



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

Date: Wednesday, 21 October 2015

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

Date: Thursday, 29 October 2015

Time: 11.00 am

Venue: Nimbus Room, 5th Floor, 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 Redesign of Cleobury Mortimer Library Service (Pages 1 - 38)

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

Contact – Michael Lewis (01743) 255023 or Vicky Turner 07990 085265

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)

Thursday 29th October 2015 at 11am

REDESIGN OF CLEOBURY MORTIMER LIBRARY SERVICE

Responsible Officer: Michael Lewis/Vicky Turner
Email: michael.lewis@shropshire.gov.uk
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1. Summary

This report seeks Portfolio Holder agreement for the transfer of the management of Cleobury Mortimer library service from Shropshire Council to Cleobury Country Ltd - 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 Cleobury Mortimer Library to Cleobury Country Ltd who will run the service under a 3 year contract.,

The library will remain in its existing location in the Cleobury Country Centre with the number of staffed hours increasing. Cleobury Country Centre staff will be trained to Library Assistant level and will run the same range of library services currently available to users of the library.

Some alterations to the library space within Cleobury Country Centre will be made. A customer service pod and small office will be created but this will not reduce the amount of book shelving space. Awareness of the library and the services delivered there will be improved through additional signage.

This report provides details of the background to this proposal along with the outcome of a six week formal public consultation carried out between 26th August and 7th October 2015, the feedback from an open evening and the completion of an Equality and Social Impact Assessment (ESIA)

2. Recommendations

- That the management of Cleobury Mortimer library service is transferred from Shropshire Council to Cleobury Country Ltd from an agreed start date. This agreement will run for 3 years and be supported by a contract between Shropshire Council and Cleobury Country Ltd
- 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 recommendations will result in –

- The opportunity to maintain a modern, sustainable and accessible library service in Cleobury Mortimer, 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)

3.1 Timetable of consultation and engagement work

Activity	Date
Proposals on future management of library presented to Friends of Cleobury Mortimer Library Group	24 th August 2015
6 week formal public consultation	26 th August to 7 th October 2015
Email to existing library users sent out to explain the survey, share the web link and options for completing the survey.	18 th September 2015
Cleobury Library open evening as part of the consultation	7 th October 2015

3.2 Formal consultation process and results

A formal public consultation has been carried out in Cleobury Mortimer, and with existing library users, to gain feedback on proposals for the future of the library service.

The consultation ran for 6 weeks from 26th August to 7th October 2015, and was available online via Shropshire Council's website. Paper copies of the consultation document were made available in the 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 Cleobury Mortimer library and shared with members of the Friends group.

In the document members of the public were provided with details of the current Cleobury Mortimer library service, including the operating costs of the library. The details of 2 proposals were provided 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 the described proposals.

Proposal 1 was Shropshire Council's preferred option and was for Cleobury Country Ltd to take on the management of the library service resulting in an increase in staffed hours, a retention of the current services, some changes to the design of the library space to provide a customer service contact area and a new office space and additional external signage. A copy of the consultation document is attached as Appendix 1.

Proposal 2 was Shropshire Council continuing to run the library with reduced staffed hours and no changes to the library space.

A total of 42 people responded to the consultation, although not all answered all the questions. The results of the consultation are as follows and a full list of responses and comments is included as Appendix 2.

Proposal 1 – Transferring the management of the library to Cleobury Country Ltd was supported by 30 people (71.43%). 12 people (28.57%) opposed the proposal.

Proposal 2 – Shropshire Council continuing to run the library with reduced staffing hours was supported by 11 people (26.83%). 30 (73.17%) were against this proposal

Those opposed to Proposal 1 stated a reduced quality of service due to the proposed changes to the staffing arrangements of the library as the reason for their opposition.

The key reason why people did not support Proposal 2 was that the reduced number of hours the library would be staffed would make it more difficult for people to access services

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

18 people responded to this section of the consultation. In total 12 alternative proposals were suggested, which can be grouped together in the following categories –

- Provision/retention of trained/qualified library staff
- Alternative redesign of the county library service
- Charging for services

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

Provision/retention of trained/qualified library staff

Our intention is for Cleobury Mortimer Library to provide a robust and successful library service continuing to offer the full range of services if Proposal 1 is adopted. Cleobury Mortimer Library has never been run by a qualified librarian on site but by library staff who have been fully trained. Often new library staff come to us with no previous library experience or qualifications; they are trained on the job and gain their knowledge and expertise through experience and ongoing training and support from librarians and library managers. Our intention is to provide that same level of training to the Cleobury Country Centre staff to enable them to provide the same services that are currently provided; it is certainly not our intention to train them purely in administrative tasks. It means that the community would benefit from having access to the full range of library services for 42 hours a week instead of the present 23.5.

