



## Equality Impact Assessment

### What is an Equality Impact Assessment (EIA) and why does the County Council do them?

The [Public Sector Equality Duty](#) (PSED) is an obligation within the [Equality Act 2010](#) ("the Act"), which asks public authorities, like Hampshire County Council, to give 'due regard' to equality considerations, in particular to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

This includes assessing the impact of policies and practices on individuals and communities with a protected characteristic, as defined in the Act and some other specific groups. The County Council uses EIAs to ensure it has paid 'due regard' to equalities considerations when there are changes to a service or policy, a new project or certain decisions.

EIA author	Position & Department	Contact
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Title:	Price increase for printing and photocopying services in Hampshire Libraries
Related EIAs:	None

EIA for Savings Programme:	No
Service affected	Library Service
Description of the service/policy/project/project phase	<p>All 40 Hampshire Libraries offer a printing and photocopying service for customers, this is designed for customers to use independently without the support of staff members however customers often request support. Customers can either use the Go Online terminals to send documents to print or send remotely using their own devices. Printing and photocopying can be paid for using the coin box or online through a customer account. Members of the public do not need to be Hampshire Library members in order to use the service. The Service collects data on usage via the contract supplier however this does not differentiate between printing and photocopying or between colour and black and white so all figures are estimated. In 21/22 an estimated 374,000 copies were printed and 134,000 photocopies were made. The Service wishes to increase the cost of colour and black and white printing and photocopying for customers within Hampshire Libraries from September 2022. The changes would be as follows: A4 colour printing and photocopying Current charge - 40p Proposed charge - 60p A3 colour printing and photocopying Current charge - 80p Proposed charge - £1.20 A4 black and white printing and photocopying Current charge - 10p Proposed charge - 15p A3 black and white printing and photocopying Current charge - 20p Proposed charge - 30p</p>
New/changed service/policy/project	<p>The Library Service has upheld the current costs for printing and photocopying for the last 10 years. Within that time the costs to the Service have increased such as the contract costs with the supplier, ink, paper, energy and staff costs. Data shows that every time a member of staff spends 10 minutes with a customer to support a printing or photocopying request, it costs the Service an estimated £3.42. Income from charges supports the delivery of a comprehensive and efficient Library Service as required under the Public Libraries and Museum Act 1964. In implementing a price increase the Service looks to provide a sustainable offer to customers. In reviewing the current charges the Service completed a benchmarking exercise for fines and charges across 13 other comparable and neighbouring Library Authorities, ranking them from 1 (highest charges) to 13 (lowest charges). The Library Service was ranked as follows: Current charges A4 colour - ranked 11th A3 colour -</p>

ranked 9th A4 Black and White - ranked 8th A3 Black and White - ranked 8th Proposed charges A4 colour - ranked 4th A3 colour - ranked 4th A4 Black and White - ranked 3rd A3 Black and White - ranked 3rd A price increase would ensure the printing and photocopying service remains competitive and aligned across the marketplace.

## Engagement

In 2020 the Library Service undertook a large public consultation where customers were asked about their views on income generation. Over 80% of respondents felt that the Library Service should explore ways to generate income in order to contribute to the running of the service.

## Equalities considerations - Impact Assessment

### Age

Impact on public	Neutral
Impact on staff	Neutral
Rationale	<p>The proposed changes do not have any specific impacts on individuals relating to Age, therefore there is not thought to be an impact on this protected characteristic.</p> <p>The Service holds limited data on the age of those customers who use a printing and photocopying service as customers do not have to be registered with the Library in order to use the service. Payment can be made via a coin box or completed by remote printing meaning no data on age will be held.</p> <p>The limited data the Service does hold for registered customers who have used the printing and photocopying service show that usage is spread evenly across all age groups, for example black and white printing shows:</p> <p>Unknown - 45% (customer anonymously used the service)</p> <p>10-19 - 1%</p>

	<p>20-29 - 5%</p> <p>30-39 - 11%</p> <p>40-49 - 11%</p> <p>50-59 - 10%</p> <p>60-69 - 10%</p> <p>70-79 - 6%</p> <p>80-89 - 1%</p> <p>90-99 - 0%</p>
Mitigation	

### Disability

Impact on public	Neutral
Impact on staff	Neutral
Rationale	<p>The proposed changes do not have any specific impacts on individuals relating to Disability, therefore there is not thought to be an impact on this protected characteristic.</p> <p>No data is held by the Service to indicate a customers disability.</p>
Mitigation	

### Gender Reassignment

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Impact on public	Neutral
Impact on staff	Neutral
Rationale	The proposed changes do not have any specific impacts on individuals relating to Gender reassignment, therefore this is not thought to have an impact on this protected characteristic.
Mitigation	

## Pregnancy and Maternity

Impact on public	Neutral
Impact on staff	Neutral
Rationale	The proposed changes do not have any specific impacts on individuals relating to Pregnancy and Maternity, therefore this is not thought to have an impact on this protected characteristic.
Mitigation	

## Race

Impact on public	Neutral
Impact on staff	Neutral
Rationale	

	The proposed changes do not have any specific impacts on individuals relating to Race, therefore this is not thought to have an impact on this protected characteristic.
Mitigation	

### Religion or Belief

Impact on public	Neutral
Impact on staff	Neutral
Rationale	The proposed changes do not have any specific impacts on individuals relating to Religion or belief, therefore this is not thought to have an impact on this protected characteristic.
Mitigation	

### Sex

Impact on public	Neutral
Impact on staff	Neutral
Rationale	The proposed changes do not have any specific impacts on individuals relating to Sex, therefore this is not thought to have an impact on this protected characteristic.
Mitigation	

### Sexual Orientation

Impact on public	Neutral
Impact on staff	Neutral
Rationale	The proposed changes do not have any specific impacts on individuals relating to Sexual Orientation, therefore this is not thought to have an impact on this protected characteristic.
Mitigation	

## Marriage and Civil Partnership

Impact on public	Neutral
Impact on staff	Neutral
Rationale	The proposed changes do not have any specific impacts on individuals relating to Marriage and Civil Partnership, therefore this is not thought to have an impact on this protected characteristic.
Mitigation	

## Poverty

Impact on public	Negative - Low
Impact on staff	Neutral
Rationale	

	The proposed change could have a limited impact on individuals relating to poverty however the cost of black and white printing and photocopying provide an accessible option for customers.
Mitigation	The price increase for black and white printing and photocopying will remain low in order to provide an accessible option to customers. An increase of 5p per copy for A4 size, which increases the cost to 15p, is comparable when benchmarked against neighbouring authorities.

## Rurality

Impact on public	Neutral
Impact on staff	Neutral
Rationale	The proposed changes do not have any specific impacts on individuals relating to Rurality, therefore this is not thought to have an impact on this protected characteristic.
Mitigation	

Geographical Impact:All Hampshire

## Equality Statement

Additional information:

None

Overview Statement:

Assessment to show that due regard has been given and that there is no requirement for a full EIA:



EIA reference number: 00278

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