



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

Date: Thursday, 19 November 2015

Committee:

Joint Decision Making Session by Portfolio Holder for Business, ip&e, Culture and Commissioning and the Portfolio Holder for Finance, Resources and Support and I.T.

Date: Friday, 27 November 2015

Time: 10.00 am

Venue: Room IS 131, Shirehall, Abbey Foregate, Shrewsbury, Shropshire 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 Joint Decision Making Session by Portfolio Holder for Business, ip&e, Culture and Commissioning and the Portfolio Holder for Finance, Resources and Support and I.T.

Steve Charmley

David Turner

Your Committee Officer is:

Jane Palmer Senior Democratic Services Officer

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AGENDA

1 Future Management of Broseley Library and Library Car Park, and Customer Services Point and Maypole Green public open space (Pages 1 - 48)

The Portfolio Holder for Business, ip&e, Culture and Commissioning (North) and the Portfolio Holder for Finance, Resources and Support and I.T. will consider a report on the future management of Broseley Library and Library Car Park, and Customer Services Point and Maypole Green public open space.

Report of the Director of Commissioning is attached marked 1.

Contact: George Candler – 01743 255003

2 Future Management of Shifnal Library, Customer Services Point, Aston Street and Kings Yard car parks, Aston Street allotments and public open spaces in Shifnal (Pages 49 - 84)

The Portfolio Holder for Business, ip&e, Culture and Commissioning (North) and the Portfolio Holder for Finance, Resources and Support and I.T. will consider a report on the future management of Shifnal Library, Customer Services Point, Aston Street and Kings Yard car parks, Aston Street allotments and public open spaces in Shifnal.

Report of the Director of Commissioning is attached marked 2.

Contact: George Candler – 01743 255003

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 257712 or email jane.palmer@shropshire.gov.uk



Portfolio Holder Decision Making Session

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

Portfolio Holder for Resources, Finance and Support and I.T.

Friday 27th November 2015 10am

Future Management of Broseley Library and Library Car Park, and Customer Services Point and Maypole Green public open space

Responsible Officer: Michael Lewis / Kerry Rogers
Email: michael.lewis@shropshire.gov.uk
kerry.rogers@shropshire.gov.uk

1. Summary

This report seeks Portfolio Holders' agreement for the transfer of the management of Broseley library together with the transfer of a number of assets as part of the overall proposal to Broseley Town Council.

Shropshire Council will transfer the day to day management of the library service, library car park and customer service point to Broseley Town Council with on-going professional support provided from Shropshire Libraries and Customer Service Point staff. The library is currently staffed by 2 part-time members of Shropshire Council's library staff. These staff would be transferred to Broseley Town Council on their same terms and conditions under TUPE regulations. There will no longer be dedicated Customer Service Point staff running the customer service point and the day to day management of this function will also transfer to Broseley Town Council to be fulfilled by the library staff team. No customer services staff will transfer under TUPE. The services will run under an initial 3 year contract, from an agreed start date.

The library will remain in its existing location and the opening hours would remain the same with the same range of services offered. A Shropshire Council librarian based in Bridgnorth will make regular visits and be 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. The books and computers would still be selected and provided by the Library Service and regular exchanges would continue to take place with other libraries.

Some alterations to the library space within Broseley Library will be made to incorporate a new office for Broseley Town Council staff and the building and car park will be put in a good condition prior to transfer via a long term lease. This report provides details of the background to this proposal along with the outcome of a six week formal public consultation carried out between 16th September and 28th October 2015, the feedback from an open evening and the completion of an Equality and Social Inclusion Impact Assessment (ESIIA).

In addition to the transfer of the Library and Customer Service Point to Broseley Town Council, the proposal also includes the potential transfer of a number of assets including the associated library building itself, the library car park and Maypole Green public open space to Broseley Town Council on a 125 year leasehold basis. Appropriate terms will be incorporated into the lease to enable Shropshire Council to protect its interest in the community asset in the unlikely event that the future management of the library or customer service point should not be tenable by the Town Council in the future. This transfer of land to the Town Council is in line with the Council's Asset Management Strategy, Section 5, principles 1 and 5. It supports the overall proposal to empower the community and local Town Council to have greater control of services and local assets in the locality.

