

## Appendix 6



### EQUALITY ANALYSIS

Please refer to Part 2 of the Equality Analysis Guidance

**Name of Policy/Decision/Project/Activity:**  
**Future Library Services**

**Equality Analysis completed by:**

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Date: 23 August 2013

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23 August 2013

<b>Is this a:</b>	Policy ( )	Strategy ( )	Function ( )	
	Service ( x )		Project ( )	Other ( x )
<b>Is it:</b>	New/Proposed ( x )			
	Changing/Being Reviewed ( x )		Other ( )	

## 1. Purpose and Scope

### Purpose

In this section outline briefly what the policy, decision or activity is, what the intended outcomes/benefits (linked to the Corporate Outcomes Framework) are and over what period of time will the outcomes be achieved. Why does it need to be implemented or revised?

The Equality Analysis evaluates the impacts of the finalised proposals for the future library service. The new library model and equality analysis takes into account a two staged consultation process. The proposals are related to closure of 9 libraries, the reduction in hours at further libraries and the cessation of the mobile library and LIAZe (Libraries Information Access Zone). This is planned in a way that allows universal access, whilst focussing resources to engage those residents who need or would most benefit from increased access and support. The proposals also take account of those more confident readers, demand for new forms of reading material and the retention of professionally qualified library staff. The recommended final proposals outline the new model of delivery for a modern, quality, sustainable, comprehensive and efficient library service and outline the proposed investment and development of the service in the future.

The drivers for the proposed change are the need to achieve efficiencies and service improvements and to remodel library services across the City to ensure the equality and sustainability of provision. A minimum efficiency saving of £875,000 needs to be achieved. This proposal recognises the need to increase access to services and increase the number of residents accessing a range of learning, information, reading and ICT services. It is acknowledged that though traditional, static provision will reduce, the new approach is expected to increase access and number of users through enhanced outreach programmes, that support the

Corporate Outcomes Framework, *1.5 A City that cares for its most vulnerable; 1.6 A city where opportunities meet people's aspirations; 2.3 lasting and resilient neighbourhoods.*

The new service delivery model will introduce a City wide library strategy to be delivered from the refurbished City Library and four other hub libraries as well as six community libraries. The hubs have been selected on a natural geographical spread within the 5 areas, current usage and performance, asset management assessment and the range of services that are available within these settings that provide a range of partnership opportunities enabling residents to complete multiple transactions with both the council and partners in one visit.

The new service model will also deliver a diverse programme of community outreach activities which will take services into neighbourhood settings, some of this will evolve as relationships and partnerships become established.

Though the service model will provide a reduced number of static libraries, partnerships with locations such as Community Centres, Children's Centres and other neighbourhood venues offer the potential to increase the overall number of locations where library services are accessed, and therefore the opportunity to engage with more potential users.

It is worth noting that the 5 Library Hubs and 6 Community Libraries proposed in the new service received 87.75% of all Library visits in 2012/3.

The following libraries will be identified as Library Hubs:

**East:** City Library and Arts Centre

**West:** Sandhill Centre Library and Customer Service Centre

**North:** Bunny Hill Library and Customer Service Centre

**Coalfields:** Houghton Library and Customer Service Centre

**Washington:** Washington Town Centre Library and Customer Service Centre

All library hubs will be open for more than 40 hours a week over six days. The original proposal was for arrangements for evening opening to reflect local demand, but to ensure there is access to services each weekday evening across the city.

A wide range of factors have been taken into consideration when determining which libraries will become Hub and Community Libraries. These have included detailed examination of population and proximity, current usage and performance, asset management costs and service costs.

It is recommended to confirm the following libraries as Community Libraries:

**East:** Ryhope Library and Customer Service Centre

**West:** Kayll Road Library

**North:** Fulwell Library

**Coalfields:** Hetton Library and Customer Service Centre, and Shiney Row Library and Customer Service Centre

**Washington:** Washington Millennium Centre Library

It is proposed that Community Libraries will open for a minimum of 15 hours a week. This will be a reduction of hours for these libraries, but opening hours will reflect local community needs, based on the current patterns of usage and the times residents said they are most likely to use the static provision. It also reflects the consultation process which identified the most popular way to reduce costs was to change opening times. Programmes that are delivered currently are likely to still be delivered, though not necessarily in the library.

## Scope

In this section consider who or where is the target for the policy or activity, this could be specific groups of people or organisations, individual wards, neighbourhoods or communities or the entire city. Links to, and overlap with, wider, local, sub-regional, regional or national priorities or activities should also be considered.

All residents in the city could potentially be affected by the review of library services, but areas where buildings will be proposed for closure have been consulted with to determine whether there will be a larger impact. Consideration of the user groups of each of the libraries have been taken into account as part of this Equality Analysis. The staffing structure will be reflective of the future service model and changes are likely to impact on all staff. The new service model will be recruited to in September/October.

During phase 2 of the consultation, from 1687 respondents, 34% say that the proposals will have some impact on them and 30% say the changes will have a significant impact on them. 66% of those who currently use libraries proposed for closure as their main library say they will be significantly impacted on.

## Intelligence and Information

What sources of information have been used to inform this assessment/analysis? This should include but is not limited to consultations, resident/service user feedback and statistical data and intelligence.

### Consultation Feedback

Phase 1 consultation was undertaken during February/March 2013 and phase 2 consultation during June/July 2013, as well as prior focus group work with users and non-users during Summer 2012 and survey and focus group work as part of Budget Consultation 2011 and 2012. As part of phase 2 consultation a series of open days were also held in hub libraries in June/July 2013, though these were publicised there was an extremely low response on each day.

Public Consultation was undertaken with users, non users, community groups, organisations, schools, voluntary groups, members, People Boards, stakeholders, to all sections of the community, for example Disability groups, Faith Groups, LGBT etc. In phase 2 of the consultation, City Library is the most well used with 43% of respondents saying that they use the library and with a total of 63% of respondents who currently use proposed hub libraries and 41% who said they currently use proposed hubs as their main library.

51% of respondents understand why the Council needs to make changes to library services, whilst 37% do not, with a further 11.6% of respondents who neither agreed/disagreed and 37.2% disagree. The majority of respondents (63%) agree they will be able to access future library services, whilst 27% say they will not, with 36% saying they will access services online and 47% disagreeing.

Respondents whose main library is proposed for closure are more likely to disagree with the above statements. 88% of respondents claimed they would use at least one static library, these were predominantly hub libraries, with the City Library & Arts Centre being the main choice.

The highest ward responses were from residents in Fulwell, Silksworth, St Michael's and St Peter's, with just under 3% from outside of the City and 7.2% unknown

Some of the findings from the two phase consultation are highlighted above and below, all of the findings from phase 1 are highlighted in previous reports. Of the protected groups, older age groups and disability groups identified some areas of concern alongside people who work full time. These have been highlighted below and some mitigating actions have already been identified through the extension of outreach provision and services such as Books on Wheels and the reassessment of opening hours where this has been indicated through the phase 2 consultation. Further actions to ensure the service remains accessible will continue to be monitored and developed as part of service delivery.

