



Shropshire Council
Legal and Democratic Services
Shirehall
Abbey Foregate
Shrewsbury
SY2 6ND

Date: 11 September 2015

Committee:

Decision Making Session by Portfolio Holder for Business, ip&e, Culture and Commissioning (North)

Date: Monday, 21 September 2015

Time: 2.00 pm

Venue: Shirehall, Abbey Foregate, Shrewsbury SY2 6ND

You are requested to attend the above meeting.
The Agenda is attached

Claire Porter
Head of Legal and Democratic Services (Monitoring Officer)

Members of Decision Making Session by Portfolio Holder for Business, ip&e, Culture and Commissioning (North)

Steve Charmley

Your Committee Officer is:

Jane Palmer Senior Committee Services Officer

Tel: 01743 257712

Email: jane.palmer@shropshire.gov.uk

AGENDA

1 **Future Management of Bishop's Castle Library** (Pages 1 - 44)

Report of the Director of Commissioning is attached, marked 1.

Contact – Michael Lewis (01743) 255023 or Matthew Mead (01743) 252534

Note:

Portfolio Holder Decision Making Sessions are not open to the public. However members of the public are welcome to submit a request to address or ask a question of the Member making the Portfolio Holder decision. Any request should be submitted in writing to the Chief Executive at The Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND by no later than 2 clear working days before the proposed Member Session. This is to ensure that the individual Member has sufficient time to decide whether or not to hear such persons and if so the arrangements to be made. If you would like further details please telephone 01743 2527712 or email jane.palmer@shropshire.gov.uk



Portfolio Holder Decision Making Session

Portfolio Holder for Business, ip&e, Culture and
Commissioning (North)

Monday 21st September, 2pm,

Item

1

Public/Private

FUTURE MANAGEMENT OF BISHOP'S CASTLE LIBRARY

Responsible Officer: Michael Lewis/Mathew Mead
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mathew.mead@shropshire.gov.uk

Tel:
Fax:

1. Summary

This report seeks Portfolio Holder agreement for the transfer for the management of Bishop's Castle Library from Shropshire Council to Enterprise South West Shropshire, a Social Enterprise that supports and nurtures a variety of business and community development schemes in the town and surrounding area.

Shropshire Council will transfer the day to day running of Bishop's Castle Library to Enterprise South West Shropshire, who will run the service under an initial 3 year Service Level Agreement, from 1st November 2015, with the intention to extend this agreement in the future.

The library will remain in its existing location in Enterprise House and maintain the existing opening hours. The existing library staff will be transferred to Enterprise South West Shropshire and Enterprise South West Shropshire will run the same the range of library services currently available to users of the library.

Some alterations to the Enterprise House building will be made to improve access to the library and make it easier for customers to navigate their way around the building

The report provides details of the background to this proposal, including details of a six week formal public consultation carried out between 20th July and 31st August 2015, and the completion of an Equality and Social Impact Assessment (ESIIA)

2. Recommendations

- That the management of Bishop's Castle Library is transferred from Shropshire Council to Enterprise South West Shropshire from 1st November 2015. This agreement will run for 3 years and be supported by a Service Level Agreement (SLA) between Shropshire Council and Enterprise South West Shropshire
- To delegate authority to the Director of Commissioning in consultation with the Portfolio Holder for Business, ip&e, Culture and Commissioning (North) to take any further decisions relating to the delivery of the recommendation

Reason(s) for decision:

The agreement of the above recommendation will result in –

- The opportunity to maintain a modern, sustainable and accessible library service in Bishop's Castle that reflects the council's vision for a transformed library service as described in its successful Transformation Challenge Award (TCA) bid
- The opportunity to utilise TCA funding in 2015/16 and contribute to the successful delivery of the wider Community Hub programme in Shropshire

REPORT

3. Risk Assessment and Opportunities Appraisal

(NB This will include the following: Risk Management, Human Rights, Equalities, Community, Environmental consequences and other Consultation)

A range of meetings and consultation events have taken place over the last 18 months

3.1 Timetable of consultation and engagement work

Activity	Date
Working group established to investigate potential delivery models for Bishop's Castle library and other Council Services run from Enterprise House. Working group involves SC Officers; ESWS reps and	April 2014, with group meeting approximately every six weeks from that date onwards
Updates on Working Group progress presented to Board of Enterprise South West Shropshire on a quarterly basis	April 2014 onwards on the following dates 07/05/2014; 03/09/2014; 05/11/2014; 14/01/2015; 04/05/2015; 01/07/2015
Proposals on future management of library presented to Friend of Bishop's Castle Group	16 th July 2015
6 week formal public consultation	20 th July to 31 st August

3.2 Formal Consultation Process and results

A formal public consultation process has been carried out in Bishop's Castle, and with existing library users, to gain feedback on the proposals for the libraries future.

The consultation ran for 6 weeks from 20th July to 31st August, and was available online via Shropshire Councils Website. Paper copies of the consultation documents were made available in Bishop's Castle Library and press releases were issued to promote the survey, along with publicity through social media. Details of the consultation were also emailed to registered users of Bishop's Castle Library.

Details of the consultation were also shared with the Friends of Bishop's Castle whose input was used to help design the consultation questions.

In the documents members of the public were provided with details of the existing operating costs of the library; together with cost for the preferred proposal of Enterprise South West Shropshire taking on the management of the library.

A second proposal, which would see Shropshire Council continuing to run the library, but with reduced opening hours was also put forward, along with the opportunity for members of the public to suggest alternative operating models for the library, as long as they made the same, or similar savings to proposals one and two. A copy of the consultation documents is attached in appendix 1

110 people responded to the consultation in total, although not all responses answered all the questions. The results of the consultation are as follows and a full list of responses and comments are included in appendix 2

Proposal 1 – Transferring the management of the library to Enterprise South West Shropshire was supported by 107 people (97.27%) while 3 people (2.73%) opposed the proposal

Proposal 2 – Shropshire Council continuing to run the library, but with reduced opening hours and staff was supported by 4 people (4.44%) while 86 (95.56%) were against this proposal

Those opposed to Proposal One stated a reduced quality of service as the reason for their opposition.

The reasons why people did not support Proposal 2 were varied, but can broadly be broken down into three categories

- Reduced opening hours would make it more difficult for children and working people to access services
- Fear of reduced staffing levels at the library. It is clear there is very strong support for the existing staff at Bishop's Castle library
- Transfer of the service to Enterprise South West Shropshire provided security to members of the public as they valued their work in the town.

As part of the consultation members of the public were able to put forward alternative proposals for the library.

28 people responded to this section of the consultation, but most responses (20) were simply in support of the library service, or asking specific questions about the proposals.

In total 8 alternatives were suggested, which can be grouped together in the following categories

- Increase Council tax to maintain Council run Libraries
- Alter the mobile library service to allow library to be staffed
- Look to IT and better broadband to provide services

These alternative suggestions have been considered and are not though appropriate to take forward for the following reasons

There is limited opportunity to increase Council Tax to help offset the library savings targets that Shropshire Council faces. As you may be aware, Shropshire Council has not had to increase Council Tax over the last few years and has managed the savings agenda with minimal impact on frontline delivery.

Any Council Tax increase is limited to 1.99% (anything of 2% and above would require referendum and therefore additional cost to Council Tax payers) and would result in the loss of Council Tax Freeze Grant. Therefore, in the short term, the net benefit to the Council of a 1.99% increase would be less than 3% of the ultimate £80m that has to be found. As Shropshire Council is mindful that many households across the county are also having to manage finite budgets, the decision has been taken not to increase Council Tax.

The mobile library service is a centrally managed service. The south area mobile is parked at Enterprise house but has no bearing on the staffing of the library. The mobile library service is to be reviewed in 2016 as part of the library savings and may have to change the way it is being delivered.

The library service digital strategy which is part of the national library offers is developing more electronic services to aid in modernising the service we give our customers. As the Connecting Shropshire roll-out continues, even more services will be able to upgrade to fibre based broadband. The Local Broadband Plan sets out the strategy for the Connecting Shropshire broadband programme. Shropshire Council is working with BT plc, Broadband Delivery UK (BDUK) and other commercial providers in Shropshire to build networks without the need for public monies.

Bishops Castle is one of the areas now accepting orders for high speed broadband.

Overall the formal consultation exercise has shown very clear support for Proposal 1, the transfer of the library service to Enterprise South West Shropshire, from members of the public. The alternative operating model in Proposal 2 received little public support and further alternative proposals are not considered to be viable, or to provide the same level of savings to Shropshire Council as Proposal One.