There would still be a Shropshire Council librarian based in Ludlow making regular visits and on hand to give advice and guidance. The library would remain a part of the Shropshire Libraries network and be involved in countywide and national library initiatives; it would still benefit from the help and advice of librarians with countywide responsibilities for the service and the strategic overview.

Alternative redesign of the county library service

Shropshire Council is moving towards becoming a commissioning council and using a number of approaches to achieve this. It has been confirmed that locality commissioning is the approach being used to achieve the redesign of the smaller branch libraries to ensure that they remain a sustainable service within communities. Reviews of the larger libraries and the mobile library service will also be undertaken. 'Redesigning Shropshire's library service and customer service points' – report to Shropshire Council Cabinet 14th October 2015 is referenced in this decision report as one of the Background Papers.

Charging for library services

Shropshire Council delivers its library service under the Public Library and Museums Act 1964, which states that library authorities 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. Therefore, the council is not able to charge for its core activity of lending books.

The formal consultation exercise has shown clear support for Proposal 1 - the transfer of the library management service to Cleobury Country Ltd. The alternative operating model in Proposal 2 received less public support and the alternative proposals are not considered to be viable, or to provide the same level of savings to Shropshire Council as Proposal 1.

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 Cleobury Mortimer Library, and members of the Cleobury Country Ltd. 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 Cleobury Country Centre	Discussions between the council's library management and the staff at Cleobury Country Centre 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 Cleobury Country Ltd. to formalise the service delivery details of the public library and this will be monitored by the council's library management.
The full funding package required to complete the transfer and redesign works cannot be delivered	Initial outline costs for works to Cleobury Country Ltd. to facilitate the transfer of the library and its day to day operation have been sought and are achievable in both time and budget. A tendering process will be undertaken once authority for the transfer has been gained.

4. Financial Implications

The value of the contract between Shropshire Council's Library Service and Cleobury Country Ltd between the financial years 2016/17 and 2018/19 will be £22,000 per annum, which will achieve an annual saving of £7,450 on Cleobury Mortimer's Library's 2015/16 net controllable budget. In addition to this, Customer Involvement will provide Cleobury Country Ltd. with £1,500 per annum in order to provide a customer services offer.

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 £80m 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 Shropshire Council Cabinet approved budget reduction for the library service of £1.147m means that the budget available for Cleobury Mortimer library will not be sufficient to deliver the service in the current way. This applies to all of our libraries across the county and the back office function of the service, not just Cleobury Mortimer. 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.

Cleobury Mortimer 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 at Cleobury Country Ltd., in Cleobury Mortimer. Proposals for Cleobury Country Ltd. to deliver the Customer Service Point (CSP) have also been agreed.

5.2 Shropshire Council's preferred option for Cleobury Mortimer's library service is that the management is transferred from Shropshire Council to Cleobury Country Ltd. This agreement will run for 3 years and be supported by a contract between Shropshire Council and Cleobury Country Ltd.

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 Cleobury Mortimer 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 Cleobury Country Centre, the school and the sports centre. 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 Cleobury Mortimer the Community Connector role could 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 Cleobury Mortimer library to Cleobury Country Ltd. will result in annual revenue savings of £7,450 per annum.

5.7 The development of the recommendations being made in this report has been informed by engagement and consultation with Cleobury Mortimer 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 any concerns that have been raised by consultees in response to the proposal to transfer the library to Cleobury Country Ltd, 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 Cleobury Mortimer Library and the management of Cleobury Country Ltd
- iii. completion of a ESIIA assessment
- iv. the level of savings and social value to be achieved through the transfer of the library to Cleobury Country Ltd
- v. the opportunity to create a redesigned library service that plays a key role in providing information, advice and guidance to residents of Cleobury Mortimer and the surrounding area, whilst also complementing the wider work of Cleobury Country Ltd -

transferring the management of the library from Shropshire Council to Cleobury Country Ltd 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 Cleobury Mortimer and assist in meeting its financial challenges.