Analysis of the two phases of consultation by protected characteristic was difficult for some categories, as numbers completing some of the questions were low. (Qualitative engagement took place over both phases of consultation to try and counteract this).

Communities and residents across the city have been consulted in two phases. Phase 1 was designed to help residents inform the proposals for a further consultation. Phase 2 was undertaken to gain feedback on the proposals, help understand the impact of the proposals, and identify appropriate centres to increase access to services.

Over 2,700 people responded to the phase one consultation and over 1,800 in the phase two consultation. The response to the consultation was the highest that Sunderland City Council has had to any one project.

The difference in the responses between the two phases is to be expected, where people may have chosen not to complete the process in phase 2 if they did not feel there would be any impact on them personally. In both phases, the majority of survey respondents (95% and 96%) say they or their household use library services. The profile of respondents who say that they or their household uses libraries in phase 2 is:

- 61% are female and 38% male
- 11% are under 35 years, 21% 35-54 years, 47% are aged 55-74 years, and 21% aged 75+
- 25% have or look after/care for children
- 98% are English/Welsh/Northern Irish / British and the remainder are from other ethnic groups
- 77% are Christian, 14% have no religion or belief, 7% prefer not to say and 3% have another religion or belief
- 89% are heterosexual, 10% prefer not to say, 1% are gay and 1% bisexual
- 27% are from North Sunderland, 19% East Sunderland, 22% West Sunderland, 16% Coalfield, 12% Washington and 3% outside of Sunderland

- In phase 2 from 1865 respondents 49.7% of people were from middle income families, residents who had sufficient income to buy social housing or owner occupiers in older style housing

Overall 51% agree and 37% disagree that they understand why the council needs to make the changes. People with a disability are more likely to disagree (47%) and less likely to agree (40%) than non-disabled respondents that they understand why the council needs to make the changes as are those whose library is proposed for closure (30% agree and 59% disagree) .

Overall 63% agree and 27% disagree that they will be able to access library services if the proposals go ahead. The following groups are less likely to agree and more likely to disagree than their counterparts that they will be able to access library services if the proposals go ahead:

- Respondents with a disability (52% agree and 39% disagree) compared to those with no disability (69% agree and 21% disagree)
- Respondents with children (60% agree and 31% disagree) compared to those without (65% agree and 24% disagree)
- Respondents aged under 55 years (55% agree and 31% disagree) compared to over 55's (68% agree and 23% disagree) and in particular 35-44 year olds (47%% agree and 37% disagree)
- Respondents living in East Sunderland (54% agree and 38% disagree) compared to other Sunderland areas (64% agree and 24% disagree)
- Respondents whose library is proposed for closure (29% agree and 58% disagree).

Overall 36% agree and 47% disagree that they will be able to access library services online. Respondents with a disability are also less likely to agree (22%) and more likely to disagree (64%) than non-disabled respondents that they will be able to access services online, as are females compared to males, and those aged 75

When asked what library services they would use in future based on the proposals, 13% say they are unable to access services in the future. Respondents who use those libraries proposed for closure as their main library are more likely to feel they would be unable to access future library services – 32% of those who use libraries proposed for closure as their main library say they are unable to access library services compared to 6% of those who use community libraries and 5% of those who use library hubs as their main library. In addition, respondents with a disability, respondents with children, respondents living in the East, and females were more likely than their counterparts to state that they would be unable to access library services. However, females (4%) and respondents with a disability (5%) are more likely to say they will use books on wheels, so this may go some way to mitigating the impact for a small number of people.

Females and people with children are more likely to say they will get involved in activities in the community, though numbers are small (9% overall) any expressions of interest will be followed up and this area will continue to be developed.

Issues with access to libraries related to travel (including time, cost, distance, carrying books, parking issues, lack of transport and poor transport timings). This included issues such as travelling with children, health and age. 57 respondents cited age, health and disability as reasons for not being able to access services. People with disabilities are more likely to state that the changes will have some or a significant impact on them than non-disabled respondents, as are people with children compared to those without, females compared to males, those under 55 compared to older respondents and those living in the North compared to other areas. Where individuals or groups have indicated there is some or significant impact a programme of mitigating actions will include referrals to Books on Wheels and the development of community book collections in the near locality.

The feedback from the consultation indicates that respondents would like the proposed opening hours at the community libraries to be altered to further meet the needs of the community. Though the numbers of respondents are small, there are some suggestions that have been considered and some slight changes to the community library opening hours have been proposed, that would still align with the last year user/visitor figures.

In the phase 2 consultation where respondents are asking for late night and Saturday opening, this does not correlate with any current and previous usage, and when these hours were available only a few people used the service at these times. There were some suggestions from individuals to deliver library services through volunteers, though to date no firm expressions of interest have been made, any proposals would continue to be considered as appropriate.

Concern was raised by some respondents about the pressures that may be put on the remaining libraries and staff, if the proposals are approved the staffing structure will be able to accommodate any increase in demand. Any increased demand in libraries for ICT provision should be enhanced by the planned improved ICT hardware and software, wi-fi and appropriate management of customer time on computers to the 2 hour limit.

A significant marketing campaign is needed to support the delivery library services and programme, including improved website navigation.



Respondents show that in BunnyHill (30%) City (30%) and Washington Town Centre (26%) hubs, they would prefer a Wednesday evening as later opening. The least popular day for any evening opening was a Tuesday, if the feedback is to inform the opening hours this would mean that no hub or community library would be open after 6pm on a Tuesday. As no libraries that are proposed as hubs currently open on a Tuesday, there is no data available. Most respondents either did not respond to a preference for evening opening or said they would not visit in the evening.

Based on the feedback from respondents in phase 2 in relation to individual libraries the following can be derived:  
In a number of instances respondents with children are less likely to think the proposed opening hours are suitable. Those who currently use a particular library as their main library are more likely to think the hours are suitable.  
Qualitative information is largely around lack of evening and weekend availability, particularly for those who work and with children.

### **Background from Phase 1 Consultation**

As was previously indicated in the phase 1 consultation by residents, a key way to reduce cost is to close less well performing buildings. To enable increased coverage through outreach centres and community reservations whilst reducing cost, it is therefore, confirmed to decommission 9 libraries based on current usage, performance, cost per visit and asset management assessment and consultation.

**Library Management System** – membership and usage data from the Library Management System continues to produce user statistics, user patterns and profiling of service areas, including the age of users, gender and times of usage as well as materials borrowed, this is part of regular performance management and will continue to help inform future programme and planning of services. Further breakdown of statistics would not necessarily be conclusive as customers are not obliged to inform us of any of the other protected characteristics, such as disability or sexuality. Statistical data will continue to be collated as part of regular performance management and used to review and inform service development going forward.