3.3 Risk Assessment

Risk	Mitigation plans in place
Decision making on recommendations not made in a timely fashion, which impacts on the ability to complete the transfer in 2015 and consequently the delivery of the TCA bid programme	Advice from the council's Legal & Democratic Services has been sought to ensure the decision making process is correct and in line with the council's constitution. Attention has been paid to the creation of a

	Decision Report, Background Papers and Appendices that contain the relevant data and information needed by the Portfolio Holder to make his decision.
The consultation process undertaken is not deemed robust and is formally challenged	A 6 week formal consultation and additional focussed engagement work has been undertaken. The formal consultation period has enabled alternative proposals to be put forward. The feedback from this activity has been recorded, analysed and used to inform both the recommendations in the report. The Friends of Bishop's Castle Library, and members of the Enterprise South West Shropshire Board have also been involved in the consultation from an early stage
The completed ESIIA does not robustly demonstrate how it will take mitigating measures to address the possible high negative impact identified.	An ESIIA has been completed using the information gathered during the period of formal consultation. It has not identified any high negative impacts associated with this recommendation.
The delivery of the public library service is compromised by being delivered alongside other services available within Enterprise House	Discussions between the council's library management and the staff at Enterprise House are in place and will continue to ensure that each is aware of the needs and expectations of the other. A Service Level Agreement will be put in place between the council and Enterprise South West Shropshire to formalise the service delivery details of the public library and this will be monitored by the council's library management.
The full capital funding package required to complete the transfer and redesign works cannot be delivered	Initial outline costs for works to Enterprise House to facilitate the transfer of the library and its day to day operation have been sort and are achievable in both time and budget. A tendering process will be undertaken once authority for the transfer has been gained. TCA funding of £20K ring-fenced.

4. Financial Implications

The annual library SLA provided to Enterprise South West Shropshire between the financial years 2016/17 and 2018/19 will be £33,000, which will achieve an annual saving of £3,360 on Bishops Castle Library's 2015/16 net controllable budget. In addition to this, Customer Involvement will provide Enterprise South West Shropshire with £5,000 per annum in order to provide a customer services offer, achieving an annual saving of approximately £11,180 on Customer Involvement's current costs.

5. Background

5.1 Shropshire Council's budget is reducing and the way in which it delivers services is changing. We are in the 2nd year of a 3 year financial plan through which £80 - £90m will be saved. Shropshire's current and future population demographics means that vital services such as looking after elderly people and vulnerable children have to be prioritised. Changes to all local and strategic services are unavoidable. The Cabinet approved budget reduction for the library service of £1.3m means that the budget available for Bishops Castle library will not be sufficient to deliver the service in the current way or location. This applies to all of our libraries across the county and the back office function of the service, not just Bishops Castle. We are seeking local solutions to these challenges that will result in a sustainable, if altered library service that meet our statutory duties.

The council is working with partners to re-design existing face-to-face customer-focused services, including its branch libraries to provide places where residents can access services and get the

information and advice that both helps them and enables them to help others within their community. This joint-working and co-creation approach is being taken across the county, and services are being redesigned to be delivered by others in flexible ways that best suit their locality and meet the individual needs of people ensuring that those who have specific needs can access services appropriately.

We want to align the future of our libraries with our commitment to locality commissioning, community asset/service transfers and to building resilient communities. If libraries stay directly under council management, then it is likely that our imperative to reduce their operational costs will result in a radical reduction in opening hours or the closure of some. We will have lost the opportunity to impact on a wider set of outcomes and it will become more challenging for us to deliver the services locally that make a difference to people's lives.

The redesigned library service will result in a range of different delivery activities including face to face provision, digital and virtual provision and an outreach programme targeted at specific groups. Alongside this change the network of library buildings will be reconfigured.

The library network will include -

- 6 strategic library hubs in major towns to improve accessibility and cater for the larger populations in the larger market towns.
- 10 local hubs/libraries offering core community services in partnership with town and parish councils, local organisations or voluntary and community groups, with a core aim of increasing opening hours.

Bishops Castle library is in the latter group and since early 2014 Shropshire Council alongside key local partners in the town has been discussing and developing opportunities for new ways of delivering the services currently housed in Enterprise House, in Bishops Castle. Proposals for Enterprise South West Shropshire to deliver the Customer Service Point (CSP) have also been agreed.

5.2 Shropshire Council's preferred option for Bishops Castle's library service is that the management is transferred from Shropshire Council to Enterprise South West Shropshire from 1st November 2015. This agreement will run for 3 years and be supported by a Service Level Agreement (SLA) between Shropshire Council and Enterprise South West Shropshire.

5.3 Clarification of the council's statutory duties to deliver library services

Section 7 of the Public Libraries and Museums Act 1964 ("the PLMA"):

Under the provisions of the PLMA, the Council, as a library authority, has a statutory duty (not a discretionary power) to provide a comprehensive and efficient library service for all persons wishing to make use of it.

The PLMA does not define what is meant by "comprehensive and efficient". However it does provide that the library authority must provide a comprehensive and efficient library service for all persons in the area that want to make use of it and lend books and other printed material free of charge for those who live, work or study in the area.

It also provides that in fulfilling the duty to provide a comprehensive and efficient library service, it shall in particular have regard to the desirability of:

- Providing facilities for the borrowing of, and reference to, books and other printed matter, pictures, gramophone records, films and other materials in sufficient quantity and quality to meet the general requirements and any special requirement both of adults and children; and
- encouraging adults and children to make full use of the library service, providing advice as to its use, and making available such bibliographical and other information as may be required; and
- securing co-operation between the library authority and others exercising public functions within the county.

The recommendations within this report will enable this statutory duty to be met. The recommendations do not propose the closure of the public library or a reduction in the service, they propose a model of delivery that is sustainable at a time of tremendous change in public services.

5.4 The library service in Bishops Castle will reflect the vision for a transformed library service as described in Shropshire Council's TCA bid. The library is located in a natural hub of activity that also contains the primary school, the leisure centre, the Children's Centre and the pre-school nursery. There is real opportunity for the users of this hub of services – who may not be current library members - to benefit from the transferred library service proactively providing the information, advice and guidance and prevention services for mental and physical well-being for all. A Health Zone with the range of Books on Prescription and reminiscence resources will be a key part of the library service and valued activities such as Rhyme Time will continue.

5.5 Another element of the wider vision, reflected in the TCA bid, is the development of Community Connectors. Community Connectors will transcend services, organisations and sectors, but will be specific to a locality. They will be helpful, knowledgeable, friendly and interested people based in communities who know about everything that goes on in places – community and voluntary-wise and have the attitude and aptitude to match people's interests and needs with these. As part of a community's team of first line of support they will also have a knowledge and understanding of the service delivery in their locality and will have a relationship with the people delivering these services that mutually adds benefit to their work. They will be part of an early help team that could also include, amongst others, those delivering information, advice and guidance services, library staff, customer service staff, Community Enablement Officers, town/parish council officers, Community & Care Co-ordinators and volunteers. In Bishops Castle the Community Connector role would work with activities across the town to link up people with services – specifically focussing on building connections between the library and other places of activity.

5.6 With the support of the Voluntary & Community Sector Assembly (VCSA) and Association of Local Councils (ALC), the council has received Transformation Challenge Award (TCA) funding to redesign a number of libraries and Customer Service Points in 2015/16. Investing in this redesign must result in ongoing revenue savings for the council. The proposal to transfer Bishops Castle library to Enterprise Southwest Shropshire will result in annual revenue savings of £3.5K.

5.7 The development of the recommendations being made in this report has been informed by periods of engagement and consultation with Bishops Castle residents. This includes a 6 week formal consultation and focussed engagement with Protected Characteristic groups that were identified through the completion of an Equality & Social Inclusion Impact Assessment (ESIIA).

5.8 Shropshire Council is committed to take mitigating actions to address the concerns that have been raised by consultees in response to the proposal to transfer the library to Enterprise Southwest Shropshire, and these are detailed in this report and in an ESIIA detailed in Appendix 1.

6. Additional Information

Attached within the Background Papers and Appendices

7. Conclusions

In conclusion, given the extent of the engagement and consultation and the responses to these, and having considered all the information, including

- i. the responses received from the formal consultation
- ii. engagement with the Friends of Bishop's Castle Library and the Enterprise South West Shropshire Board
- iii. completion of a ESIIA assessment
- iv. the level of savings and social value to be achieved through the transfer of the library to Enterprise South West Shropshire
- v. the opportunity to create a redesigned library service that plays a key role in providing information, advice and guidance to residents of Bishop's Castle and the surrounding area, whilst also complementing the wider work of Enterprise South West Shropshire

Transferring the library from Shropshire Council, to Enterprise South West Shropshire, will enable the Council to achieve its ambition of keeping its branch libraries open, redesigning the service to provide an important social, economic and community facility in Bishop's Castle and assist in meeting its financial challenges.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information):

1. Shropshire Council's Business Plan and Financial Strategy 2014-2017
2. Active Users of Bishop's Castle Library within a 7 Mile Radius (Seen Between January 2013 - February 2015)
3. Shropshire Council's Transformation Challenge Award bid 2015/16
4. Frequently Asked Questions to accompany the consultation document. July 2015

Key Decision: Yes

Included within Forward Plan: **Yes** / No

If a Key Decision and not included in the Forward Plan have the General Exception or Special Urgency Procedures been complied with: Yes / No

Name and Portfolio of Executive Member responsible for this area of responsibility:

Cllr Steve Charmley

Local Member:

Cllr Charlotte Barnes

Appendices:

1. Bishop's Castle Library Public consultation documents July 2015.
2. Bishop's Castle Library consultation results and comments September 2015.
3. ESIIA Assessment for Bishop's Castle Library

Declaration of Interest

- I have no interest to declare in respect of this report

Signed Date

NAME:

PORTFOLIO HOLDER FOR:

- I have to declare an interest in respect of this report

Signed Date

NAME:

PORTFOLIO HOLDER FOR:

(Note: If you have an interest you should seek advice as to whether it is appropriate to make a decision in relation to this matter.)

