and trade union membership.
  - GLL recognises that some employees may have particular cultural or religious needs and will endeavour to enable these needs to be met
- **Training and Development.** In so far as there are staff concerns regarding training and development opportunities in the event of transfer GLL's tender evidences that it is committed to training and that there should be no adverse impact as follows;
    - GLL conducts annual staffing and development reviews with all employees to identify individual training and development needs
    - Has a corporate Skills Development Team
    - Learning and Development opportunities available to all
    - GLL has committed to the development of young people in providing apprenticeship or internship roles.
    - GLL operates an in-house college providing extensive training opportunities for staff and managers
    - GLL holds Investors in people award at the silver level
    - Information on relevant aspects of equality and diversity will be incorporated into induction, recruitment and selection, performance management and other training programmes.
    - Staff and volunteers will receive Equality and Diversity training
  - **Recruitment** In so far as there are staff concerns regarding recruitment and promotion opportunities in the event of transfer GLL's tender evidences that it is committed to ensuring that recruitment and promotion is carried out in accordance with Equality and Diversity requirements and that there should be no adverse impact as follows;

	<ul style="list-style-type: none"> <li>• GLL's recruitment practices have the Disability 'Two Tick' Symbol.</li> <li>• GLL's selection procedures are carried out by more than one person. Where possible reflecting the diversity of the workforce.</li> <li>• When candidates are invited for interview, they will be asked if they require any support or adjustments to be made to enable them to participate fairly in the assessment process. All reasonable adjustments will be made.</li> <li>• Where there are two candidates of equal merit, managers will consider using the positive action provisions under the Equality Act to select the candidate from an under-represented group (where applicable).</li> <li>• GLL is committed to the employment of people with disabilities and will ensure that no applicant or member of staff is treated unfavourably, or discriminated against either directly or indirectly, due to a disability or any matter arising in connection with a disability.</li> <li>• Promotions will be advertised appropriately and internal candidates will be treated in the same way as external candidates throughout the selection process.</li> </ul>
<b>Age-staff</b>	The possible adverse impacts on staff and mitigations are discussed above in the general overview staff section
<b>Disability-staff</b>	The possible adverse impacts on staff and mitigations are discussed above in the general overview staff section
<b>Gender reassignment-staff</b>	The possible adverse impacts on staff and mitigations are discussed above in the general overview staff section
<b>Marriage and civil partnership-staff</b>	The possible adverse impacts on staff and mitigations are discussed above in the general overview staff section

<b>Pregnancy and maternity-staff</b>	The possible adverse impacts on staff and mitigations are discussed above in the general overview staff section
<b>Race-staff</b>	The possible adverse impacts on staff and mitigations are discussed above in the general overview staff section
<b>Religion or belief-staff</b>	The possible adverse impacts on staff and mitigations are discussed above in the general overview staff section
<b>Sex-staff</b>	The possible adverse impacts on staff and mitigations are discussed above in the general overview staff section
<b>Sexual orientation-staff</b>	The possible adverse impacts on staff and mitigations are discussed above in the general overview staff section
<b>General overview customers</b>	<p>The proposal may concern all existing customers who benefit from and value the existing services and who have trust and confidence in the Council to deliver library services. As library users will include people with disabilities, the elderly and the young, the LGBT community, expectant mothers and people of different race and religion it is important to recognise any adverse impacts and explore possible mitigations.</p> <ul style="list-style-type: none"> <li>• <b>Reduction in service for people with protected characteristics</b> –the contract mitigates this concern by requiring GLL to;</li> <li>• adopt the new model of delivery which includes a home delivery service of particular benefit to the disabled and elderly</li> <li>• ensure library facilities, services and programmes remain relevant and provide equality of access, reflecting the variable and changing county-wide local demographic and economic landscape;</li> </ul>

- ensure there is clarity on the organisation's approach to addressing issues and barriers faced by under-represented groups in use of the library services.
- ensure that the delivery of this contract will assist in the achievement of legal requirements, policies and strategies on equality and anti-discrimination and also on economic and social sustainability;
- assist the Council with its responsibility to promote equality and anti-discrimination, including those defined by the Public Sector Equality Duty and other measures within the Equality Act 2010;
- ensure promotion of equality and anti-discrimination to help the Council to implement its objectives around economic development.;
- ensure that the library website design takes into account the needs and requirements of all users in particular those users with protected characteristics under the Equality Act; and
- GLL is contractually bound to significantly improve service performance which will benefit all customers including individuals with protected characteristics
- **Inexperienced provider not understanding the concerns and particular requirements of people with protected characteristics**-GLL has experience of running libraries in London in areas with diverse communities and has evidenced its detailed understanding of Equality and Diversity in its tender submission as set out in this IA.
  - **A private sector provider will be less committed to ensuring Equality and Diversity** GLL is a charitable non-profit distributing co-operative has evidenced through its tender that it is committed to promoting equality of opportunity and embedding the principles of Equality & Diversity in the delivery of services by;
  - Offering to improve the service in ways that benefit people with protected characteristics see the positive impacts discussion above
  - Providing extensive staff training on diversity and equality issues- all staff will undertake an online course