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

- | |
|--|
| <ol style="list-style-type: none">1. Shropshire Council's Business Plan and Financial Strategy 2014-20172. Shropshire Council's Commissioning Strategy 20143. Shropshire Council's Transformation Challenge Award bid 2015/164. Redesigning Shropshire's library service and customer service points – report to Shropshire Council Cabinet 14th October 20155. Frequently Asked Questions to accompany the consultation document August 2015 |
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<p>Key Decision: Yes</p>

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

<p>Name and Portfolio of Executive Member responsible for this area of responsibility:</p>

<p>Cllr Steve Charmley, Portfolio Holder for Business, ip&e, Culture and Commissioning (North)</p>
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<p>Local Members:</p>

<p>Cllr Gwilym Butler Cllr Madge Shineton</p>

<p>Appendices:</p>

- | |
|--|
| <ol style="list-style-type: none">1. Cleobury Mortimer Library Public consultation document August 20152. Cleobury Mortimer Library consultation results and comments October 20153. Feedback from Cleobury Mortimer Library open evening 7th October 20154. ESIIA Assessment for Cleobury Mortimer Library October 2015 |
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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.

Cleobury Mortimer Library Consultation

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 the Resilient Communities approach 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, with key local partners including Cleobury Country Ltd, have been discussing and developing opportunities regarding new ways of delivering and improving the services currently housed at the Cleobury Country Centre. This includes the library service.

Shropshire Council is now seeking responses to proposals relating to the future delivery of the library service in Cleobury Mortimer. 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 the Cleobury Country Centre.

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 Wednesday 26th August until Wednesday 7th October 2015. Completed forms can be returned to the Cleobury Country Centre.

Comments can also be submitted online by going to www.shropshire.gov.uk/get-involved and searching for Cleobury Mortimer 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 Cleobury Mortimer

Cleobury Country Centre

The Cleobury Country Centre is located in Love Lane in Cleobury Mortimer, and is run by Cleobury Country Ltd, a social enterprise that supports and nurtures a variety of business and community development schemes in the town and surrounding area.

The Cleobury Country Centre itself provides a range of services including an IT Centre and training room; business support; meeting rooms; equipment hire for local businesses and community groups,. There are also business units and offices at the site which are let to local businesses and organisations.

Cleobury Mortimer Library

The library offers the following services –

- Free membership for all
- The lending of adult books, audio books and DVDs
- A children's library area and range of books for children
- 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, reading groups, author talks and social events in partnership with the Library Friends' group.

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.

Shropshire Council's preferred proposal for the future delivery of the library service in Cleobury Mortimer is to transfer the responsibility for its day to day management to Cleobury Country Ltd. This would result in the service continuing to be delivered in its current location in the Cleobury Country Centre., The council's library service would continue to provide the books, library management system and the support of a librarian based in Ludlow. The library would be run under an agreed Service Level Agreement between Shropshire Council and Cleobury Country Ltd.

The proposal includes creating a confidential customer service point with direct access to Shropshire Council services.

The library service and Cleobury Country Ltd would be jointly committed to providing all the existing library functions with opportunities to further develop services. The result for Cleobury Mortimer of these changes would be a robust library service with a secure future.

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.

The second proposal included in the consultation document is that Cleobury Mortimer Library will continue to be run by the Shropshire Council's library service with the hours that the library is staffed reduced from the current 23.5 hours per week to 19 hours per week. Self-service access would be available outside these hours when the Centre is open. There would be no internal changes to the building.

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 Cleobury Mortimer. 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 Wednesday 26th August until Wednesday 7th October 2015.

Consultation forms and copies of the answers to Frequently Asked Questions are available at the Cleobury Country Centre and responses can be left there.

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

	Y/N	DETAIL
Management organisation		Shropshire Council
Area of floor space		150 sq m
Hours that the library service is staffed (self-service access is available during the Centre's opening hours)		Monday 9.00 – 1.00 and 2.00 – 7.00 Wednesday 9.00 – 1.00 and 2.00 – 5.00 Friday 9.00 – 1.00 or 2.00 – 5.00 (every other week) Saturday 9.00 – 1.00 Total = 23.5 staffed hours (average over 2 weeks)
Parking		Public parking on site.
Access to IT		Public computers available free to library members.
Information and advice about other services		Yes
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		N/A
Direct running costs for Shropshire Council		£29,450

Option One – the management of the library is transferred to Cleobury Country Ltd

Shropshire Council will transfer the day to day running of Cleobury Mortimer Library to Cleobury Country Ltd, who will run the service under a 3 year Service Level Agreement. The library will remain in its existing location in the Cleobury Country Centre and Cleobury Country Ltd will run the same range of library services currently available to users of the library.