**Computers and online technology** - non-library users, those aged under 45 years and those with children are somewhat more amenable to accessing library services online than existing users and older respondents respectively. Non-library users are more likely to buy books online and read e-books and indeed opportunities to access e-books and e-audio services holds a greater appeal to non-users interested in future library services. Online services for renewals and reservations and online reference and

information resources are also of greater interest to them and 45 to 54 year olds. Whilst computers and the internet are particularly important to under 25's, aspects such as e-books, online services, Wi-Fi, improved ICT equipment and resources are all identified as services of interest. There is also the opportunity to work with partners to deliver ICT courses specific to the needs of the community.

**Social activities and opportunities** - activities for children and families are another area of opportunity. These are particularly important to those aged 25-44 years, those who have or look after/care for children and young people. Suggested opportunities include craft, story telling, reading groups and after school clubs. These groups are also more amenable to accessing library services through Children's centres than other groups. Other social activities and opportunities of interest for all ages, include activities in general, art and craft related programme, non-accredited learning courses and reading groups. Programme that is delivered currently is likely to still be delivered within the community though not always from a static library.

### **Services and Activities**

As identified in phase 1, books and information are perceived as the main function for both users and non users of libraries, and the most important aspect for the future. This is followed by access to computers and the internet, and the library seen as a place to learn, study and read. Family and local history services and activities are also a popular area of interest.

The need to improve awareness of what is available and in particular what is on offer beyond traditional services is also highlighted again through qualitative evaluation in phase 2, this will be critical moving forward.

### **Libraries Proposed for closure**

As identified in the phase 2 consultation the Libraries identified for closure are:

- Doxford Park
- East Herrington
- Easington Lane
- Fence Houses
- Hendon
- Monkwearmouth
- Silksworth
- Southwick
- Washington Green

**Doxford Park Library** – 4% (68) of all 1692 respondents in phase 2, identified they use this library most often, 5% of all respondents to phase 2 were from this ward , 763 active users across all ages are registered at this library with 261 users from all age bands actively using this library up to April/May 2013.

There is the opportunity to work with partners to deliver learning from this service point.

Of the 763 customers registered at this library, there are 189 registered adult females and 98 males, there are 15.60% (119) of active users who fall into the senior age bracket.

The transport links have been looked at as the most likely alternative site would be Ryhope Library, CLAC or possibly Books on Wheels, if users have mobility issues.

Alternative community provisions will continue to be explored for all groups. There are 37.48% (286) active users who are children who will be supported through the library programme in schools or alternative provision in the community that could include Community Centres.

39% of Doxford Park respondents said that they would likely access the City Library, 29% of respondents said that they would be unable to access a library and 23% said they would use Ryhope as the nearest community library. There is no data on users in this area in respect of disability

**Easington Lane Library** – 1% (17) of all 1692 respondents in phase 2, identified they use this library most often, 235 active users across all ages are registered at this library with 77 users from all age bands actively using this library up to April/May 2013.

From 235 people registered at this library, 20.43% (48) are registered in the senior age group with 28.51% (67) children, there are 62 adult females registered at this library compared to 37 males.

The nearest alternative static library would be Hetton. Due to the very low numbers of current usage and due to the size of the current building the range of programme is limited to very small groups. Some alternative provision could be considered at ELCAP which is very near to the current library.

There is no data on users in this area in respect of disability. 59% of Easington Lane respondents said that they would likely access Hetton Library, 41% of respondents said that they would be unable to access a library and 35% said they would use Houghton.

**East Herrington** – 1% (17) of all 1692 respondents in phase 2, identified they use this library most often, 582 active users across all ages are registered at this library with 206 users from all age bands actively using this library up to April/May 2013.

Of 582 customers registered at this library, there are 20.10% (117) of active users who fall into the 60+ age bracket, there are 155 adult females registered at this library and 60 adult males.

The most likely alternative site for users accessing public transport would be City Library and Arts Centre (CLAC). Users with mobility issues would likely choose Books on Wheels. Alternative community provision will be explored at sites such as the Jubilee Centre. There are 32.30% (188) active users who are children, who will be supported through the library programme in schools, or alternative provision in the community that could include Community Centres or Children's Centres.

There is currently only very limited library programme provided from this library, due to the general lack of uptake of services in this area.

There is no data on users in this area in respect of disability. 2% of all respondents to phase 2 were from this ward, 37% of East Herrington respondents said that they would likely access the City Library, 37% of respondents said that they would be unable to access a library and 32% said they would use Sandhill View.

**Fence Houses** – 2% (34) of all 1692 respondents in phase 2, identified they use this library most often, 161 users across all ages are registered at this library with 57 users across all age bands actively using this library up to April/May 2013.

There is the capacity to increase Books on Wheels and work in partnership with schools in the area and other local organisations to provide collections as appropriate. Of 161 customers registered at this library, there are 17.39% (28) who fall into the senior age bracket, 43 adult females registered at this library compared to 12 adult males.

The transport links have been looked at as the most likely alternative site would be Houghton, Shiney Row Library, CLAC or possibly Books on Wheels, if users have mobility issues.

Alternative community provision will continue to be explored. There are 39.13% (63) active users who are children who will be supported through the library programme in schools or alternative provision in the community that could include schools or Community Centres. There is very limited programme delivered from this library due to size, lack of demand and uptake.

There is no data on users in this area in respect of disability. 59% of Fence Houses respondents said that they would likely access Houghton Library, 26% of respondents said that they would be unable to access a library and 11% said they would use Books on Wheels to access library services.

**Hendon Library** – 4% (68) of all 1692 respondents in phase 2, identified they use this library most often, 714 active users across all ages are registered at this library with 219 users across all age bands actively using this library up to April/May 2013.

Of 714 customers registered at this library, there are 14.99% (107) of active users who fall into the senior age bracket, there are 189 adult females registered at this library compared to 139 adult males.

The transport links have been looked at, as the most likely alternative site would be CLAC or possibly Books on Wheels, if users have mobility issues.

Alternative community provisions will continue to be explored. There are 27.87% (199) active users who are children who will be supported through the library programme in schools or alternative provision in the community that could include Community Centres or Children's Centres.

There is no data on users in this area in respect of disability. 3% of all respondents to phase 2 were from this ward. 46% of Hendon respondents said that they would likely access the City Library, 47% of respondents said that they would be unable to access a library and 15% specified other.

**Monkwearmouth Library** – 3% (51) of all 1692 respondents in phase 2, identified they use this library most often, 342 active users across all ages are registered at this library with 159 users across all age bands actively using this library up to April/May 2013.

There is the capacity to increase Books on Wheels particularly and explore community book collections particularly for users who live in the high rise flats.

Of 342 customers registered at this library, there are 15.50% (53) of active users who fall into the senior age bracket, there are 99 registered adult females and 71 adult males.

The transport links have been looked at as the most likely alternative site would be CLAC, Fulwell or possibly Books on Wheels, if users have mobility issues.

