

Shropshire Equality and Social Inclusion Impact Assessment (ESIIA)

Contextual Notes 2014

The What and the Why:

The Equality and Social Inclusion Impact Assessment (ESIIA) tool replaces the Equality Impact Needs Assessment (EINA) tool previously in use by Shropshire Council. It is a tool to help us to identify whether or not any new or significant changes to services, including policies, procedures, functions or projects, may have an adverse impact on a particular group of people, and whether the human rights of individuals may be affected.

What we are now doing is broadening out such assessments to consider social inclusion. This is so that we are thinking as carefully and completely as possible about all groups and communities in Shropshire, including people in rural areas and people we may describe as vulnerable, as well as people in what are described as the nine 'protected characteristics' of groups of people in our population, eg Age, eg Gender Reassignment. We demonstrate equal treatment to people who are in these groups and to people who are not, through having what is termed 'due regard' to their needs and views when developing and implementing policy and strategy and when commissioning, procuring, arranging or delivering services.

It is a legal requirement for local authorities to assess the equality and human rights impact of changes proposed or made to services, such as through a new policy or a change in procedure. Carrying out ESIIAs helps us as a public authority to ensure that, as far as possible, we are taking actions to meet the general equality duty placed on us by the Equality Act 2010 to have what is called *due regard* to the three equality aims in our decision making processes. These are: eliminating discrimination, harassment and victimisation; advancing equality of opportunity; and fostering good relations.

The How:

The assessment comprises two parts: a screening part, and a full report part.

Screening (Part One) enables energies to be focussed on the service changes for which there are potentially important equalities and human rights implications. If screening indicates that the impact is likely to be positive overall, or is likely to have a medium or low negative or positive impact on certain groups of people, a full report is not required. Energies should instead focus on review and monitoring and ongoing evidence collection, enabling incremental improvements and adjustments that will lead to overall positive impacts for all groups in Shropshire.

A **full report (Part Two)** needs to be carried out where screening indicates that there are considered to be or likely to be significant negative impacts for certain groups of people, and/or

where there are human rights implications. If you are not sure, a full report is recommended, as it enables more evidence to be collected that will help you to reach an informed opinion.

Shropshire Council Part 1 ESIIA: initial screening and assessment

Please note: prompt questions and guidance within boxes are in italics. You are welcome to type over them when completing this form. Please extend the boxes if you need more space for your commentary.

Name of service change

**Reductions to library opening times
April 2016, updated July 2016**

Aims of the service change and description

Please use this box to describe the aims and purpose of the service change. Include any background that you think is helpful for someone reading this ESIIA, e.g. if there is a new policy, why is it being introduced? If there is a change to an existing service, what are the reasons for this? For example, a redesign and rationalisation of Customer Service Points may seek to concentrate provision strategically on areas where there is a mix of population density and customer need. Further details giving context could also be helpful here.

In the Council's three year Business Plan the Library Services is required to make significant financial savings through service redesign to provide a library service that embraces different delivery models; through face to face, digital and virtually, through an outreach programme targeted to meet council outcomes for specific groups, and through a reconfigured network of libraries.

Progress with meeting the 2016/17 savings requirement, £415,990, is described below:

- Management & Administration restructure - £221,000 savings proposed – Staff consultation underway at present
- Book fund reduction - £32,000 saving delivered
- Redesign of local libraries - £83,560 savings delivered, with a further £10,880 likely to be delivered within the next few months
- Ending of community care provision - £13,160 savings proposed – Implementation pending following end of staff consultation
- Reduction in opening hours - £55,390 savings proposed

With respect to library opening times these have become inconsistent across the service, even when comparing branches of a similar size. In the past changes to opening times have been made on a branch by branch basis as a response to local circumstances, and this has resulted in an inconsistent approach across all libraries. This means that opening times can be potentially confusing for customers.

The proposed new opening times have been informed by detailed analysis of visitor numbers in each branch in order to identify the quietest times. As an overview the quietest times have generally been identified as:

- Evenings
- Early mornings

- Saturday afternoons
- Sundays

The proposed reductions to opening times are also a response to the general decrease in physical visits to libraries. Shropshire reflects the national trend in reduced visits, particularly now that our online developments mean it has become easier to access a range of library services remotely, such as renewing and requesting items, e-magazines and e-books, and a wide selection of online reference resources. This will have had a detrimental impact on physical visits, but other measures have seen an increase. For example, over a 5 year period 'online' loans (items renewed remotely via the web) increased by 33% and the number of requests placed online increased by 86%.