For the reasons set out in the report, I agree the recommendation(s) in the report entitled

.....

Signed

Portfolio Holder for

Date

If you have any additional comment which you would want actioned in connection with your decision you should discuss this with the report author and then set out your comment below before the report and pro-forma is returned to Democratic Services for processing.

Additional comment :

.....

.....

Note: If you do not wish to approve the recommendations, or wish to make an alternative decision, it is important that you consult the report author, Head of Legal and Democratic Services, Chief Executive and the Head of Finance, Governance and Assurance (S151 Officer) and, if there are staffing implications the Head of Human Resources (or their representatives) so that (1) you can be made aware of any further relevant considerations that you should take into account before making the decision and (2) your reasons for the decision can be properly identified and recorded, as required by law.

Note to Portfolio Holder: Your decision will now be published and communicated to all Members of Council. If the decision falls within the criteria for call-in, it will not be implemented until five working days have elapsed from publication.

Introduction – What is this consultation about?

Shropshire Council is working with partners to re-design existing face to face customer focused services, to create places where residents can easily access services and get information and advice that both helps them and enables them to help others within their community. This is to help us to create and maintain 'Resilient Communities' at a time of reducing public service budgets and increasing pressure on services due to the changing demographics of the county.

Important elements of Resilient Communities are the creation and development of Community Hubs and the provision of advice, information and signposting at an early and preventative stage that supports the health and well-being of both individuals and communities.

In Shropshire's market towns our vision is that traditional face to face services will be delivered through community enterprises that are already active within those communities. A community enterprise is the same as a social enterprise, i.e. an organisation trading for social purpose with any profits reinvested rather than going to shareholders. A community enterprise is based in, and provides benefits to, a particular local neighbourhood or community and is an organisation run for the community. These enterprises are best placed to utilise their links into communities and therefore maximise every contact that is made with them.

This work is also linked to savings, and therefore we are working to ensure that through redesign we find ways to continue to deliver high quality services, at a lower cost, but with a better overall outcome for the individuals and communities.

Over the last year, Shropshire Council, key local partners including Enterprise South West Shropshire (ESWS) and South Shropshire Housing Association (SSHA) have been discussing and developing opportunities regarding new ways of delivering and improving the services currently housed in Enterprise House, Bishop's Castle. This includes the library service.

Shropshire Council is now seeking responses to proposals relating to the future delivery of the library service in Bishops Castle. These proposals are detailed in this consultation document. We want to stress that as no formal decision has yet been made, there is also an opportunity for alternative proposals to be made. The information we receive through the consultation will be used to inform any decision making on the future delivery of the library service and the management of the library building within Enterprise House.

The potential impact of the proposals on library users, particularly those who might be impacted more by any change is being assessed through the completion of an Equality & Social Inclusion Impact Assessment.

This period of consultation will run from Monday 20th July to Monday 31st August 2015. Completed forms can be returned to the library at Enterprise House
Comments can also be submitted online by going to shropshire.gov.uk/get-involved and searching for Bishops Castle Library Consultation.

A set of answers to Frequently Asked Questions is also available and copies will be available alongside this consultation document.

Background to existing services in Bishop's Castle

Enterprise House

Enterprise House is located in Station Street in Bishop's Castle, and is run by Enterprise South West Shropshire, a Social Enterprise that supports and nurtures a variety of business and community development schemes in the town and surrounding area.

Enterprise House itself provides a range of services including an IT Centre and training room; business support unit; meeting rooms; equipment hire for local businesses and community groups, and a booking service for the SpArC theatre. There are also business units and offices at the site which are let to local businesses and organisations including Bishop's Castle Dial-a-Ride, whose services are run from the site.

The building also hosts a number of Shropshire Council led services including Bishop's Castle Library, a Customer First Point and Registry Office through which customers can access a number of Council led services.

Bishop's Castle Library

The Library offers the following services –

- Free membership for all
- Opening times – Mon 10 to 2; Tuesday 10 to 1, 2 to 7; Friday 10 to 1, 2 to 7; Saturday 9.30 to 1.
- The lending of adult books, audio books and DVDs
- A children's library area and range of books for children from age 0 upwards
- A collection of books for teenagers
- A selection of books in large print
- Regular exchange of books with other libraries
- Request service - obtaining books from other libraries requested by customers
- Free access to public computers for library members
- Trained staff to issue and return books, answer enquiries, help people to choose books and use computers
- Online services on the Library website for use 24/7
- Regular events such as story-times, rhyme-times, class visits from local schools, adult and teenage reading groups, author talks and social events in partnership with the Library Friends' group.

Shropshire Council's preferred proposal

Shropshire Council's preferred proposal for the future delivery of the library service in Bishops Castle is to transfer the responsibility for its day to day management to Enterprise South West Shropshire. This would result in the service continuing to be delivered in its current location in Enterprise House with the same opening hours. The

library service would continue to provide 'back office' support and the library would be run under an agreed Service Level Agreement between Shropshire Council and Enterprise South West Shropshire.

The proposal includes opening up the space between the library and the IT facility and introducing facilities for self-service in the library.

The library service and Enterprise South West would be jointly committed to providing all the existing library functions with opportunities to develop services. The result for Bishops Castle of these changes would be a robust library service with a secure future.

Some changes to Customer Services and Registrar Services offered at Enterprise House are also proposed. Information about the proposed changes to the Customer Services is available at the Customer Service Point at Enterprise House. There has been a county-wide consultation on the future delivery of Registrar Services.

Whilst this is the council's preferred option, it does not have a closed mind to other proposals or suggestions that are made through this consultation period.

What the consultation is for - What proposals are being made?

Two proposals are included in this consultation document, together with the opportunity for you to put forward your own ideas on how the library could be delivered in the future.

The results of the consultation will be collated, analysed and considered by Shropshire Council and used to inform any decision making on the future delivery of the library service in Bishops Castle. If you would like to be kept updated on this work please include your contact details at the bottom of this form.

This period of consultation will run from **Monday 20th July** to **Monday 31st August 2015**.

Consultation forms and copies of the answers to Frequently Asked Questions are available at the library in Enterprise House and responses can left there.

The potential impact of the proposals on library users, particularly those who might be impacted more by any change is being assessed through the completion of an Equality & Social Inclusion Impact Assessment.

The consultation information can be found on-line at the Shropshire Council website and responses can be submitted online. Go to **shropshire.gov.uk/get-involved** and search for Bishops Castle Library Consultation

When considering these proposals it will be helpful to bear in mind the Shropshire Council vision for community hubs and the role of libraries in the future, and also what the Council's statutory duties to deliver libraries are. These are listed below.

Clarification of the council's statutory duties to deliver library services

Section 7 of the Public Libraries and Museums Act 1964 ("the PLMA")

Under the provisions of the PLMA, the Council, as a library authority, has a statutory duty (not a discretionary power) to provide a comprehensive and efficient library service for all persons wishing to make use of it.

The PLMA does not define what is meant by “comprehensive and efficient”. However it does provide that the library authority must make facilities for borrowing books and other materials available to people who live, or work, or are undergoing full-time education in Shropshire. It also provides that in fulfilling the duty to provide a comprehensive and efficient library service, it shall in particular have regard to the desirability of:

- Providing facilities for the borrowing of, and reference to, books and other printed matter, pictures, gramophone records, films and other materials in sufficient quantity and quality to meet the general requirements and any special requirement both of adults and children; and
- encouraging adults and children to make full use of the library service, providing advice as to its use, and making available such bibliographical and other information as may be required; and
- securing co-operation between the library authority and others exercising public functions within the county.

The options proposed within this document will meet this statutory duty. Other alternative proposals made as part of the consultation would also have to meet this statutory duty.

Details of the current library service and building for comparison purposes

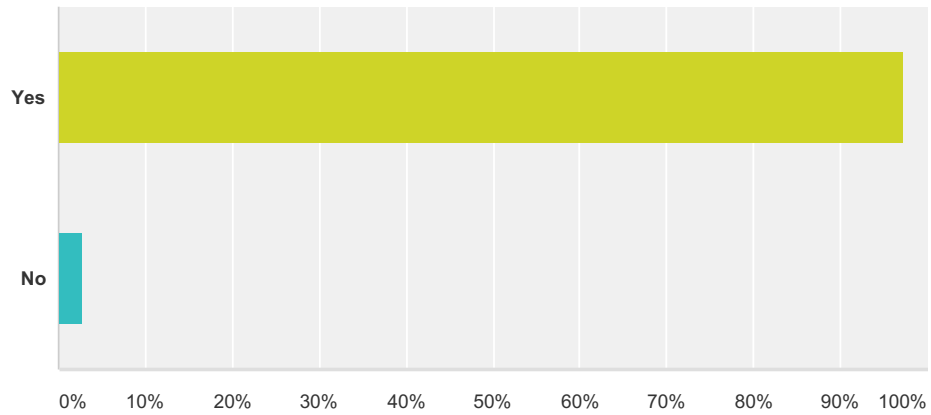
	Y/N	DETAIL
Management organisation		Shropshire Council
Area of floor space		150 sq m
Opening hours		Monday 10 to 2 Tuesday 10 to 1, 2 to 7 Wednesday Closed Thursday Closed Friday 10 to 1, 2 to 7 Saturday 9.30 to 1
Parking		Public parking on site.
Access to IT		Public computers available free to library members.
Information and advice about other services		Provided by Library and Enterprise House staff
Space for community activities		The Library is used for meetings of Friends of the Library group, Friends' social events, author events, children's story-times and activities and class visits from local schools.

