Appendix 3
Shropshire Equality and Social Inclusion Impact Assessment (ESIIA)

Name of Service Change:
Draft Library Services Strategy for Shropshire, 2018 - 2023

The What and the Why:

The Shropshire Council Equality and Social Inclusion Impact Assessment (ESIIA) approach helps to identify whether or not any new or significant changes to services, including policies, procedures, functions or projects, may have an adverse impact on a particular group of people, and whether the human rights of individuals may be affected.

This assessment encompasses consideration of social inclusion. This is so that we are thinking as carefully and completely as possible about all Shropshire groups and communities, including people in rural areas and people we may describe as vulnerable, for example due to low income or to safeguarding concerns, as well as people in what are described as the nine 'protected characteristics' of groups of people in our population, eg Age. We demonstrate equal treatment to people who are in these groups and to people who are not, through having what is termed 'due regard' to their needs and views when developing and implementing policy and strategy and when commissioning, procuring, arranging or delivering services.

It is a legal requirement for local authorities to assess the equality and human rights impact of changes proposed or made to services. Carrying out ESIIAs helps us as a public authority to ensure that, as far as possible, we are taking actions to meet the general equality duty placed on us by the Equality Act 2010, and to thus demonstrate that the three equality aims are integral to our decision making processes. These are: eliminating discrimination, harassment and victimisation; advancing equality of opportunity; and fostering good relations.

The How:

The guidance and the evidence template are combined into one document for ease of access and usage, including questions that set out to act as useful prompts to service areas at each stage. The assessment comprises two parts: a screening part, and a full report part.

Screening (Part One) enables energies to be focussed on the service changes for which there are potentially important equalities and human rights implications. If screening indicates that the impact is likely to be positive overall, or is likely to have a medium or low negative or positive impact on certain groups of people, a full report is not required. Energies should instead focus on review and monitoring and ongoing evidence collection, enabling incremental improvements and adjustments that will lead to overall positive impacts for all groups in Shropshire.

A ***full report (Part Two)*** needs to be carried out where screening indicates that there are considered to be or likely to be significant negative impacts for certain groups of people, and/or where there are human rights implications. Where there is some uncertainty as to what decision

to reach based on the evidence available, a full report is recommended, as it enables more evidence to be collected that will help the service area to reach an informed opinion.

Shropshire Council Part 1 ESIIA: initial screening and assessment

Name of service change
Draft Library Services Strategy for Shropshire, 2018 - 2023 Version, 17 November 2017

Aims of the service change and description

A new draft Library Services Strategy (the strategy) for Shropshire sets out Shropshire Council's (the Council) ambition and commitment to continue to unlock the huge potential that library services have to impact positively on individuals' lives while at the same time delivering local priorities. Whilst acknowledging that this is a particularly challenging time for library services, it is also clear that they are highly valued by local communities and stakeholders alike. The next five years are crucial for the long-term sustainability and success of public library services in Shropshire.

The draft strategy sets out a vision for libraries in Shropshire to be at the core of their communities. In support of this vison, the strategy describes four outcomes:
1. Improved opportunities for literacy, reading and culture
2. Improved health and well-being of Shropshire communities
3. Communities that are resilient and inclusive
4. Libraries that are more innovative and sustainable

In developing this draft strategy, the Council recognises two important considerations:
- It will take time to develop and nurture new approaches. Time will be needed to develop collaborative community working, to up-skill the local community workforce and to widen the market of potential library service providers.
- Each community / town is different and whilst there are some common issues, a one-size fits all approach is unlikely to work.

We have developed a hierarchy of library services provision. This hierarchy is intended to inform decisions on future investment and revenue support. It does not set out to close any existing library services, but it does recognise that the Council will need to prioritise where it provides financial support.

Proposed hierarchy of library services provision

Library Services Provision	Details
Tier 1 Library Hubs (urban centres & larger market towns)	Shrewsbury (the main library and the Library at the Lantern), Oswestry, Bridgnorth, Ludlow, Whitchurch, Market Drayton
	- Broad opening times to reflect the wide catchment areas served - Staffed libraries - Conveniently located within "Community Hubs" - multifunctional spaces, gateways to a range of services, co-location of partners, etc. - Part of the Library Network retaining access to stock, requests service, reading groups, digital services etc. - Presumption for on-going management by Shropshire Council within arrangements that provide value for