Alternative community provisions will continue to be explored. There are 25.44% (87) active users who are children who will be supported through the library programme in schools or alternative provision in the community that could include Community Centres or Children's Centres. Programme delivered in this library is limited due to the lack of up take.

The library building does not conform to DDA regulations, and is on an incline and a busy one way system which does not enable good access or parking.

There is no data on users in this area in respect of disability. 7% of all respondents to phase 2 were from this ward. 47% of Monkwearmouth respondents said that they would likely access Fulwell Library, 41% of respondents said they would access the City Library & Arts Centre and 24% other.

**Silksworth Library** – 6% (102) of all 1692 respondents in phase 2, identified they use this library most often, 779 active users across all ages are registered at this library with 222 users across all the age bands actively using this library up to April/May 2013. There is the capacity to increase the Books on Wheels Service in this area and work with schools and other organisations or community groups to provide community book collections.

Of 779 customers registered at this library, there are 19.13% (149) of active users who fall into the senior age bracket, there are 242 registered adult females and 106 adult males.

The transport links have been looked at as the most likely alternative site would be Ryhope Library, CLAC or possibly Books on Wheels, if users have mobility issues. Alternative community provisions will be explored. There are 27.60% (215) active users who are children who will be supported through the library programme in schools or alternative provision in the community that could include Community Centres. There is currently some library programme provided from this library. This also includes residents of the Beckwith Mews complex. Learning programme is limited from this site as there is not sufficient space or resources to enable courses to be delivered.

There is no data on users in this area in respect of disability. 6% of all respondents to phase 2 were from this ward. 35% of Silksworth respondents said that they would likely access the City Library, 32% of respondents said that they would be unable to access a library and 31% said they would use Ryhope as the nearest community library.

**Southwick Library** – 3% (51) of all 1692 respondents in phase 2, identified they use this library most often, 762 users across all ages are registered at this library with 213 users across all age bands actively using this library up to April/May 2013.

Of 762 customers registered at this library, there are 18.50% (141) of active users who fall into the senior age bracket, there are 207 registered adult females and 162 adult males.

The transport links have been looked at as the most likely alternative site would be CLAC, BunnyHill, Fulwell or possibly Books on Wheels, if users have mobility issues. Alternative community provisions will be explored. There are 26.38% (201) active users who are children who will be supported through the library programme in schools or alternative provision in the community that could include Community Centres or Children's Centres.

There is no data on users in this area in respect of disability. 4% of all respondents to phase 2 were from this ward. 48% of Southwick respondents said that they would likely access the City Library, 41% of respondents said that they would be unable to access a library and 32% said they would use Fulwell as the nearest community library.

**Washington Green** – 4% (68) of all 1692 respondents in phase 2, identified they use this library most often, 235 users across all ages are registered at this library with 152 users across all age bands actively using this library up to April/May 2013. Of 235 customers registered at this library, there are 25.96% (61) active users who fall into the senior age bracket, there are 48 adult females registered at this library compared to 19 adult males.

The transport links have been looked at as the most likely alternative site would be Washington Town Centre or Washington Millennium Centre Libraries or possibly Books on Wheels, if users have mobility issues.

Alternative community provisions will be explored. There are 34.04% (80) active users who are children who will be supported through the library programme in schools or alternative provision in the community that could include schools, post offices or Community Centres. There is very limited programme delivered from this library due to size, and DDA compliance.

There is no data on users in this area in respect of disability. 3% of all respondents to phase 2 were from this ward. 52% of Washington Green respondents said that they would likely access Washington Town Centre, 30% of respondents said that they would be unable to access a library and 17% said they would use Washington Millennium Centre as the nearest community library.

Consultation and analysis of active users has shown that a number of users are using more than one library and/or not using the library at which they originally registered. This reflects changing pattern of usage and locations.

### **Opening Times**

Feedback from the first phase of consultation shows that weekdays are the most popular days to visit libraries and the most popular times are late morning (10am to 12) and afternoons (2pm to 6pm). Afternoons tend to be more popular with younger people and those with children, whilst late morning is more popular with those aged 55+. This is also supported by current library usage statistics. The most popular slots for non-users are weekday evenings (6pm to 8pm).

Feedback from phase 2 consultation, identifies the preference for evening opening in the hubs, though three of the five hubs show a preference for late opening on a Wednesday, this would restrict the option for a library to be open each evening of the week.

Respondents confirmed they were happy with the proposed hours at the hub libraries.

The proposed options for a reduction in opening hours in community libraries to 15 hours per week, was consulted on in phase 2 and highlighted the busiest times based on the 2012/13 usage.

A number of respondents to the consultation clearly identified that they would not use Hetton Library, Kayll Road Library, Ryhope Library, Shiney Row Library or Washington Millennium Centre Library at the proposed times, however, the comments have been analysed against current usage patterns to confirm the revised hours based on the feedback. The qualitative feedback in some

areas suggests that some libraries needed to be open more hours, late night and a Saturday. Based on the feedback from the phase 2 consultation there are some slight revised opening times proposed, though still taking the previous usage patterns into consideration. It is also proposed to review all opening hours one year from implementation.

### **East**

**Ryhope Library** –60% of respondents said the proposed hours were not suitable and 40% were suitable and suggested that they would prefer longer hours and some later closing. Combining these comments with the user/visitor figures, it is proposed to recommend the following changes to the revised proposed hours for approval and to be reviewed in one year from implementation:

Tuesday	10.00- 6.00pm
Wednesday	10.00- 5.00pm

*(opening hours proposed in the consultation were Monday 11-5pm; Wednesday 10-1pm; Friday 11-5pm)*

These proposed opening hours will also be supported by a partnership with the City of Sunderland College to deliver a programme for NEETS on both these days. The longer days and condensed hours will enable children to visit after school and for some users after work, with longer hours that will enable other users to use the services and engage in programme and activity. Additional library services can be provided through the Community Association and Children's Centre in this area.

### **West**

**Kayll Road Library** – some respondents stated that they would prefer a late evening, overall 55% of respondents were opposed to the proposed hours with 45% who thought they were suitable. Based on the qualitative response and compared with the user/visitor figures it is proposed to recommend the following changes to the revised proposed hours for approval and to be reviewed in one year from implementation:

Monday	12.30-6.30pm
Tuesday	10.00-1.00pm
Friday	11.00-5.00pm



*(Proposed opening hours in phase 2 of the consultation were Monday 12-6pm; Tuesday 10-1pm; Friday 11-5pm)*

The slight change to the Monday opening hours provides a later option for school children or people who work, with morning, midday and afternoons also covered.