Volunteers to support the service		Volunteers from the Friends' group organise events and fundraising activities. Library volunteers help with shelving of books.
Wi-fi		Available in the building.
Impact on the use of the building		None
Direct running costs for Shropshire Council		£36,360

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Q1 Do you agree with Proposal 1?

Answered: 110 Skipped: 3



Answer Choices	Responses
Yes	97.27% 107
No	2.73% 3
Total	110

Bishops Castle Library Consultation

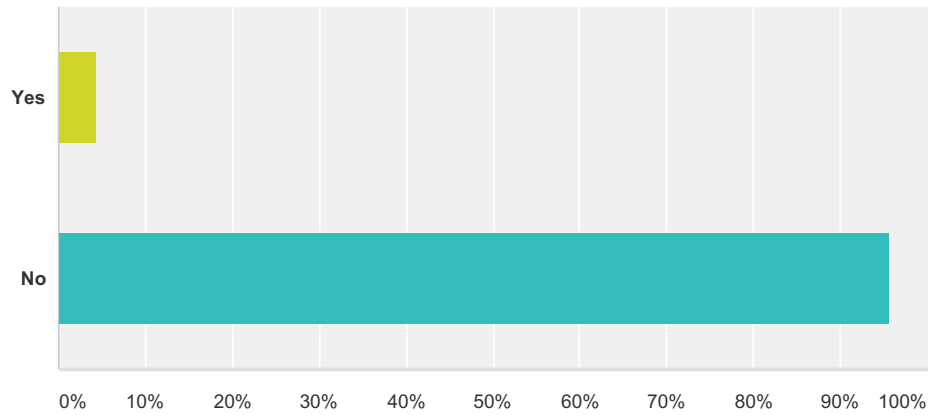
Q2 If you answered no, please give your reasons here...

Answered: 6 Skipped: 107

#	Responses	Date
1	Library services are an essential service in order to educate and stimulate all age groups especially children. Any reduction in service is unacceptable	8/21/2015 1:23 PM
2	The best option for all concerned	8/21/2015 11:26 AM
3	Absolutely - We love our library and use it extensively	8/21/2015 10:56 AM
4	Library is good for people and town. And especially for kids	8/21/2015 10:41 AM
5	I would be happy with this proposal, provided the library would be staffed by properly qualified librarians. The proposal does not make this clear.	8/3/2015 6:48 PM
6	The library is a very important local resource and I would like the opening times to remain the same. Joining up with Enterprise House seems a very good idea.	7/28/2015 9:21 PM

Q3 Do you agree with Proposal 2?

Answered: 90 Skipped: 23



Answer Choices	Responses	
Yes	4.44%	4
No	95.56%	86
Total		90

Bishops Castle Library Consultation

Q4 If you answered no, please give your reasons here...

Answered: 66 Skipped: 47

#	Responses	Date
1	We need our very much valued librarians to advise on authors and encourage our young readers - volunteers can in no way fulfil this remit. Library to stay open so all can use it even if at work can use it afterwards	9/1/2015 3:10 PM
2	My children use the library, after school, for homework purposes. If the library hours are shorter education opportunities will suffer. Also reducing staffing would cause financial hardship in an area where it is not easy to find alternative employment	9/1/2015 11:49 AM
3	The library proposal option one - keeps the same opening hours. It gives three years to prove itself!!	9/1/2015 11:41 AM
4	Why waste money making alterations when the present building and system works well	9/1/2015 11:36 AM
5	Reduced opening hours and staffing reduced	9/1/2015 11:31 AM
6	Whist less expensive this option is the worst (re. hours/staffing) for the people of B.C. and the surrounding area	8/29/2015 2:57 PM
7	I think that the opening hours and staffing arrangements should remain the same and that is important to keep the library open. However I regret the fact that the council is relinquishing control of the service to another organisation and hope that the service and support from the council will remain the same.	8/28/2015 5:07 PM
8	As the council are cost cutting all the time I think the library would be safer in Enterprise House hands,	8/26/2015 10:55 PM
9	proposal 1 and 2 both voted for	8/21/2015 1:57 PM
10	Supported proposal 1 and 2	8/21/2015 1:57 PM
11	The larger budget must give a better service to the town. You do the math!!	8/21/2015 1:56 PM
12	I think Shropshire Council should face up to its responsibilities. You were voted in to run services. Get on with it Put up Council Tax - Its not sustainable to keep Council Tax at the same level for 5 years. Why are you holding such a large amount of money in your contingency fund? Spend a little on services. I think you should go back to the drawing board and think it out again	8/21/2015 1:54 PM
13	Reduced opening hours make it less accessible	8/21/2015 1:48 PM
14	Council have made enough cuts as it is! This will affect all the children that are already affected by the cuts. Proposal 1 gives the assurance that the library will run for another 3 years and same if not more hours	8/21/2015 1:43 PM
15	It doesn't say if the library will remain in the same location. Staffing would be reduced and opening hours less. In particular no opening after 5pm - inconvenient for many working people and students	8/21/2015 1:40 PM
16	The library is a valuable resource and a cut in hours would be a real loss in this very rural community	8/21/2015 1:37 PM
17	Shorter hours are not good	8/21/2015 1:37 PM
18	We have to dig in. In the current environment but it is unsatisfactory	8/21/2015 1:32 PM
19	I want the library to stay open for as many hours as possible. I do not want staff to have reduced hours. It seems that the service Enterprise House will offer will maintain the standard already provided and may even improve it	8/21/2015 1:30 PM
20	Library services are an essential service in order to educate and stimulate all age groups especially children. Any reduction in service is unacceptable	8/21/2015 1:23 PM
21	Reduced opening hours would affect children doing homework and working adults in particular	8/21/2015 1:18 PM
22	The staff here are the most important feature of the library, so together with more versatile hours for all including working parents and families, access to a range of services and the security of better long/short term planning. This is well worth the additional £4k budget. Being run by the EH (Enterprise House) & locally will mean greater flexibility in its strategic planning and therefore future. We have used this library for 20 years as a family and we need to see it maintained	8/21/2015 12:29 PM
23	Reduction of opening hours. We have no desire to lose our splendid staff. They are welcoming and innovative	8/21/2015 12:02 PM
24	Option 1 is the most suitable proposal	8/21/2015 12:00 PM

Bishops Castle Library Consultation

25	This is a good and busy library. We need the hours and staff in option 1 to give us the service we need	8/21/2015 11:59 AM
26	Agree with option 1	8/21/2015 11:59 AM
27	We want and need the library as proposed in option 1. In a remote place like this we need all the library has to offer	8/21/2015 11:58 AM
28	I prefer proposal 1 hopefully keep our library open for longer period of time. Enterprise House are part of our community and will have the best interest of the library and local people at heart Proposal 2 - too much uncertainty in a short space of time	8/21/2015 11:48 AM
29	Evening opening is essential for those who work 9-5 or for older children who need access to computers. In rural areas its essential to maintain these services, especially for those who don't have access to IT at home	8/21/2015 11:44 AM
30	How would any Bishop's Castle resident, who works away from the town, be able to use a library which closes at 5pm?	8/21/2015 11:35 AM
31	Because you are reducing both the hours the library is open and staff numbers. You are not serving the community in a manner they deserve	8/21/2015 11:33 AM
32	Not long enough opening hours in the evening for working people to visit most people don't finish work till 5. There would also be an impact on the children of the working people as they wouldn't be able to visit with their parents. Who would cover if staff were sick?? The staff work very hard already	8/21/2015 11:21 AM
33	I wish to see the current (very effective and dedicated) staff retained at the present levels. I believe that reduction of the opening hours (especially after 5pm) will be detrimental to the library users, esp, for those working away from the Castle	8/21/2015 11:04 AM
34	That would be tragic - essential resource for the community	8/21/2015 10:56 AM
35	We rely very heavily on the local library services. The staff at BC are very helpful in following up requests and helping me find what I need. Reducing the opening hours in this proposal would severely restrict our use of this service	8/21/2015 10:55 AM
36	The library is a very important asset to the community and needs to be open as much as possible, so it is open for everyone to use. The staff are a great asset to the library and work well in a professional manner, and reducing the amount of staff will cause them to struggle to perform their work, to such a high standard as it currently is now. The evening service to 7pm is very important to school children and working people so that it is available to all and also the early morning on the Saturday	8/21/2015 10:40 AM
37	Would not trust S.C to run a Whelk stall	8/21/2015 10:35 AM
38	I do not understand the maths here - Current running costs £36,360 less potential income generation of £3,000 or so = £33,000. All this to save just £2,000 pa (less, of course, the costs of the transfer and the consultation)	8/21/2015 10:34 AM
39	Current opening hours and staffing has been well received for many years. A reduction in both will be detrimental to the library and the public that use these facilities having paid for this service in their council tax.	8/20/2015 1:20 AM
40	Opening times need to increase not decrease!	8/19/2015 4:18 PM
41	I can't understand why anyone would vote for this - it seems to offer no benefits at all over Proposal 1, in fact quite the reverse.	8/14/2015 9:59 AM
42	The library will not be available for people coming from work.	8/13/2015 6:42 PM
43	makes sense to retain the library service where it is albeit under different ownership. The presumption would be that funding for new books etc would continue via Shropshire Council ?	8/10/2015 11:14 AM
44	The reduced library hours as proposed would make it extremely difficult for those in employment (particularly those in full-time work) to have access to the library facilities. The reduction in staffing as proposed would place an even heavier burden on the remaining staff members, to the detriment of the library users.	8/6/2015 8:35 AM
45	Prefer option 1	8/5/2015 10:27 PM
46	Reduced service. Only as a last resort	7/31/2015 11:52 AM
47	I think ESWS is the most efficient business to run the library.	7/30/2015 8:08 PM
48	I use the library weekly and would not be able to get in if the hours were reduced.	7/29/2015 9:46 PM
49	Library opening times should be maintained if possible - not achieved under this option	7/29/2015 4:27 PM
50	Hours open should not be reduced	7/29/2015 2:20 PM
51	reduced hours, less local decisions made or responsibility taken ,	7/29/2015 11:59 AM
52	Better provision for users and staff in Proposal 1	7/29/2015 11:01 AM

