

# **Equality & Human Rights Impact Assessment (EHRIA)**

This Equality and Human Rights Impact Assessment (EHRIA) will enable you to assess the **new, proposed or significantly changed** policy/ practice/ procedure/ function/ service\*\* for equality and human rights implications.

Undertaking this assessment will help you to identify whether or not this policy/ practice/ procedure/ function/ service\*\* may have an adverse impact on a particular community or group of people. It will ultimately ensure that, as an Authority, we do not discriminate and we are able to promote equality, diversity and human rights.

Please refer to the EHRIA [guidance](#) before completing this form. If you need any further information about undertaking and completing the assessment, contact your [Departmental Equalities Group](#) or [equality@leics.gov.uk](mailto:equality@leics.gov.uk)

*\*\*Please note: The term 'policy' will be used throughout this assessment as shorthand for policy, practice, procedure, function or service.*

<b>Key Details</b>	
<b>Name of policy being assessed:</b>	Replacement of Multi-function Devices in Public libraries, which enable members of the public to print, photocopy and scan.
<b>Department and section:</b>	Library Service, Communities & Wellbeing, A & C
<b>Name of lead officer/ job title and others completing this assessment:</b>	Franne Wills, HoS / Robert Wright, TU BA
<b>Contact telephone numbers:</b>	0116 305 0692
<b>Name of officer/s responsible for implementing this policy:</b>	Franne Wills, HoS Liz Evans, Resources Manager
<b>Date EHRIA assessment started:</b>	28 June 2021
<b>Date EHRIA assessment completed:</b>	

# Section 1: Defining the policy

## Section 1: Defining the policy

You should begin this assessment by defining and outlining the scope of the policy. You should consider the impact or likely impact of the policy in relation to all areas of equality, diversity and human rights as outlined in Leicestershire County Council's [Equality Strategy](#).

