

Please state the service / project your proposal relates to:

Library Services Platform tender and implementation in 2019

Lead Office

Juliet Pirez

Directorate

People

Is this a new policy or a review of an existing policy or service?

New Libraries ICT supplier

What are the aims and purpose of this proposal?

To identify and address any issues that may affect the implementation of the new Library Service Platform and ensure best practice service delivery and best value for money

Which of the geographic areas does this proposal affect?

All areas of LB sutton

Equality and diversity**Which stakeholder group or groups does this proposal affect?**

It is a public service available to all LBS residents

Whose needs is the proposal designed to meet?

The proposal is designed to meet the needs of all Sutton residents

What evidence has been collected to inform this proposal?

The current Library Management System is now over 13 years and no longer fit for purpose. It needs to be upgraded in order to deliver the public service to the required standard. The current contract for the library management system is on a rolling contract basis which no longer fits with Sutton's procurement rules.

What equality-related information, for example through consultation with stakeholders, has been gathered on this proposal?

All residents will be affected by the new Library Services Platform as it will provide enhanced services and new ways to deliver them to all customers within the equality characteristics.

Based on the information you have collated, which equality characteristics may be affected by this proposal

In addition to the below please also consider deprivation/poverty, unemployment, residential location or family background, education or skills level and note this in the 'other' box below.

The new Library Services Platform (LSP) will enable the service to collect information about customers which will enable us to monitor reach into various communities.

Please give further information on how these characteristics may be affected

N/A

What will be done to promote equality of opportunity as part of this proposal?

The new Library Service Platform will be marketed through social media, local media and other channels to ensure everyone is aware of their local library service and what it can offer to everyone, embracing diversity and equality. .

Health and well being

Please note: Data from the Joint Strategic Needs Assessment can be used to fill in this section of the form, which can be accessed here: http://data.sutton.gov.uk/sutton_jsna/

In what way could this proposal positively or negatively impact on the physical and/or mental wellbeing of residents?

If there is a negative impact what action will be taken to mitigate this? What evidence has been or will be collected?

This proposal will positively impact on the physical and mental well being of residents as it will enhance their lives by providing access to information, awareness of the local area, access to new hobbies and daily activities. People will enjoy visiting the library service and accessing the services provided. It will provide a lifeline for people feeling lonely or isolated by society and it will improve their health and well being.

What actions are going to be taken as a result of this EIA to address negative impacts or previously met unidentified needs?

1. No major change

What data monitoring or evaluation activity has been put into place to monitor the impact of this proposal?

Customer satisfaction surveys will monitor the impact of the the Library Service Platform.