Some alterations to the Cleobury Country building will be made to give confidential telephone access to Shropshire Council services.

	PROPOSED DETAIL
Management organisation	Cleobury Country Ltd
Area of floor space	150sqm
Hours that the library service is staffed (self-service access is available during the Centre's opening hours)	Monday to Friday 9.00 – 5.00 Saturday 10.00 – 12.00 TOTAL – 42 hours per week
Parking	Increased number of public parking spaces on site
Access to IT	Public computers available free to library members
Information and advice about other services	Yes – with increased confidentiality when needed
Space for community activities	The library space will remain available 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 costs for Shropshire Council per annum	£23,500
Value of income to be generated by Cleobury Country Ltd through library activity per annum	£980
Total budget available to Cleobury Country Ltd to deliver the service	£24,480

1. Do you agree with Option 1?

Yes

No

If you answered no please give your reasons why here...

Option Two – stays under Shropshire Council management with reduced staffing hours

Cleobury Mortimer Library will continue to be run by the Shropshire Council's library service with the hours that the library is staffed reduced from the current 23.5 hours per week to 19 hours per week. Self-service access would be available outside these hours when the Centre is open. There will be no internal changes to the building.

Proposed hours that the library would be staffed:

Monday 9.00 – 1.00 and 2.00 – 5.00

Wednesday 9.00 – 1.00 and 2.00 – 5.00

Friday 9.00 – 12.00 **or** 2.00 – 5.00

Saturday 10.00 – 12.00

TOTAL – 19 hours

Direct annual running costs for Shropshire Council: £25,940

Do you agree with Option 2?

Yes

No

If you answered no please give your reasons why here...

3. Please indicate if there are other alternatives Shropshire Council should consider for the delivery of a library in Cleobury Mortimer, which would assist the council in meeting its required outcomes in reducing costs and delivering a sustainable library service.

This period of consultation will run from Wednesday 26th August to Wednesday 7th October 2015. Completed forms can be returned to the Cleobury Country Centre.

Comments can also be submitted online by going to www.shropshire.gov.uk/get-involved and searching for Cleobury Mortimer Library Consultation.

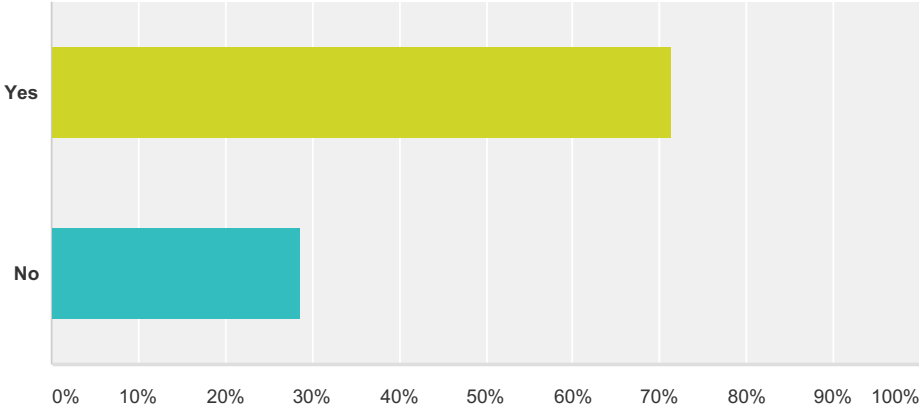
If you would like to be kept informed about this work as it progresses, please complete your name and contact email address below.

Name.....

Email address.....

Q1 Do you agree with Proposal 1?

Answered: 42 Skipped: 0



Answer Choices	Responses	
Yes	71.43%	30
No	28.57%	12
Total		42

Cleobury Mortimer Library Consultation

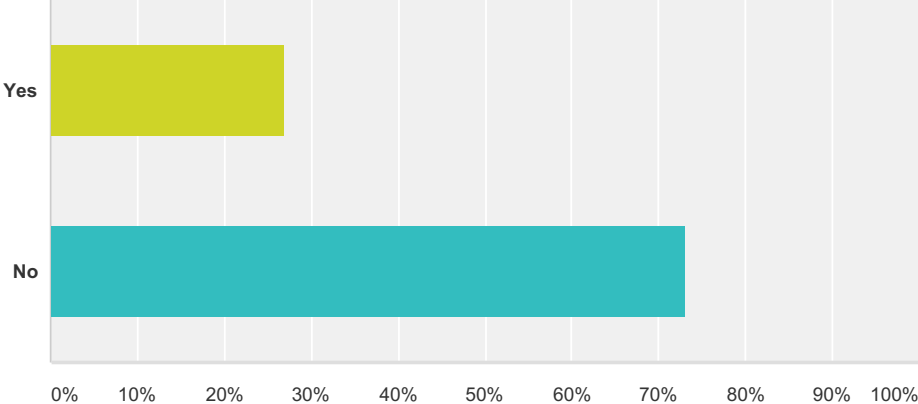
Q2 If you answered no, please give your reasons here...