2. Recommendations

1. That the management of Broseley library and car park and the customer services point is transferred from Shropshire Council to Broseley Town Council from an agreed start date. This agreement will run for 3 years and be supported by a contract between Shropshire Council and Broseley Town Council.
2. That the management of the Customer Service Point is transferred from Shropshire Council to Broseley Town Council from an agreed start date, similarly supported by a three year contract.
3. 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 consequential decisions relating to the transfer of the library.
4. To delegate authority to the Director of Public Health in consultation with the Portfolio Holder for Resources & Support to take any further consequential decisions relating to the transfer of the customer service point.
5. That, in principle, Broseley Town Council are granted a 125 year lease of the following assets, the library building, the library car park and Maypole Green public open space with delegated authority to the Head of Commercial Services to complete the appropriate due diligence including placing any open space notices as appropriate and to consider any objections; agree final terms of the lease and to complete the transaction.
6. To delegated authority to the Head of Commercial Services to consider the transfer of the assets set out at Recommendation 2 (5) above both in the context of the General Disposal Consent 2003 (“the General Consent”) which permits local authorities to transfer land at less than their market value under appropriate conditions and ensure the transfer is in compliance with state aid rules.

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 Broseley, 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 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 Holders to make their decision.
The consultation process undertaken is not deemed robust and is formally challenged	An extended period of local discussion with key stakeholders, notably Broseley Town Council, led to the development of a preferred option and

	informed the subsequent formal consultation. 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 the recommendations in the report. Broseley Town Council have 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 Broseley Library.	Discussions between the council's library management and the staff at Broseley Town Council are in place and will continue to ensure that each is aware of the needs and expectations of the other. A funding agreement and contract for services will be put in place between the Council and Broseley Town Council to formalise the service delivery details of the public library and customer services and this will be monitored by the Council's library and customer services staff.
The full capital funding package required to complete the transfer and redesign works cannot be delivered	Initial outline costs for works to Broseley Library to facilitate the transfer of the library and customer service point 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 to ensure that the funding can be spent from Transformation Challenge Award funding by the 31 March 2016.

4.0 Outcomes of formal consultation and results

4.1 Timetable of consultation and engagement work

Activity	Date
Working group established to investigate potential delivery models for Broseley Library and other Council services run from Broseley Library. Working group involves SC officers and Broseley Town Council reps.	November 2014, with group meetings approx. every six weeks from that date onwards
6 week formal public consultation	16 th September to 28 th October 2015
Paper version of survey sent to all residents	17 th September
Email to existing library users sent out to explain the survey, share the web link and options for completing the survey.	25 th September 2015
Broseley Library open evening as part of the consultation	19 th October 2015

4.2 Formal consultation process and results

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

The consultation ran for 6 weeks from 16th September to 28th October 2015 and was available online via Shropshire Council's website. Paper copies of the consultation document were sent to every household in Broseley, 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 Broseley library with email addresses.

In the document, members of the public were provided with details of the current Broseley library service, and Customer Service Point. The details of 2 options (see below) were provided along with the opportunity for members of the public to suggest alternative operating models for the library and Customer Service Point, as long as they made the same, or similar savings to the described proposals. The future of the library car park was also referenced throughout the consultation.

Option 1 was Shropshire Council and Broseley Town Council's preferred option and was for Broseley Town Council to take on the management of the library service, Customer Service Point and library car park, maintaining existing opening hours and services. Some changes to the design of the library space to provide new office space for Broseley Town Council and Broseley Town Council, who will take on the management of the library building and the attached library car park, were proposed.

Option 2 was Shropshire Council continuing to run the library, Customer Service Point and car park with reduced staffed hours and no changes to the library building. Shropshire Council would also continue to manage the library building and library car park. A copy of the consultation document is attached as Appendix 1.

A total of 258 (5.25% of population of Broseley) people responded to the consultation. About 35 people attended a drop in event on the 19th October. The results of the consultation are as follows and a full list of responses and comments is included as Appendix 2.

Option 1 – Transferring the management of the library to Broseley Town Council was preferred by 225 people (87.21%).