Bishops Castle Library Consultation

53	Shorter opening hours	7/29/2015 9:57 AM
54	Significant cut in a local service...this can't be justified.	7/28/2015 9:21 PM
55	The library would be open shoiter hours, staffing levels would be reduced and this alternative is not sustainable in the long term with Shropshire Council's money continuing to reduce. It also misses the opportunity to make this building work as a whole..	7/28/2015 8:40 PM
56	It concerns me that there will be loss of staff and i believe that the library will be safer in the medium term with ESWS. I do however worry for the long term future of this service which provides a valuable service in our rural area.	7/28/2015 10:48 AM
57	The reductions in opening hours makes this option very unattractive and I imagine that's why it's being done to force us to choose option 1.	7/26/2015 12:58 PM
58	Prefer op.1 for opening times and employment of staff	7/25/2015 6:50 PM
59	It would be a shame to reduce the hours, the library always has people in it whenever I visit.	7/23/2015 3:22 PM
60	This would mean that the library's hours to people of usual work hours and commitment hours would be significantly reduced.	7/23/2015 2:44 PM
61	It needs to be open for more hours to provide a decent service.	7/23/2015 12:19 PM
62	The opening hours need to remain the same, not be reduced.	7/22/2015 8:26 PM
63	Proposal 1 is a better option for staff and public	7/22/2015 11:39 AM
64	It looks like it may be threatened in 12 months	7/21/2015 6:43 PM
65	Don't cut hours and make it impossible for working tax payers and vulnerable children who do their homework after school to access the service.	7/21/2015 5:06 PM
66	Proposal 1 makes more sense and gives the community more options.	7/21/2015 2:55 PM

Bishops Castle Library Consultation

Q5 Please indicate whether there are other alternatives we should consider for the delivery of a library in Bishop's Castle which would assist us in reducing costs and delivering a sustainable library service.

Answered: 28 Skipped: 85

#	Responses	Date
1	The library van is an expensive item - everyone can get to the library now and if not find someone to get their books for them - save that cost and keep our librarians!!!	9/1/2015 3:10 PM
2	It is hard to clearly state a preferred option. However, Clun Town Council's primary concern is that the library service is retained in Bishop's Castle over the long term	8/31/2015 9:21 PM
3	I don't see any problem with the current access to the library. Why spend money changing something that seems to work quite well as it is?	8/21/2015 1:40 PM
4	Having ploughed through all the legal jargon - has no-one heard of precis? - I think my understanding is that there are no changes other than the transfer to ESWs and the enlargement of the area to incorporate both library and IT	8/21/2015 1:34 PM
5	Reduce the number of Councillors, reduce their expenses. Increase the rates	8/21/2015 1:23 PM
6	Raise the rates with a ring-fenced fee for libraries - not sure this is "legal" within the Council framework or whether it would be supported. BUT south Shropshire has still one of the poorest adult literacy scores so anything that encourages the young to read will help address this inequality I'm happy with the layout as additional changes would cost money - that should be used to maintain the library	8/21/2015 12:29 PM
7	The library service is a non profit making organisation which the tax payers pay for, by their contributions; a question of reducing costs should not enter the equation Access to the library is perfectly adequate. Its the people who hold the purse strings who are at fault. The mobile service would be better if run by Enterprise House	8/21/2015 11:33 AM
8	I can find no mention in the documents of what impact the results of this consultation exercise will have on the eventual outcome! (ie I presume that it could be overruled by the Council)	8/21/2015 11:04 AM
9	The current arrangement works very well. Relocation to another site is not an option due to the distances involved. Consolidating with the business centre may be viable Its good to consult	8/21/2015 10:55 AM
10	I would like to know what are the proposals for the book (and other materials) purchasing budget	8/21/2015 10:34 AM
11	The staff and Friends of the Library do an excellent job providing both normal library activities as well as events for both children and adults alike. Shropshire Council should be proud of all the hard work and effort that the staff and volunteers put in to keeping this library at such a successful high standard and the envy of many libraries in other towns and counties.	8/20/2015 1:20 AM
12	No other suggestions, but I would like to put on record how good this library is, how wonderful the staff are and how essential it is to the keeping the heart of the town beating.	8/14/2015 9:59 AM
13	Proposal 1 has got to be the best solution. To decrease services would be yet another blow to rural areas who are penalised for living there. Please leave the library alone!	8/13/2015 7:46 PM
14	There may well be, but as I am neither a professional librarian, nor an elected councillor whose job it is to find ways of running the finances of the county in the most cost effective way possible, I am not qualified to make any suggestions. I can, however, voice my opinion on any proposals put to me, and have done so.	8/6/2015 8:35 AM
15	n/a	7/29/2015 4:27 PM
16	Very difficult as one doesnt know current cost breakdown. I assume the savings you propose in option1 come from saving on management costs. Who pays for rental of space for example? or has this not been factored in?	7/29/2015 2:20 PM
17	Enterprise house management offers a dynamic development approach to the County's need to cut costs. it will allow the library to survive and hopefully thrive. These rural services are vital	7/29/2015 11:59 AM
18	Increase broadband speeds locally	7/29/2015 11:01 AM

Bishops Castle Library Consultation

19	I am happy with the current location and opening hours of the library so would support any arrangement which would secure or enhance this service.	7/29/2015 9:32 AM
20	burn all the books forget about education, free internet access for job search, libraries should not be about cost cutting	7/29/2015 8:00 AM
21	Not another alternative, but will EWS staff working on library services have access to continuing professional development?	7/28/2015 10:26 PM
22	Make the same commitment to this critical service as Powys and other welsh counties do.	7/26/2015 12:58 PM
23	Make people pay for the use of the computers therein, or transfer to Enterprise and make them pay there. Lot of people just playing games on them....waste of money.	7/23/2015 3:22 PM
24	This is difficult to comment on without knowing how the library budget is spent. However, the energy saving and efficiency ideas should be welcomed!	7/23/2015 2:44 PM
25	Volunteers could be involved in the same way as community shops etc.	7/23/2015 12:19 PM
26	Replacing existing service with a totally mobile service?	7/22/2015 11:39 AM
27	I have only visited the library once as it is some distance from Brocton and I am a carer for a sick wife. I believe the no 4 route library van (Michael) is based at Bishops Castle. I trust it will continue which ever system our councillors choose to operate and we shall continue to get the first class service as usual. I hope that the present repairs to the vehicle are sufficient to enable the service to continue. The library van is a vital link for rural communities and I maintain should be preserved a t all costs. Thank You Colin Stegeman Brockton 01743 891773	7/22/2015 9:15 AM
28	Faster broadband	7/21/2015 2:55 PM

This document provides answers to questions about the services available at Enterprise House, and how these will be affected by the proposals put forward in Option one in the consultation document.

Frequently asked questions:

- **Will the library remain at Enterprise House?**

Yes the intention is for the library to remain in its existing location at Enterprise House.

Under the provisions of the Public Libraries and Museums Act, 1964 the council has a statutory duty (not discretionary powers) to provide a comprehensive and efficient library service for all persons wishing to make use of it.

The act does not define what is meant by “comprehensive and efficient”. However it does provide that the library authority must make facilities available to people who live or work or are undergoing full-time education in Shropshire. It also provides that in fulfilling the duty to provide a comprehensive and efficient library service, it shall in particular have regard to the desirability of:

- Providing facilities for the borrowing of, and reference to, books and other printed matter, pictures, gramophone records, films and other materials in sufficient quantity and quality to meet the general requirements and any special requirement both adults and children; and
- Encouraging adults and children to make full use of the library service, providing advice as to its use, and making available such bibliographical and other information as may be required; and
- Securing co-operation between the library authority and others exercising public functions within the county

- **Will the opening hours of the library change?**

The opening times of the library and Enterprise South West Shropshire’s other services are different, but it is planned to at least maintain the existing opening times of the library, and possibly extend them too.

- **How will the library be staffed? Will the existing library staff stay?**

The library will still be staffed, but the staff will no longer work for Shropshire Council. Existing staff will have the chance to transfer to work for Enterprise South West Shropshire.