Intended audiences and target groups for the service change

This box relates to stakeholders, people concerned, interested parties, etc. For example, if the change will affect people receiving adult social care services and their families and carers, please say so here. If the change will affect the whole population, please say so here. If the change will affect cross-border working, for example by the Marches Local Enterprise Partnership (LEP), please mention such partnerships as well.

A range of detailed information is provided below on usage of all Shropshire libraries over the past five years.

The overall decline in key measures is a reflection of national trends. Within Shropshire, online developments mean it has now become easier to access a range of library services remotely, such as renewing and requesting items, e-magazines and e-books, and a wide selection of online reference resources. This will have had a detrimental impact on physical visits.

The overall drop in computer time used is a reflection of the increase in ownership of internet devices, particularly smartphones and tablets.

Shropshire Libraries Totals	2011/12	2012/13	2013/14	2014/15	2015/16	% change over 5yrs	% change from 14/15 to 15/16
VISITS	1,388,579	1,340,186	1,286,582	1,078,927	1,042,707	-25%	-3%
ACTIVE BORROWERS	50,752	47,634	44,286	41,564	41,639	-18%	0%
COMPUTER TIME USED (MINS)	6,238,920	5,824,934	6,026,964	5,504,397	4,773,696	-23%	-13%
TOTAL LOANS	1,385,091	1,274,871	1,197,643	1,080,888	963,019	-30%	-11%
REQUESTS	87,715	87,281	80,217	80,930	74,068	-16%	-8%

Physical visits to libraries are made for a variety of reasons including:

- Borrowing or return of books, audio books, large print books and DVDs.
- Free use of library computers and printing/scanning facilities.

- Participation in events and activities either during normal opening times or outside of opening times.
- Use of reference stock, magazines and newspapers.
- Free use of library wi-fi and library study/work spaces.
- Information and advice on other services, local groups, etc.
- Use of local history resources supported by local history volunteers in some locations.
- Use of library photocopying facilities.

Within the recent public consultation users confirmed the following reason for visiting libraries:

Borrow / return books	Borrow return audio books/DVDs	Use the computers	For information	Attend story time/children's activities
91.96%	19.11%	24.8%	41.77%	8.56%
Other: Quite space/study, Wi-Fi, Reading Group or other activity e.g. Knit and Natter/attending classes/author talk, photocopying, customer services, volunteering, research, reading newspapers.				

The proposed opening times will potentially impact upon people who use the libraries for the purposes outlined above, specifically:

- 33,513 active borrowers (total number of active borrowers for 2015/16 in the 12 libraries included in the proposals. See table below)
- People who currently visit the libraries during the times that are affected by these proposals.
- People who work full-time during the week and are only able to visit the library in the evenings or at weekends.

Library location	Active borrowers 2015/16
Bayston Hill	794
Bridgnorth	3,104
Church Stretton	1,488
Ellesmere	1,009
Library at the Lantern	906
Ludlow	3,431
Market Drayton	3,052
Much Wenlock	526
Oswestry	5,643
Shrewsbury	10,011
Wem	1,209
Whitchurch	2,340
TOTAL	33,513

Evidence used for screening of the service change

This box relates to use made of evidence in developing the change to the service. This could be Census 2011 analyses, community demographic profiles, results of surveys, or previously collected evidence material. For example, if the change relates to a stage of county-wide Site Allocation and Management of Development consultation process, the evidence used would include data collected at previous stages and in development and adoption of the Local Plan. If the evidence is on the Council website, hyperlinks could usefully be inserted here. Please comment on the use of evidence, and whether as a consequence there were any adjustments to what was originally proposed.

The evidence used in developing proposal for revised library opening hours is summarised above.

A formal public consultation on the proposed library opening times was undertaken from 24 May 2016 and 6 July 2016 and is reported below.

Specific consultation and engagement with intended audiences and target groups for the service change

This box relates to use made of any specific consultation with the audiences for the service. This could be online surveys, use of social media, one off focus groups, events, drop in sessions, etc. Please comment on the headline results, and whether as a consequence there were any adjustments to what was originally proposed.

1,355 people responded to the public consultation on library opening hours. The consultation was both available on-line and from individual libraries.

