

## Combined Worcestershire equality and public health impact assessment (EPHIA) – FULL template

### Background information:

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Service area:	Libraries and Culture
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Date assessment commenced:	01/02/2019
Date assessment completed:	21/06/2019

### Function, strategy, project, policy or procedure being assessed:

Name of the function, strategy, project, policy or procedure being assessed:	Remodelling of the Worcestershire libraries service
Is this a new or an amended policy?	Amended
Does the policy form part of a wider programme which has already been screened for equality relevance?	No
Population affected - Does the policy affect service users, employees, the wider community, or a combination of these?	A combination of staff, users of current library services and the wider community
Who is formally responsible for the <b>delivery</b> of this policy? If different, who is responsible for <b>leading</b> on the delivery?	Hannah Needham – Senior Responsible Officer
Who are the main stakeholders?	Everyone who uses library services and facilities; the wider community; Council staff; a range of partners with whom we share premises or who deliver services jointly with the Council.
How will they be involved?	The Council carried out engagement activity with library users early in 2018 and, between October 2018 and February 2019 stakeholder events took place at all? Library premises. A detailed survey was also conducted at this time. Respondents were able to submit their views online and via email, and hard copies of the survey were also available.
What (if any) previous consultation has been carried out for this policy?	A public engagement survey was carried out between 9 <sup>th</sup> July and 5 <sup>th</sup> August 2018. This generated 2388 responses.
Who was consulted and when?	Please see reply to previous question.

Is equality monitoring in place for this policy?

Some Equality monitoring is in place

**Stage 1 - Please summarise the main objectives, aims and intended outcomes of this policy**

<p>Aims/Objectives:</p>	<ul style="list-style-type: none"> <li>▪ The ongoing delivery of a comprehensive and efficient libraries service in Worcestershire</li> <li>▪ Ongoing innovation and transformation in the delivery of library-based services across the County</li> <li>▪ Continuation of partnership working with both statutory agencies and community groups to provide a service which satisfies the requirements of the Council's medium-term financial plan</li> <li>▪ Evaluation and implementation of a range of agreed service delivery options when planning future library service delivery points across the County</li> </ul>
<p>Intended outcomes:</p>	<ul style="list-style-type: none"> <li>▪ Local need for a library service will continue to be met;</li> <li>▪ Local communities will be strengthened through the provision of information, resources and guidance which improve reading and literacy, develop skills and promote health and well-being in safe and welcoming community spaces</li> </ul>
<p>Please summarise how these outcomes will be achieved?</p>	
<p>Where an existing policy is to be amended please summarise principle differences between the existing and proposed policies?</p>	<p>Considerable progress has been made over recent years in modernising Worcestershire's library services and ensuring value for money. Over £3.7m of efficiency savings have been achieved since 2011/12, when the Libraries Transformation Programme was first launched. A range of transformational approaches has been implemented including:</p> <ul style="list-style-type: none"> <li>▪ A comprehensive property re-modelling programme;</li> <li>▪ A series of staff and management restructures;</li> <li>▪ A reduction in the Mobile Library service;</li> <li>▪ Investment in self-service technology;</li> <li>▪ Introduction of consortium stock purchasing and direct book delivery.</li> </ul> <p>The next phase of transformation continues to build on the key principles agreed by Council Cabinet in May 2011 which were:</p> <p>(i) Engaging local communities to help shape and deliver the library service;</p> <p>(ii) Changing the way libraries look in the future. For example, integration with other services, greater community involvement, use of technology (self-service), increasing the number of community collection points and moving away from the traditional library offer.</p> <p>(iii) Recognising that there will be a flexible model for providing library services across the County; and</p> <p>(iv) The ability to seize opportunities as they arise in discussions with local communities.</p> <p>For this phase of transformation, it is also suggested that a further key principle is added which places a greater focus on encouraging individuals, families and communities to do more for themselves - where possible - making informed choices and planning for the future. This will support the</p>

	<p>Council's stated Corporate Plan ambition to promote greater self-reliance and less dependence on services.</p> <p>A range of 6 possible delivery options has been identified for provision of library services and support across the County.</p> <p>Data gathered by an extensive needs survey and the views of respondents to the recent consultation have contributed to identification of the option(s) which will deliver our stated aims for each library.</p>
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**Stage 2 - Scoping (information gathering/consultation)**