	money within the provision of a "comprehensive" library service • Revenue support for the provision of library services; opportunity for partner organisations to "add value" to provision via partner funding • ["Back office support" provided by Shropshire Council Libraries Team at no charge, if appropriate] • Proactive approach to on-going investment in support of improved facilities • Proactive approach to the development of innovative approaches to the use of library spaces and to raising income
Tier 2 Community Libraries (smaller market towns)	Cleobury Mortimer, Church Stretton, Bishop's Castle, Ellesmere, Wem, Pontesbury and Albrighton
	• Flexible opening times to reflect local need • Staffed libraries supported by volunteers • Conveniently located within "Community Hubs" - multifunctional spaces, gateways to a range of services, co-location of partners, etc. • Part of the Library Network retaining access to stock, requests service, reading groups, digital services etc. • Hosted and managed by local community organisations within contract arrangements with Shropshire Council that provide value for money within the provision of a "comprehensive" library service • Maximum of five year time limited tapered revenue support linked to a plan to achieve sustainable and cost neutral provision (to the Council) by the end of 2022/23; within this context different solutions may be required for different libraries • "Back office support" provided by Shropshire Council Libraries Team at no charge • Proactive approach to investment in support of improved facilities • Proactive approach to the development of innovative approaches to the use of library spaces and to raising income
Tier 3 Community Libraries (smaller market towns)	Broseley, Shifnal, Wem, Highley, Craven Arms, Much Wenlock, Gobowen, Bayston Hill
	• Flexible opening hours • Staffed libraries supported by volunteers, where part of the Library Network • Managed by local community organisations within contract arrangements with Shropshire Council • Maximum of three year time limited tapered revenue support linked to a plan to achieve sustainable cost neutral provision (to the Council) by the end of 2020/21; within this context different solutions may be required for different libraries

	• On-going "back office support" provided by Shropshire Council Libraries Team at no charge, where sustainable revenue funding requirements are met • Potential "one-off" investment in support of improved and sustainable facilities
Stoke Heath Prison Library	Operated under fully funded contract from Her Majesty's Prisons – supported by Shropshire Libraries
Mobile Libraries: 281 stops	• Limited to rural areas • Presumption for ongoing management by Shropshire Council Libraries, within arrangements that provide value for money within the provision of a "comprehensive" library service • Fortnightly rota • Part of the Library Network • Offering a broad range of information and advisory support to potentially vulnerable and isolated individuals
Digital Library Services	• 24-hour access • e-lending • e-resources • Community Directory

Based on our assessment of need the Council consider that it can meet its statutory requirements to provide a "comprehensive and efficient library service for all persons" by providing:
- Static library provision within six Tier 1 locations (seven libraries) – Library Hubs – and seven Tier 2 locations (seven libraries) – Community Libraries.
- 281 Mobile Library stops, principally responding to challenges of an ageing population and access to services in a rural context.
- Digital library services including 24-hour access to a range of lending and information resources

100% of the population live within 20 minutes' drive time of one of the 7 Tier 1 Library Hubs, 7 Tier 2 Community Libraries and 281 Mobile Library stops.

In adopting this approach, we recognise that the provision of library service is not simply a question of proximity but also of availability and quality.

In setting this out we recognise that the way that people access library services is much more complicated than this simple analysis suggests, for example, not everyone has access to a car, and public and community transport options are more limited in rural areas. Residents, particularly within rural areas, will continue to have access to library services via a fleet of mobile libraries and to libraries in neighbouring authority areas. Approximately 37% of the Shropshire population live within 20 minutes of a library within a neighbouring authority area. Alongside static and mobile services, the Council will continue to invest in its 24-hour digital library services.

In setting out a hierarchy of library services provision it is important to emphasise that there are no proposals to close Tier 3 Community Libraries – i.e. Broseley, Shifnal, Highley, Craven Arms, Much Wenlock, Gobowen, and Bayston Hill. The Council will continue to work with a broad range of local partners to try to find sustainable solutions to the long-term management of all of its libraries. Within

these arrangements, the Council will continue to provide a full range of "back office" support to local organisations. Back office support includes:

- Administrative support including training, library IT systems and public computers, stock, and stock management
- Marketing and publicity
- National and local library initiatives
- Reading Groups
- Development of library services

The development of the strategy has been informed by an eleven-week public consultation and by stakeholder engagement.

Once the strategy is confirmed, the Council is planning to work with a broad range of interested parties to develop a co-ordinated and jointly owned implementation plan to cover the period 2018/19 to 2022/23. Comments made during the public consultation will help inform the development of a detailed five-year implementation plan.

Any proposals for significant investment and / or decommissioning will be brought back to Cabinet with further Equality and Social Inclusion Impact Assessments in relation to particular sites or service locations. These assessments will consider the potential impact for people in Protected Characteristic groupings and people at risk of social exclusion. Points to consider will include considerations about physical layout, opening hours, availability of different mediums, activities to support communities and promote social inclusion, etc.