Existing users of the library with an email address were contacted directly to comment on the proposals.

Local Town and Parish Councils were informed about the consultation where appropriate.

The consultation was also promoted via press release and radio interviews,

The response rate represents a very significant response. Respondents to the consultation showed the following characteristics:

Age bracket:

Under 16	16 -25	25 -59	60 -75	Over 75	Prefer not to say
1.16%	2.78%	39.92%	40.08%	13.9%	2.16%

Nationality and ethnic origin:

White British	Black or Black British	Asian or Asian British	Chinese	Mixed background	Other ethnic group	Prefer not to say
89.96%	0.15%	0.62%	0.31%	0.85%	1.78%	6.33%

Sex:

Male	Female	Transgender	Prefer not to say
32.9%	62.78%	0.08%	4.25%

Disabilities:

Physical disability	Learning disability	Another disability or need	No disabilities	Prefer not to say
8.34%	1.08%	5.02%	48.49%	37.07%

In summary respondents responded to the consultation as follows:

Agree with proposals	Do not agree with proposals
31.44%	68.56%

The general key themes that emerged can be summarised as follows:

- Concern that proposals would disadvantage those who work full-time during the week.
- Desire to retain at least some evening opening where possible.
- Concern that reduced opening times would lead to reduced use of libraries, thus paving the way for further cuts.
- Reluctant agreement with proposals if the reductions are likely to secure the future of libraries.

Specific comments varied according to the individual library location.

As a result of the public consultation proposed library opening hours have been revised and these are summarised for each library below. Generally the revised opening hours:

- Retain a late evening opening (and in some cases introduce one)
- Close at lunchtime on Saturdays
- Open from 9.30 am in the morning

Principal market town libraries:	Opening hours recommendations
Bridgnorth	
Ludlow	
Market Drayton	Close at 5pm on Fridays instead of 6pm. Open 9.30 – 1.00 on Saturdays instead of 9.00 – 5.00. Reduction = 5.5 hours
Oswestry	Open from 9.30 Mon – Sat instead of 9.00. Open 9.30 – 4.00 on Saturdays instead of 9.00 – 5.00. Close at 5.00 on Monday, Tuesday, Thursday and Friday instead of 6pm Reduction = 8 hours
Shrewsbury	Close at 7pm on Tuesdays instead of 8pm. Close at 5pm on Thursdays instead of 8pm. Open 9.30 – 4.00 on Saturdays instead of 9.00 – 5.00. Do not open on Sundays. Reduction = 8.5 hours
Whitchurch	Open 9.30 – 5.00 on Mondays instead of

	1.30 – 5.00. Close at 6pm on Tuesdays instead of 7.30pm. Close at 5pm on Thursdays instead of 6pm. Open 9.30 – 1.00 on Saturdays instead of 9.00 – 5.00. Reduction = 3 hours
Local market town libraries:	
Bayston Hill	Close at 5pm on Tuesdays instead of 7.30pm. Reduction = 2.5 hours.
Ellesmere	No change to opening hours as a preferred bidder has recently been secured to deliver Library Services from the Meres Community Centre.
Gobowen	Close at 5pm on Tuesdays instead of 7pm. Reduction = 2 hours
Much Wenlock	Close at 5.00pm on Tuesdays and Wednesdays instead of 6.00pm Reduction = 2 hours
Shrewsbury, the Lantern	Close at 5pm instead of 6pm on Tuesdays, Thursdays and Fridays. Reduction = 3 hours
Wem	Close at 5pm on Tuesdays and Thursdays instead of 6pm. Open 9.30 – 1.00 on Saturdays instead of 9.30 – 4.00. Reduction = 5 hours

The potential impact of the reduced opening hours on Protected Characteristic groups and on social inclusion is described below.

Potential impact on Protected Characteristic groups and on social inclusion

Guidance notes on how to carry out the initial assessment

Using the results of evidence gathering and specific consultation and engagement, please consider how the service change as proposed may affect people within the nine Protected Characteristic groups and people at risk of social exclusion.

1. Have the intended audiences and target groups been consulted about:
 - their current needs and aspirations and what is important to them;
 - the potential impact of this service change on them, whether positive or negative, intended or unintended;
 - the potential barriers they may face.

