

## Appendix A

# Review of the Library Service provision Community Impact Assessment

## Overview

Our vision of Libraries is more than places to borrow books from; they provide a number of services

- **Improve literacy** by a wide range of stock from different interest that is free for anyone to borrow and organising events that encourage children to read.
- **Support economic growth and employment opportunities** by providing free Wi-Fi and computer access, and being a venue for other learning organisations.
- **Encourage digital learning and inclusion** by helping people to get on-line via training and one to one support.
- **Support health and well-being** by being a safe space that is available for everyone and providing health books and information, volunteering opportunities and activities for people to enjoy.
- **Provide safe, accessible venues to support and create stronger communities** by giving access to council services, arts activities we will as voluntary organisations, and by promoting a sense of place through community history.

Libraries also provide computers that are free to use. Whilst the reasons for using these computers can be quite diverse their support for jobseekers and people without access to computers in an increasingly digital by default environment is particularly important. Computer services can only be accessed whilst a library is staffed; during self-service hours they are not available.

The Library Operations Team also provides some other council services in the four main libraries which include Southwater, Newport, Wellington, and Madeley. Customers can apply for concessionary travel and blue badges, report lost bins, graffiti and pay council invoices, for example.

Main libraries are also used as venues for voluntary organisations such as the CAB and other council departments such as job box

The aim of the review is to provide a comprehensive and efficient library service whilst reducing the overall budget for the service as low as possible to assist the authority with an overall budget reduction of £30 million by the end of the 2017/18 financial year.

These initial proposals have been subject to a previous impact assessment referenced in the 2016/17 budget papers of the Council meeting 3 March 2016.

The proposal has undergone significant refinement since that report. To summarise the previous proposal was to close all libraries other than Southwater, Wellington and Oakengates. The closures would include the mobile library service, six other

libraries and there would be a significant reduction in the library development team and halving of the book fund. The saving target was originally £548,220.

Following the budget consultation, a number of changes were made. These included;

- Keeping Newport and Madeley Libraries as a First Point and Library Service.
- A commitment to find and work with any appropriate partners to keep a local library service although delivered in a different way
- A reduction of the saving target to £483,220.

The previous analysis identified a potential negative impact for a number of people including young people under 18 years old and women. The data was relatively high level and only suggested that areas of disadvantage may develop, although it has assisted with raising awareness of some of those issues.

After extensive discussions the proposals have undergone further changes based on a simple but effective two tier model.

Council run libraries have a First Point Service (with the exception of Oakengates Library) and are directly run by Council staff. The Library Development team will continue to run activities at these libraries.

Community libraries are not run directly by the council and do not offer a First Point Service and the Library Development Team does not deliver events or activities. They remain part of the Statutory Library Service and the organisations running them are supported by the Council with training, ICT and book stock.

The proposals have now reached a stage where they are significantly more detailed and have a substantive outline of how the Statutory Library Service can be delivered in the borough.

### **Current proposals**

The overall budget saving has been reduced from £548,220 to £483,220.

The Council will directly run;

- Madeley
- Newport
- Oakengates
- Southwater
- Wellington

The Council has also been asked to help develop community libraries;

- Great Dawley Town Council to run Dawley Library,
- Donnington & Muxton Parish Council to run Donnington Library
- Hadley Learning Community (HLC) and Hadley and Leegomery Parish Council to run Hadley Library
- Stirchley and Brookside Parish Council to run Stirchley Library

There may be changed hours of service to accommodate staffing times.

We will continue to maintain and pay for the following at Community libraries:

- Access to the full library stock with a regular turnover of titles in each location. Members will still be able to borrow and reserve books from any library
- An agreed selection of new stock each year
- Use of the library management system so that books can be issued and returned as well as reserved in other libraries, and new members can join
- Access to Telford & Wrekin Council's public computers and free Wi-Fi access
- Initial training for Town and Parish Council and school library volunteers
- Advice on stock management and layout

This means the libraries will remain part of the Council's statutory provision.