Answered: 12 Skipped: 30

#	Responses	Date
1	1. Most expensive option. 2. Staffing will be by existing Cleobury Country staff who were not recruited for their literacy or love of books instead of Shropshire library staff, who presumably, were. 3. New office will be built inside existing library which will overlook children's area, compromising child safety.	10/5/2015 8:44 PM
2	I'm averse to the watering down and denial of current levels of library expertise. I fear that there are likely to be conflicts of interest if non library staff are to be tasked with delivering public library services as their primary focus is to develop local business. Past experience of Cleobury Country Centre staff filling in for library staff has not inspired me with confidence in their ability or willingness to take on delivery of a public library role. Any request beyond the very basic is referred to the librarian so really the library service is only fully available when she is there. I presume that there would be some additional training but I feel that we (the library customers) would receive a lesser level of service. I would prefer a library professional, a competent, experienced and well trained member of library staff to be running the service.	10/1/2015 8:28 PM
3	A library needs to be staffed by a librarian to ensure the books are correctly ordered. Also a librarian is able to offer customers advice and recommendations as they are more familiar with the stock.	9/30/2015 8:58 PM
4	Because the staff are not librarians and do not understand the importance of the enquiries they will receive or how to handle them. Also it seems like library will be open more often and this not the case. It is an administration of services not a true library service provision. Also why isn't the reduction of library space disclosed?	9/28/2015 11:19 AM
5	Having trained, knowledgeable library staff to give advice on books is invaluable. I don't agree with this unless Cleobury Country plan to take on and employ the current library staff.	9/28/2015 10:25 AM
6	I am of the firm belief that libraries should be staffed by librarians who have shown a keen interest in helping people and a desire to provide the best service possible.	9/22/2015 12:35 PM
7	Libraries should be provided by county.	9/22/2015 12:20 PM
8	It's great having the library at Cleobury Country Centre so I can access it even when not staffed for returns etc but I especially enjoy using the library when there are proper library staff there to consult about authors I might like to read etc so don't want to lose library staff!	9/11/2015 8:10 PM
9	Cleobury Country staff are pleasant but clearly untrained - which they admit themselves when dealing with library matters. A full trained librarian is essential even if only part time.	9/8/2015 11:53 AM
10	Because a library needs a proper librarian, not a trained admin assistant. I feel that the library will be neglected in favour of Business. and by the way, Friends of the Library were NOT consulted before this was released!!!!	8/27/2015 9:26 PM
11	There is no provision for a qualified librarian to be present on site. I believe that a minimum of 8-10 hours for contact with readers spread over the week is necessary.	8/27/2015 6:21 PM
12	I am most concerned about the loss of library staff on site even though the alternative is reduced hours. I do not feel that the CC staff have the right skills to offer library support on the evidence of my use of the library and the lack of signposting they were able to give me and more crucially a disabled person needing support to check in for a flight online.	8/27/2015 10:35 AM

Q3 Do you agree with Proposal 2?

