



Initial (*screening*) Equality Impact Assessment

Service Name:	Customer Services
Your Name:	Kathryn Green
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Assessment Date:	2 nd April 2019
Date of EIA Review:	2 nd April 2020

This EIA will tell you about the following changes we are making (please provide some background/context):

To consider proposed changes to library fees and charges in 2019-20 to abolish all fines and reservation charges for library customers from 1st July 2019 to remove barriers to accessing library services and encourage previous library customers to return and attract new customers. It is also proposed to waive all outstanding library fines and replacement charges for items not returned.

Could this change have an impact on employees?

None

<input type="checkbox"/> Well-being	<input type="checkbox"/> Pay	<input type="checkbox"/> Terms and condition
<input type="checkbox"/> Opportunities for promotion	<input type="checkbox"/> Training and development	<input type="checkbox"/> Employment status
<input type="checkbox"/> Other, please state:		

Is there a possibility that there is a differential impact on some diverse groups of employees compared to others, for a reason related to their:

*** If you have checked any of these boxes then you should complete a Full EIA ***

<input type="checkbox"/> Disability	<input type="checkbox"/> Sex	<input type="checkbox"/> Age
<input type="checkbox"/> Ethnicity	<input type="checkbox"/> Religion or Belief	<input type="checkbox"/> Sexual Orientation
<input type="checkbox"/> Marital status	<input type="checkbox"/> Pregnancy / maternity	
<input type="checkbox"/> Other, please state: Low income		

Could this change have an impact on customers / members of the public?

NB The impact would be a positive impact as library fines and reservation charges would have been removed.

<input checked="" type="checkbox"/> Take-up of the service	<input type="checkbox"/> Need for the service	<input type="checkbox"/> Entitlement to the service
<input checked="" type="checkbox"/> Cost of the service	<input type="checkbox"/> Waiting-time for the service	<input type="checkbox"/> How to contact the service
<input type="checkbox"/> Health and well-being	<input type="checkbox"/> Having a voice	
<input type="checkbox"/> Other, please state:		

Is there a possibility that there is a differential impact on some diverse groups of customers compared to others, for a reason related to their:

*** If you have checked any of these boxes then you should complete a Full EIA ***

<input checked="" type="checkbox"/> Disability	<input type="checkbox"/> Sex	<input checked="" type="checkbox"/> Age
<input type="checkbox"/> Ethnicity	<input type="checkbox"/> Religion or Belief	<input type="checkbox"/> Sexual Orientation
<input type="checkbox"/> Marital status	<input type="checkbox"/> Pregnancy / maternity	
<input checked="" type="checkbox"/> Other, please state: Low income		

Could this change have an impact on how well people from different backgrounds . . .

*** If you have checked any of these boxes then you should complete a Full EIA ***

<input type="checkbox"/> Have an opportunity to get to know each other	<input type="checkbox"/> Work together in local community
<input type="checkbox"/> Use local services	<input type="checkbox"/> Have a voice / say about local area
<input type="checkbox"/> Other, please state:	

Please explain when and how the Full EIA will be undertaken:

(Please leave blank if the change does not require a Full EIA)

Lead officer:	
Timescale to complete Full EIA:	
E+I Team support:	
Relevant decision date:	
Approval process:	