### **North**

**Fulwell Library** – 54% of respondents said the proposed opening hours were suitable with 46% who disagreed, though in the qualitative feedback comments were around longer days, evenings and Saturdays. Looking at the overall usage and visitor information from Fulwell and taking the feedback into account, the following changes to the revised proposed hours are recommended for approval and to be reviewed one year from implementation:

Monday	9.00-12noon
Wednesday	1.00- 6.30pm
Friday	12.30 – 5.00pm
Saturday	10.00- 12.00noon

*(Proposed opening hours in phase 2 of the consultation were Monday 10-1pm; Tuesday 2-6pm; Wednesday 10-1pm; Friday 2-5pm; Saturday 10-12 noon)*

This will provide some longer opening and evening and Saturdays for families, schoolchildren and those who work, with early morning and afternoon also covered.

### **Coalfields**

**Shiney Row Library** – 35% of respondents said the proposed opening times were suitable and 65% disagreed, the qualitative feedback suggests that mornings, full days and later opening. Based on the feedback and compared with the user/visitor figures it is proposed to recommend the following changes to the revised proposed hours for approval and to be reviewed in one year from implementation:

Monday	1.30-5.00pm
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Tuesday	9.30-12.30pm
Thursday	2.00- 6.30pm
Friday	1.00-5.00pm

*(Proposed opening hours in phase 2 of the consultation were Monday 1-5pm; Tuesday 10-1pm; Thursday 2-6pm; Friday 1-5pm)*

The slight changes will provide later access for schoolchildren, families, workers, with early morning and afternoon also covered that may be more suitable elderly residents.

**Hetton Library** – 41% of respondents said the proposed opening times were suitable and 59% said they were not, there is very little response directly related to this library in the qualitative feedback to revise the original proposed hours. Based on the feedback and compared with the user/visitor figures it is proposed to make a slight amend to hours to reflect later access, though to be reviewed again in one year from implementation:

Monday	12.30-5.00pm
Wednesday	10.00-1.00pm
Thursday	2.00-6.30pm
Friday	10.00-1.00pm

*(Proposed opening hours in phase 2 of the consultation were Monday 12-5pm; Wednesday 10-1pm; Thursday 2-6pm; Friday 10-1pm)*

The very slight changes reflect some of the consultation feedback and will provide late access for schoolchildren, families and workers, with mornings and afternoons covered.

### **Washington**

**Washington Millennium Centre** – 44% of respondents said the proposed opening hours were suitable and 56% disagreed. Based on the feedback and compared with the user/visitor figures it is proposed to recommend the ***original proposed hours*** for approval and to be reviewed in one year from implementation:

Monday	10.00-6.00pm
Tuesday	10.00-1.00pm
Friday	1.00-5.00pm

The user profile and visitor figures will continue to be analysed for all libraries and subject to ongoing reviews in the future. The revised proposed opening hours should mitigate the access for people who work, have families and enable children to do homework and some out of school activity. All hub libraries will continue to open on Saturdays to provide access to library services and activities.

### **Transport and Access to Services**

Consultation during phase 2 explored the impact on residents, it was highlighted that travel costs, opening hours, socialisation, parking and distance to other library venues could be a negative to using other libraries, though this could be mitigated by providing more localised community book collections, programme and services for current users and non users.

Main transport links to libraries are highlighted in Library Factsheets (**EIA Appendix 1**). Older or disabled residents may be more likely to use public transport or utilise Books on Wheels (to be rebranded 'Books at Home') if they have mobility issues. Where transport costs are the barrier to users/potential users accessing library services, every effort will be made to actively engage them at other venues in the near locality to reduce or negate any costs and/or introduce Books at Home (this could also be on a seasonal basis, where older or elderly people may feel more vulnerable during the bad weather).

It is proposed to work with the RVS to re brand the Books on Wheels Service to 'Books at Home' and actively market the service to ensure people are aware of the service. 3% of overall respondents say they will likely use the Books on Wheels Service, 5% of those with a disability confirmed they are likely to use Books on Wheels, this would reduce the need for travel or for carrying books as this is a home delivery service but takes away opportunity for access to all services, with limited social interaction .

It is understood from qualitative information from respondents that they would not necessarily adopt the nearest geographical hub or community library as their natural choice. From qualitative feedback respondents commented that access to bus routes and transport corridors around the city may impact on their future use of libraries if their nearest library was not available. Conversations have been undertaken with local transport providers but there does need to be a realistic and reasonable understanding that where there were some suggestions for improved bus links, for example, in the Bunnyhill area, the buses stop exactly at the entrance of

the library grounds and could not be made any closer. Where there are issues with travel costs, this will be mitigated to some extent by providing community book collections in local community venues, this may also help with people who have difficulties carrying books, though the latter would be supported by direct delivery of the 'Books at Home' service.

The most favoured alternative options for locations to access services, identified in phase 1 and phase 2 of consultation were through Community Centres and online services, though this tends to be favoured by younger age groups. Older residents and those with a disability have said they will be less inclined to take part in activities in non traditional settings. Younger people and families with children are more likely to access services in their locality through community centres, children's centres or leisure settings, though some older residents may be encouraged through these venues if they are grandparents with younger children. Respondents were asked what type of activities they would be interested in and analysis showed that ICT, adult activities including reading groups and children's activities were the most popular and Community Centres and Children's Centres the preferred alternative venue, though these figures were not high.

It is proposed to decommission the mobile library vehicle, which is old, out of lease, no longer repairable and very expensive for the low uptake and per customer cost. Customers who have previously used this service have been contacted already and have migrated to alternative services such as the Books on Wheels service. There will be more resources dedicated to Books on Wheels to mitigate the impact of these changes.

It is proposed to decommission the LIAZe (Libraries Information Access Zone) mobile ICT unit. This is the most expensive service for the low level of uptake. LIAZe has delivered programmes to varied groups and needs, from a dedicated vehicle, so if the programme stopped it could impact on a number of groups, though this programme could be delivered from other venues or through other providers. The vehicle is old and has maintenance issues and the ICT provision is no longer adequate and would need significant investment to refresh.

Mapping of community ICT across the city will help support users of this service though this may also be helped by a renewed partnership with City of Sunderland College who will start to deliver 'Employability' classes from libraries from September. Once the ICT software and hardware is updated in libraries the service and partners will be in a position to support more users to gain skills and confidence. A partnership with the National Careers Service will also support users or potential users to identify skills and knowledge to build confidence and make progress with job searches.

It is proposed to retain, though significantly reduce the Sound & Vision offer of CD's and DVD's to reflect the changes in usage and demand. Loans of CDs and DVDs have been declining in recent years. There is intelligence on who has taken CD and DVD loans but no impact is anticipated as the service will continue to be available. However, reducing provision of CDs and DVDs will allow expansion of the talking book provision which could have a positive impact on older and disabled library users.

It is proposed that the CD's and DVD's will be reviewed in one year from implementation of the new service, as statistically this is declining and does not correlate with feedback from phase 1 consultation.

### **Other means of accessing Services**

The retained library services will continue to provide appropriate quality programme from static buildings and other community venues. Library services and outreach programme will continue to be delivered by knowledgeable library staff who may be supported on some occasions by volunteers where appropriate.

