

KCC - Growth, Environment and Transport Directorate (GET).

Equality Analysis / Impact Assessment (EqIA) template

Name of decision, policy, procedure, project or service: Future Libraries, Registration and Archives (LRA) Ambition and Strategy

Brief description of policy, procedure, project or service

We are scoping the future Ambition for LRA services, and developing a strategy for delivering these.

Context

Kent, like all locations, has seen continued change in recent times; from an ever increasing population to growth in the use of the internet, social media, and increased mobility. The Kent of today is evolving and how people want to access services is changing. This is all in the political context where the money for local government is decreasing demand for services like Adult Social care is increasing. Libraries, Registration and Archives, like all local public services, needs to evolve and ensure that it focuses on the best outcomes possible for Kent residents. In order to this, the service needs a new Ambition to drive it forward and set the direction.

Aims and Objectives

The Ambition needs to reflect the changes in use of these services nationally. In Kent, the trends show that library book borrowing is in decline on the whole, but local communities remain as passionate as ever in their continued use of services. We are seeing people coming to our buildings far more for wider uses such as access to a PC or Wi-Fi, study or attending an event. The growth of online access is a driver, as is making more material accessible online for the Archive service. The Registration service has a key statutory role to deliver services throughout people's lives, including birth and death Registration, Weddings and Citizenship; so we need to maintain and develop the service.

LRA is seeking to meet the challenge of providing services into the future where budgets are stretched and demand is changing, whilst also setting a strategic Ambition to ensure we maintain a quality service for the people of Kent.

The way in which we interact with our customers is evolving, specifically with changing technologies. This work endeavours to set an Ambition for the future of Libraries, Registration and Archives in Kent for the next 5 years.

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A wide range of information and data will be used to inform the development of the Ambition and strategy.

Involvement and engagement will consist of:

- Member Task and Finish group
- Staff focus groups
- Customer focus groups leading to later full consultation

JUDGEMENT

- **No major change** - no potential for discrimination and all opportunities to promote equality have been taken

I have found the Adverse Equality Impact Rating to be Low, as the purpose of the scoping of the Ambition is to ensure long term aspirations of the service for the people of Kent, and we will check that the impacts of any changes are not exacerbated for any particular group or groups.

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GET Document Control

Revision History

Version	Date	Authors	Comment
V0.1	3 March 2017	Jackie Taylor Smith	
V0.2	15 March 2017	SB,EB & JP input	
V0.3	14 Dec 2017	Lindsay Prestage	Review and transfer to new template
V0.4	11 Jan 2017	Jackie Taylor-Smith and Lindsay Prestage	Review
V1 (this should be assigned to the version the Director signs off)			

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Document Sign-Off (this must be both the relevant Head of Service and the relevant Director)

Attestation

I have read and paid due regard to the Equality Analysis/Impact Assessment. I agree with the actions to mitigate any adverse impact(s) that has /have been identified.

Name	Signature	Title	Date of Issue
		Head of Service	
		Director	

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Part 1 - Screening

Regarding the decision, policy, procedure, project or service under consideration,

Could this policy, procedure, project or service, or any proposed changes to it, affect any Protected Group (listed below) less favourably (negatively) than others in Kent?

Could this policy, procedure, project or service promote equal opportunities for this group?

Please note that there is no justification for direct discrimination; and indirect discrimination will need to be justified according to the legal requirements

Protected Group	You MUST provide a brief commentary as to your findings, or this EqlA will be returned to you unsigned			High/Medium/Low Favourable Impact
	High Negative Impact	Medium Negative Impact	Low Negative Impact	
Age				High The work to scope the future Ambition will consider all age groups to ensure all people of Kent will have the opportunity to access LRA services. We will use this to inform the development of the LRA Ambition and the following strategy to deliver it. We will use our network of