<p>Please give details of data and research which you will use when carrying out this assessment:</p>	<p>A comprehensive community needs survey was carried out in the first part of 2018. Its findings will be used to inform development of a strategy governing future provision of library services and decision-making on how best to achieve a significant expenditure reduction in the Libraries Service budget.</p> <p>The Library Needs Assessment has allowed us to define the need for each library in Worcestershire.</p> <p>We identified four indicators of local need for libraries. These are: -</p> <ul style="list-style-type: none"> <li>▪ <b>Deprivation:</b> the socio-economic profile of library catchment populations which indicates their need to access services which improve health &amp; wellbeing, literacy, learning, digital skills and employability</li> <li>▪ <b>Service isolation:</b> the distance of each library from the next nearest library which indicates the relative isolation of each library and the accessibility of alternative library provision for customers</li> <li>▪ <b>Exclusive use of home library site:</b> visiting patterns of library customers to their home-site library and other Worcestershire libraries, which indicates their reliance on the home site library</li> <li>▪ <b>Library activity levels:</b> the number of visits, issues, active users, computer usage, event attendees and adult learners for each library.</li> </ul> <p>Each library has been ranked against these four characteristics of need and an overall ranking of libraries has been produced and is included as Appendix one to this assessment.</p> <p>The Needs Assessment uses a combination of socio-economic demographic profiling, indicators of deprivation, distances and travel times between libraries, and performance information. The performance information shows how each library is used and the level of each library's contribution to the overall countywide level of library use.</p> <p>Detailed public consultation was carried out between October 2018 and February 2019.</p>
<p>The consultation outlined possible service delivery options for each library; participants were asked to comment on the suggested options and to suggest additional</p>	<p>Yes</p>

<p>ways in which further partnership working and income might be generated. The suggested options are:</p> <ol style="list-style-type: none"> <li>1. Make no change to current library provision</li> <li>2. Reduce opening hours</li> <li>3. Implement 'Open Library' technology to enable customers to access libraries during unstaffed, self-service periods and with potential to extend opening hours</li> <li>4. Transition community supported libraries to community managed libraries</li> <li>5. Introduce new, community managed or and/or partner managed libraries</li> <li>6. Co-locate with new community services</li> </ol> <p>Do you consider these sources to be sufficient?</p>	
<p>If this data is insufficient, please give details of further research/consultation you will carry out:</p>	<p>N/A</p>
<p>Please summarise relevant findings from your research/consultation:</p>	<ul style="list-style-type: none"> <li>▪ There were 1,947 consultation responses. Almost 13% of respondents indicated that Droitwich Library was the one they visited most often, with over 10% of respondents saying they most often visited Alvechurch and Bromsgrove</li> <li>▪ Almost 13% of respondents indicated that Droitwich Library was the one they visited most often, with over 10% of respondents saying they most often visited Alvechurch and Bromsgrove</li> <li>▪ Just over 40% of respondents indicated that they used the library computers, whilst a further 15% used the free wi-fi available in the library to access the internet using their own device. High proportions of those respondents attending Evesham, Rubery, St Johns and Woodrow made use of the computers in the library</li> <li>▪ A full description of community managed libraries was set out in the Worcestershire Libraries Consultation Document. In general, respondents were largely in agreement with the aspects of the library community management approach which were delivered by the Council but were broadly not in favour of those aspects that were delivered or managed by the community or by volunteers</li> <li>▪ 90% of respondents agreed that the Council should provide books and a library catalogue for Community Libraries. In contrast, only 15% felt that the community should fund building costs, and</li> </ul>

around a fifth agreed that the community should manage buildings and grounds

- 167 people said that they would be interested in volunteering to help run their local library, with a further 355 respondents stating that they "maybe" interested. Potential interest in volunteering was highest among respondents who most often visit Droitwich, St Johns and Bromsgrove libraries
- Hagley, Broadway and Upton Libraries are already well supported by volunteers and by community organisations that pay for library buildings. It was suggested that these libraries would become fully community managed libraries. The need for professional librarians was mentioned by many respondents as being important for community managed libraries. Many respondents would therefore seem to prefer not to have a library staffed by volunteers only
- Around 30% of respondents agreed that Hagley, Broadway and Upton should become fully community managed libraries. Respondents who disagreed with the proposal were more likely to be in favour of sharing buildings with other community services
- Respondents were in general against the proposals for Alvechurch, Rubery, Warndon, Bewdley, St Johns and Catshill libraries to become new community libraries. Just over a third of respondents agreed with the proposal that Catshill should become a new community managed library, whilst support for this as a way forward for the other libraries was even lower. Respondents who disagreed with the proposal for these libraries were in general most likely to feel that the libraries should share buildings with other community services
- Support for the proposals to implement open libraries at Tenbury, Wythall, Droitwich, Pershore, Stourport and Bromsgrove varied from nearly 40% for Droitwich down to less than 30% for Stourport. Around a third of respondents were in agreement for the other libraries. Support for the proposal was higher, at over a half, among respondents that visit Wythall, Droitwich and Pershore most often. Of those that disagreed with the proposal, a higher proportion of respondents were in favour of sharing buildings than were in favour of the other alternative proposals
- Almost a half of respondents suggested that they would be willing to use the library during unstaffed hours, with more than 40% indicating that they would not be willing to use the library when unstaffed. Those respondents that mostly attend Pershore, Droitwich, Evesham, The Hive and Catshill libraries were most likely to be willing to make use of the library when unstaffed. A third of