	<ul style="list-style-type: none"> <li>• Relevant policies include diversity and equality objectives and their success is reflected in the number of awards and accreditations GLL has achieved (e.g. National Training Award, Charter Mark, IIP and National Business Award).</li> <li>• Stock policies identify areas of stock for specific groups e.g. reading in different languages, religious/faith groups and different formats e.g. large print and talking books and reviews of requests for material not held take into account popularity equality considerations</li> <li>• Making online services easy to use and ensuring they can be readily used by people with disabilities or with English as a second language</li> <li>• Provide added value with volunteers who can help with, for example, learning computer skills, special reading groups and conversation groups</li> <li>• Carrying out an equality impact analysis for proposed service change to assess what the impact or likely impact will be on people with protected characteristics</li> <li>• Making provision in the structure for equality accountability</li> </ul>
<b>Age-customers</b>	The possible adverse impacts on and mitigations are discussed above in the general overview customer section and in the relevant positive impacts section above
<b>Disability-customers</b>	The possible adverse impacts on and mitigations are discussed above in the general overview customer section and in the relevant positive impacts section above
<b>Gender reassignment -customers</b>	The possible adverse impacts on and mitigations are discussed above in the general overview customer section and in the relevant positive impacts section above
<b>Marriage and civil partnership-customers</b>	The possible adverse impacts on and mitigations are discussed above in the general overview customer section and in the relevant positive impacts section above
<b>Pregnancy and maternity-customers</b>	The possible adverse impacts on and mitigations are discussed above in the general overview customer section and in the relevant positive impacts section above

<b>Race-customers</b>	The possible adverse impacts on and mitigations are discussed above in the general overview customer section and in the relevant positive impacts section above
<b>Religion or belief-customers</b>	The possible adverse impacts on and mitigations are discussed above in the general overview customer section and in the relevant positive impacts section above
<b>Sex-customers</b>	The possible adverse impacts on and mitigations are discussed above in the general overview customer section and in the relevant positive impacts section above
<b>Sexual orientation-customers</b>	The possible adverse impacts on and mitigations are discussed above in the general overview customer section and in the relevant positive impacts section above

**If you have identified negative impacts for other groups not specifically covered by the protected characteristics under the Equality Act 2010 you can include them here if it will help the decision maker to make an informed decision.**

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## Stakeholders

Stake holders are people or groups who may be directly affected (primary stakeholders) and indirectly affected (secondary stakeholders)

You must evidence here who you involved in gathering your evidence about benefits, adverse impacts and practical steps to mitigate or avoid any adverse consequences. You must be confident that any engagement was meaningful. The Community engagement team can help you to do this and you can contact them at [consultation@lincolnshire.gov.uk](mailto:consultation@lincolnshire.gov.uk)

State clearly what (if any) consultation or engagement activity took place by stating who you involved when compiling this EIA under the protected characteristics. Include organisations you invited and organisations who attended, the date(s) they were involved and method of involvement i.e. Equality Impact Analysis workshop/email/telephone conversation/meeting/consultation. State clearly the objectives of the EIA consultation and findings from the EIA consultation under each of the protected characteristics. If you have not covered any of the protected characteristics please state the reasons why they were not consulted/engaged.

### Objective(s) of the EIA consultation/engagement activity

No consultation or engagement activity took place.



**Who was involved in the EIA consultation/engagement activity? Detail any findings identified by the protected characteristic**


<b>Age</b>	
<b>Disability</b>	
<b>Gender reassignment</b>	
<b>Marriage and civil partnership</b>	
<b>Pregnancy and maternity</b>	
<b>Race</b>	
<b>Religion or belief</b>	

<p><b>Sex</b></p>	
<p><b>Sexual orientation</b></p>	
<p><b>Are you confident that everyone who should have been involved in producing this version of the Equality Impact Analysis has been involved in a meaningful way?</b>  The purpose is to make sure you have got the perspective of all the protected characteristics.</p>	
<p><b>Once the changes have been implemented how will you undertake evaluation of the benefits and how effective the actions to reduce adverse impacts have been?</b></p>	

### Further Details

<b>Are you handling personal data?</b>	<p>No</p> <p>If yes, please give details.</p>
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	Action	Lead officer	Timescale
<b>Actions required</b> Include any actions identified in this analysis for on-going monitoring of impacts.	Review of the impact on individuals with protected characteristics immediately following the first anniversary of service delivery transfer	Nicole Hilton	April 2017
<b>Signed off by</b>		<b>Date</b>	16/11/2015

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