- **What happens if the staff are ill, on leave, or have to attend training courses?**

ESWS would have to find cover for staff from within the organisation, as the staff will be employed by that organisation. They would still have to provide a service to customers as outlined in the Service Level Agreement between them and Shropshire Council.

Shropshire Council will continue to provide essential library related training the library staff need.

- **Will we still be able to request books from other libraries and from libraries outside Shropshire?**

Yes, these services will continue as they are now.

- **What support will the Library Service still provide?**

Shropshire Council's Library Service will support the library in three ways: a regular supply and exchange of books, the provision of public computers and the support of a librarian based in Ludlow.

- **The Friends of the Library pay for a lot of the children's events in the library. Would the Friends be expected to provide all its own craft materials in the future?**

No. For the Summer Reading Challenge events, materials will still be provided by Shropshire Council. The Friends may continue to put on their own events and provide funding for craft materials, authors and entertainers as they do now.

- **Will the mobile library service still run from Enterprise House?**

The mobile library service is run centrally from Shrewsbury and is separate to the library at Enterprise House. It will continue to run on its existing arrangements and the mobile library van will still be based at Enterprise House.

- **What assurances are there if Enterprise South West Shropshire can't continue to run the library?**

We will have a three year service level agreement with ESWS, which will provide them with security over that period. The intention is to extend the agreement every three years. ESWS and Shropshire Council are keen to work together to establish a viable and sustainable model for running the library in Bishop's Castle.

However, if ESWS can't run the service for any reason the library would revert back to Shropshire Council who would explore the option of running the library with another local partner. Shropshire Council also own the lease on the Enterprise House building so that gives extra security around the library remaining in that building.

- **I've heard there will be a self-service machine installed in the library. Does this mean there will be no staff?**

No, staff will be very important to the library. The advantage of a self-service machine is that staff can spend more time with customers and the library can open for longer hours.

We know that the social interaction at the library between staff and customers is important. Through Enterprise House Shropshire Council will also be looking to deliver a wide range of services to the community and the library being in the building will be important to this process.

- **Will the layout of the library change?**

Shropshire Council has funding available from central government to make alterations to Enterprise House to make it more user friendly. No changes have yet been finalised, but could involve a better entrance to Enterprise House; better links between the ESWS business centre and the library area, and alterations to make the building more energy efficient. We are also keen to hear from the Friends of Bishop's Castle library about any alterations to the library that they would like to see undertaken as part of this process.

However we anticipate the library will look and feel very similar to its current set up, with no significant layout changes.

- **Are other libraries in Shropshire changing too?**

Yes this is part of a wider process across the county. Shropshire Libraries must save £1.3 million over the next 3 year period, and we're reviewing how services are delivered at all Shropshire's libraries. Consultations are taking place at a local level through "community conversations"

Nationally the way libraries are run is also changing, with the community taking a bigger role in the running of libraries, so this process isn't unique to Shropshire.

- **When will these changes happen?**

The changes are planned to start in October 2015, but will be subject to a public consultation before the changes take place.

- **How will the consultation take place?**

The six week consultation will take place, giving people a chance to have their say on proposed changes. This will be online or through paper copies available in Bishop's Castle.

The consultation will run from 20th July to 31st August

The community can put forward alternative proposals, but these need to make equal or better cost savings for the Council to consider them.

When the consultation has ended the responses will be considered and a recommendation will be made about the future of the library.

Customer Service Point

Bishop's Castle's Customer Service Point is located in Enterprise House, in a separate office to the library and Enterprise House Business support centre. It is open three days a week for members of the public to drop in and speak to a member of the Customer Service team.

The Customer Services Department helps people to access their Shropshire Council services, with things like applications for Blue Badges and Bus Passes, planning, Council Tax and Housing Benefit enquiries being the most popular reasons for calling in to see us.

We understand the importance of a face to face service to many of our customers who may not be able to use alternative means of doing business such as over the telephone or online or who need help to use these alternatives.

As with other departments, we need to make budgetary savings across our operation which spans the whole of the Shropshire area but we want to do so in a way that does not diminish the level of service that people can access in their locality.

We are looking at new and attractive ways of providing help in order for us to meet our budgetary targets, otherwise we would face having to reduce our services in Bishop's Castle to just one day a week.

Our proposal

We want to make sure that people are still able to get the direct help they need, when they need it and we therefore propose working in partnership with other providers of help and advice in the town in general, and specifically Enterprise House. By doing this, people will be able to access a much wider range of help and services than we currently offer.

Our proposal is that the staff at Enterprise House deliver the Customer Services function on our behalf. Staff will be able to help customers with paperwork, offer general information and help customers to access Council services directly via a customer freephone linked to the Customer Service Centre and via a public computer for online services.

In this way, those customers willing and able to use self-service facilities will have them provided free of charge whilst those who need help to use our services will still have that help on hand.

The staff at Enterprise House have often helped customers on the days when Council staff are not on site and by engaging them to run this for us will help to increase the opening hours and improve the service.

Frequently asked questions:

- **Will I still be able to get my blue badge and bus pass at Enterprise House?**

Yes, staff at Enterprise House will be able to help you or you could complete the application online via the computers available at the centre.

- **What happens if I need help to fill out a form?**

The staff at Enterprise house will be able to offer help with this.

- **I can't use a computer, how will I get help with what I need?**

When you see someone at a Customer Service Point they usually do what is needed via their computer so don't worry if you can't use one yourself because the same help will be available.

- **If I use the phone at the new points of contact who does it get me through to?**

The phones are linked directly to Shropshire Council's Customer Service Centre who will be able to deal with most things for you.

- **What sort of services can I get over the phone?**

We can provide almost all of the same services over the phone including making payments.

- **Will the Customer Service Centre opening hours change?**

Because the staff at Enterprise House will be able to help you the service will actually be available for longer than it is currently.

- **Will the staff at Enterprise House know enough to be able to help me?**

Customer Services staff will train the staff at Enterprise House and make sure that they are kept up to date when things change. Also, support will be available via helplines should they need help.

- **When might this happen?**

We would aim to have the new service up and running before the end of this financial year.

- **How can I have my say?**

You can complete one of our customer survey forms which are at Enterprise House, you can complete the online survey form

General frequently asked questions:

- **What happens to the staff currently running these services for the council as a result of these changes?**

Under option one the Staff who run the library would transfer from Shropshire Council to Enterprise South West Shropshire.

- **What will happen to other services available at Enterprise House?**

We anticipate the existing services at Enterprise House such as the Dial-a-Ride, Business Support, IT Centre and Village Outreach will continue to run as they do now, with no change to these services. Businesses whose offices or workshops are located at Enterprise House will not be affected.

- **Where will I access the registrars service?**

The registrars service will be dealt with separately as part of a countywide consultation exercise, but the plan is for the service to remain available in Bishop's Castle on a pre-booked basis.

- **Are any other changes planned at Enterprise House?**

The proposals put forward will see some small changes to the layout of Enterprise House. External funding has been secured by Shropshire Council through the Transformation Challenge Award to make these changes.

We hope these changes will allow more services to be delivered at the venue by Shropshire Council and our Partner organisations..

- **Is parking available at Enterprise House?**

Yes, there is space for approximately 15 cars at Enterprise House. Additionally there is a large public car park approximately 300 metres from the building, and on street parking is also available close by.

- **Is Enterprise House accessible to people with disabilities?**

Yes, the building is accessible for wheelchair users. Some services are located on the upper floor of the building which is accessible via a lift. Staff delivering services at the building will also receive training to help them assist customers with disabilities access the range of services available at the building

- **Will there be continuous service whilst these changes take place?**

Yes, we would do our best to ensure that there is no disruption to our customers during any alterations to the building or transfer of services to new locations in the building.

Next Steps:

We are seeking public comments on these proposals from **20th July until 31st August.**

You can submit your comments on the prepared forms available at Enterprise House, the library

Comments can also be submitted online by going to **shropshire.gov.uk/get-involved** and searching for **Bishops Castle Library Consultation**

If you would like to be kept updated on how Shropshire Council uses the results of the consultation please leave your name and contact details on the consultation form.

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Shropshire Equality and Social Inclusion Impact Assessment (ESIIA)

Contextual Notes 2014

The What and the Why:

The Equality and Social Inclusion Impact Assessment (ESIIA) tool replaces the Equality Impact Needs Assessment (EINA) tool previously in use by Shropshire Council. It is a tool to help us 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.

What we are now doing is broadening out such assessments to consider social inclusion. This is so that we are thinking as carefully and completely as possible about all groups and communities in Shropshire, including people in rural areas and people we may describe as vulnerable, as well as people in what are described as the nine 'protected characteristics' of groups of people in our population, eg Age, eg Gender Reassignment. 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, such as through a new policy or a change in procedure. 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 to have what is called *due regard* to the three equality aims in our decision making processes. These are: eliminating discrimination, harassment and victimisation; advancing equality of opportunity; and fostering good relations.

The How:

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. If you are not sure, a full report is recommended, as it enables more evidence to be collected that will help you to reach an informed opinion.

Shropshire Council Part 1 ESIIA: initial screening and assessment

Please note: prompt questions and guidance within boxes are in italics. You are welcome to type over them when completing this form. Please extend the boxes if you need more space for your commentary.