Option 2 – Shropshire Council continuing to run the library with reduced staffing hours was preferred by 14 people (5.43%)

8 people (3.10%) said they don't like either option and have an alternative that makes the same savings

11 people (4.26%) said they don't like either option and were not sure how savings could be made

Of those who chose Option 1 as their preference people were then given the opportunity to provide a reason or reasons either via the suggested reasons or by giving their own in the box provided.

I am keen that the library hours should not be reduced	177 responses (80.09%)
I like the idea of bringing services together	133 responses (60.18%)
The car park should be a local responsibility	123 responses (55.66%)
I think this will give better access to customer services	116 responses (52.49%)

There were 55 (24.89%) other reasons and these can be summarised as being in support of the library service and the car park. The detail of these responses can be found at Appendix 1.

Of those who chose Option 2 as their preference, people were then given the opportunity to provide a reason or reasons either via the suggested reasons or by giving their own in the box provided.

I do not think that the Town Council can/should take on this sort of work	7 responses (70%)
The car park should be managed like those elsewhere in Shropshire by Shropshire Council	7 responses (70%)
I like the current arrangements and can accept a reduction in library opening hours	3 responses (30%)

There were 3 other reasons and these can be summarised as not being in support of Broseley Town Council taking on this type of work.

As part of the consultation members of the public were also able to put forward alternative proposals for the library. Two suggestions were made:

- Close Much Wenlock library, relocate the stock to the school library at William Brookes, making it a joint use facility. Reinvest savings in the development of a larger community library in Broseley.
- Move BTC staff into the Library and train to cover existing SC Library staff (who would continue to be employed by SC) short fall in hours resulting from savings.

We consider that neither suggestion provides the best chance of sustaining library provision within Broseley and Much Wenlock in a period of declining budgets. One proposal is for the closure of Much Wenlock library and the second proposal is not consistent with the strategic aim of Shropshire Council to be a commissioning council.

In conclusion the formal consultation exercise has shown clear support for Option 1 – the transfer of the management of the library service, Customer Service Point, library building and library car park to Broseley Town Council. The alternative operating model in Option 2 received considerably less public support.

5. Financial Implications

The annual library SLA provided to Broseley Town Council between the financial years 2016/17 and 2018/19 will be for £20,000, which will achieve an annual saving of £3,170 on Broseley Library's 2015/16 net controllable budget. In addition to this, Customer Services will provide Broseley Town Council with £3,000 per annum in order to provide a customer services offer, achieving an annual saving of approximately £780 to Shropshire Council. Combined savings of approximately £2,870 will also be made within Outdoor Recreation and Highways and Transport subject to the grounds maintenance works being managed by Broseley Town Council alongside other existing open space management commitments. The total saving is, therefore, £6,820.

Alongside the saving to Shropshire Council, Broseley Town Council will also make a saving of approximately £1,700 largely resulting from the relocation of its parish offices to the library.

Costs for works to Broseley Library to facilitate the transfer of the library, customer service point and car park and their day to day operation have been established and agreed by Property and Finance officers at both councils. Costs will be met from the Transformation Challenge Award funding and from the existing car park maintenance budget.

6. Background

6.1 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 of savings need to be achieved. 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 £1.147m means that the budget available for Broseley 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 Broseley. We are seeking local solutions to these challenges that will result in a sustainable, if altered library service that continues to meet our statutory duty.

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.
- 15 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.

Broseley library is in the latter group and since 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 Broseley Library, including the Customer Service Point (CSP).

6.2 Shropshire Council's preferred option for Broseley library service is that the management is transferred from Shropshire Council to Broseley Town Council from an agreed start date. This agreement will run for 3 years and be supported by a contract between Shropshire Council and Broseley Town Council.

6.3 Clarification of the council's statutory duty 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.

6.4 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.