Intended audiences and target groups for the service change

The intended audience for the Library Services Strategy is everyone who lives in, works in or visits Shropshire and therefore all groupings within the community, as well as those who serve them. By this we mean the Council, town and parish councils, the wider business sector, the voluntary and community sector, the health and social care sector, and organisations and bodies involved in providing services from libraries.

The draft strategy proposes that library services will continue to provide a "universal offer" in physical library spaces and across the full range of digital and virtual platforms. Libraries will serve all sections of the community, while concentrating resources to where they are most needed and can do the most good including:

- Both ends of the age spectrum – children and older people. Libraries will continue to play a key role in "signposting" older people to a range of community based "preventative" services, and in promoting literacy and providing activities that support children, young people and families
- Disadvantaged communities and people. Libraries will, for example, continue to support people who lack computer and internet skills and who need help to find work.

A core set of principles will underpin the future delivery of public library services:

- The provision of information and reading will remain fundamental to public library provision, and will take account of the shifts in society and the opportunities provided by technological developments.
- The importance of libraries as community spaces, as hubs for people, for creativity, for the delivery of other services and for the provision of a wide range of opportunities and support to local communities and people.
- The opportunity to work with individuals and organisations as partners in the delivery of library services that best reflect the needs of local communities

Physical visits to libraries are made for a variety of reasons including:

- Borrowing or return of books, audio books, large print books and DVDs.

- Free use of library computers and printing/scanning facilities.
- Participation in events and activities either during normal opening times or outside of opening times.
- Use of reference stock, magazines and newspapers.
- Free use of library wi-fi and library study/work spaces.
- Information and advice on other services, local groups, etc.
- Use of local history resources supported by local history volunteers in some locations.
- Use of library photocopying facilities.

A range of detailed information on audiences and trends is provided within a detailed **Needs Assessment**.

Over 1,300 responded to a 2016 public consultation on proposed changes to opening hours. Respondents to the consultation showed the following characteristics:

Age bracket:

Under 16	16 -25	25 -59	60 -75	Over 75	Prefer not to say
1.16%	2.78%	39.92%	40.08%	13.9%	2.16%

Nationality and ethnic origin:

White British	Black or Black British	Asian or Asian British	Chinese	Mixed background	Other ethnic group	Prefer not to say
89.96%	0.15%	0.62%	0.31%	0.85%	1.78%	6.33%

Sex:

Male	Female	Transgender	Prefer not to say
32.9%	62.78%	0.08%	4.25%

Disabilities:

Physical disability	Learning disability	Another disability or need	No disabilities	Prefer not to say
8.34%	1.08%	5.02%	48.49%	37.07%

Users confirmed the following reason for visiting libraries:

Borrow / return books	Borrow return audio books/DVDs	Use the computers	For information	Attend story time/children's activities
91.96%	19.11%	24.8%	41.77%	8.56%
Other: Quite space/study, Wi-Fi, Reading Group or other activity e.g. Knit and Natter/attending classes/author talk, photocopying, customer services, volunteering, research, reading newspapers.				

The table below shows that there has been a decline in usage of library services and this also reflects national trends. Within Shropshire, online developments mean it has now become easier to access a range of library services remotely, such as renewing and requesting items, e-magazines and e-books, and a wide selection of online reference resources. This will have had a detrimental impact on physical visits.

The overall drop in computer time used is a reflection of the increase in ownership of internet devices, particularly smartphones and tablets.

However, the figures also suggest that the way that people use libraries has changed with an increase in volunteering, enquires and attendance at events.

Shropshire Libraries Totals	2012/13	2013/14	2014/15	2015/16	2016/17	% change over 5yrs	% change from 15/16 to 16/17
Visits	1,340,186	1,278,112	1,067,825	1,032,582	1,000,012	-25%	-3%
Active Users	47,634	44,286	41,564	41,639	46,249	-3%	11%
Computer Time Used (mins)	5,824,934	6,026,964	5,504,397	4,773,696	4,453,632	-24%	-7%
Total Loans	1,274,871	1,197,643	1,080,888	963,019	892,001	-30%	-7%
Requests	87,281	80,217	80,930	74,068	65,963	-24%	-11%
Event attendance	29,192	34,000	32,691	33,144	38,226	31%	15%
No. of volunteers	192	272	332	412	323	68%	-21%
No. of volunteer hours	7,775	10,202	10,003	11,482	13,119	69%	14%
Enquiries	274,316	255,371	281,210	289,717	332,146	21%	15%
E-book loans	n/a	n/a	n/a	3,841	14,426	n/a	375%
E-magazine loans	n/a	n/a	n/a	7,181	9,267	n/a	29%
Home Library Service users	171	160	199	155	102	-40%	4%
Wi-Fi use	New Wi-Fi installed across libraries in March 2016. Use since then has increased by 17.6% with an average of 1,988 users per month.						

