

Equality Impact Assessment – Template 4 – Summary Report

Department: Culture, Communities and Rural Affairs	Date: 29 th December 2009
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Policy, Strategy, Service or Plan that was Impact Assessed: People's Network software upgrade. The People's Network is the system of computers with internet access for public use in libraries. The computers have become increasingly out of date and unreliable so this project has been initiated to bring some of the application software up to date, particularly Internet Explorer and software required for various websites. At the same time planned maintenance work on the desktop equipment will be carried out. This is intended to benefit customers using the public computers in libraries and other sites which have the People's Network system.	
Summary of findings: (Full report attached) The updated software will allow access to a wider range of sites than are currently available, especially social networking sites and those that use multimedia software, including many self-learning websites. As the service in libraries is free this improvement in access could reduce the need for someone on low income to pay for internet in order to use these sites. Customers who will particularly benefit from improved access to social networking sites include people from black and minority ethnic groups who maintain links with others spread across a wide geographic area, as well as other people who interact with their own communities, such as the LGBT community or different faith-based groups. Sites targeted at children and young people or people with disabilities often use multimedia software to improve communication, so these customers will also benefit from the upgraded software by having improved access to relevant sites. Standardising the version of the Supernova magnification and screen-reader software across all libraries, using the most straightforward version available to us, will enable it to be used by more customers at a wider number of libraries. However, some customers may have to learn to use a different version of the software. Some customers may find it difficult to learn to use the upgraded software, particularly Internet Explorer 8. The change in screen resolution may make it more difficult for customers to use the computers without changing the text size or using the Supernova magnification software.	
Summary of Recommendations: (Action plan/s attached) Clear guidance, in print and online, to be provided to staff and customers on <ul style="list-style-type: none">• using the upgraded software, particularly Internet Explorer 8• changing text size and the basic use of Supernova magnification Staff to refer customers to IT4VIP classes if they require detailed help with the changed version of Supernova.	