1	<p>What is new or changed in the policy? <i>What has changed and why?</i></p> <p><b>16 LCC funded Public Libraries and 19 Community Managed Libraries offer the facility for members of the public to photocopy, print and scan in the library for a small fee using the county council IT network. Payment is taken via a coin box on each machine. This requires no intervention from staff, unless there is a fault. The current devices (MFDs) are at end of contract and will be replaced by new MFDs through a variation to the corporate contract with the supplier Kyocera.</b></p> <p><b>The new MFDs are more efficient and cost effective and will not have the maintenance issues being experienced with the current MFDs which have broken down on a number of occasions. The coin boxes also tend to have problems, as they get jammed.</b></p> <p><b>However, the new MFDs will not enable people to pay through coin boxes and instead a digital payment solution – Papercut – will be the preferred payment method. This will mean all customers will have to set up a digital account and transfer funds to this account to pay for their usage. Currently people can only pay by coins at the machine.</b></p> <p><b>For customers who are unable to use the digital payment solution provision will be made for customers to pay at the library counter. It is expected that this will be the preferred method of payment for the Community Managed Libraries. However, the preferred payment methods in the 16 LCC funded Libraries will be via the digital payment method.</b></p> <p><b>There is no proposal to increase charges at this time.</b></p> <p><b>At the moment service users wishing to use the MFDs can do this independently of Library staffs/volunteers. However, it is expected staff will need to support library users to transition to the new system. For some users it will be relatively straight forward and similar to other online payment options they may use. For some no longer requiring the correct change to use the MFDs will be an advantage.</b></p> <p><b>However, some library users are expected to need more intensive support from staff/volunteers to set up a digital account. This will be an additional pull on limited staff time and there will be no staff support when libraries are in “Smart” mode. The service intends to develop some simple videos and step-by-step guides that would guide customers through the steps.</b></p> <p><b>It is also proposed that the first print on each account will be for free, to encourage usage and to support users that might not understand how to transfer payment on first usage.</b></p>
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2	<p>Does this relate to any other policy within your department, the Council or with other partner organisations? <i>If yes, please reference the relevant policy or EHRIA. If unknown, further investigation may be required.</i></p>														
3	<p>Who are the people/ groups (target groups) affected and what is the intended change or outcome for them?</p> <p><b>This change will affect all Library users that wish to use the MFDs, however the main groups we feel that would be affected are:-</b></p> <p><b>Elderly service users represent a significant proportion of our customer base. It is expected that a proportion may not have an email address, or feel comfortable with a digital payment method, others would need support and reassurance to set up an account and possibly an email address in order to use the MFDs. This may dissuade them from using the service. In some areas local post offices provide copying services which could be an alternative, but this is not the case in all communities. However, these users could choose to make payment at the library desk. The support from staff might help develop their digital skills and confidence.</b></p> <p><b>Service users with physical or mental impairments. These customers already require support from staff in order to access this service and this would continue.</b></p> <p><b>Library users at risk of digital exclusion. These customers are likely to prefer the current coin box payment system, which would allow them to carry out their requirements without support, however, they will need to have staff assistance going forward either to set up an account, or to pay at the desk. This intervention might help develop their digital skills and confidence.</b></p> <p><b>Library users without a bank account – these customers would not be able to use the digital payment method, but would be able to pay over the counter.</b></p> <p><b>Library users who are digitally competent. This change may be viewed as a positive development, as it would avoid the need for cash and the intermittent issues with failed coin boxes.</b></p> <p><b>Smart Library users – where those users can use digital payment this change should not be a problem. For users who cannot use the digital payment method they would be unable to use the MFDs during ‘Smart’ and this would reduce what they are able to do.</b></p>														
4	<p>Will the policy meet the Equality Act 2010 requirements to have due regard to the need to meet any of the following aspects? <b>(Please tick and explain how)</b></p> <table border="1"> <thead> <tr> <th data-bbox="276 1809 571 1843"></th> <th data-bbox="579 1809 683 1843">Yes</th> <th data-bbox="691 1809 798 1843">No</th> <th data-bbox="805 1809 1410 1843">How?</th> </tr> </thead> <tbody> <tr> <td data-bbox="276 1854 571 2033">Eliminate unlawful discrimination, harassment and victimisation</td> <td data-bbox="579 1854 683 2033">√</td> <td data-bbox="691 1854 798 2033"></td> <td data-bbox="805 1854 1410 2033">The provision of cash payment as an alternative and support for library users who need it, should mean that all users can continue to use this service</td> </tr> <tr> <td data-bbox="276 2045 571 2065">Advance equality</td> <td data-bbox="579 2045 683 2065"></td> <td data-bbox="691 2045 798 2065"></td> <td data-bbox="805 2045 1410 2065">This proposal should support all service</td> </tr> </tbody> </table>				Yes	No	How?	Eliminate unlawful discrimination, harassment and victimisation	√		The provision of cash payment as an alternative and support for library users who need it, should mean that all users can continue to use this service	Advance equality			This proposal should support all service
	Yes	No	How?												
Eliminate unlawful discrimination, harassment and victimisation	√		The provision of cash payment as an alternative and support for library users who need it, should mean that all users can continue to use this service												
Advance equality			This proposal should support all service												

	of opportunity between different groups	√		users equally and enables access to a service that is valued by job seekers, people seeking benefits and those without printing/copying facilities at home.
	Foster good relations between different groups		√	This service does not impact on relationship between different groups

## Section 2: Equality and Human Rights Impact Assessment (EHRIA) Screening

### Section 2: Equality and Human Rights Impact Assessment Screening

The purpose of this section of the assessment is to help you decide if a full EHRIA is required.

If you have already identified that a full EHRIA is needed for a policy/ practice/ procedure/ function/ service, either via service planning processes or other means, then please go straight to Section 3 on Page 7 of this document.