Evidence used for screening of the service change

The Council has completed an assessment of local needs in relation to the future development of library services, and in the context of the Council's statutory duty to provide a comprehensive and efficient library service for all its residents. It considers the Council's specific requirement to provide library services to children and adults under section 7(2)(a) of the Public Libraries and Museums Act 1964, as well as the specific needs of individual groups: older and younger people, Black and Minority Ethnic (BME) communities, people with disabilities, and workless adults.

In developing this **Needs Assessment** Shropshire Council has taken account of guidance issued by the Department for Culture Media and Sport (December 2015). The Council has also carefully considered its duties in respect of Section 7 of the Public Libraries and Museums Act 1964 and the Equality Act 2010.

This analysis suggests that the future design of library services should be based on four key considerations:
1. Accessibility
2. Usage of the facilities
3. Population including population density and its demographic make up
4. Deprivation

(1)   Accessibility
In designing future static library provision we ideally want to provide residents with:

- Access to "local" libraries within a 20-minute drive time of where they live
- Access to "destination" libraries, places that offer additional services and opportunities within a 25-minute drive time of where they live

The drive times are chosen to enable the greatest amount of access to static libraries to Shropshire residents as possible, within the context of a rural county, the retention of a mobile library service, and investment in home library and digital services.

In applying this approach, we recognise that peoples actual pattern of usage of library services is much more complicated than this simple analysis suggests. For example:
- Not everyone has access to their own transport.
- Public transport options are more limited in rural areas. Shropshire does, however, have a relatively well developed "door to door" community transport scheme which extends to much of the county.
- Some people will combine library usage with other activities e.g. shopping, work, etc.
- Some residents will access libraries in neighbouring authority areas, e.g. 94% of active library users of Shifnal Library live within 20 minutes of Telford Southwater Library.

(2)   Library usage, trends and transactional costs
The analysis shows the importance of Church Stretton, Shrewsbury, Market Drayton and Ludlow and Albrighton libraries in meeting the existing (and potential) needs of library users.

The analysis also shows the importance of Ludlow, Whitchurch and Market Drayton libraries in meeting the existing (and potential) needs of library users living outside Shropshire (note that this does not take account of Welsh library users).

Libraries in Cleobury Mortimer, Craven Arms and Much Wenlock are amongst the least used in Shropshire, with libraries at Cleobury Mortimer and Craven Arms also showing an above average decline in the number of active library users.

The mobile library service had 1,706 active users in 2016/17, 3.7% of the total active users of libraries. However, unlike static libraries mobile library usage has generally shown a small increase in recent years. The mobile library service costed approximately £162,550 to run in 2016/17. The average direct cost of £2.20 per loan compares to a direct cost per loan for static libraries of £1.40. Anecdotally, we know that some users of the mobile library service also use a static branch.

(3)   Population
(a)   Location of Active Library Users
The majority of active library users[1] matched to a postcode lived within Shropshire Unitary Authority area (93%). Small numbers of active library users lived in other administrative areas including Powys Unitary Authority (2.0%), Telford and Wrekin Unitary Authority (0.9%), Herefordshire Unitary Authority (0.9%), Wrexham Unitary Authority (0.8%), Newcastle-under-Lyme District (0.5%), Cheshire West and Chester Unitary Authority (0.5%) and Cheshire East Unitary Authority (0.5%).

Analysis of active library users by a rural – urban classification of where they live indicated a relatively even split with 53.0% living within rural areas.

Church Stretton Library and Market Drayton Library are within or close to areas with high numbers of active library users. In addition, all of the proposed library hubs and Ellesmere, The Lantern, Bayston

[1] **Active Library User** figures indicate the number of people registered at a particular library who have used any Shropshire library over the previous 12 months (data obtained between 1st April 2016 to 1st April 2017). 'Use' is defined as borrowing/returning an item of library stock or using library computers.
Postcodes of active library user data have been mapped using the Ordnance Survey Codepoint file. This matches postcodes to postcode centroids and not exact locations, locations can refer to more than one address (usually a cluster of 15 addresses). The coordinated position will always be within the notional geographical extent of the postcode.

Hill, Pontesbury, Bishop's Castle, Highley, Much Wenlock and Albrighton libraries are also within or close to areas with large numbers of active library users.

As previously referenced library services will continue to provide a Universal Offer to all sections of the community, while concentrating resources to both ends of the age spectrum and to disadvantaged communities and people; this is considered further in the following sections.