However, to make the overall savings it is still necessary to:

- reduce the staffed opening hours of Council run libraries
- stop providing a mobile library service
- reduce staffing and the number of activities in libraries
- reduce the budget for stock (books, newspapers and magazines) by 50%
- Introduction or increase of charges to recover a greater proportion of costs associated with the delivered service.

This impact analysis will detail individual proposals, consider their impact on specific protected characteristics of service users and likely service users through evidence and consultation, and then potential mitigations where available and appropriate

It is important to remember that the context of this saving is that they are part of a larger budget strategy designed to save £30million of the entire Council budget over the next 2 years. The consequence of savings being reduced or missed in one area of the Council is a need to increase savings in another.

The proposals affect customers and services users, partner organisations including statutory and voluntary organisations, specific town and parish councils and employees.

They must be implemented by April 2017. Only where it is the best possible solution will we try to introduce savings at an earlier opportunity to maximise savings.

Name of person completing impact assessment and their post	Jo Heaton, Library Service Development Manager
Date started	10 May 2016
Other officers/Stakeholders involved	Lee Higgins, Customer, Benefits, Registration and Library Services Manager Angie Astley, Assistant Director, Neighbourhood & Customer Services Richard Taylor-Murison, Equalities Officer, Community Participation Team

## Impact Assessment Detailed proposals

Positive and negative impacts on people who share protected characteristics are assessed with regard to the General Equality Duty for each proposal and relevant area;

- eliminate unlawful discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations between different groups

### Council run libraries

#### Madeley

Change of opening hours reducing from 35hrs/week to 24hrs/week a reduction of 11 hours. Most notably;

- All day closure on Friday changing from 10am to 5pm.
- Reduced opening hours on Saturday closing at 1pm rather than 4pm.

People of different ages

People with ill health or people with a disability  
People of different gender

People who are transgender

Different racial groups

People with different religion or beliefs

People of different sexual orientation

Women who are pregnant or breast-feeding

People that are married or in a civil partnership

People affected by deprivation

	Impact		
	Positive	Negative	None
		X – older, 65+, and younger people, 19 or under	
			X
		X – female	
			X
			No info
			X
			X
			X
	X		

A reduction in the overall time will see a loss of opportunity for some of the users including young people and their families. In particular, the available number of hours for young people who attend school to access the service is reduced proportionately more than other people of other ages. Women are also identified as adversely affected because the data shows that a greater proportion of women between the age of 20 and 30 make use of the library more than women in the normal local population. This is most likely because they are primary caregivers of young children in the area.

The reduction of available hours is likely to have less of an impact on the older population as they, in general, have greater freedom to select their visiting times. Whilst not the primary role of the service, there have been suggestions that reductions in opening times would also reduce the opportunity for social contact that

some older people visit libraries for. The introduction of self service accentuates this point, that whilst they may be able to access lending facilities the human touch may be missed.

Madeley Library serves some areas in the 10% most deprived in the country, closure would likely have a significant negative impact on the people from lower socio-economic background even though they are less likely to use library services. Computer use in Libraries tends to be higher in areas of deprivation as individuals do not necessarily have access to personal computers and internet services. This also means that the co-location and accessibility of a First Point service which provides access to some council services such as blue badge and Council Tax support services is important. A reduction in opening hours will reduce access to these services which have a positive impact in areas experiencing significant levels of deprivation.

### Newport

Change of opening hours reducing from 35hrs/week to 24.5hrs/week a reduction of 10.5 hours. Most notably;

- All day closure on Monday changing from 10am to 4pm.
- Reduced opening hours on Saturday closing at 1pm rather than 4pm.