- 6.5 The library service in Broseley will reflect the vision for a transformed library and customer service point service as described in Shropshire Council's TCA bid. The library is located in a natural hub of activity that will also contain the Customer Service Point and Broseley Town Council staff. 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.
- 6.6 The development of the recommendations being made in this report has been informed by engagement and consultation with Broseley residents. This includes a 6 week formal consultation and consideration of the implications of proposals on Protected Characteristic groups that were identified through the completion of an Equality & Social Inclusion Impact Assessment detailed within Appendix 3. . Analysis and review of the ESIIA for the Broseley library and asset transfers has confirmed that as far as possible we are taking actions to meet the general equality duty placed on Shropshire Council by the Equalities Act 2010. The proposals therefore do take due regard to the three equality aims in our decision making process i.e. eliminating discrimination, harassment and victimisation; advancing equality of opportunity; and fostering good relations.
- 6.7 As part of the Council's core objective to strengthen our local towns and villages, the Strategic Asset Management team are working with town and parish councils to enable the transfer of suitable land and buildings to community groups and organisations. The recommendation to transfer the assets identified within this report, supports the wider rationalisation associated with the library and customer services and provides the wider community enablement and the ability to build greater community resilience.
- 6.8 The development of the overall proposals and the informal discussions with the Town Council have developed in tandem with the considerations around the overall library transfer. Discussions with the Town Council have taken place on the basis that the operation of the library sits in a wider context of community enablement. The two key community assets currently in the ownership of Shropshire Council were considered carefully and it was seen as an opportunity for them to be passed across as a discounted transfer to the Town Council as part of the overall offer. The car park is currently operated on a non-charging basis and the liability for repairs currently sits with Shropshire Council. The amenity space which form Maypole Green is also currently maintained by Shropshire Council. The disposal of these assets to the Town Council by way of a long lease removes the associated revenue burden. This is reflective of the overall financial position of Shropshire Council and the current strategy to refocus its resources in line with the financial strategy.

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 users of Broseley Library and customer service point and representatives of Broseley Town Council
- iii. the completion of a ESIIA assessment and consideration of its findings.
- iv. the level of savings and social value to be achieved through the transfer of the library, customer service point and car park to Broseley Town Council
- v. the opportunity to create a redesigned library and customer service point service that plays a key role in providing information, advice and guidance to residents of Broseley and the surrounding area, whilst also complementing the wider work of Broseley Town Council.

transferring the management of the library, Customer Service Point, library car park and Maypole Green from Shropshire Council to Broseley Town Council 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 Broseley 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 Commissioning Strategy – Commissioning for the future, Cabinet 4th June 2014
2. Shropshire Council's Business Plan and Financial Strategy 2014-2017
3. Shropshire Council's Transformation Challenge Award bid 2015/16
4. Frequently Asked Questions to accompany the consultation document. September 2015

Key Decision: Yes

Included within Forward Plan: **Yes**

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, Portfolio Holder for Business, ip&e, Culture and Commissioning (North)
Cllr David Turner, Portfolio Holder for Resources, Finance and Support

Local Member:

Cllr Jean E Jones
Cllr David Turner

Appendices:

1. Broseley Library Public consultation documents September 2015
2. Broseley Library consultation results and comments October 2015
3. ESIIA Assessment for Broseley Library September 2015

Declaration of Interest

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

Signed Date

NAME: Cllr Steve Charmley

PORTFOLIO HOLDER FOR: [Business, ip&e, Culture and Commissioning \(North\)](#)

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

Signed Date

NAME: Cllr Steve Charmley

PORTFOLIO HOLDER FOR: Business, ip&e, Culture and Commissioning (North)

(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 Business, ip&e, Culture and Commissioning (North)

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 proforma 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.

Declaration of Interest

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

Signed Date

NAME: Cllr David Turner

PORTFOLIO HOLDER FOR: Resources, Finance and Support

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

Signed Date

NAME: Cllr David Turner

PORTFOLIO HOLDER FOR: Resources, Finance and Support

(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 Resources, Finance and Support

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.

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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.



Consultation on the future delivery of the Broseley Library Service, Customer Service Point and the management of the Library Car Park

Introduction – What is this consultation about?

Shropshire Council and Broseley Town Council have been working together over the last year to develop opportunities for new ways of delivering Library and Customer Service Point services from the existing library building and the management of the library public car park.

Moving to new local management arrangements is consistent with Shropshire Council's wish to be a commissioning organisation and to identify the best possible local solutions for the ongoing delivery and sustaining of valued local services.

Our preferred approach is to transfer the responsibility for the management of the library, Customer Service Point and library car park to Broseley Town Council. Key elements of this approach include:

- The library and customer service point services continuing to be delivered in their current location in the Old School building with the same opening hours as currently.
- The on-going provision of a full and comprehensive library service including access to public computers, book, DVD and CD loans, events and activities for adults and children, etc.
- Support for local residents, within the library opening hours rather than more limited current Customer Service Point opening hours, to access Shropshire

APPENDIX 1

Council services via a freephone facility or to do their business on-line via a dedicated public computer. Library and Town Council staff will be on hand for anyone who needs help.