(b)   Population of 0-4 and 5-14 year olds
In general, libraries within the main market towns of Oswestry, Market Drayton, Shrewsbury, Bridgnorth, Whitchurch and Ludlow have the potential to meet the needs of the largest numbers of 0 to 4 year olds and 5 to 14 year olds.

Particularly large numbers of 0 to 4 year olds live near Albrighton library and large numbers of 5 to 14 year olds live near to Bayston Hill library.

(c)   Population of over 55s and 65s
In general, libraries within the main market towns of Oswestry, Market Drayton, Shrewsbury, Bridgnorth, Whitchurch and Ludlow have the potential to meet the needs of the largest numbers of 55 plus year olds and 65 plus year olds.

Large numbers of people aged 55 plus also live in close proximity to Church Stretton library, Bishop's Castle library, Highley library, Cleobury Mortimer library, Albrighton library, Bayston Hill library, Much Wenlock library and Pontesbury library.

(4)   Deprivation
(a)   Overall deprivation
Five of the six main libraries (Oswestry, Market Drayton, Whitchurch, Ludlow and Shrewsbury) are located in areas that contain up to the 50% of the most deprived areas in England. In particular, the libraries in Oswestry and Market Drayton are located in areas within the top 20% most deprived areas in England.

The Library at the Lantern in north Shrewsbury, although 12 minutes from the Shrewsbury library, is also within one of the top 20% most deprived areas in England. Already part of a multi-faceted hub offering a range of services within a PFI building it is proposed to retain this library within future minimum provision.

(b)   Rural deprivation
Transport distances and issues with respect to accessing library provision are significant in Shropshire. The Council will continue to provide a Mobile Library Service in rural and isolated communities where the need is greatest. In order to provide a service for those who need it most future provision has been assessed against the following criteria:
- Stops will not normally be within a 20-minute drive time of a static library
- Stops will be considered with the context of available public transport to local static libraries
- Stops will be concentrated on village centres with one stop per village wherever possible
- Stops should not normally be within one mile of each other by road
- Stops will coincide with other village activities where possible
- The length of stop will be determined by the level of use at that location but should not ordinarily exceed one hour in duration
- New stops will only be started for a minimum of 2 people, but stops with 1 frail or housebound member will be considered
- Reasonable exceptions will be made at the discretion of the library service[2]

Additionally, drivers' have used their detailed knowledge of their routes and customers to identify:

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[2] Adapted from a report to Cabinet - Delivery of mobile library services in Shropshire, Shropshire Council Cabinet, 19 January 2011

- Current stops with housebound readers
- Current users who are able to travel to an alternative nearby stop
- Customers who have mobility problems that will make using an alternative stop difficult
- Stops that are no longer used or with very low usage
- Stops that have too much/little time allocated to them

Where stops are withdrawn and customers are physically unable to access a library or have no one who can visit on their behalf they will be offered the Home Library Service as an alternative.

A list of stops that do not meet our criteria and are therefore proposed to be deleted was included in the consultation.

Specific consultation and engagement with intended audiences and target groups for the service change

A detailed Needs Assessment has been brought together and this includes a range of contextual information, local and national, which has been used to inform the development of the draft strategy.

In developing a new draft Library Services Strategy for Shropshire useful input has been provided from the Chartered Institute of Library & Information Professionals, the Society of Chief Librarians and the Libraries Task Force. We have used this input, alongside consideration of other library strategies and best practise elsewhere, to develop Shropshire's strategy

An on-line public consultation was carried out between 26th July and 13th October 2017. Paper copies of the consultation were also made available at every static and mobile library. Support where necessary was available from local staff to help with the completion of the survey. The survey was promoted via two press releases at the outset and part of the way in, via social media, directly to library users, through the Shropshire Association of Local Councils bulletin and though direct mailing to a wide variety of potentially interested parties.

Over 700 responses were received to the consultation. Included within this were specific responses from the Library Network Forum (comprising representatives from community organisations managing libraries), town and parish councils, library friends groups Shropshire Council Members, and a number of other stakeholders.

37% of respondents agreed with the vision, mission, objectives and principles set out within the draft Strategy, and 52% agreed to some extent. 35% of respondents agreed with the hierarchy of provision set out within the draft Strategy, and 51% agreed to some extent.

We have summarised below the principal changes made to the Library Services Strategy resulting from the public consultation.