	<p>respondents suggested that it would work well for the library to be unstaffed in the evenings</p> <ul style="list-style-type: none"> <li>▪ Saturday was the most commonly mentioned time as a preference for when libraries should remain open among respondents who suggested that it would be appropriate for a library to reduce its opening hours</li> <li>▪ Over 90% of all respondents stated that they agreed with the proposal that Woodrow should share buildings with other community services</li> <li>▪ Respondents were generally in favour of the libraries at The Hive, Malvern, Redditch, Kidderminster, Evesham, Welland, and Martley having no significant changes. Agreement for each library was between 80% and 90% of all respondents</li> <li>▪ Older people, those people living in areas with no or limited public transport, People who have mobility difficulties and those who are unable to leave their homes were cited as possible groups unable to access the library service</li> <li>▪ Security and safety issues, anti-social behaviour, the need for expertise and assistance from library staff and lack of social interaction were all mentioned as potential barrier to using the library during unstaffed hours</li> </ul>
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### Stage 3 – Assessment

#### Equality Impact Assessment

**Based on your findings, please indicate using the table below whether the policy could have an adverse, neutral or positive impact for any groups of people who share characteristics related to the following:**

Protected characteristic	Positive	Neutral	Adverse
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marriage and civil partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion and belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Please provide details of all positive and adverse impact you have identified:	While we have completed a needs survey and carried out extensive consultation, a strategy (which would contain principles and proposals for future library provision) has not yet been produced. We have been able to secure some additional funding from partners which has enabled the County Council to continue provision of a library service from the St Johns and Warndon libraries, for the moment. The potential impact of future, more specific, proposals will be analysed in due course.
Where possible please include numbers likely to be affected:	
Where potential adverse impact has been identified, can continuation of the proposed policy be justified?	Choose an item.  If yes, please explain your reasons:
Do you consider that this policy will contribute to the achievement of the three aims of the <a href="#">Public Sector Equality Duty</a> ?	Please indicate which of these aims is achieved through this policy: Please explain how the policy contributes to achievement of any aims you have selected:
<p>The Public Sector Equality Duty has the following three aims:</p> <ol style="list-style-type: none"> <li>1. To eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010.</li> <li>2. To advance equality of opportunity between persons who share a relevant <a href="#">Protected Characteristic</a> and persons who do not share it.</li> <li>3. To foster good relations between persons who share a relevant <a href="#">Protected Characteristic</a> and persons who do not share it.</li> </ol>	

### Public health impact assessment

Factor	Description of impact	Positive	Neutral	Adverse	Specific recommendations and/or mitigation
Social & economic		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Physical Health		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Mental health & well-being		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Access to services		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

### Stage 4 – Recommendations, action planning and time frames

Please list any actions you will take to mitigate any adverse impact you have identified (regarding equality and/or public health considerations):

Planned action	By who	By when	How will this be monitored
Creation of a Libraries Strategy	Programme Team	October	Libraries Programme Board

Please indicate how these actions will be taken forward as part of your team/service/directorate planning:	Strategy will form the basis of creating a revised service plan.
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### Stage 5 - Monitoring & Review

How frequently will proposed action be monitored?	Monthly
How frequently will intended outcomes be evaluated?	TBC
Who will be responsible for monitoring and evaluation?	Libraries Programme Board
How will you use the monitoring and evaluation results?	To inform future planning and transformation of the service

### Stage 6 - Publication

**Worcestershire County Council requires all assessments to be published on our website. Please send a copy of this assessment to the Corporate Equality and Diversity Team for publication.**

	Signature	Date
<b>Completing Officer:</b>	<b>J Edwards</b>	21/06/2019
<b>Lead Officer:</b>	<b>Hannah Needham</b>	21/06/2019
<b>Service Manager:</b>	<b>Carol Brown</b>	21/06/2019