People of different ages

People with ill health or people with a disability  
People of different gender

People who are transgender

Different racial groups

People with different religion or beliefs

People of different sexual orientation

Women who are pregnant or breast-feeding

People that are married or in a civil partnership

People affected by deprivation

Impact		
Positive	Negative	None
	X – older, 65+, and younger people, 19 or under	
		X
	X – female	
		X
		No info
		X
		X
		X
		X
		X

A reduction in the overall time will see a loss of opportunity for some of the users including young people and their families. In particular, the available number of hours for young people who attend school to access the service is reduced proportionately more than other people of other ages. Women are also identified as adversely affected because the data shows that a greater proportion of women between the age of 20 and 30 make use of the library more than women in the normal local population. This is most likely because they are primary caregivers of young children in the area.

The reduction of available hours is likely to have less of an impact on the older population as they, in general, have greater freedom to select their visiting times. Whilst anecdotal, this will also reduce the opportunity for social contact that some older people visit libraries for. The introduction of self service accentuates this point, that whilst they may be able to access book lending facilities the human contact may be missed.

### Oakengates

There are significant changes to when staffed hours occur and overall, there is a reduction of 4 hours staffed opening times from 16 hrs/week to 12 hrs/week.

	<b>Proposed new staffed opening times</b>	<b>Current opening times</b>
Monday	10am to 1pm	10am to 2pm
Tuesday	Closed	Closed
Wednesday	10am to 1pm	12pm to 4pm
Thursday	2pm to 5pm	Closed
Friday	2pm to 5pm	10am to 2pm
Saturday	10am to 2pm	10am to 2pm

Self service can be accessed whenever the Theatre is open.

	<b>Impact</b>		
	<b>Positive</b>	<b>Negative</b>	<b>None</b>
People of different ages		X - young people	
People with ill health or people with a disability			X
People of different gender		X – female	
People who are transgender			X
Different racial groups			No info
People with different religion or beliefs			X
People of different sexual orientation			X
Women who are pregnant or breast-feeding			X
People that are married or in a civil partnership			X
People affected by deprivation		X	

A reduction in the overall time will see a loss of opportunity for some of the users including young people and their families. In particular, the available number of hours for young people who attend school to access the service is reduced proportionately more than other people of other ages. Women are also identified as adversely affected because the data shows that a greater proportion of women between the age of 20 and 30 make use of the library more than women in the normal local population. This is most likely because they are primary caregivers of young children in the area.

The reduction of available hours is likely to have less of an impact on the older population as they, in general, have greater freedom to select their visiting times. Whilst anecdotal, this will also reduce the opportunity for social contact that some older people visit libraries for. The introduction of self service accentuates this point,

that whilst they may be able to access lending facilities the human touch may be missed.

Oakengates Library serves some areas in the 10% most deprived in the country; a reduction in hours would likely have some negative impact on people who are experiencing significant levels of deprivation. Even though they are less likely to use library services they are particularly vulnerable to reductions in access to;

- Computer use – usage tends to be higher in areas of deprivation as individuals do not necessarily have access to personal computers and internet services.
- Local First Point services, that provide access to some council services such as blue badge and Council Tax support services is important.

### Southwater

Change of opening hours reducing from 46hrs/week to 42hrs/week a reduction of 4 hours. Achieved by;

- A reduction of closing time from 6pm to 5pm Monday to Friday
- An increase of closing time from 4pm to 5pm on a Saturday

For most of the most of the year Southwater is not open on Sunday, winter closing. The proposal is to make this permanent.

	Impact		
	Positive	Negative	None
People of different ages			X
People with ill health or people with a disability		X	
People of different gender			X
People who are transgender			X
Different racial groups			X
People with different religion or beliefs			X
People of different sexual orientation			X
Women who are pregnant or breast-feeding			X
People that are married or in a civil partnership			X
People affected by deprivation			X

There is little change to the provision at Southwater One. The building will be closing slightly earlier and the increase in opening hours on a Saturday is positive to families and disabled people. This is balanced against the impact on families and disabled people during the summer months when the building will not open as it has previously on Sunday. The Southwater One building houses a Changing Place, a toilet and changing facility that supports people with profound disabilities with specialist equipment, that is only available when the building is open. The facility is helpful for supporting families who have a person with profound physical disabilities to access Telford Town Park and the Southwater quarter family activities. It may not necessarily be used frequently but it provides confidence that there are appropriate facilities should the need arise. The next nearest alternative facility is 2.5miles.

