

<b>AssessmentNo</b>	146	<b>Owner</b>	acoulthard	
<b>Resource</b>	Transformation		<b>Service/Establishment</b>	CCCF
	First Name	Surname	<b>Job title</b>	
<b>Head Officer</b>	Stephen	Daly	Citizen & Digital Services Manager	
	(include job titles/organisation)			
<b>Members</b>	Malcolm Bennie - Strategic Lead Amanda Coulthard- Performance & Strategy Manager			
	<i>(Please note: the word 'policy' is used as shorthand for strategy policy function or financial decision)</i>			
<b>Policy Title</b>	Transformation of OSS & Libraries			
	<b>The aim, objective, purpose and intended out come of policy</b>			
	Merge the Citizen Services and Library Services face-to-face delivery enabling citizens to access One Stop Shop support from eight library buildings across West Dunbartonshire			
	<b>Service/Partners/Stakeholders/service users involved in the development and/or implementation of policy.</b>			
	Citizen & Digital Services Library Services Performance & Strategy			
<b>Does the proposals involve the procurement of any goods or services?</b>			<b>No</b>	
<b>If yes please confirm that you have contacted our procurement services to discuss your requirements.</b>			<b>No</b>	
<b>SCREENING</b>				
<i>You must indicate if there is any relevance to the four areas</i>				
<b>Duty to eliminate discrimination (E), advance equal opportunities (A) or foster good relations (F)</b>			<b>Yes</b>	
<b>Relevance to Human Rights (HR)</b>			<b>Yes</b>	
<b>Relevance to Health Impacts (H)</b>			<b>Yes</b>	
<b>Relevance to Social Economic Impacts (SE)</b>			<b>Yes</b>	
<b>Who will be affected by this policy?</b>				
Employees and citizens who use libraries and/or One Stop Shops				
<b>Who will be/has been involved in the consultation process?</b>				
Builds on experience of the relocation of the Alexandria OSS to Alexandria library and the user feedback from this				
<b>Please outline any particular need/barriers which equality groups may have in relation to this policy list evidence you are using to support this and whether there is any negative impact on particular groups.</b>				
	<b>Needs</b>	<b>Evidence</b>	<b>Impact</b>	
<b>Age</b>				
<b>Cross Cutting</b>	The demographic and deprivation profile of the area means that there are a number of residents who require a significant level of face to face support which is unlikely to reduce in	The transformation of Citizen and Library Services offers the opportunity to improve and increase face-to-face service and locations across the authority with Citizens being	The proposal offers the opportunity to improve and increase face-to-face service and locations across the authority with Citizens being able to access services at any of the following locations:	

	the immediate term.	<p>able to access services at any of the eight libraries across the authority rather than the three Citizen Service locations currently available. This supports delivery of developing efficient and effective front-line services creating local hubs where Citizens can access information and support on Council services in safe and welcoming environments across the Council area.</p>	<ul style="list-style-type: none"> <li>• Alexandria Library</li> <li>• Balloch Library</li> <li>• Dumbarton Library</li> <li>• Church Street</li> <li>• Dalmuir Library</li> <li>• Parkhall Library</li> <li>• Duntocher Library</li> <li>• Faifley Library</li> <li>• Clydebank Library</li> </ul> <p>This would be a significant expansion compared to the current three Citizen Service locations available. This supports delivery of developing efficient and effective frontline services, and will creating local hubs where citizens can access information and support on Council services in safe and welcoming environments.</p>
<b>Disability</b>			
<b>Social &amp; Economic Impact</b>	<p>Digital literacy remains a challenge for some in the area, meaning the move to self-serve is not appropriate for all citizens.</p>		<p>Working well these changes would deliver services which support the Scottish Government's agenda to improve literacy, raise attainment and encourage lifelong learning. This can be done through the traditional loan of fiction and nonfiction works in a range of formats including physical, digital and audiobook. Our libraries also ensure residents can access the internet and are supported in digital learning to minimise</p>

			digital exclusion.
<b>Sex</b>			
<b>Gender Reassign</b>			
<b>Health</b>			
<b>Human Rights</b>			
<b>Marriage &amp; Civil Partnership</b>			
<b>Pregnancy &amp; Maternity</b>			
<b>Race</b>			
<b>Religion and Belief</b>			
<b>Sexual Orientation</b>			
<b>Actions</b>			
<b>Policy has a negative impact on an equality group, but is still to be implemented, please provide justification for this.</b>			
<b>Will the impact of the policy be monitored and reported on an ongoing basis?</b>			
<b>Q7 What is your recommendation for this policy?</b>			
Introduce			
<b>Please provide a meaningful summary of how you have reached the recommendation</b>			
This redesign will provide a range of positive impacts which benefit many vulnerable residents in West Dunbartonshire by increasing accessibility of key front-line services through local one stop shop provision in branch libraries.			