- The relocation of Broseley Town Council office to the existing library building and the creation of a “one stop shop” for people to access information on the local community and Council services.
- An on-going partnership between Shropshire Council and Broseley Town Council. Shropshire Council would provide support for both library and customer service point, e.g. provision of the books, access to the library management system, training and the support of expert staff within an agreed Service Level Agreement.
- A commitment to the provision of ongoing free car parking within the library car park and a recognition of the contribution that this will make to the viability of local businesses.

Both Shropshire Council and Broseley Town Council believe that the proposal outlined here provides the best way to improve the financial efficiency of the existing services (for both organisations), to sustain them over the long term and to develop them in a way that best meets the needs of the local community.

Whilst this is both Councils preferred option, a second proposal is included in the consultation document for the ongoing management of the library, customer service point and car park by Shropshire Council. To make the same savings as the preferred option the hours that the library is open would reduce from 18 hours per week to 11.5 hours per week. There would be no internal changes to the building and the Broseley Town Council office would remain in its current location.

Both Councils have a strong commitment to working to promote equality, diversity and social inclusion and the potential impact of the preferred proposal on library users, particularly those who might be impacted by any change, is being assessed through the completion of an equality and social inclusion impact assessment.

APPENDIX 1

A set of [frequently asked questions](#) has been produced to help you understand the background and context for the proposals.

Shropshire Council and Broseley Town Council are now seeking responses to the proposals outlined here – namely the transfer of the responsibility for the management of the library, customer service point and the library car park to Broseley Town Council.

These proposals are detailed in the consultation document linked to this page. We want to stress that no formal decision has yet been made and that there is an opportunity for alternative proposals to be made (as long as they can be delivered for the same, or a lower budget than the proposals listed in this document). The information we receive through the consultation will be used to inform any decision made on the future delivery of the library service, the Customer Service Point and the management of the library building and library car park.

The results of the consultation will be collated, analysed and considered by Shropshire Council and Broseley Town Council, and used to inform a decision on the future delivery of the library and customer service point services in Broseley and the management of the car park.

This period of consultation will run from **Wednesday 16th September to Wednesday 28th October 2015.**

To take part, please read through the proposals first, [and then complete our short survey.](#)

Background to existing services in Broseley

Broseley Town Council

Broseley Town Council is currently housed at Unit 6, The Instones Building in Broseley and is the first tier of local government for the area.

Broseley Library, Customer Service Point and Car Park

Management organisation Shropshire Council

Location The Old School, Bridgnorth Road, Broseley, TF12 5EL

Library opening hours Monday 2pm to 6pm, Tuesday Closed, Wednesday Closed, Thursday 9.30am to 1pm, 2pm to 6pm, Friday 2pm to 5pm, Saturday 9.30am to 1pm
Total = 18 hours

Customer Service Point opening hours Thursday, 9.30am to 1.00 pm and 2.00pm – 5.00pm

Parking Adjacent free long stay public car park with 44 spaces has no height, weight or width restrictions.

Access to IT Public computers available free to library members.
Free WiFi

Summary of library 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 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 Service 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
- information and advice on other services, local groups, etc.

Library Usage

Visits	Visits	Active borrowers	Loans	Computer use / hours
2010/11	25,711	800	21,176	1849
2011/12	24,552	749	19,950	1749
2012/13	22,521	709	17,143	1382
2013/14	22,211	653	16,912	1197
2014/15	18,135	629	14,809	945

Summary of services provided by

- Council and public information and services
- Community information to help with your everyday queries on health and care, money, leisure activities, what's on and much more
- Specialist advice sessions
- Free on- line access to information and services

**Customer
Service Point**

**Summary of
Customer
Service Point
usage**

	Annually	Weekly
2010/11	999	20
2011/12	502	10
2012/13	659	13
2013/14	462	9
2014/15	312	6

**Space for
community
activities**

The Library is used for meetings of community groups e.g. Camera Club, reading events, children's story-times and activities and class visits from local schools

**Volunteers to
support the
service**

A small number of volunteers help with shelving of books.