### Wellington

Change of staffed opening hours reducing from 46hrs/week to 31hrs/week a reduction of 15 hours. Achieved by;

- A reduction of closing time from 6pm to 5pm Monday to Friday except Wednesday
- Self service only on Wednesday and Sunday.
- Reduced opening hours on Saturday closing at 1pm rather than 4pm

People of different ages

People with ill health or people with a disability

People of different gender

People who are transgender

Different racial groups

People with different religion or beliefs

People of different sexual orientation

Women who are pregnant or breast-feeding

People that are married or in a civil partnership

People affected by deprivation

	Impact		
	Positive	Negative	None
		X - Older people X - young people	
			X
			X
			X
			X
			X
			X
			X
	X		X

There is no significant impact on people who visit and use library services at Wellington. The building is open for self service far in excess of the staffed hours and whilst there is a reduction in staffed hours the main borrowing facility is still available. Usage shows that librarian support is least needed between 5-6pm weekdays and that Wednesdays are the quietest periods.

Whilst only self service on a Sunday, Wellington Library ensures that across the borough we have 7 day a week access to physical book lending facilities.

The relocation of the community history area and study area to the ground floor will make them more accessible. However it has been suggested that students, who tend to be younger people, may find it noisier when they are studying.

### Community led libraries

#### Dawley

The Library will move from Telford Langley School to Dawley House. It will be staffed by Great Dawley Town Council.

There are significant changes proposed to staffed hours shown below. There will be an increase of from 21hrs/week to 23hrs/week.

	Proposed new staffed opening times	Current opening times
Monday	9am to 1pm	Closed
Tuesday	9.30am to 4.30pm	9.30am to 1pm and 1.30pm to 5pm

Wednesday	9am to 1pm	9.30am to 1pm
Thursday	9am to 1pm	Closed
Friday	9am to 1pm	9.30am to 1pm and 1.30pm to 5pm
Saturday	Closed	9.30am to 1pm

	Impact		
	Positive	Negative	None
People of different ages	X - older people	X young people	
People with ill health or people with a disability	X – people with mobility and visual impairment	X – people with mobility and visual impairment	
People of different gender		X	
People who are transgender			X
Different racial groups			No info
People with different religion or beliefs			X
People of different sexual orientation			X
Women who are pregnant or breast-feeding			X
People that are married or in a civil partnership			X
People affected by deprivation	X		

There will be an increase in the total number of hours available to access services and for working age and older people this is advantageous however the hours reduce the availability of the library to school age young people.

The change in location is slightly further, approximately 150m from available public transport, so for those with reduced mobility or visual impairment this could represent a barrier. However, the location is closer to other local amenities in Dawley High Street, which may reduce the overall travel distance of potential service users when a visit to the library is combined with other activities. Usage of the library may also increase as the convenient location improves the visibility of the library

Dawley Library serves some areas in the 10% most deprived in the country, increased hours and access would likely have a significant positive impact on the people who are experiencing high levels of deprivation.

### Donnington

The library will be staffed by Donnington and Muxton Parish Council.

There are significant changes proposed to staffed hours shown below. There will be an increase of 2 hours from 16hrs/week to 18hrs/week.

	Proposed new staffed opening times	Current opening times
Monday	9am to 3pm	10am to 2pm

Tuesday	9am to 3pm	Closed
Wednesday	Closed	1pm to 5pm
Thursday	9am to 3pm	Closed
Friday	Closed	10am to 2pm
Saturday	Closed	10am to 2pm

	Impact		
	Positive	Negative	None
People of different ages	X – Adults	X – young people	
People with ill health or people with a disability			X
People of different gender		X	
People who are transgender			X
Different racial groups			X
People with different religion or beliefs			X
People of different sexual orientation			X
Women who are pregnant or breast-feeding			X
People that are married or in a civil partnership			X
People affected by deprivation	X		

The change to opening times means that the library will not be accessible to young people attending school at all. A small increase of opening hours will slightly benefit adults able to access the site during the day. It is hoped that with additional volunteers, Donnington and Muxton Parish Council will be able to develop additional opening capacity.