You said	Proposed changes to the Library Strategy
The vision, mission, objectives and principles were too vague, difficult to understand and not necessarily relevant to the delivery of library services. Library services should provide more help for young and old people and the most disadvantaged members of society.	We have simplified and clarified wording and changed the four strategy objectives into long-term outcomes. To help with understanding of each outcome we have included examples of actions that will be undertaken. We agreed that as well "as providing a universal offer", library service should be focused at both ends of the age spectrum and at disadvantaged communities and people.
What basis have you used to confirm the hierarchy of library	We have continued to use the following key considerations to inform the design of a hierarchy of library services provision:

service provision? The proposed hierarchy does not take adequate account of rurality and is based on unrealistic drive times	5. Accessibility 6. Usage of the facilities 7. Population including population density and its demographic make up 8. Deprivation We recognise that, in some respects, the application of drive times in particular is an unsophisticated approach, which does not fully reflect local circumstances and practical realities. This is why we have considered drive times alongside other considerations, and retained a mobile library service to provide services to rural communities. In setting out a hierarchy, it is not the Council's deliberate intention to close any existing library, but our approach does recognise that there is also a financial reality.
It is unrealistic to expect tier 3 libraries to achieve cost neutral provision by the end of 2018/19	We recognise that balancing costs with our partners may require more time and support and have extended the period of tapered funding support to three years for tier 3 libraries. The strategy also confirms the "back office support" to be provided by the Council. This will be provided free of charge to libraries that continue to be part of the Shropshire library network.
Libraries should continue to be managed by paid expert staff	We values the expertise and professionalism of our paid staff who we recognise as our greatest asset. The Strategy references that all libraries, regardless of which tier they are in, will be operated by paid staff and supported by volunteers, where libraries are part of the wider library network.
A number of comments were made in relation to specific libraries, particularly with respect to which tier they should be placed in.	In seeking to finalise the Strategy, we have considered all responses and further analysis, and would make a number of specific responses: • Library at the Lantern, Shrewsbury – We propose to assign this library to tier 1 (as a satellite to the main library in Shrewsbury), rather than tier 2. The Library at the Lantern already forms part of an existing diverse range of services and community meeting spaces, and serves areas of significant deprivation within north Shrewsbury • Wem library – Although the library at Wem is 18 minutes' drive from alternative provision at Whitchurch, we recognise that it is a popular library serving a significant market town and sparse rural hinterland. We propose to assign this library to tier 2 rather than tier 3. • Church Stretton library – Specific comments relating to the location of the library will be considered within the context of the current exercise to procure a new provider for library services in Church Stretton. We are otherwise not proposing any changes to the proposed hierarchy of provision, beyond the acknowledgment that further time and support will be provided to tier 3 libraries to achieve "cost neutral" sustainable provision.
A number of comments were	Following a review of comments and in the context of issues

made in relation to retaining specific mobile library stops and reviewing stops	round rural isolation, disability, absence of alternatives we have retained 2 stops previously proposed for deletion. These are at Clive and Brockton. 2 new stops responding to local need have also been added to give a total of 281 stops. Other comments were made, for example with respect to future housing growth and alternative more appropriate stops; we will continue to keep mobile library services under review as local circumstances change, and will consult locally as appropriate.
A large number of specific ideas were raised during the course of the consultation including: • Income generating and cost saving • Resource and space sharing • Promotion and marketing • Events and activities • Digital services • Mobile services	We welcome the many ideas that respondees the consultation have made and look forward to progressing these within the context of the development of a detailed five-year action plan. Our intention remains to work closely with partners in the development of this action plan.

Potential impact on Protected Characteristic groups and on social inclusion

Guidance notes on how to carry out the initial assessment

Using the results of evidence gathering and specific consultation and engagement, please consider how the service change as proposed may affect people within the nine Protected Characteristic groups and people at risk of social exclusion.

1. Have the intended audiences and target groups been consulted about:

- their current needs and aspirations and what is important to them;
- the potential impact of this service change on them, whether positive or negative, intended or unintended;
- the potential barriers they may face.

2. If the intended audience and target groups have not been consulted directly, have representatives been consulted, or people with specialist knowledge, or research explored?

3. Have other stakeholder groups and secondary groups, for example carers of service users, been explored in terms of potential unintended impacts?

4. Are there systems set up to:

- monitor the impact, positive or negative, intended or intended, for all the different groups;
- enable open feedback and suggestions from a variety of audiences through a variety of methods.

5. Are there any Human Rights implications? For example, is there a breach of one or more of the human rights of an individual or group?

6. Will the service change as proposed have a positive or negative impact on fostering good relations?

7. Will the service change as proposed have a positive or negative impact on social inclusion?

Guidance on what a negative impact might look like

High Negative	Significant potential impact, risk of exposure, history of complaints, no mitigating measures in place or no evidence available: urgent need for consultation with customers, general public, workforce
Medium Negative	Some potential impact, some mitigating measures in place but no evidence available how effective they are: would be beneficial to consult with customers, general public, workforce
Low Negative	Almost bordering on non-relevance to the ESIIA process (heavily legislation led, very little discretion can be exercised, limited public facing aspect, national policy affecting degree of local impact possible)

Initial assessment for each group

Please rate the impact that you perceive the service change is likely to have on a group, through inserting a tick in the relevant column.