**Direct
running costs
for
Shropshire
Council**

Library = £23,170

Customer Service Point = £3,780

Car park = £730

Option One (Shropshire Council and Broseley Town Council's preferred option) – Management of the library, customer service point and library car park by Broseley Town Council

The day to day running of Broseley Library and Customer Service Point will be transferred from Shropshire Council to Broseley Town Council, who will run the services under an initial three-year service level agreement, with the intention to extend this agreement in the future.

The library and Customer Service Point will remain in its existing location in the Old School building in Bridgnorth Road and maintain the existing opening hours. The existing library staff will be transferred to Broseley Town Council who will provide the same range of library and customer service point services currently available to users of the library with the support of Shropshire Council library staff.

Alongside the management of the library and customer service point services the management of the Library building and the library public car park will also transfer to Broseley Town Council.

Some alterations to the Library building will be made to incorporate new office space for the Town Council.

Anticipated saving to Shropshire Council	£6,800
Anticipated saving to Broseley Town Council	£1,700

Option Two – Library, Customer Service Point and car park remains under Shropshire Council management with reduced staffing hours

Broseley Library will continue to be run by Shropshire Council’s library service with the hours that the library is staffed reduced from the current 18 hours per week to 11.5 hours per week.

Existing dedicated Customer Service Point provision will be withdrawn. However, as with option 1 support for local residents to access Shropshire Council services will be provided via a freephone facility and a dedicated public computer. The library staff will also be on hand for anyone who needs help. The Town Council staff will not be on hand.

The ongoing management of the library car park would remain the full responsibility of Shropshire Council.

There would be no internal changes to the building and the Broseley Town Council office would remain in its current location.

Within this option there is a recognition that further financial pressure may come on library, customer service point and car parking services and that the on-going review of provision will be necessary.

Anticipated saving to Shropshire Council	£6,800
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Anticipated saving to Broseley Town Council	Zero
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Option 1 Management of the library, customer service point and library car park by Broseley Town Council (preferred by Shropshire Council and Broseley Town Council)

- The day to day running of Broseley Library and Customer Service Point will be transferred to Broseley Town Council
- The library and Customer Service Point will remain in their existing location and maintain the existing opening hours.
- Library building and the library public car park will transfer to Broseley Town Council.
- Some alterations to the Library building to incorporate new office space for the Town Council.

Anticipated saving to SC £6,800
 Anticipated saving to BTC £1,700

Option 2 Library, Customer Service Point and car park remains under Shropshire Council management with reduced staffing hours

- Broseley Library and Customer Service Point will continue to be run by Shropshire Council's library service with reduced hours from the current 18 hours per week to 11.5 hours per week.
- The ongoing management of the library car park would remain the full responsibility of Shropshire Council.
- There would be no internal changes to the building and the Broseley Town Council office would remain in its current location.

Anticipated saving to SC £6,800
 Anticipated saving to BTC Zero

What do you think of the above options?

Tick one

I prefer option 1 to option 2

If this is your preference you may want to give your reasons *(tick all that apply)*

- I like the idea of bringing services together like this
- I am keen that the library hours should not be reduced
- I think that this will give better access to Customer Services
- The car park should be a local responsibility
- Other reason(s) – please tell us below

I prefer option 2 to option 1

If this is your preference you may want to give your reasons *(tick all that apply)*

- I like the current arrangements and can accept a reduction in library opening hours
- I do not think that the Town Council can/should take on this sort of work
- The car park should be managed like those elsewhere in Shropshire by Shropshire Council
- Other reason(s) – please tell us below

APPENDIX 1

I do not like either of the options but am not sure how you can make savings and still offer the public a better service

I have a better solution that would make the same savings as options 1 or 2

Please tell us your solution below

APPENDIX 1

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.....