Answered: 41 Skipped: 1



Answer Choices	Responses	
Yes	26.83%	11
No	73.17%	30
Total		41

Cleobury Mortimer Library Consultation

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

Answered: 28 Skipped: 14

#	Responses	Date
1	Only 12 month plan for the library after which it could be closed	10/9/2015 9:45 AM
2	Option 1 of transferring management of the library to Cleobury Country Ltd lookds to be the best of the two options for the benefit of Cleobury Mortimer residents and current users of the library	10/6/2015 11:14 AM
3	Restricted access Future insecure	10/3/2015 1:56 PM
4	Reduced hours open to the public. Less community involvement	10/2/2015 7:49 PM
5	Yes only in so far that it is preferable to Option 1. I am concerned at the fact that we will have fewer hours of professional staffing and would like to know what will happen to the individual who currently runs the library so well and so professionally. Is she to lose her job? Or have her hours cut? As it is if we need expert help with library processes or with library computer information sources we need to time our visits to coincide with the availability of the professional staff. Could it be made very obvious when that person is available? Perhaps a statement on the Cleobury Library web page and a clear sign on the desk?	10/1/2015 8:28 PM
6	option 1 gives more staffed access for service and information on a personal basis	10/1/2015 10:08 AM
7	Lack of opening times	9/30/2015 8:26 PM
8	Prefer to remain the same level of service	9/30/2015 6:13 PM
9	opening hours too short	9/30/2015 5:30 PM
10	A member of Cleobury Country staff would be on site whenever the library is open. The service is disjointed at present due to lack of library staff	9/28/2015 10:37 AM
11	I feel that the extra hours available and the dedication of Cleobury Country staff will be an asset to the continuing success of Cleobury Library	9/28/2015 10:35 AM
12	Reduced opening hours. The library needs extended opening hours, not less.	9/27/2015 10:36 PM
13	These reduced hours would give no access to those who work so if the country centre took over the running they must open late at no extra cost	9/18/2015 12:48 PM
14	I woul like to be able to access the library every day of the week	9/11/2015 8:10 PM
15	Access to the library is vital to the community and option 1 gives more hours open to everyone in cleobury.	9/11/2015 3:51 PM
16	reduced opening hours	9/10/2015 6:51 PM
17	Since I have moved here. there is rarely a library staff member. Hopefully Cleobury Country can do better	9/8/2015 11:57 AM
18	Reduced staffing for library by librarian. Cleobury Country staff are always helpful and able to deal with any problem. therfore option 1 is a better deal.	9/8/2015 11:55 AM
19	Yes - but not entirely but it is perferable to option 1 and would want to see the proposed times extended possibly with the library opening at 10 on Mondays and Tuesdays	9/8/2015 11:53 AM
20	The staff at Cleobury Country are more help as out librarian was unreliable and not very helpful	9/8/2015 11:48 AM
21	Cleobury Country and Friends of the Library would bee looking after it most of the time unpaid, as they are at the moment.	9/8/2015 11:47 AM
22	Opening hours to short.	9/2/2015 9:15 PM
23	Prefer library to have as many hours open as possible, providing librarian available for some hours.	8/31/2015 9:38 AM
24	Option 1 offers better opening hours	8/30/2015 11:02 AM
25	As somebody who works during the week, it is good to have opening until 7pm once a week so that parents who work can bring their children - two hours on a Saturday is not enough around other commitments.	8/28/2015 9:00 AM
26	There is no guarantee that the library will continue with this option. It is also not in the spirit of devolving responsibility to the community.	8/27/2015 6:21 PM

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27	reduced hours is not acceptable	8/27/2015 12:56 PM
28	Reduced hours is negative	8/27/2015 12:42 PM