2. If the intended audience and target groups have not been consulted directly, have representatives been consulted, or people with specialist knowledge, or research explored?
3. Have other stakeholder groups and secondary groups, for example carers of service users, been explored in terms of potential unintended impacts?
4. Are there systems set up to:
 - monitor the impact, positive or negative, intended or intended, for all the different groups;
 - enable open feedback and suggestions from a variety of audiences through a variety of methods.
5. Are there any Human Rights implications? For example, is there a breach of one or more of the human rights of an individual or group?
6. Will the service change as proposed have a positive or negative impact on fostering good relations?
7. Will the service change as proposed have a positive or negative impact on social inclusion?

Guidance on what a negative impact might look like

High Negative	Significant potential impact, risk of exposure, history of complaints, no mitigating measures in place or no evidence available: urgent need for consultation with customers, general public, workforce
Medium Negative	Some potential impact, some mitigating measures in place but no evidence available how effective they are: would be beneficial to consult with customers, general public, workforce
Low Negative	Almost bordering on non-relevance to the ESIIA process (heavily legislation led, very little discretion can be exercised, limited public facing aspect, national policy affecting degree of local impact possible)

Initial assessment for each group

Please rate the impact that you perceive the service change is likely to have on a group, through inserting a tick in the relevant column.

Protected Characteristic groups and other groups in Shropshire	High negative impact <i>Part Two ESIIA required</i>	High positive impact <i>Part One ESIIA required</i>	Medium positive or negative impact <i>Part One ESIIA required</i>	Low positive or negative impact <i>Part One ESIIA required</i>
Age (please include children, young people, people of working age, older people. Some people may belong to more than one group e.g. young person with disability)			Potential negative impact on people who work during the week and currently access libraries at evenings/weekends.	
Disability (please include: mental health conditions and syndromes including autism; physical disabilities or impairments; learning disabilities;				No evidence to suggest either positive or

Multiple Sclerosis; cancer; HIV)				negative impact
Gender re-assignment (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				No evidence to suggest either positive or negative impact
Marriage and Civil Partnership (please include associated aspects: caring responsibility, potential for bullying and harassment)				No evidence to suggest either positive or negative impact
Pregnancy & Maternity (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				No evidence to suggest either positive or negative impact
Race (please include: ethnicity, nationality, culture, language, gypsy, traveller)				No evidence to suggest either positive or negative impact
Religion and belief (please include: Buddhism, Christianity, Hinduism, Islam, Judaism, Non conformists; Rastafarianism; Sikhism, Shinto, Taoism, Zoroastrianism, and any others)				No evidence to suggest either positive or negative impact
Sex (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				No evidence to suggest either positive or negative impact
Sexual Orientation (please include associated aspects: safety; caring responsibility; potential for bullying and harassment)				No evidence to suggest either positive or negative impact
Other: Social Inclusion (please include families and friends with caring responsibilities; people with health inequalities; households in poverty; refugees and asylum seekers; rural communities; people you consider to be vulnerable)				

Decision, review and monitoring

Decision	Yes	No
Part One ESIIA Only?	√	
Proceed to Part Two Full Report?		√

If Part One, please now use the boxes below and sign off at the foot of the page. If Part Two, please move on to the full report stage.

Actions to mitigate negative impact or enhance positive impact of the service change

Check: for the groups affected, what actions will you now take to mitigate or enhance impact of the service change? For example, if you are reducing a service there may be further use you could make of publicity and awareness raising through social media and other channels to reach more people who may be affected.

While the proposed opening time changes are targeting the periods of lowest use it is recognised that there is a potential impact to people who work during the week and currently access libraries at evenings/weekends. Weekend access will continue to be maintained at each library, albeit reduced to Saturday mornings in most cases. Alongside this a single 6.00pm evening closing will be provided or in some cases introduced in most cases.

Alongside static (and mobile) library provision there will be ongoing development and improvement in online library services including:

- e-Books - E-Books can be downloaded free of charge. Up to 4 books can be borrowed at any one time for up to 21 days. A maximum of 4 books can be reserved at any one time
- e-Magazines - Full digital copies of magazines can be downloaded free of charge
- e-Newspapers - Over 2000 newspapers can be accessed, including most of the UK National papers,
- e-Community - Shropshire Community Directory is a local gateway to up-to-date information on over 3000 community groups, clubs, societies, support and self-help groups.
- Online reference - Access to reference materials
- Library website – full library catalogue now available and includes book jacket images for ease of browsing. Requests and renewals can be done online.