Name of service change

Please use this box for the full formal name of the service change, whether policy, procedure, function, project, etc. The term “service change” is used in this form as shorthand for whatever form the changes may take.

The Redesign of Bishop’s Castle Library Service

Aims of the service change and description

Please use this box to describe the aims and purpose of the service change. Include any background that you think is helpful for someone reading this ESIIA, eg if there is a new policy, why is it being introduced? If there is a change to an existing service, what are the reasons for this? For example, a redesign and rationalisation of Customer Service Points may seek to concentrate provision strategically on areas where there is a mix of population density and customer need. Further details giving context could also be helpful here.

The Library redesign proposes to provide a library service that embraces different delivery models; through face to face, digital and virtually, through an outreach programme targeted to meet council outcomes for specific groups, and through a reconfigured network of libraries. Shropshire Council will aim to deliver library services by working in partnership with communities so that tailored services can be developed to support the needs of people in their communities and also those who may have specific needs that may affect their access to library services.

In Bishop’s Castle the proposal is to for the service to remain at the present location at Enterprise House, Station Street and transfer the service to an appropriate community organisation (Enterprise South West Shropshire) with on-going professional support from Shropshire Libraries. Opening hours for the library will remain unchanged, with the potential for some services – to be available outside standard opening hours.

This is part of a Shropshire wide strategy for Libraries that will be strategically placed in towns in the different areas of the county. 6 strategic hubs in major libraries to improve accessibility and cater for larger populations in towns. A further 10 local hubs/libraries offering core community service provision and a varied range of opening hours but with participation from town or parish councils, voluntary and community groups the aim will be to increase these opening hours.

These 22 libraries, 4 mobile services and the virtual library and library outreach service is the means by which the council aims to meet its duties under the Public Libraries & Museums Act and its equality duty. A ‘community offer’ will be made in 6 communities so that with a package of council support these communities will be able to operate a community library facility that can be developed and tailored to the local needs in these areas. There is the possibility of closing 4 underperforming libraries and consult about alternative provision at the heart of these communities. The council will also consult about interest in the mobile library services at a later date with the proviso of making vehicle usage more efficient and cost effective this could include reductions or additional services

Intended audiences and target groups for the service change

This box relates to stakeholders, people concerned, interested parties, etc. For example, if the change will affect people receiving adult social care services and their families and carers, please say so here. If the change will affect the whole population, please say so here. If the change will affect cross-border working, for example by the Marches Local Enterprise Partnership (LEP), please mention such partnerships as well.

The proposals will have an impact on all people who want to use Bishop's Castle library. However as the library is proposed to remain in the same physical location, and provide the same services as its current operating model any impact on users will be minimal.

Based on the evidence we have to date, we think that the particular groups most likely to be affected by the proposed draft business plan for library service provision are:-

Older people with mobility difficulties, people with physical disabilities, and to some degree those with learning disabilities and mental health related issues. These factors become significant when accessibility factors are added to this.

This may apply for those living in isolated rural areas or those without access to a car or unable to travel easily on public transport and also to those living in urban areas not living within the immediate locality of a library without access to a car or unable to travel easily on public transport. It should be noted that according to the 2011 census the percentage of households in some rural areas with at least one car is higher than the average for the county and in the large towns this figure was lower than average. Access to library services has been a key element in the considerations in shaping the draft library business plan proposals and what is suggested has had regard to demographics of the county.

Children may also be affected in families without access to a car or nearby public transport or if they do not live within walking distance of a library. This may be the case for families with lone parents. There may be issues relating to costs of getting to libraries and the fact that libraries may be an important source of reading for children in low income families. For women in late pregnancy access to a library may be more difficult, especially if they are single parents or affected by deprivation.

Potential for positive differential effect of the change proposals include the following:

We currently provide services to people who share the protected characteristics and this will be unaffected:

These services have been developed to ensure inclusion and access to library services for those who may in some way may find access difficult. They are intended to help people participate fully and aid in equality of opportunity.

For people with visual impairment: We subscribe to R.N.I.B services to provide talking books to people with a visual impairment. Large print books and audio books and CD

and MP3 discs are also available in our libraries. Access software also make it easier for people with visual impairments to use our computers. Concessionary membership for people with disabilities meaning they don't pay to request books or borrow DVDs or audio books. ✓

For people with mental health related issues: In partnership with the health service we provide 'Books on Prescription', which are self- help and awareness books prescribed by GPs for people with mental health related issues.

For older people and people with mobility difficulties: We offer 25 Library Clubs and co-ordinate community as well as a mobile library services for older or disabled people so they can borrow books and meet others socially, helping to reduce isolation for some. For people with mobility disabilities who prefer to stay at home but still want library books we have a pool of volunteers to take books to them as part of our housebound library service. Residential homes can also borrow items for their residents.

BME communities and people speaking other languages: We provide books, in languages other than English as well as European languages. In addition to these we can supply books in other languages each year through our subscription to 'Bright Books'

For the LGBT community: The Library stock policy ensures that books reflecting the experiences of the LGBT community are available.

For Young children and families: We provide rhyme time sessions, story times and facilitate the delivery of the national Bookstart programme locally. We work with family learning tutors to provide Quick Read books for classes and activities. The Library helps to support their school work whether this is for internet access or advice about information sources. The Summer Reading Challenge for 4-12 year olds helps to sustain children's reading ages.

Over 9,000 children took part in 2011 including Looked After Children and disabled children and children living in areas of deprivation. For parents and carers: The library offers books and internet access to enable them to find help and advice, apply for jobs, housing and school places. We provide books on parenting and health, some of which are selected in partnership with the local NHS and works closely to tailor family support for lone parents and others.

For job seekers Shropshire Libraries multiple job clubs with Universal Job Match session taking place in partnership with Job Centre plus. Plans are also being made for library services and venues to be made available for the delivery of. This will include advice on how to use Library service resources.

Physical access to the Enterprise House building is good with single storey access and wide doorways for wheelchairs and pushchairs, automatic doors and accessible toilets.

Staff undertake training around disability awareness

Development of the digital library services such as E Books, E Magazines and E Audio that may make it easier for some people to use library services or extend access to

some people who may not otherwise use library services, for example carers, and disabled people. National research also shows that men are more likely to use library services when they are 'digital' even if they never visit a library so this may advance equality of opportunity.

The library service will also act as a 'front door' or portal to put people in connection with other public services and information and this may have a positive effect on people who share protected characteristics providing another avenue of access to information or other services

We also believe that by offering active community volunteering opportunities this will help people to participate in public life.

In developing the draft Business Plan the council has had regard to the public sector equality duty and will undertake research based analysis of need, assessed library use data and consider existing consultation and feedback from library users and communities. This has included reference to national research and national level data where local information has not been available. The consultation on the draft Strategy will enable the council to identify and assess any significant impacts that may not yet have been discerned.

The consultation will engage especially with people in those groups with protected characteristics.

The websites of some key national level organisations representing people sharing each of the 9 protected characteristics will be looked at in order to assess if there was anything in particular raised about access to library services for the people they represent or to see what the main issues might be for people sharing those protected characteristics

Evidence used for screening of the service change

This box relates to use made of evidence in developing the change to the service. This could be Census 2011 analyses, community demographic profiles, results of surveys, or previously collected evidence material. For example, if the change relates to a stage of county-wide Site Allocation and Management of Development consultation process, the evidence used would include data collected at previous stages and in development and adoption of the Local Plan. If the evidence is on the Council website, hyperlinks could usefully be inserted here. Please comment on the use of evidence, and whether as a consequence there were any adjustments to what was originally proposed.

The Shropshire Library service holds data on all of the existing users, including their geographical location and range of library services they use. On a countywide basis this allows assessments to be made on where and how users access library services.

In Bishop's Castle the catchment area for users is mainly from within the Town of Bishop's Castle, but also has significant spread into the rural hinterland within an 8 mile radius of the town.

Work has also been under taken with staff at the library, and the Friends of Bishop's Castle library to identify the potential impact of any changes at the library to its users.

The proposed model of delivery remaining at Enterprise House, has been supported by these user groups

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

This box relates to use made of any specific consultation with the audiences for the service. This could be online surveys, use of social media, one off focus groups, events, drop in sessions, etc. Please comment on the headline results, and whether as a consequence there were any adjustments to what was originally proposed.

As part of this process a 6 week public consultation will take place outlining the proposed changes to the library and other services delivered at Enterprise House. This will be available online via the Shropshire Council website, and paper copies will also be available to complete within the library. The consultation will run from 20th July to 31st August.

Existing users of the library with an email address will be contacted directly to comment on the proposals, and press releases will also feature in the local press to make people aware of the consultation and ask them to give their views.

The Friends of Bishop's Castle library will also be invited to give their views, and a specific briefing for this group will take place on 16th July.

Once collated the results will be evaluated by an officer group leading on the proposed changes. Should any equality issues be identified in this consultation these can be assessed and acted on by the officer group ahead of any further work on the transfer taking place.