The Schools Library Service operates as a traded service. It is anticipated that moving forward the relationship between the service, schools and the public library service delivery should be more cohesive in improving literacy levels in schools. Schools across the city will be encouraged to buy into the service and take full advantage of the resources available

A confirmed partnership with the City of Sunderland College, will see delivery of 'Employability' and 'Numeracy ' courses from September and will extend across other libraries to include ICT courses and programme for NEET's as the software and hardware is updated and community opening hours are confirmed. These courses will be in addition to other library learning programme.

### **Capital Investment Programme**

In support of the implementation and delivery of the future library services model a programme of capital investment in library services will be undertaken. This will include:

- Reconfiguration and refurbishment of the City Library and Local Studies Centre to improve access to services and to support the realisation of efficiencies
- Refreshed and updated ICT provision in all Library hubs and Community libraries
- Introduction of an e-book and e-audio book service

The key milestones are:-

- Cabinet Report on final proposals and implementation – September 2013

- New Service Operational – October 2013
- Completion of Capital Investment Programme – March 2014

The library service's core offer includes access to:

- Books and Reading
- ICT and learning
- Information
- Community outreach programme delivering activities for adults, children and families, including reader development, learning activities and social inclusion.

Due to improvements in technology, changes in leisure and reading habits and the wider availability of affordable reading materials the number of active users and book lending has been reducing over a number of years both within Sunderland and nationally. In Sunderland issues have fallen from 1,307,712 in 2007/08 to 936,236 in 2012/13 (28% reduction).

Research has also shown that currently library services are most likely to be used by older residents, females and households with children but are not currently accessed by some groups who would most benefit, including young people and male residents. 61% of respondents were female with 25% of respondents have or look after children and 47% of respondents were 55-74 years with 21% aged 75 years or over.

Phase 1 and 2 of the consultation suggests there are two key areas of activity/service that present opportunities for encouraging wider use of libraries, in particular amongst non-users, families and young people.

### **Modernisation of Services**

A critical part of modernising the service and operating a future service model will be the incorporation of sustainable modern technological and e-based services as consulted on in phase 1. These will include:

- Access to e-books and e-audio books with remote access
- Refreshed and updated ICT provision in all Library hubs and Community libraries
- Access to online information resources
- Access to enhanced online services including reservations and library membership
- Loan of appropriate digital devices for those without other access

- Access to wi-fi services

These enhancements will not be replacing existing provision but will improve access to services and enhance the service offer. Therefore no negative impact is anticipated. In phase 2, 36.1% of respondents said that they would access online services. Respondents commented that access to ICT and demand would be more difficult as there would be fewer computers to access if libraries closed. The updating of all software and hardware in retained libraries will improve access to ICT, particularly in City library as part of the refurbishment.

**Asset Management** – The council is also open to discussions about the future sustainable use of the buildings proposed for closure, there has been a note of expressions of interest during phase 2 of the consultation, pending final approval on 4 September 2013. A number of expressions of interest for libraries proposed for closure have been made in phase 2, for example, from charities and community interest groups as well as private interest,. There are some venues with more than one expression of interest. All enquiries have been recorded and forwarded to the appropriate section to action as appropriate however are currently subject to final decisions being made.

**Staff Consultation** – all staff attended consultation workshops facilitated by the Head of Community Services during both phases of consultation. Staff had the opportunity to input their views on how they perceive a modern library service and how they feel this could be achieved in light of the efficiency target.

Staff on career breaks, maternity, sick etc were all invited to attend and kept apprised with other staff by weekly FAQ's.

Everyone who was unable to attend a formal session was contacted with a full explanation and the option to come back and ask questions.

Trade Unions have been and will continue to be engaged and Customer Services have been involved in the workshops to identify opportunities for staff should they be job matched.

The future staffing structure was consulted on as part of the phase 2 consultation and staff attended to workshops led by the Head of Service. Staff received letters to apply for Severance and the timeline was extended to ensure staff had time to make their decision and submit their forms. Due to the number of vacancies that are unfilled, the amount of severance applications received and the potential to redeploy staff to other council sections it is hoped that there will not be any compulsory redundancies.

Staff also had regular contact from the main trade unions and opportunities for one to one with a senior manager to discuss the process, any issues or potential opportunities. Subject to approval, the new library service structure will be appointed to during September for implementation on 14 October 13.



## 2. Analysis of Impact on People

This section offers an opportunity to assess the intended and potential impact of the policy, decision or activity on the people of Sunderland. This includes specific consideration of the impact on individuals, groups with protected characteristics and communities of interest within the city. Please briefly outline any positive, negative or neutral impacts on the specific groups below. In this assessment it is important to remember the Council is required to give due regard to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

Characteristic	List of Impacts		
	Positive	Neutral	Negative
<b>Age</b>	<p>Respondents with children and females are more likely to order books online and take part in activities.</p> <p>All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services</p> <p>It is also proposed that the Books on Wheels volunteers are</p>	<p>The age profile in phase 2 was broadly similar to phase 1. In phase 2 there are 79% of respondents under 75 years of age, 11% are under 35 years, 21% are 35-54 years, 47% are aged 55-74 years with 21% aged 75 +.</p> <p>45 – 64 year olds are more likely to say they will use online services, compared to other age groups.</p> <p>Ages 25-34 are more receptive to using one of the proposed</p>	<p>People over the age of 55 are less likely than under 55's to agree that they will be able to access services in the future.</p> <p>Over 75's are less likely to agree that they will be able to access services online (though 55-64 are more likely to agree) than other age groups. People aged 65+ are less likely to say they will order books online than younger residents and those 55+ are more likely to say they will not reserve online then collect.</p>