There is no specific evidence to support either a positive or negative impact for other groups, although this will be kept under review.

Actions to review and monitor the impact of the service change

Check: what arrangements will you have in place to continue to collect evidence and data and to continue to engage with all groups who may be affected by the service change, including the intended audiences? For example, customer feedback and wider community engagement opportunities, including involvement of elected Shropshire Council councillors for a locality.

A range of data on patterns of usage will continue to be collected alongside customer surveys.

Customers will continue to be encouraged to make comments and give feedback about the service through the new provider's and Shropshire Council's Comments and Complaints system.

Users of the library, both current and new will continue to be involved in the design and delivery of any changed service and also play an important critical friend role in the ongoing delivery.

Scrutiny at Part One screening stage

People involved	Signatures	Date
<i>Lead officer carrying out the screening</i>		
<i>Any internal support</i>		
<i>Any external support</i>		
<i>Head of service</i>		

Sign off at Part One screening stage

Name	Signatures	Date
<i>Neil Willcox</i>		
<i>Michael Lewis</i>		

Shropshire Council Part 2 ESIIA: full report

Guidance notes on how to carry out the full report

The decision that you are seeking to make, as a result of carrying out this full report, will take one of four routes:

1. To make changes to satisfy any concerns raised through the specific consultation and engagement process and through your further analysis of the evidence to hand;
2. To make changes that will remove or reduce the potential of the service change to adversely affect any of the Protected Characteristic groups and those who may be at risk of social exclusion;
3. To adopt the service change as it stands, with evidence to justify your decision even though it could adversely affect some groups;
4. To find alternative means to achieve the aims of the service change.

The Part Two Full Report therefore starts with a forensic scrutiny of the evidence and consultation results considered during Part One Screening, and identification of gaps in data for people in any of the nine Protected Characteristic groups and people who may be at risk of social exclusion, eg rural communities. There may also be gaps identified to you independently of this process, from sources including the intended audiences and target groups themselves.

The forensic scrutiny stage enables you to assess:

- **Which gaps need to be filled right now, to help you to make a decision about the likely impact of the proposed service change?**

This could involve methods such as: one off service area focus groups; use of customer records; examination of data held elsewhere in the organisation, such as corporate customer complaints; and reference to data held by similar authorities or at national level from which reliable comparisons might be drawn, including via the Rural Services Network. Quantitative evidence could include data from NHS Foundation Trusts, community and voluntary sector bodies, and partnerships including the Local Enterprise Partnership and the Health and Well Being Board. Qualitative evidence could include commentary from stakeholders.

- **Which gaps could be filled within a timeframe that will enable you to monitor potential barriers and any positive or negative impacts on groups and individuals further along into the process?**

This could potentially be as part of wider corporate and partnership efforts to strengthen the evidence base on equalities. Examples would be: joint information sharing protocols about victims of hate crime incidents; the collection of data that will fill gaps across a number of service areas, eg needs of young people with learning disabilities as they progress through into independent living; and publicity awareness campaigns that encourage open feedback and suggestions from a variety of audiences.

Once you have identified your evidence gaps, and decided on the actions you will take right now and further into the process, please record your activity in the following boxes. Please extend the boxes as needed.

Evidence used for assessment of the service change: activity record

How did you carry out further research into the nine Protected Characteristic groups and those who may be at risk of social exclusion, about their current needs and aspirations and about the likely impacts and barriers that they face in day to day living?

And what did it tell you?

Specific consultation and engagement with intended audiences and target groups for the service change: activity record

How did you carry out further specific consultation and engagement activity with the intended audiences and with other stakeholders who may be affected by the service change?

And what did it tell you?

Further and ongoing research and consultation with intended audiences and target groups for the service change: activity record

What further research, consultation and engagement activity do you think is required to help fill gaps in our understanding about the potential or known affect that this proposed service change may have on any of the ten groupings and on the intended audiences and target groups? This could be by your service area and/or at corporate and partnership level.

Full report assessment for each group

Please rate the impact as you now perceive it, by inserting a tick. Please give brief comments for each group, to give context to your decision, including what barriers these groups or individual may face.