To help us formulate the level of interest from geographical areas in and around Broseley it would be helpful if you could indicate your Post Code

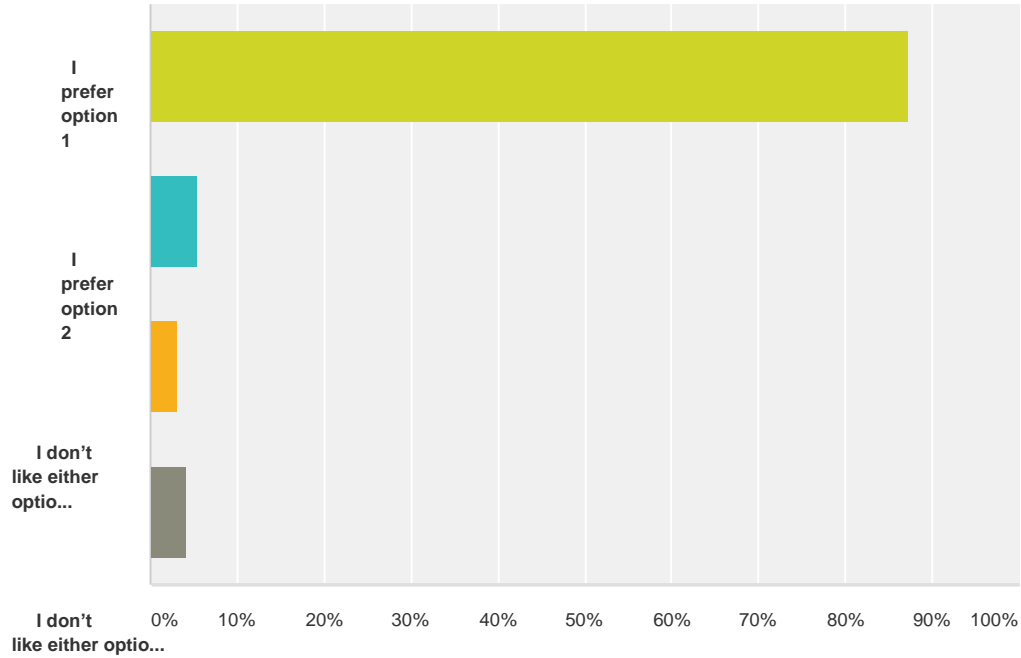
Postcode.....

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APPENDIX 2 Broseley library, customer service point and car park

Q1 Thinking about the options above, please select the statement below which most best describes your own preference regarding the future delivery of the services in question:

Answered: 258 Skipped: 0

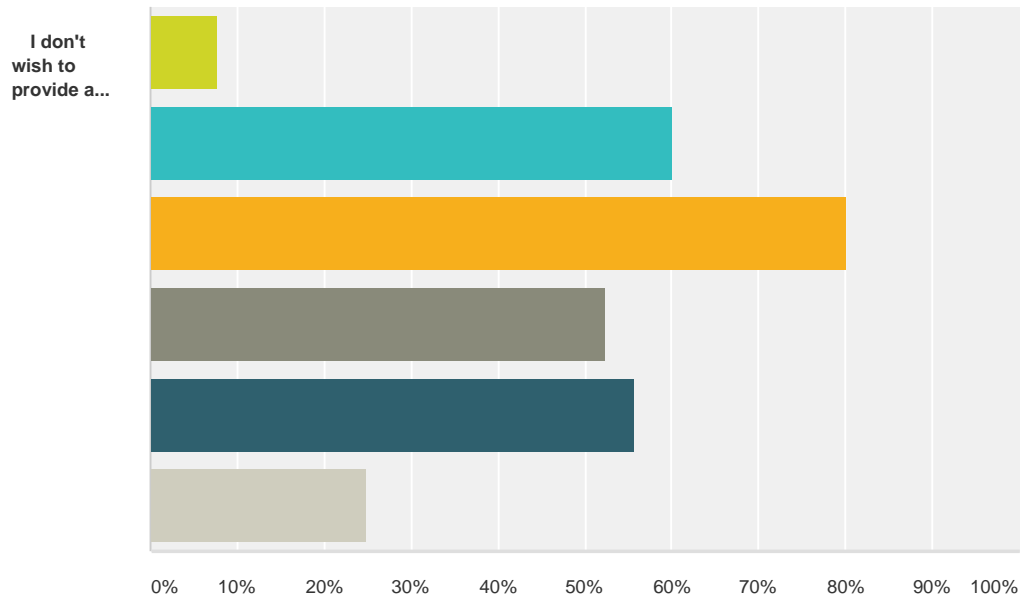


Answer Choices	Responses
I prefer option 1	87.21% 225
I prefer option 2	5.43% 14
I don't like either option and have an alternative one that still makes the same savings	3.10% 8
I don't like either option but am not sure how you can make savings and still offer the public a better service	4.26% 11
Total	258