Protected Characteristic groups and other groups in Shropshire	High negative impact *Part Two ESIIA required*	High positive impact *Part One ESIIA required*	Medium positive or negative impact *Part One ESIIA required*	Low positive or negative impact *Part One ESIIA required*
Age (please include children, young people, people of working age, older people. Some people may belong to more than one group e.g. young person with disability)			The intention is for the implementation of the strategy to make a positive impact in terms of rural access, literacy, community support, digital upskilling, etc.	
Disability (please include: mental health conditions and syndromes including autism; physical disabilities or impairments; learning disabilities; Multiple Sclerosis; cancer; HIV)			The intention is for the implementation of the strategy to make a positive impact in terms of rural access, literacy, community support, digital upskilling, etc.	
Gender re-assignment (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				No evidence to suggest either positive or negative impact
Marriage and Civil Partnership (please include				No evidence to suggest either

Characteristic				
associated aspects: caring responsibility, potential for bullying and harassment)				positive or negative impact
Pregnancy & Maternity (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				No evidence to suggest either positive or negative impact
Race (please include: ethnicity, nationality, culture, language, gypsy, traveller)			The intention is for the implementation of the strategy to make a positive impact in terms of rural access, literacy, community support, digital upskilling, etc.	
Religion and belief (please include: Buddhism, Christianity, Hinduism, Islam, Judaism, Non conformists; Rastafarianism; Sikhism, Shinto, Taoism, Zoroastrianism, and any others)				No evidence to suggest either positive or negative impact
Sex (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				No evidence to suggest either positive or negative impact
Sexual Orientation (please include associated aspects: safety; caring responsibility; potential for bullying and harassment)				No evidence to suggest either positive or negative impact
Other: Social Inclusion (please include families and friends with caring responsibilities; people with health inequalities; households in poverty; refugees and asylum seekers; rural communities; people you consider to be vulnerable)			The intention is for the implementation of the strategy to make a positive impact in terms of rural access, literacy, community support, digital upskilling, etc.	

Decision, review and monitoring

Decision	Yes	No
Part One ESIIA Only?	√	
Proceed to Part Two Full Report?		√

If Part One, please now use the boxes below and sign off at the foot of the page. If Part Two, please move on to the full report stage.

Actions to mitigate negative impact or enhance positive impact of the service change
It is not the Council's intention for any existing library to close. Rather the Council, through its role as an enabler and facilitator, is seeking to support the development of locally supported community focused facilities. Our approach is based on a belief that it is local communities and people that must make libraries sustainable and successful. It is noteworthy that since the start of the recession only 1 facility, Shawbury Library, has closed to general public use.

Through the implementation of this strategy and the active involvement of a broad range of stakeholders we anticipate making positive impacts for the groupings of Age, Disability, Race and Social Inclusion, with respect to rural and physical access, community support, literacy, digital upskilling, etc. Opportunities will be informed by the recent public consultation and ongoing engagement and feedback from communities and stakeholders.

We do not anticipate making any negative impact on protected groups from this strategy in that it does not propose any loss of service provision. In fact "investment" in new locally based management arrangements and the development of "multifaceted" community hubs provide long–term opportunities to create relevant places and services that respond to local need across abroad range of the community, rather than the limited sub-set that currently use services.

However, the strategy does set out proposals for a potential minimum library services provision to meet the needs of Shropshire residents comprising:
- Static library provision within six main "destination locations" – Library Hubs (seven libraries) – and seven "local locations" (seven libraries) – Community Libraries.
- 281 Mobile Library stops, principally responding to challenges of an ageing population and access to services in a rural context.
- Digital library services including 24-hour access to a range of lending and information resources

Potentially restricting direct Council financial support for library services in a reduced number of locations has the potential to have a negative impact on participation with resultant negative effects on individual wellbeing outcomes. In the event of having to bring forward any proposals for service reductions, individual ESIIAs will be developed.

As the Council continues to move to develop sustainable local management arrangements we will seek, where appropriate and practical, opportunities for one off investment and tapered revenue support. We will continue to invest through our staff and experts, were appropriate, in supporting the development of new sustainable ways of managing local provision. The Council will also continue to provide a full range of "back office" support to local organisations.