Donnington Library serves some areas in the 10% most deprived in the country, increased hours and access would likely have a significant positive impact on the people who are experiencing high levels of deprivation.

### Hadley

The library will be run by Hadley Learning Community with the financial support of Hadley and Leegomery Parish Council.

There are significant changes proposed to staffed hours shown below. There will be a reduction of 1 hour from 19hrs/week to 18hrs/week.

	Proposed new staffed opening times	Current opening times
Monday	2pm to 5pm	10am to 1pm and 2pm to 5pm
Tuesday	2pm to 5pm	Closed
Wednesday	2pm to 5pm	10am to 1pm and 2pm to 5pm
Thursday	2pm to 5pm	Closed
Friday	2pm to 5pm	1pm to 5pm
Saturday	10am to 1pm	10am to 1pm

### Impact

	<b>Positive</b>	<b>Negative</b>	<b>None</b>
People of different ages	X – all ages		
People with ill health or people with a disability			X
People of different gender			X
People who are transgender			X
Different racial groups			X
People with different religion or beliefs			X
People of different sexual orientation			X
Women who are pregnant or breast-feeding			X
People that are married or in a civil partnership			X
People affected by deprivation			X

The change from a 4 day service to 6 days is a significant and positive step. Whilst the hours available on those days are shorter the daily availability significantly outweighs this reduction.

### Stirchley

The library will be run by Stirchley and Brookside Parish Council.

There are significant changes proposed to staffed hours shown below. There will be a increase of 19 hours from 16hrs/week to 35hrs/week.

	<b>Proposed new staffed opening times</b>	<b>Current opening times</b>
Monday	9.30am to 4.30pm	10am to 1pm
Tuesday	9.30am to 4.30pm	2pm to 5pm
Wednesday	9.30am to 4.30pm	2pm to 5pm
Thursday	9.30am to 4.30pm	Closed
Friday	9.30am to 4.30pm	1pm to 5pm

	<b>Impact</b>		
	<b>Positive</b>	<b>Negative</b>	<b>None</b>
People of different ages	X		
People with ill health or people with a disability	X		
People of different gender	X		
People who are transgender			X
Different racial groups			X
People with different religion or beliefs			X
People of different sexual orientation			X
Women who are pregnant or breast-feeding			X
People that are married or in a civil partnership			X
People affected by deprivation	X		

The increase in hours has a positive impact on all service users in particular older people, younger people, women and people with low level of income because they are represented in a greater proportion in the service user group.

## Other Services

- reduce staffing and the number of activities in libraries
- reduce the budget for stock (books, newspapers and magazines) by 50%

People of different ages  
 People with ill health or people with a disability  
 People of different gender  
 People who are transgender  
 Different racial groups  
 People with different religion or beliefs  
 People of different sexual orientation  
 Women who are pregnant or breast-feeding  
 People that are married or in a civil partnership  
 People affected by deprivation

Impact		
Positive	Negative	None
	X	
	X	
	X	
		X
		X
		X
		X
		X
		X
	x	

The provision of staff in libraries means that higher level support can be offered to those who have more complex needs to access specialist resources including people with needs arising from disability and older people. It also means that people who are unable to use self service can still access collections with a reasonable degree of autonomy. Libraries volunteers will mitigate some of this impact.

The Library Service employees whilst not based at a particular library will be carefully distributed so that each library within the Council offer receives professional librarian support. Community libraries will be supported by trained volunteers and employees from the community organisation.

The reduction of activities is related to the reduction in capacity of the professional team. The team are responsible for the delivery of a range of sessions examples include bounce and rhyme, ancestry tasters, first click sessions, class visits and holiday activities

Inevitably, there will be less opportunity to facilitate these activities so the team will need to rationalise them. The activities are aimed at engaging people with disabilities, older people, children and their carers, there are proportionately more women carers.