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				<p>ongoing projects and partner liaison to maximise opportunities to engage with the LRA Ambition development. It is expected that the LRA Ambition and strategy will ultimately have a full public consultation to ensure all those who want to input have the chance to do so. This process will be subject to its own EqIA to ensure it is as inclusive as possible and everyone has the opportunity to have their say. As the Ambition develops we will consult with a wide range of stakeholders to help shape the LRA Ambition. We will use mosaic and other data held by LRA and KCC to identify</p> <ul style="list-style-type: none"> • Staff and customers of all age groups • Non users of the service <p>We will engage with KCC and external partner organisations such as</p>
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				Adult and Children's Social Care, Youth Service, Age UK, Children's Centres and Schools.
Disability				High The work to scope the future Ambition will aspire to ensure all of our customers, including those with disabilities, will have the opportunity to access all LRA services. We will consider the range of disabilities including physical, sensory, and hidden. We will engage with customer groups and stakeholders such as beyond word groups and district disability forums. We will engage with the GET representative of Level Playing Field. We will cross reference with other discreet LRA projects to inform and engage. It is expected that the LRA Ambition and

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				<p>strategy will ultimately have a full public consultation to ensure all those who want to input have the chance to do so. This process will be subject to its own EqIA to ensure it is as inclusive as possible and everyone has the opportunity to have their say.</p>
Gender				<p>High</p> <p>The work to scope the future Ambition will consider both men and women to ensure all people of Kent will have the opportunity to access LRA services.</p> <p>We will consider the gender makeup of staff groups who will engage with this Ambition.</p> <p>It is expected that the LRA Ambition and strategy will ultimately have a full public consultation to ensure all those who want to input have the chance to do so.</p>

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				<p>This process will be subject to its own EqIA to ensure it is as inclusive as possible and everyone has the opportunity to have their say.</p> <p>The development of the Ambition will ensure all services and activities are promoted to, and open to men and women.</p>
Gender identity/ Transgender				<p>High</p> <p>The work to scope the future Ambition will consider gender identity to ensure all the people of Kent will have the opportunity to access LRA services.</p> <p>We will ensure that LRA staff groups engaged with the Ambition are aware of gender identity issues.</p> <p>We will engage with the Rainbow Forum and identify any impact.</p> <p>It is expected that the LRA Ambition and strategy will ultimately have a full public consultation to ensure all</p>

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				<p>those who want to input have the chance to do so. This process will be subject to its own EqIA to ensure it is as inclusive as possible and everyone has the opportunity to have their say.</p>
Race				<p>High</p> <p>The work to scope the future Ambition will consider the diverse ethnic make up of the Kent population. We will engage with KCC's Unite group and identify any impact. It is expected that the LRA Ambition and strategy will ultimately have a full public consultation to ensure all those who want to input have the chance to do so. This process will be subject to its own EqIA to ensure it is as inclusive as possible and everyone has the opportunity to have their say. We will consult with a</p>

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				<p>wide range of stakeholders to help shape the LRA Ambition. We will use mosaic and other data held by LRA and KCC to identify:</p> <ul style="list-style-type: none"> • Staff and customers of all ethnic groups • Non users of the service
Religion and Belief				<p>High</p> <p>The work to scope the future Ambition will consider all religions and beliefs of the people of Kent.</p> <p>It is expected that the LRA Ambition and strategy will ultimately have a full public consultation to ensure all those who want to input have the chance to do so. This process will be subject to its own EqIA to ensure it is as inclusive as possible and everyone has the opportunity to have their say.</p>

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Sexual Orientation				<p>High</p> <p>The work to scope the future Ambition will consider sexual orientation to ensure all the people of Kent will have the opportunity to access LRA services. We will engage with the Rainbow Forum and other stakeholders to identify any impact.</p> <p>It is expected that the LRA Ambition and strategy will ultimately have a full public consultation to ensure that all those who want to input have the chance to do so. This process will be subject to its own EqIA to ensure it is as inclusive as possible and everyone has the opportunity to have their say.</p>
Pregnancy and Maternity				<p>High</p> <p>The work to scope the future Ambition will consider the people of Kent at all stages of their</p>