	<p>recruited to by the RVS to support any increase in uptake. This could have a positive social impact for both volunteers and recipients of the service.</p>	<p>venues for events, activities and courses.</p> <p>Children and young peoples may find it more difficult to use alternative libraries which may be further away from their home or school. This would be mitigated by working more closely with schools and other community youth provision in the area as well as through Children's Centres.</p>	<p>Age given as a reason for public transport being more difficult to use, and therefore a restriction to accessing future services.</p> <p>Age was given as a reason for difficulty in accessing services.</p> <p>Concern about accessing ICT for homework. Children and young people may find it more difficult to use alternative libraries which may be further away from their home or school. This would be mitigated by working more closely with schools and other community youth provision in the area as well as through Children's Centres.</p> <p>People under 55 are more likely to say that the proposed changes will have some or significant impact on them compared to older age groups.</p> <p>A loss of opportunity to meet</p>
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			<p>and mix with others / social isolation has been mentioned as an impact based on the proposals in relation to older people and younger people.</p> <p>Age groups under 55 are generally less likely to think proposed opening hours are suitable.</p> <p>Over 75's are less receptive to using alternative venues for events, activities and courses.</p> <p>Comments from the consultation included concerns about negative impacts on older people.</p> <p>Phase 1 consultation identified that social activities are important for the 25-44 age group. A reduction in service points will impact upon the numbers of activities delivered in static libraries but will be mitigated by the extension of community outreach programmes to alternative</p>
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			venues including Children's Centres and sheltered accommodation or similar.
Disability	<p>Respondents with a disability are more likely to say they will use books on wheels than those without and It is proposed that the Books on Wheels service be re-launched aiming to increase usage from a more diverse range of residents who may have difficulties accessing services otherwise.</p> <p>It is also proposed that the Books on Wheels volunteers are recruited to by the RVS to support any increase in uptake. This could have a positive social impact for both volunteers and recipients of the service</p> <p>Introduction of an e-book and e-audio book service could have a positive impact on people who are unable to read paper books due to visual or mobility impairments.</p>	<p>Based on current usage, loans of CD's and DVD's are significantly declining and therefore, it is proposed the service offer will reduce proportionally. There is no anticipated impact of reducing this service. This could be applied to other characteristics. This will be reviewed again, one year from implementation of the Future Library Services offer.</p> <p>Audio-books remain an important service provision and will continue to be delivered from all libraries and through Books on Wheels. A percentage increase in this area of stock will be addressed to meet the demand.</p> <p>The library service will continue to provide audio books, boomboxes and e-audio for visually impaired readers and support VIPs (Visually Impaired Reading Groups)</p>	<p>People with a disability are less likely than those without to agree that they understand why the council needs to make changes.</p> <p>People with a disability are less likely to agree than those without a disability that they will be able to access library services in the future</p> <p>People with a disability are less likely to agree that they will be able to access and use online services than those without a disability and also more likely to say they will not reserve online and collect.</p> <p>They were also less willing to use one of the suggested venues for collection.</p> <p>Difficulties in using public transport due to health were</p>

		<p>cited as a barrier to accessing services in the future. Lack of parking, including disabled parking was also given as a barrier.</p> <p>Health and disability was given as a difficulty to accessing services, as was carrying books longer distances.</p> <p>People with a disability are more likely to say the proposed changes will have some, or a significant impact on them.</p> <p>There is some indication that respondents with a learning or developmental disability are more likely to be impacted than other groups with a disability but numbers were very small for analysis.</p> <p>A loss of opportunity to meet and mix with others / social isolation has been mentioned as an impact based on the proposals. It is possible that disabled people will feel this</p>
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			<p>impact more, if they have less social interaction generally.</p> <p>Respondents with a disability are more likely than those without to say they will not access activities, events and courses at alternative venues. They are also less likely to say one of the alternative venues are suitable.</p> <p>Comments from the consultation included concerns about negative impacts on those with disabilities.</p> <p>19% of respondents said they considered themselves to have a disability. Based on 365 respondents 46% said they had a mobility impairment, 21% their ability to hear was a disability with 13% with visual impairment.</p>
Gender/Sex	Consultation from phase 1 and 2 demonstrated that non-users may be more likely to use more e-enabled services.	There continues to be a higher female membership compared to male. The gender ratio is not	Females are less likely to agree than males that they will be able to access library services online and less likely to order

	More males are non-users and therefore there is a potential positive impact if they take up these services.	<p>uncommon to other library take up.</p> <p>NB. Though a customer may register at a library they can use any other libraries across the city, and quite often a number of libraries are used by one customer. Also the percentage of females to men generally does not identify if females borrow stock on behalf of males in their household or for children.</p>	<p>books this way.</p> <p>Males are less likely to say that they will use books on wheels than females.</p> <p>Males are less likely to say they will access activities in the community.</p> <p>Females are more likely to say that the proposed changes will experience some or a significant impact on them compared to males.</p>
Marriage and Civil Partnership		There is no real data in relation to this characteristic but no impact is anticipated	
Pregnancy and maternity		There is no real data in relation to this characteristic but no impact is anticipated that isn't reflected in other areas of the EIA	
Race/Ethnicity	The proposed future services model will enable an enhanced focus on residents and	It has already been identified that some groups, such as the Bangladeshi community, are less	

	<p>community groups and offer the opportunity to increase involvement from under represented groups. Community outreach will promote engagement in and influence on programme and activities both within libraries and through delivery direct into the specific community groups.</p> <p><b>Hendon Library</b> – there is an established relationship with the Bangladeshi Centre where library services and programme can be delivered</p>	<p>likely to access static provision. Therefore a number of existing outreach programmes are delivered and these programmes will continue. Other local intelligence of the area and work in the community and with other partners would inform programme and activity going forward</p>	
Religion/belief		There is little data in this area but more work would be anticipated through stronger community outreach.	
Sexual Orientation		No specific impacts have been identified in this area.	
Trans-gender/gender identity		No impacts have been identified in this area, although data is lacking.	
Other:	Increased focus on literacy	In areas where library closures	



Schools	development through libraries and the Schools Library Service.	<p>are proposed more targeted work with all schools and library class induction will be offered to schools allied to more involvement in special programmes and author events.</p> <p>All schools will continue to be encouraged to sign up to the Schools Library Service which provides professional support and materials to develop and improve literacy levels.</p> <p>Some schools have expressed interest in supporting community collections this will be explored further with safeguarding at the forefront.</p>	
Other : Hospitals		No specific impacts have been identified in this area.	
Other: Staff		Staff, unions and Human Resources & Occupational Development representatives will continue to be consulted with on a regular basis.	

		<p>A proposed structure (subject to final agreement) has been shared with staff and trade unions.</p> <p>Once the recruitment to the new structure is completed a full training programme for all staff will follow</p>	
Other: people living in poverty / on low incomes			<p>Travel costs were raised as a barrier to accessing services in the future</p> <p>Concerns over being able to access ICT for aspects such as job searches, benefit claims and business</p> <p>Comments from the consultation included concerns about negative impacts on unemployed people and people living in more deprived areas of the city.</p>
Other: Geographical	Respondents in East Sunderland are more likely to say that they will access services online than other areas.		Respondents in East and West Sunderland are less likely to agree that they understand why the council has to make

			<p>changes, compared with other areas.</p> <p>Respondents in East Sunderland are less likely to agree that they will be able to access future services than those in other areas.</p> <p>West Sunderland respondents are less likely to say that they will access services online than other areas.</p> <p>Respondents in North Sunderland are more likely to say that the proposed changes will have some or significant impact on them but those in the East are more likely to say the impact is significant.</p>
Other: People with children		<p>People with children are more likely to say they will take part in activities, events and courses in the community than those without.</p>	<p>People with children are less likely to say they will be able to access services in the future and are less likely to say they will order books online and collect.</p> <p>Difficulties in using public transport included travelling</p>

			<p>with children and was cited as a barrier to accessing services in the future.</p> <p>People with children are more likely to say that the proposed changes will experience some or a significant impact on them.</p> <p>People with children are generally less likely to think the proposed opening hours are suitable for them than those without.</p>
Other: Working People			Difficulties in accessing opening hours due to work commitments.
Other: All	<p>Non-users are more likely to say that they will access services online and therefore may have greater access to library services.</p> <p>All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological e-based services.</p>		<p>Travel issues were raised as a barrier to accessing services, including cost, increased travel time and distance, lack of transport, poor public transport arrangements and difficulties using transport due to, for example age, health and travelling with children. Parking was also an issue for some people.</p>

			<p>Carrying books longer distances was a reason given for difficult in accessing services.</p> <p>Negative impact on study / education / literacy / reading and a negative impact on families, community were given as reasons for impact.</p> <p>Concern about community impact, as the library is important for the community</p>
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**Other individuals or groups impacted on:**

The policy or action may also have an impact on other groups or individuals which are not covered by the statutory requirements. Please outline any additional individuals or groups which have not already been covered. This could include socio-economic groups, voluntary and community sector, carers or specific communities which face additional challenges (such as former coal mining areas or areas of high deprivation)

Other groups effected have been appended to the table above.