### Section 2

#### A: Research and Consultation

5.	Have the target groups been consulted about the following?	Yes	No*
	a) their current needs and aspirations and what is important to them;		√
	b) any potential impact of this change on them (positive and negative, intended and unintended);		√
	c) potential barriers they may face		√
6.	If the target groups have not been consulted directly, have representatives been consulted or research explored (e.g. Equality Mapping)?	√	
7.	Have other stakeholder groups/ secondary groups (e.g. carers of service users) been explored in terms of potential unintended impacts?		√
8.	*If you answered 'no' to the questions above, please use the space below to outline either what consultation you are planning to undertake or why you do not consider it to be necessary.		
	<b>The provision of MFDs in libraries is not part of the statutory offer, but is valued by relatively small group of service users. The service has no option</b>		

	<p>but to replace the current devices in November 2021 which are at end of life.</p> <p>The model proposed retains and improves the quality of the provision to service users. The main changes is the removal of coin boxes. and the introduction of an online payment account</p>
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## Section 2

### B: Monitoring Impact

9.	Are there systems set up to:	Yes	No
	a) monitor impact (positive and negative, intended and unintended) for different groups;	√	
	b) enable open feedback and suggestions from different communities	√	

**Note: If no to Question 9, you will need to ensure that monitoring systems are established to check for impact on the protected characteristics.**

## Section 2

### C: Potential Impact

10.

Use the table below to specify if any individuals or community groups who identify with any of the '[protected characteristics](#)' may **potentially** be affected by the policy and describe any positive and negative impacts, including any barriers.

	Yes	No	Comments
Age	√		Some elderly people may be less likely to have email addresses and digital confidence and may need support to use the digital payment method
Disability	√		Service users with particular disabilities, visual impairment, mental health, may not be able to user the digital payment method and would require support from staff as current to use the MFDs
Gender Reassignment		√	
Marriage and Civil Partnership		√	
Pregnancy and Maternity		√	

	<b>Race</b>		√																																	
	<b>Religion or Belief</b>		√																																	
	<b>Sex</b>		√																																	
	<b>Sexual Orientation</b>		√																																	
	<b>Other groups</b> e.g. rural isolation, deprivation, health inequality, carers, asylum seeker and refugee communities, looked after children, deprived or disadvantaged communities	√		<b>Some service users in these groups are less likely to have bank accounts and therefore could not use the digital payment method, but could pay at the desk.</b>																																
	<b>Community Cohesion</b>		√																																	
<b>11.</b>	<p>Are the human rights of individuals <b><i>potentially</i></b> affected by this proposal? Could there be an impact on human rights for any of the protected characteristics? <b>(Please tick)</b></p> <p>Explain why you consider that any particular <a href="#">article in the Human Rights Act</a> may apply to the policy/ practice/ function or procedure and how the human rights of individuals are likely to be affected below: [NB: include positive and negative impacts as well as barriers in benefiting from the above proposal]</p> <table border="1"> <thead> <tr> <th></th><th>Yes</th><th>No</th><th>Comments</th></tr> </thead> <tbody> <tr> <td colspan="4"><b>Part 1: The Convention- Rights and Freedoms</b></td></tr> <tr> <td><b>Article 2: Right to life</b></td><td></td><td>√</td><td></td></tr> <tr> <td><b>Article 3: Right not to be tortured or treated in an inhuman or degrading way</b></td><td></td><td>√</td><td></td></tr> <tr> <td><b>Article 4: Right not to be subjected to slavery/ forced labour</b></td><td></td><td>√</td><td></td></tr> <tr> <td><b>Article 5: Right to liberty and security</b></td><td></td><td>√</td><td></td></tr> <tr> <td><b>Article 6: Right to a fair trial</b></td><td></td><td>√</td><td></td></tr> <tr> <td><b>Article 7: No punishment without law</b></td><td></td><td>√</td><td></td></tr> </tbody> </table>					Yes	No	Comments	<b>Part 1: The Convention- Rights and Freedoms</b>				<b>Article 2: Right to life</b>		√		<b>Article 3: Right not to be tortured or treated in an inhuman or degrading way</b>		√		<b>Article 4: Right not to be subjected to slavery/ forced labour</b>		√		<b>Article 5: Right to liberty and security</b>		√		<b>Article 6: Right to a fair trial</b>		√		<b>Article 7: No punishment without law</b>		√	
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<b>Article 7: No punishment without law</b>		√																																		