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				<p>lives. We will seek representation from expectant mothers and mothers of young children through the work of the Business Development Officers. It is expected that the LRA Ambition and strategy will ultimately have a full public consultation to ensure all those who want to input have the chance to do so. This process will be subject to its own EqIA to ensure it is as inclusive as possible and everyone has the opportunity to have their say.</p>
Marriage and Civil Partnerships				<p>High The work to scope the future Ambition will consider all people at all stages of their lives and specifically encompass Registration of marriages and civil partnerships.</p>

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				<p>We will consider representation from customers of the Registration service. It is expected that the LRA Ambition and strategy will ultimately have a full public consultation to ensure all those who want to input have the chance to do so. This process will be subject to its own EqIA to ensure it is as inclusive as possible and everyone has the opportunity to have their say.</p>
<p>Carer's Responsibilities</p>				<p>High The work to scope the future Ambition will consider all people at all stages of their lives, including caring responsibilities. We will engage with stakeholders including carers forums. It is expected that the LRA Ambition and strategy will ultimately have a full public consultation to ensure all</p>

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				those who want to input have the chance to do so. This process will be subject to its own EqIA to ensure it is as inclusive as possible and everyone has the opportunity to have their say.
<p>All of the protected characteristics above could be affected both positively and negatively by any of the possible changes to this service. All changes will need to be carefully considered (and special care needed with any action taken to mitigate the changes or serve the existing customers in a different way) to check that the impacts of the changes are not exacerbated for any particular group or groups.</p>				

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Part 2 - Full Equality Analysis /Impact Assessment

From the screening grid, identify the Protected Groups impacted

All of the protected groups will be impacted

Who have you involved consulted and engaged with?

- **Residents:** LRA has commissioned a market research company to run a series of focus groups across Kent.
- **Staff:** All grades of staff from all areas of the service have contributed to LRA's ambition development: through a series of workshops across the County and an online interactive survey.
- **Members:** A cross party working Member working group has been formed specifically to help LRA's develop its future ambitions.

Work to develop LRA's strategy to deliver our ambitions will include further engagement with a wide variety of organisations, partners and stakeholders. This work will ensure that our commitment to 'Make everyone Welcome' is fully engaged and that all of the protected groups has an opportunity to shape LRA services for the future. A full public consultation will be also be undertaken and feedback from that will be used to further develop our strategy before any decisions are made.

Adverse Impact,

No adverse impacts have been identified

Positive Impact:

The work to develop LRA's future ambitions has focused on ensuring that 'Everyone is Welcome' The five ambition statements reflect a commitment to inclusivity that will have a positive impact on all of Kent's residents regardless of their status.

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Set out below the implications you have found from your assessment for the relevant protected groups. If any negative impacts can be justified please clearly explain why. Your judgement should explicitly articulate whether you intend

- **No major change** - no potential for discrimination and all opportunities to promote equality have been taken

Next Steps

- 1. Having completed Part 2, if you have identified potential for adverse impact on particular groups and have found scope to improve the proposal, then move to Part 3**
- 2. Having completed Part 2, if you have identified potential for adverse impact on particular groups but no scope to improve the proposal (remembering that there is no justification for direct discrimination; and indirect discrimination will need to be justified according to the legal requirements) then please complete the Judgement and the Summary RAG Rating above, and submit this form to your Head of Service and Director for sign off. Once they have both signed, please send to GETcsp@kent.gov.uk and diversityinfo@kent.gov.uk with the title of the project clearly stated along with 'Final EqIA'. It will then be logged and published on the KCC Intranet as well as available to external customers upon request.**
- 3. If the activity will be subject to a Cabinet decision, the EqIA must be submitted to Democratic Services democratic.services@kent.gov.uk along with the relevant Cabinet report.**
- 4. The original signed hard copy and electronic copy should be kept with your team for audit purposes**