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

Answered: 18 Skipped: 24

#	Responses	Date
1	Charge for services (Children and unemployed exempt) I would still use the facilities if I had to pay. This is preferable to losing the library altogether	10/9/2015 9:45 AM
2	I have every confidence in Cleobury Country Ltd running the library service and therefore do not have any other alternative suggestions	10/6/2015 11:14 AM
3	Centralise book storage for the entire county and have a number of specialised book buses, with targeted book stock, staffed by proper book loving librarians who can enthuse and mentor readers. eg a children's bus that parks at schools and playgroups, an adult bus that parks in town centres on shopping days and a senior citizens bus that parks at medical centres, care homes, near sheltered housing etc. .	10/5/2015 8:44 PM
4	Given that SC is looking at saving over £400K/yr over a 3 year period the savings at this library seem minute (~£6K) making this very much a 'token' exercise.. Real savings will only come about when investment in mobile libraries and books + the book circulation system are drastically cutback hence leading to the ultimate demise of the Shropshire Library network which, unfortunately, is what this cost cutting exercise is ultimately all about.	10/2/2015 7:49 PM
5	The saving quoted is only about £5000 which isn't much. I assume that this is merely the first cut and that the diminishment of the library service will be incremental as more savings are demanded? I would urge that you take into account the impact this process is going to have on the mental well being of your library staff who have done an excellent job in promoting library services and welcoming people to the library. Without that commitment from a professional you just have a room with books in it, not a library service. I am unalterably opposed to the watering down of our library service and the eagerness with which you plan to hand it over to unqualified and inexperienced agents.	10/1/2015 8:28 PM
6	Could put in a self service machine for printing digital photographs, which you would obviously charge people for using to generate income for the library.	9/30/2015 8:58 PM
7	None	9/30/2015 8:26 PM
8	None	9/30/2015 6:13 PM
9	To retain library personnel wherever possible by reduction in hours?	9/28/2015 11:19 AM
10	My priority is to have trained librart staff there on at least some days to give advice on literature	9/28/2015 10:25 AM
11	I think the first option is the best we can expect	9/18/2015 7:01 PM
12	What's wrong with how it is now? Open to the public every day but only staffed by a librarian some days. I much prefer to go when Vicky is there to get her advice but if I've run out of things to read and can only get there on a Thurs for example, I go and choose something randomly. I recall value the library in Cleobury and feel it greatly enhances my (and my childrens) quality of life.	9/11/2015 8:10 PM
13	Is the moblie library essential? as there is limited take up of its services	9/8/2015 11:53 AM
14	Withdraw the rural mobile libraries and focus resources on the better equipped static libraries	8/30/2015 11:02 AM
15	I love this library and think it is a very valuable community resource. However, it always seems very under-used when I go in - I think there are many other community groups who could use the facilities and many other events that could be held here - I know some do go on but they don't seem very well advertised. How about - adult book club, adult writing group, teenage book club / writing group, childrens' events and activities - during week for pre-schoolers and after school / weekend for older ones (get parents in on way home from collecting children), basic literacy courses for adults (also computer courses?), author visits, talks, afternoon tea and a murder mystery, childrens' treasure trails around Cleobury (book related), revision / study groups for GCSE / Alevel students.	8/28/2015 9:00 AM
16	Option 1 with 8-10 hours per week of a professional librarian on site plus guarantee that the current 150 m2 is not reduced.	8/27/2015 6:21 PM

Cleobury Mortimer Library Consultation

17	no	8/27/2015 12:56 PM
18	Having a librarian for reduced fixed hours say 2 hours 5 days a week at advertised times and then competent baqck up from CC staff would be much more desirable and not I believe more expensive than proposal 1. So in essence a combination of each proposal with the benefit of library staff on site rather than presumably at the end of the phone in Ludlow which in my experience has been an option not offered by CC staff even when I have requested it.	8/27/2015 10:35 AM

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**Feedback from Cleobury Mortimer Library consultation open evening
7th October 2015**

Comments on Proposal 1 – the transfer of the management of the library service to Cleobury Country Ltd

- Would need to improve/increase the external signage to the library/CSP/Cleobury Country Centre
- Would need to retain or even increase the provision of noticeboards in the library space for general info and library news.
- It would be important that the Cleobury Country Centre staff who were responsible for delivering the service were personally interested in the library and all it can offer. This proposal would result in changes to what the CCC staff do and things can't be expected to change overnight. CCC staff will need to be supported to change/evolve.

General comments on the library service

- Events organised at Cleobury Mortimer library need to be included in the emails that the library service send out to let library users know what is going on across the county.
- There was some doubt about whether the Friends group will survive strongly after this change - will need some support and nurturing. (It was confirmed that support from Locality to work with CCL and the Friends Group on a creating a development plan would be available.
- How could more volunteers be recruited to support the different areas of the library service particularly if it wants to do more activities?
- The many and varied needs of current and potential library users must be considered in the future development of the library service – including supporting people with their interest in books and reading.

Communication

- People in Cleobury Mortimer want to know what is happening with the outcome of the consultation, what is recommended as the way forward for the future of the library service, the detail of any proposal and the process of transition involved in implementing this.

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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

Cleobury Mortimer Library Service

Aims of the service change and description

Shropshire Council's budget is reducing and the way in which it delivers services is changing. We are coming to the end of the first 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 - £1.5m means that the budget available for Cleobury Mortimer 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 Cleobury Mortimer. We are seeking local solutions to these challenges that will result in a sustainable, if slightly altered library service that meet our statutory duties.

Shropshire Council aims to deliver library services in partnership with communities so that they can be tailored to support the individual needs of people in their communities and help ensure that those who have specific needs can access services appropriately.

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, voluntary and community groups, with a core aim of increasing opening hours.

Cleobury Mortimer library is in the latter group and since early 2014 Shropshire Council has been working in partnership with Cleobury Country Ltd. to develop a solution for the future of the library that is high quality, affordable and sustainable.