	Article 8: Right to respect for private and family life		√	
	Article 9: Right to freedom of thought, conscience and religion		√	
	Article 10: Right to freedom of expression		√	
	Article 11: Right to freedom of assembly and association		√	
	Article 12: Right to marry		√	
	Article 14: Right not to be discriminated against		√	
Part 2: The First Protocol				
	Article 1: Protection of property/ peaceful enjoyment		√	
	Article 2: Right to education		√	
	Article 3: Right to free elections		√	
<b>Section 2</b>				
<b>D: Decision</b>				
13.	Is there evidence or any other reason to suggest that:	<b>Yes</b>	<b>No</b>	<b>Unknown</b>
	a) the policy could have a different affect or adverse impact on any section of the community;		√	
	b) any section of the community may face barriers in benefiting from the proposal		√	
13.	Based on the answers to the questions above, what is the likely impact of the policy			
	No Impact <input type="checkbox"/>	Positive Impact <input type="checkbox"/>	Neutral Impact <input checked="" type="checkbox"/>	Negative Impact or Impact Unknown <input type="checkbox"/>
<b>Note: If the decision is 'Negative Impact' or 'Impact Not Known', an EHRIA Report is required.</b>				
14.	Is an EHRIA report required?	Yes <input type="checkbox"/>		No <input checked="" type="checkbox"/>

## Section 2: Completion of EHRIA Screening

Upon completion of the screening section of this assessment, you should have identified whether an EHRIA Report is required for further investigation of the impacts of this policy.

**Option 1:** If you identified that an EHRIA Report *is required*, continue to Section 3 on Page 7 of this document.

**Option 2:** If there are no equality, diversity or human rights impacts identified and an EHRIA report *is not required*, continue to Section 4 on Page 14 of this document.

## Section 3: Equality and Human Rights Impact Assessment (EHRIA) Report

### Section 3: Equality and Human Rights Impact Assessment Report

This part of the assessment will help you to think **thoroughly** about the impact of the policy and to critically examine whether it is **likely** to have a positive or negative impact on different groups within our diverse communities. It should also identify any barriers that may adversely affect under-represented communities or groups that may be disadvantaged by the way in which we carry out our business.

Using the information gathered either within the EHRIA Screening or independently of this process, this EHRIA Report should be used to consider the impact or likely impact of the policy in relation to all areas of equality, diversity and human rights as outlined in Leicestershire County Council's Equality Strategy.

### Section 3

#### A: Research and Consultation

When considering the target groups, it is important to think about whether new data needs to be collected or whether there is any existing research that can be utilised.

- |            |   |
|------------|---|
| <b>15.</b> | <p>Based on the gaps identified either in the EHRIA Screening or independently of this process, <b>how</b> have you now explored the following and <b>what</b> does this information/ data tell you about each of the diverse groups?</p> <ul style="list-style-type: none"><li>a) current needs and aspirations and what is important to individuals and community groups (including human rights);</li><li>b) likely impacts (positive and negative, intended and unintended) to individuals and community groups (including human rights);</li></ul> |
|------------|---|



	c) likely barriers that individuals and community groups may face (including human rights)
16.	Is any further research, data collection or evidence required to fill any gaps in your understanding of the potential or known affects of the policy on target groups?
<p><b>When considering who is affected by this proposed policy, it is important to think about consulting with and involving a range of service users, staff or other stakeholders who may be affected as part of the proposal.</b></p>	
17.	Based on the gaps identified either in the EHRIA Screening or independently of this process, <b>how</b> have you further consulted with those affected on the likely impact and <b>what</b> does this consultation tell you about each of the diverse groups?

<b>18.</b>	Is any further consultation required to fill any gaps in your understanding of the potential or known effects of the policy on target groups?