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Part 3 - Action Plan

Protected Characteristic	Issues identified	Action to be taken	Expected outcomes	Owner	Timescale	Resource implications
Age	Ensuring that people of all ages in Kent will have the opportunity to access LRA services	<ul style="list-style-type: none"> • Use our network of ongoing projects and partner liaison to maximise opportunities to engage with the LRA Ambition development. • We will engage with KCC and external partner organisations such as Adult and Children's Social Care, Youth Service, Age UK 	All people of Kent will have the opportunity to access LRA services.	Jackie Taylor-Smith	To go to Cabinet in March 2018	Staff time Consultation materials

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Disability	Ensuring that people with disabilities in Kent will have the opportunity to access LRA services	<ul style="list-style-type: none"> Engage with customer groups and stakeholders such as beyond word groups and district disability forums. Engage with the GET representative of Level Playing Field. We will cross reference with other discreet LRA projects to inform and engage. 	All people of Kent will have the opportunity to access LRA services.	Jackie Taylor-Smith	To go to Cabinet in March 2018	Staff time Consultation materials
Gender	Ensuring that men and women in Kent will have the opportunity to access LRA services.	<ul style="list-style-type: none"> We will consider the gender makeup of staff groups who will engage with the Ambition. 	All people of Kent will have the opportunity to access LRA services.	Jackie Taylor-Smith	To go to Cabinet in March 2018	
Gender identity/	Ensuring that everyone in Kent	<ul style="list-style-type: none"> We will ensure that LRA staff 	All people of Kent will have the	Jackie Taylor-	To go to Cabinet in	Staff time Consultation

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Transgender	will have the opportunity to access LRA services, whatever their gender identity.	<p>groups engaged with the Ambition are aware of gender identity issues.</p> <ul style="list-style-type: none"> • We will engage with the Rainbow Forum and identify any impact. 	opportunity to access LRA services.	Smith	March 2018	materials
Race	Ensuring that people of all races in Kent will have the opportunity to access LRA services.	<ul style="list-style-type: none"> • Consider the diverse ethnic makeup of the Kent population when scoping the Ambition work. • We will engage with KCC's Unite group and identify any impact. 	All people of Kent will have the opportunity to access LRA services.	Jackie Taylor-Smith	To go to Cabinet in March 2018	Staff time Consultation materials
Pregnancy and maternity	Ensuring that pregnant women and mothers of young children in Kent will have the	<ul style="list-style-type: none"> • We will seek representation from pregnant women and mothers of 	All people of Kent will have the opportunity to access LRA services.	Jackie Taylor-Smith	To go to Cabinet in March 2018	Staff time Consultation materials

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	opportunity to access LRA services.	young children through the work of the Business Development Officer.				
Marriage and civil partnerships	Ensuring that all the people of Kent will have the opportunity to access LRA services.	<ul style="list-style-type: none"> We will consider representation from customers of the Registration service 	All people of Kent will have the opportunity to access LRA services.	Jackie Taylor-Smith	To go to Cabinet in March 2018	Staff time Consultation materials
All	Ensuring that all the people of Kent will have the opportunity to access LRA services	<ul style="list-style-type: none"> The work to scope the future Ambition will consider all protected characteristics. The LRA Ambition and strategy will ultimately have a full public consultation, subject to its own EqIA. We will use mosaic and 	All people of Kent will have the opportunity to access LRA services.	James Pearson		Staff time Consultation materials

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		<p>other data held by LRA and KCC to identify staff and customers, and non users of the service.</p> <ul style="list-style-type: none"> • We will consult with a wide range of stakeholders. 				
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Have the actions been included in your business/ service plan? Yes

The development of LRA's ambitions and strategy will form part of our service plan for 2018/19.



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