Protected Characteristic groups and other groups in Shropshire	High negative impact	High positive impact	Medium positive or negative impact	Low positive or negative impact
Age (please include children, young people, people of working age, older people. Some people may belong to more than one group eg young person with disability)				
Disability (please include: mental health conditions and syndromes including autism; physical disabilities or impairments; learning disabilities; Multiple Sclerosis; cancer; HIV)				
Gender re-assignment (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				
Marriage and Civil Partnership (please include associated aspects: caring responsibility, potential for bullying and harassment)				
Pregnancy & Maternity (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				
Race (please include: ethnicity, nationality, culture, language, gypsy, traveller)				
Religion and belief (please include: Buddhism, Christianity, Hinduism, Islam, Judaism, Non conformists; Rastafarianism; Sikhism, Shinto, Taoism, Zoroastrianism, and any others)				
Sex (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				
Sexual Orientation (please include associated aspects: safety; caring responsibility; potential for bullying and harassment)				
Other: Social Inclusion (please include families and friends with caring responsibilities; people with health inequalities; households in poverty; refugees and asylum seekers; rural communities; people you consider to be vulnerable)				

ESIIA Full Report decision, review and monitoring

Summary of findings and analysis - ESIIA decision

You should now be in a position to record your decision. Please highlight in bold the route that you have decided to take.

1. To make changes to satisfy any concerns raised through the specific consultation and engagement process and through your further analysis of the evidence to hand;
2. To make changes that will remove or reduce the potential of the service change to adversely affect any of the Protected Characteristic groups and those who may be at risk of social exclusion;
3. To adopt the service change as it stands, with evidence to justify your decision even though it could adversely affect some groups;
4. To find alternative means to achieve the aims of the service change.

Please add any brief overall comments to explain your choice.

You will then need to create an action plan and attach it to this report, to set out what further activity is taking place or is programmed that will:

- *mitigate negative impact or enhance positive impact of the service change,*
- AND*
- *review and monitor the impact of the service change*

Please try to ensure that:

- *Your decision is based on the aims of the service change, the evidence collected, consultation and engagement results, relative merits of alternative approaches and compliance with legislation, and that records are kept;*
- *The action plan shows clear links to corporate actions the Council is taking to meet the general equality duty placed on us by the Equality Act 2010, to have due regard to the three equality aims in our decision making processes.*

Scrutiny at Part Two full report stage

People involved	Signatures	Date
<i>Lead officer</i>		
<i>Any internal support</i>		
<i>Any external support</i>		
<i>Head of service</i>		

Sign off at Part Two full report stage

Signature (Lead Officer)	Signature (Head of Service)
Date:	Date:

Appendix: ESIIA Part Two Full Report: Guidance Notes on Action Plan

Please base your action plan on the evidence you find to support your decisions, and the challenges and opportunities you have identified. It could include arrangements for:

- continuing engagement and involvement with intended audiences, target groups and stakeholders;
- monitoring and evaluating the service change for its impact on different groups throughout the process and as the service change is carried out;
- ensuring that any pilot projects are evaluated and take account of issues described in the assessment, and that they are assessed to make sure they are having intended impact;
- ensuring that relevant colleagues are made aware of the assessment;
- disseminating information about the assessment to all relevant stakeholders who will be implementing the service change;
- strengthening the evidence base on equalities.

Please also consider:

- resource implications for in-house and external delivery of the service;
- arrangements for ensuring that external providers of the service are monitored for compliance with the Council's commitments to equality, diversity and social inclusion, and legal requirements including duties under the Equality Act 2010.

And finally, please also ensure that the action plan shows clear links to corporate actions the Council is taking to meet the general equality duty placed on us by the Equality Act 2010, to have due regard to the three equality aims in our decision making processes.

These are:

- Eliminating discrimination, harassment and victimisation
- Advancing equality of opportunity
- Fostering good relations

Note for 2014 refresh of our corporate equality impact assessment approach: Shropshire Council has referred to good practice elsewhere in refreshing the EINA material and replacing it with this ESIIA material. The Council is grateful in particular to Leicestershire County Council, for graciously allowing use to be made of their Equality and Human Rights Impact Assessments (EHRIAs) material and associated documentation.

For further information on the use of ESIIAs: please contact your head of service or contact Mrs Lois Dale, Principal Rural Policy Officer and internal policy support on equality, via telephone 01743 255667, or email lois.dale@shropshire.gov.uk.