The ongoing provision of targeted mobile library service provision and a Home Library Service, alongside a variety of public and "door to door" community transport options, are key ways that rural residents in particular will be able to continue to access library services.

All current mobile stops have been assessed to determine
- if current users are able to travel to an alternative nearby stop
- if users have mobility problems that will make using an alternative stop difficult
- if users currently receive a housebound service via the mobile library
- if the visit currently takes place at the end of the school day

Stops for borrowers who would be unable to travel to an alternative stop because of lack of transport or mobility problems have been retained. The mobile library is fully accessible.

Housebound readers have been identified and will either continue to receive a service via the mobile library or will receive a home library service from a nearby static branch.

Volunteers will be recruited to choose books from the mobile library and deliver to housebound readers in their village.

Where possible, after school stops have also been retained.

Alongside static (and mobile) library provision there will also be ongoing development and improvement in online library services including:

- e-Books - E-Books can be downloaded free of charge. Up to 4 books can be borrowed at any one time for up to 21 days. A maximum of 4 books can be reserved at any one time
- e-Magazines - Full digital copies of magazines can be downloaded free of charge
- e-Newspapers - Over 2,000 newspapers can be accessed, including most of the UK National papers,
- e-Community - Shropshire Community Directory is a local gateway to up-to-date information on over 3,000 community groups, clubs, societies, support and self-help groups.
- Online reference - Access to reference materials
- Library website – full library catalogue now available and includes book jacket images for ease of browsing. Requests and renewals can be done online.

Actions to review and monitor the impact of the service change

Once the draft Library Services Strategy is confirmed in its policy approach, it is proposed to develop with partners a detailed five-year implementation plan.

The detailed implementation plan will be reviewed in the context of the Council's financial position. Any proposals for significant investment and / or decommissioning will be brought back to Cabinet.

The Strategy, its delivery and review, is set in the context of Shropshire Council's three high-level outcomes and Performance Management Framework:
- Healthy people
- Resilient communities
- Prosperous economy

What will success look like?
Shropshire Libraries will have a clear brand linked to the seven national library Universal Offers. We will help to build healthy, thriving and resilient communities. Investment in our staff, information technology and our services will place libraries at the heart of their communities.

Shropshire Libraries will nurture ambition, support health and well-being, challenge inequality, grow the economy and create more learning and employment possibilities to underpin continued social and economic development for Shropshire's citizens.

Specifically we will have made significant progress in achieving our outcomes:
1. Improved opportunities for literacy, reading and culture
2. Improved health and well-being of Shropshire communities
3. Communities that are resilient and inclusive
4. Libraries that are more innovative and sustainable

We will know that we have done this when we have:
- invested in our staff, IT and infrastructure
- improved access through the provision of a full range of online services and targeted opening hours
- provided a quality range of well publicised services across our libraries
- improved library usage and visits using effective marketing and by exploiting digital services
- improved processes and systems for greater efficiency
- operated at lower cost
- operated as community facilities working in partnership and alongside additional services
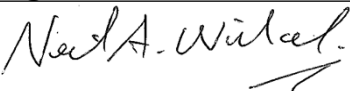- used trained volunteers to improve added value library services and enhance the free statutory library offer

- exploited opportunities to work with partners to develop commercial services
- promoted key health and wellbeing opportunities

Usage of library service provision will be monitored and kept under review. However, the focus will change to reflect a broad range of measurements that reflect the varied usage of spaces and services and the co-creation and delivery of new management arrangements. Ongoing efforts will be made to encourage participation by users and non-users.
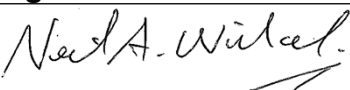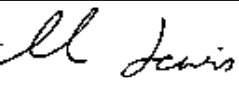
The potential impact of the on-going redesign of library services on will continue to be reviewed and monitored the council also has statutory duties under the Equality Act 2010 and section 149: Public Sector Equality Duty in shaping policy, in delivering services, and in relation to their own employees.

Alongside this the Council will continue to look at best practice, encourage comments and ideas from local residents and actively encourage the participation of local community groups in the development and delivery of library services.

Scrutiny at Part One screening stage

People involved	Signatures	Date
Lead officer carrying out the screening **Neil Willcox, Locality Commissioning Manager**	*Neil A. Willcox*	17 November 2017
Any internal support		
Any external support **Mrs Lois Dale Rurality & Equalities Specialist**	*Lois Dale*	18th May 2017
Head of service **Michael Lewis Library Services Manager**	*M Lewis*	17 November 2017

Sign off at Part One screening stage

Name	Signatures	Date
Neil Willcox	*Neil A. Willcox*	17 November 2017
Michael Lewis	*M Lewis*	17 November 2017