### Section 3

#### B: Recognised Impact

<b>19.</b>	Based on any evidence and findings, use the table below to specify if any individuals or community groups who identify with any 'protected characteristics' are <b>likely</b> to be affected by this policy. Describe any positive and negative impacts, including what barriers these individuals or groups may face.	
		<b>Comments</b>
	<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>	
	<b>Sex</b>	

	<b>Sexual Orientation</b>	
	<b>Other groups</b> e.g. rural isolation, deprivation, health inequality, carers, asylum seeker and refugee communities, looked after children, deprived or disadvantaged communities	
	<b>Community Cohesion</b>	

20.	Based on any evidence and findings, use the table below to specify if any particular Articles in the Human Rights Act are <b>likely</b> to apply to the policy. Are the human rights of any individuals or community groups affected by this proposal? Is there an impact on human rights for any of the protected characteristics?	
		<b>Comments</b>
	<b>Part 1: The Convention- Rights and Freedoms</b>	
	<b>Article 2: Right to life</b>	
	<b>Article 3: Right not to be tortured or treated in an inhuman or degrading way</b>	
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	<b>Article 6: Right to a fair trial</b>	
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	<b>Article 2: Right to education</b>	
	<b>Article 3: Right to free elections</b>	

### Section 3

#### C: Mitigating and Assessing the Impact

Taking into account the research, data, consultation and information you have reviewed and/ or carried out as part of this EHRIA, it is now essential to assess the impact of the policy.

- 21.** If you consider there to be actual or potential adverse impact or discrimination, please outline this below. State whether it is justifiable or legitimate and give reasons.

NB:

i) If you have identified adverse impact or discrimination that is **illegal**, you are required to take action to remedy this immediately.

ii) If you have identified adverse impact or discrimination that is **justifiable or legitimate**, you will need to consider what actions can be taken to mitigate its effect on those groups of people.

- 22.** Where there are potential barriers, negative impacts identified and/ or barriers or impacts are unknown, please outline how you propose to minimise all negative impact or discrimination.
- a) include any relevant research and consultation findings which highlight the best way in which to minimise negative impact or discrimination
  - b) consider what barriers you can remove, whether reasonable adjustments may be necessary and how any unmet needs that you have identified can be addressed
  - c) if you are not addressing any negative impacts (including human rights) or potential barriers identified for a particular group, please explain why

**Section 3****D: Making a decision**

- 23.** Summarise your findings and give an overview as to whether the policy will meet Leicestershire County Council's responsibilities in relation to equality, diversity, community cohesion and human rights.

**Section 3****E: Monitoring, evaluation & review of the policy**

- 24.** Are there processes in place to review the findings of this EHRIA and make appropriate changes? In particular, how will you monitor potential barriers and any positive/ negative impact?
- 25.** How will the recommendations of this assessment be built into wider planning and review processes?  
*e.g. policy reviews, annual plans and use of performance management systems*

**Section 3:**  
**F: Equality and human rights improvement plan**

Please list all the equality objectives, actions and targets that result from the Equality and Human Rights Impact Assessment (EHRIA) (continue on separate sheets as necessary). These now need to be included in the relevant service plan for mainstreaming and performance management purposes.

Equality Objective	Action	Target	Officer Responsible	By when

## Section 4: Sign off and scrutiny

Upon completion, the Lead Officer completing this assessment is required to sign the document in the section below.

It is required that this Equality and Human Rights Impact Assessment (EHRIA) is scrutinised by your Departmental Equalities Group and signed off by the Chair of the Group.

Once scrutiny and sign off has taken place, a depersonalised version of this EHRIA should be published on Leicestershire County Council's website. Please send a copy of this form to the Digital Services Team via [web@leics.gov.uk](mailto:web@leics.gov.uk) for publishing.

### Section 4

#### A: Sign Off and Scrutiny

Confirm, as appropriate, which elements of the EHRIA have been completed and are required for sign off and scrutiny.

**Equality and Human Rights Assessment Screening** ☒

**Equality and Human Rights Assessment Report** ☐

1<sup>st</sup> Authorised Signature (EHRIA Lead Officer): ...*Franne Wills*

Date: ...30<sup>th</sup> July 2021

2<sup>nd</sup> Authorised Signature (DEG Vice Chair):



(Griff Jones)

Date: ...9<sup>th</sup> August 2021