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 <i>Part Two ESIIA required</i>	High positive impact <i>Part One ESIIA required</i>	Medium positive or negative impact <i>Part One ESIIA required</i>	Low positive or negative impact <i>Part One ESIIA required</i>
Age (please include children, young people, people of working age, older people. Some people may belong to more than one group eg young person with disability)				√
Disability (please include: mental health conditions and syndromes including autism; physical disabilities or impairments; learning disabilities; Multiple Sclerosis; cancer; HIV)				√

Gender re-assignment (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				√
Marriage and Civil Partnership (please include associated aspects: caring responsibility, potential for bullying and harassment)				√
Pregnancy & Maternity (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				√
Race (please include: ethnicity, nationality, culture, language, gypsy, traveller)				√
Religion and belief (please include: Buddhism, Christianity, Hinduism, Islam, Judaism, Non conformists; Rastafarianism; Sikhism, Shinto, Taoism, Zoroastrianism, and any others)				√
Sex (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				√
Sexual Orientation (please include associated aspects: safety; caring responsibility; potential for bullying and harassment)				√
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)				√

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
<i>Check: for the groups affected, what actions will you now take to mitigate or enhance impact of the service change? For example, if you are reducing a service there may be further use you could make of publicity and awareness raising through social media and other channels to reach more people who may be affected.</i>

The introduction of self service will enable Enterprise South West to extend library opening hours. New and existing borrowers will be kept up to date with library developments

Actions to review and monitor the impact of the service change

Check: what arrangements will you have in place to continue to collect evidence and data and to continue to engage with all groups who may be affected by the service change, including the intended audiences? For example, customer feedback and wider community engagement opportunities, including involvement of elected Shropshire Council councillors for a locality.

The SLA will be regularly monitored to ensure that Enterprise South West fulfil their obligations in the running of the library service.

Enterprise South West will ensure that data is collected to feed into the Library Service performance measures; for example about number of visits to the library, book loans, active borrowers, attendance at events and computer use.

The Library will continue to take part in any customer surveys undertaken by the Library Service.

Customers will continue to be encouraged to make comments and give feedback about the service through Enterprise South West Shropshire's (Enterprise House) and the Council's Comments and Complaints system.

Scrutiny at Part One screening stage

People involved	Signatures	Date
<i>Lead officer carrying out the screening</i>		
<i>Any internal support</i>		
<i>Any external support</i>		
<i>Head of service</i>		

Sign off at Part One screening stage

Name	Signatures	Date
<i>Lead officer's name</i>		
<i>Head of service's name</i>		

Shropshire Council Part 2 ESIIA: full report

Guidance notes on how to carry out the full report

The decision that you are seeking to make, as a result of carrying out this full report, will take one of four routes:

1. To make changes to satisfy any concerns raised through the specific consultation and engagement process and through your further analysis of the evidence to hand;
2. To make changes that will remove or reduce the potential of the service change to adversely affect any of the Protected Characteristic groups and those who may be at risk of social exclusion;
3. To adopt the service change as it stands, with evidence to justify your decision even though it could adversely affect some groups;
4. To find alternative means to achieve the aims of the service change.

The Part Two Full Report therefore starts with a forensic scrutiny of the evidence and consultation results considered during Part One Screening, and identification of gaps in data for people in any of the nine Protected Characteristic groups and people who may be at risk of social exclusion, eg rural communities. There may also be gaps identified to you independently of this process, from sources including the intended audiences and target groups themselves.

The forensic scrutiny stage enables you to assess:

- **Which gaps need to be filled right now, to help you to make a decision about the likely impact of the proposed service change?**

This could involve methods such as: one off service area focus groups; use of customer records; examination of data held elsewhere in the organisation, such as corporate customer complaints; and reference to data held by similar authorities or at national level from which reliable comparisons might be drawn, including via the Rural Services Network. Quantitative evidence could include data from NHS Foundation Trusts, community and voluntary sector bodies, and partnerships including the Local Enterprise Partnership and the Health and Well Being Board. Qualitative evidence could include commentary from stakeholders.

- **Which gaps could be filled within a timeframe that will enable you to monitor potential barriers and any positive or negative impacts on groups and individuals further along into the process?**

This could potentially be as part of wider corporate and partnership efforts to strengthen the evidence base on equalities. Examples would be: joint information sharing protocols about victims of hate crime incidents; the collection of data that will fill gaps across a number of service areas, eg needs of young people with learning disabilities as they progress through into independent living; and publicity awareness campaigns that encourage open feedback and suggestions from a variety of audiences.

Once you have identified your evidence gaps, and decided on the actions you will take right now and further into the process, please record your activity in the following boxes. Please extend the boxes as needed.

Evidence used for assessment of the service change: activity record

How did you carry out further research into the nine Protected Characteristic groups and those who may be at risk of social exclusion, about their current needs and aspirations and about the likely impacts and barriers that they face in day to day living?

And what did it tell you?

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

How did you carry out further specific consultation and engagement activity with the intended audiences and with other stakeholders who may be affected by the service change?

And what did it tell you?

Further and ongoing research and consultation with intended audiences and target groups for the service change: activity record

What further research, consultation and engagement activity do you think is required to help fill gaps in our understanding about the potential or known affect that this proposed service change may have on any of the ten groupings and on the intended audiences and target groups? This could be by your service area and/or at corporate and partnership level.

Full report assessment for each group

Please rate the impact as you now perceive it, by inserting a tick. Please give brief comments for each group, to give context to your decision, including what barriers these groups or individual may face.

Protected Characteristic groups and other groups in Shropshire	High negative impact	High positive impact	Medium positive or negative impact	Low positive or negative impact
Age (please include children, young people, people of working age, older people. Some people may belong to more than one group eg young person with disability)				
Disability (please include: mental health conditions and syndromes including autism; physical disabilities or impairments; learning disabilities; Multiple Sclerosis; cancer; HIV)				
Gender re-assignment (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				
Marriage and Civil Partnership (please include associated aspects: caring responsibility, potential for bullying and harassment)				
Pregnancy & Maternity (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				
Race (please include: ethnicity, nationality, culture, language, gypsy, traveller)				
Religion and belief (please include: Buddhism, Christianity, Hinduism, Islam, Judaism, Non conformists; Rastafarianism; Sikhism, Shinto, Taoism, Zoroastrianism, and any others)				
Sex (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				
Sexual Orientation (please include associated aspects: safety; caring responsibility; potential for bullying and harassment)				
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)				

ESIIA Full Report decision, review and monitoring

Summary of findings and analysis - ESIIA decision

You should now be in a position to record your decision. Please highlight in bold the route that you have decided to take.

1. To make changes to satisfy any concerns raised through the specific consultation and engagement process and through your further analysis of the evidence to hand;
2. To make changes that will remove or reduce the potential of the service change to adversely affect any of the Protected Characteristic groups and those who may be at risk of social exclusion;
3. To adopt the service change as it stands, with evidence to justify your decision even though it could adversely affect some groups;
4. To find alternative means to achieve the aims of the service change.

Please add any brief overall comments to explain your choice.

You will then need to create an action plan and attach it to this report, to set out what further activity is taking place or is programmed that will:

- *mitigate negative impact or enhance positive impact of the service change,*
- AND*
- *review and monitor the impact of the service change*

Please try to ensure that:

- *Your decision is based on the aims of the service change, the evidence collected, consultation and engagement results, relative merits of alternative approaches and compliance with legislation, and that records are kept;*
- *The action plan shows clear links to corporate actions the Council is taking to meet the general equality duty placed on us by the Equality Act 2010, to have due regard to the three equality aims in our decision making processes.*

Scrutiny at Part Two full report stage

People involved	Signatures	Date
<i>Lead officer</i>		
<i>Any internal support</i>		
<i>Any external support</i>		
<i>Head of service</i>		

Sign off at Part Two full report stage

Signature (Lead Officer)	Signature (Head of Service)
Date:	Date:

Appendix: ESIIA Part Two Full Report: Guidance Notes on Action Plan

Please base your action plan on the evidence you find to support your decisions, and the challenges and opportunities you have identified. It could include arrangements for:

- continuing engagement and involvement with intended audiences, target groups and stakeholders;
- monitoring and evaluating the service change for its impact on different groups throughout the process and as the service change is carried out;
- ensuring that any pilot projects are evaluated and take account of issues described in the assessment, and that they are assessed to make sure they are having intended impact;
- ensuring that relevant colleagues are made aware of the assessment;
- disseminating information about the assessment to all relevant stakeholders who will be implementing the service change;
- strengthening the evidence base on equalities.

Please also consider:

- resource implications for in-house and external delivery of the service;
- arrangements for ensuring that external providers of the service are monitored for compliance with the Council's commitments to equality, diversity and social inclusion, and legal requirements including duties under the Equality Act 2010.

And finally, please also ensure that the action plan shows clear links to corporate actions the Council is taking to meet the general equality duty placed on us by the Equality Act 2010, to have due regard to the three equality aims in our decision making processes.

These are:

- Eliminating discrimination, harassment and victimisation
- Advancing equality of opportunity
- Fostering good relations

Note for 2014 refresh of our corporate equality impact assessment approach: Shropshire Council has referred to good practice elsewhere in refreshing the EINA material and replacing it with this ESIIA material. The Council is grateful in particular to Leicestershire County Council, for graciously allowing use to be made of their Equality and Human Rights Impact Assessments (EHRIAs) material and associated documentation.

For further information on the use of ESIIAs: please contact your head of service or contact Mrs Lois Dale, Principal Rural Policy Officer and internal policy support on equality, via telephone 01743 255667, or email lois.dale@shropshire.gov.uk.