LIAZe has delivered programme to varied groups and needs from a dedicated vehicle but with the expansion of ICT facilities across the city outreach programmes can be delivered through more efficient and effective outreach provision and partnerships. Therefore removal of this service can be mitigated. Renewed partnerships with Sunderland College will enhance current ICT provision and professional support for users/non users of different abilities and will also include numeracy and employability courses. Another partnership with the National Careers Service will also support users in job search. Some of the community who have worked with the LIAZe project have also been contacted to discuss development opportunities going forward.

Phase 2 consultation highlighted respondents from the East area of the City felt more negatively impacted on, a robust programme of activity with schools and community groups will be concentrated on and working with Members and others to identify suitable options to introduce community book collections. Interest from volunteers in Silksworth, the Community Association in Doxford Park and Back on the Map in Hendon are being explored.

**Gaps in intelligence and information:**

Having undertaken the analysis are there any areas of intelligence or information which need to be improved? Please outline and areas where the current information is not complete enough to take a decision. Addressing this gap should be covered in the action plan.

Statistics are available for age, gender and disability but are not for the other groups. There is limited information gathered on the library management system, because the data held is that necessary for the delivery of the service. In addition the survey information had low numbers in non predominant groupings to analyse. Therefore, continued investigations for other groups will have to be further developed through a programme of outreach engagement as part of library services core programme going forward to establish relationships that will enable more intelligence to become available as programmes evolve. Actions are highlighted below.

The full understanding, at this stage, of the direct impact of closures and the reduction of hours in community libraries will likely show itself over the course of the next full year. A range of performance measures and successful programme and case studies will evidence any positive and/or negative effects. Actions have been outlined below.

**Policy/Decision/Project/Activity Title:**

**Future Library Services**  
**Responsible Officer: Julie Gray**

### **3. Summary of Impacts and Response to Analysis**

Please provide a summary of the overarching impacts that have been highlighted through the analysis process through the three questions below. It is important to recognise that individuals may belong to one or more of these characteristic groups and the combined impact could be greater than any single impact.

**Who will the policy/decision/project/activity impact on and who will benefit?**

There is a potential impact on all residents, both users and non-users of libraries. There are potential benefits for non-users of current library services through modernisation of services. Men and younger people are identified as people who will potentially have access to services in a way that is more suitable for them through the expansion of e-enabled options.

**Who will not benefit and why not?**

Concerns have been highlighted particularly for older people, but also for disabled people. This is largely in terms of maintaining current access and elements of the service that they want, for example library atmosphere and librarian expertise. However, currently identified actions will help to mitigate against this and further consultation and engagement will be carried out to further understand concerns of various groups.

**Who should be expected to benefit and why don't they?**

N/A

## 4. Response to Analysis, Action Plan and Monitoring,

In this section please outline what actions you propose to take to minimise the negative, and maximise the positive, impacts that have been identified through the analysis. By considering and implementing these actions the policy or action can be refined to make sure that the greatest benefits are achieved for the people of Sunderland. The performance monitoring process should also be set out to explain how ongoing progress is going to be followed to make sure that the aims are met.

From the analysis four broad approaches can be taken, (No major change, continue with the policy/action despite negative implications, adjust the policy/decision/action or stop the policy/action). Please indicate, using the list below, which is proposed.

No Major Change ( ☒ )

Continue Despite Negative Implications ( ☐ )

Adjust the Policy/Decision/Project/Activity ( ☐ )

Stop ( ☐ )

### Action Plan

ACTION	WHO	WHEN	MONITORING ARRANGEMENTS
To identify performance indicators that clearly identify the impact of outreach work; learning and participation in non-library venues how many more new users do static libraries gain following			



engagement with outreach services; how many referral enquiries are passed to other agencies through libraries			
Following the phase 2 consultation refine the opening hours in community libraries to reflect both the survey analysis, support current user patterns and support future opportunities. To review opening hours one year from implementation			
To ensure the service offer is clearly defined and the marketing and publicity appropriate to the programme. Ensure that access to information and events is easily accessible and in the right format. <i>(Qualitative data from respondents asked how they will find out about the new service )</i>			
Continue working with Age UK, older residents, sheltered accommodation and other partners to determine the best ways to provide alternative			

provision to older people, taking into account that they are less likely to access alternative venues.			
Confirm the new service and publicise the level of staff expertise and skills and knowledge; appraise people of the new refurbishment proposals that will recreate the library atmosphere and access to alternative venues The library atmosphere in non traditional libraries will evolve over time through relationships and programme			
Determine training that would be needed for staff in non-traditional venues and volunteers, who would be supporting the delivery of library services.			
Continue to evaluate all learning and programme and ensure outreach work provides suitable alternative social activities for 24-44 year olds and people with young children.			

Re-brand the Books on Wheels to become 'Books at Home' and recruit more RVS volunteers to help deliver any increase in demand. Ensure that staff and volunteers continue to have the time to allow for some social interaction as part of the service delivery.			
Review the data received during phase 2 consultation and from partners identifying individual and groups unable to access services in the future and seek appropriate alternative provision (e.g. Books on Wheels / Access to Community Book Collections).			
Continue to explore opportunities to engage with LGB residents.			
Further engagement with non-users to determine the best ways of increasing participation (e.g. socially excluded groups).			
Review the equality analysis one year after implementation			

to ensure any unforeseen impacts are identified and addressed and to understand whether the new offer is continuing to meet needs (including opening hours and CDs & DVDs service etc).			
Continue to review and develop relationships with represented groups.			
<b>Opening Hours</b> – reduction or changes in opening hours would be mitigated in the same way as closures by increasing opportunities to access a broader range of service through new technologies and ensuring that within each area framework the variation in hours takes account of all ages, for example, open some mornings for older people, and teatimes and evenings for younger/school children.			
Increase audio book provision as appropriate			
To continue to explore alternative venues across communities to ensure older			

and disabled users are considered and to provide more access options			
All staff to undertake full training to cover all service areas			

## **APPENDIX ITEM**

EIA APPENDIX 1 – Library Factsheets