Data, information and intelligence

Key Facts: Cleobury Mortimer Parish (note that users of the library may live outside the parish boundary). A full parish profile can be found at

<http://shropshire.gov.uk/media/1260270/Cleobury-Mortimer-Parish-Profile-2014.pdf>

Area	2005.2 hectares
Population density	1.50 persons per hectare
Total population	3036 (1518 males, 1518 females)
Household population	3036 (100%)
Households	1246
Dwellings	1308
Communal Establishment no./ population	2 Communal Establishments

Source: 2011 Census, Office for National Statistics, © Crown Copyright 2014.

Cleobury Mortimer Parish - population age structure

Early years	5.4% (165 children) of the population were aged 0 to 4 years in March 2011. This compares with 5.1% at County level, 6.3% regionally and 6.3% nationally.
School age	17.4% (529 children) of the population were aged 5 to 17 years in March 2011. This compares with 14.9% at County level, 15.8% regionally and 15.1% nationally.
Working age	56.9% (1728 people) of the population were aged 18 to 64 years in March 2011. This compares with 59.3% at County level, 61.0% regionally and 62.3% nationally.
Retirement age	20.2% (614 people) of the population were aged 65 and over in March 2011. This compares with 20.7% at County level, 16.9% regionally and 16.3% nationally.
Over 85 year olds	1.8% (55) of the population were aged 85 and over in March 2011. This compares with 2.7% at County level, 2.2% regionally and 2.2% nationally.

Source: 2011 Census, Office for National Statistics, © Crown Copyright 2014.

Cleobury Country proposal

The library is housed in the Cleobury Country Centre, which is open Mon – Friday and Saturday mornings. There has been a library assistant in residence on Mondays, Wednesdays and Saturdays. It is proposed that Cleobury Country Centre staff deliver the library assistant roles with on-going central library service support. This will increase the library staffing hours from 23.5 hours to 42 hours per week. The proposal also enables improved access to Shropshire Council's Customer Services through a direct line telephone service and a computer. This is Shropshire Council's preferred option for a future library service in the town as this proposal will reduce the ongoing direct running costs of the branch.

Consultation period

Shropshire Council recognises that the proposed change could affect some library users. A 6 week consultation period with targeted engagement with older people, people with disabilities and young people will now be carried out and the results analysed before any final recommendation is made.

Intended audiences and target groups for the service change

All residents of Cleobury Mortimer and the surrounding area – specifically all registered members of the library and particularly all the active members (who have borrowed a book in the last 12 months).

The volunteers who support the work of the library

Members of the Friends of Cleobury Mortimer Library.

Members of the groups who use the library building for activities

Trustees, staff and volunteers of Cleobury Country Ltd

Evidence used for screening of the service change

Analysis of the 42 responses to the consultation that took place between 26th August and 7th October 2015

Analysis of the feedback received from a public drop-in session at the library on 7th October 2015

Analysis of the feedback received during discussions with the Friends of Cleobury Mortimer Library.

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

As part of the process a 6 week public consultation took place outlining the proposed changes to the library. The consultation documents were available on line and by paper copy. The consultation will run from 26th August to 7th October 2015.

Existing users of the library with an email address have been contacted directly to comment on proposals, and press releases featured in the local press to make residents aware of the consultation and ask them to give their views.

The Friends of Cleobury Mortimer Library have also been asked for their views

A drop-in information session was held on 7th October 2015 and the feedback from this noted, collated and analysed.

All the feedback received through the consultation period has been analysed and evaluated and has been used to inform the decision making on the future of Cleobury Mortimer. Any equality issues that have been identified through the consultation have been assessed and mitigating actions put in 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
The full training of Cleobury Country Centre staff will enable library services to be available for more hours each week. New and existing borrowers will be kept up to date with library developments

Additional signage will be provided as part of Proposal 1, which will promote the library and the other services being delivered within Cleobury Country Centre.

Actions to review and monitor the impact of the service change

Before final decision is made on service change

Feedback from the consultation period held between 26th August and 7th October 2015.

After final decision is made on service change

Ongoing monitoring of any changed service by library staff, the proposed new management organisation and library service managers.

Scrutiny at Part One screening stage

People involved	Signatures	Date
<i>Lead officer carrying out the screening</i>	Vicky Turner	19/10/15
<i>Any internal support</i>	Kate Garner	19/10/15
<i>Any external support</i>		
<i>Head of service</i>	Michael Lewis	19/05/15

Sign off at Part One screening stage

Name	Signatures	Date
<i>Lead officer's name</i>	Vicky Turner	19/10/15
<i>Head of service's name</i>	Michael Lewis	19/10/15

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.