## Introduction of Charges

There are a number of changes being proposed to the charges the library service makes for extra services, although exemptions to some charges will exist;

- Introduce 50p charge for a reservation from one of Telford and Wrekin libraries
- £3.50 to £5 charge for reservations from a library outside of Telford and Wrekin
- Introduce material obtained from the British Library £16 per item
- Introduce £1 charge for the second replacement library card
- Charging for some extra-library activities such as Ancestry, and author visits

In some cases charges represent the cost to the library of delivering that service, for example British Library bookings. Other charges generate a small profit that will be turned back to the book or activities fund, expected to be in the region of £8,000 - £10,000 per year.

	Impact		
	Positive	Negative	None
People of different ages			X
People with ill health or people with a disability			X
People of different gender			X
People who are transgender			X
Different racial groups			X
People with different religion or beliefs			X
People of different sexual orientation			X
Women who are pregnant or breast-feeding			X
People that are married or in a civil partnership			X
People affected by deprivation		X	

There is likely to be a very small negative impact or no impact on people for most people. People affected by high levels deprivation are likely to find greater difficulty than others accessing these services and activities. However where appropriate and relevant it is likely that exemptions will exist.

The administration and implementation of a reasonable 'ability to pay' charging scheme will be explored.

## Engagement

The previous proposals underwent consultation during the 2016/17 budget consultation in January 2016. The comments and feedback for that consultation have fed in to the current proposals. They have been themed and have helped to shape a number of changes and alterations to the main proposals.

A large scale consultation based in the specific proposals has taken place across the borough from 1 June to 24 July 2016. Available electronically and on paper, it asked for views on all of the proposed changes and contains a number of relevant monitoring questions designed to make sure that we are capturing a suitable sample of service users who are likely to be affected by the changes. The final report is attached as an appendix.

Currently, there are known data limitations regarding the protected characteristic information that we have for service users and visitors to the libraries. This in part is to the nature and longevity of the service, for example people may borrow books on behalf of someone else such as parents for children. Also, people may be long standing members of the library service and information about them may never have been requested.

This can mask some of characteristics of the regular service user information.

### Section 3 – Mitigating Actions

The proposals have been amended significantly since the original proposals so it is important to remember that the original proposal was to close all libraries with the exception of Southwater, Wellington and Oakengates.

At the time that this proposal was agreed in the Budget 2016/18, a commitment was made to delay implementation for as long as possible whilst community solutions were explored and developed if possible.

Most libraries have found a solution that allows the service to continue within their locality and maintain a network across the borough. The exception is the mobile library service. In part this reflects an adjustment in the budget position but is largely due to commitment from the community.

There have been a number of changes to achieve this;

**Service opening hours have been reduced** where they are under council control reducing access by all people but focussed on the quieter periods. This potentially affects young people at many locations.

It is sensible to reduce opening times where the least activity is taking place or it costs the most to deliver relative to the benefit. It does reduce the opportunity for school children to access services. Service users are still able to visit the main libraries during Saturday mornings and in the case of Southwater all day. They also have access to other online services such as e-books, e-comics and resources to help with homework on a 24hr basis.

The consultation raised concerns about school children accessing the library. This was typically raised by an older person and the evidence of service users indicates that in the majority of places this is not the case. For example school children at Dawley Library based in Telford Langley School rarely make use of the public library facility. Other libraries do see some use by young people and students however they are not significantly affected by changes in opening times.

The current practice in some libraries is for teachers to bring in classes of children to exchange books during the normal opening hours. The library service will promote this facility to schools and ask teachers to encourage parents to enrol their children into the library so that students can participate in a class visit to the library during school time or with an after school club.

**Self-service is being introduced wherever possible** to reduce the demand of some of the simpler routine elements of running a library. This means that professional staff and volunteers are able to deliver more complex activities and get the greatest value for their input.

Self Service will also increase the operational hours for some locations where the building is open longer than it is staffed.

The latest consultation identified some concern regarding the operation of self service across all ages. A number of solutions were proposed, including;

- clear large print and picture instructions
- ways of reporting malfunctioning service points

- supporting transition to self service with staff to guide their use

These actions are designed to ease people into the use of self-service machines building their competence and confidence to use the machines with little to no support.

**Community libraries are being established**, the saving is typically being made through alignment of opening hours with the hours of the hosting organisation and overlaying infrastructure and support services to ensure a quality service is delivered. This includes library management software, stock and skills training of and volunteers to ensure continuity across the network.

There have been a significant number of comments in the recent consultation that emphasise the importance of accessibility for older people with mobility difficulties and people with a mobility or sensory disability. Access audits are incorporated in to the relocation of library services and the wider use of self-service.

There have also been comments about the opening hours efforts have been made to influence opening hours so that they are available as much as possible but where they are restricted for the those times that most usage occurs. This will be an on-going effort to ensure the greatest possible library service coverage.

**Online library services**, an estimated 90% of people in the borough have access to the internet through smart devices and computers. This means that delivering a 24/7 electronic service including e-books, periodicals, magazines and graphic novel is a feasible way of meeting some of that need. In 2015, the Office of National Statistics stated 97% of houses with children have access to the internet.

It is clear that older people have less access to the internet, for a number of reasons, and this means an online solution is less likely to meet their needs.

Currently, the mobile library service will cease from April 2017, as no alternative service provide for the whole of the borough has come forward. The high cost and low usage means that it has a low value for meeting the objectives of the service relative to other ways of meeting the needs of the users.

Home Library Service helps to mitigate this potential loss of amenity. It remains unchanged at the moment but is able to be stepped up should demand increase as it is expected to be. This service sees volunteers deliver books for borrowing directly to people's homes where they are unable to leave the house.

**Fee increases and introductions.** The administration and implementation of a reasonable 'ability to pay' charging scheme will be explored. The key is being easy and flexible whilst introducing no additional costs in to the system that would wipe out any benefit from low level charging. Alternative strategies to generate income will be explored including asking for donations and creating 'Friends Groups'

We have a duty to pay due regard to the General Equality Duty;

- eliminate unlawful discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations between different groups

We have done this through the consideration the specific needs of users and potential users, related to the protected characteristics that they share, when carrying out the review process. Particular attention has been paid to ensure that discriminatory practices have not been introduced and ensure suitable safeguards are in place to improve and maintain access to buildings and services.

The aim of the library service has two dimensions a universal offer to all residents regardless of circumstance within reason but to also provide opportunities for those with particular needs to access literary materials and raise their aspirations. Whilst the review in some parts represents a loss of opportunity there are also positives over complete or partial closure and in some cases access to library service has become more accessible.

#### **Section 4 – Review and Monitoring**

The findings of the review will begin implementation in October 2016 if appropriate. Full transition is expected to occur by end of March 2017.

##### **Actions**

To ensure the provision of statutory library provision is maintained at all of these sites, agreements will be put in place that specify the relations hip between the Library Service and the locations.

Agreements made with alternative library service providers will articulate the requirement for accessible services so that where reasonable the whole of the community can access services at their locations.

Disability access will be confirmed at all sites through a disability access audit that will also meet the needs of older with reduced mobility.

Alternative library services will be maintained and expanded where demand requires it.

Mobile Library Service users will be supported to explore alternatives methods of accessing services such as online services, or home library service if they are eligible .

Negotiations with local Town and Parish councils are on going and the situation is evolving in the most part positively. These negotiations will continue focussing on the desire to deliver the most comprehensive library service possible to those who are most vulnerable.

A clear and full communication plan will be in place to ensure the whole community are aware of how to access all library services.

The requirement to detail and record usage of the library service will continue through the Library management System. It will be monitored locally and reported to CIPFA for benchmarking