APPENDIX 2 Broseley library, customer service point and car park

Q2 If Option 1 is your preference, you may want to give your reasons (tick all that apply)

Answered: 221 Skipped: 37



#	Use this space to detail other reasons if required.	Date
1	This is a community facility and Broseley is a supportive close knit community. Library is essential for local kids and adults.	11/3/2015 1:32 PM
2	Running the Broseley House B&B the car park is very necessary facility for my guests as sometimes Delphside is often full of cars and on road parking is time restricted.	11/3/2015 1:31 PM
3	We must keep our library and car park. They are a big asset to Broseley	11/3/2015 1:29 PM
4	As a local trader the loss of the library and car park facility would affect the trade and passing customers	11/3/2015 1:28 PM
5	Needs modernising, more IT - IT services After school facilities - homework club Town archive, costa coffee machine Improve customer first point - advertise!	11/3/2015 1:24 PM

APPENDIX 2 Broseley library, customer service point
and car park

6	Option 1 for +- 2 years then review - give time for problems to surface	11/3/2015 1:23 PM
7	Only because it is less bad than the other option!	11/3/2015 1:21 PM

I like the idea of...

I am keen that the library...

I think that this will gi...

The car park should be a...

Use this space to detail ot...

Answer Choices	Responses	
I don't wish to provide any reasons	7.69%	17
I like the idea of bringing services together like this	60.18%	133
I am keen that the library hours should not be reduced	80.09%	177
I think that this will give better access to Customer Services	52.49%	116
The car park should be a local responsibility	55.66%	123
Use this space to detail other reasons if required.	24.89%	55
Total Respondents: 221		

APPENDIX 2 Broseley library, customer service point and car park

8	The Broseley Library is an important facility for the town much appreciated by all who use it. The staff are always helpful. A delightful friendly place.	11/3/2015 1:15 PM
9	Close the Birchmeadow down as it is a money pit and it does not make a profit and Broseley people would save money	11/3/2015 1:13 PM
10	The car park is invaluable - we have spent huge involvement in our business and we are aware that our customers need to know where to park which is accessible and safe during the daytime or evening.	11/3/2015 1:11 PM
11	Services devolved to a local level is a good idea (even though it may eventually cost us - precept!). Everything remaining available as now for at least 3 years = good! Access to BTC within the building = good. Potential to tap into local volunteers to assist running library a positive. Above all, retention of services paramount!	11/3/2015 1:10 PM
12	Move BTC office to library to save the expense of one rent of office. At last Broseley residents are consulted. A consultation on the Birchmeadow would be appreciated, due to the figures printed in the quarterly magazine. Page 2 of this consultation paper "anticipated savings" there will be a cost if the staff from the library are transferred to BTC.	11/3/2015 1:06 PM
13	I don't see any viable alternative without reducing hours to a bare minimum	10/24/2015 2:37 PM
14	All local services should be managed by the Town Council. That way local people will have a say in how local services are run.	10/21/2015 2:32 PM
15	Option 1 may give better access to customer services - option 2 gives no access! Care and expenses for the car park should be shared with the Health trust Option 1 is better than option 2 in that the latter does not offer a proper service to the community whatsoever. If Option 2 goes ahead then the library will close completely sooner not later and this essential service will be lost. Save the money that the Council would spend on this spurious manoeuvre. It appears that they need every penny.	10/21/2015 2:29 PM
16	Referring to the car park - Always assuming the Town Council do NOT see this as an easy cash cow to exploit motorists/visitors.	10/21/2015 2:26 PM
17	Savings without a cut to service provision must be sensible. However, the way the options are framed clearly steers views towards the Council's preferred option	10/21/2015 2:23 PM
18	I prefer that library and car park services transfer to local control, that library hours are not further reduced and that this option also gives a saving to Broseley Council.	10/20/2015 10:53 AM
19	Disabled and suits fine	10/20/2015 10:49 AM
20	It saves Broseley Town Council money! It enables a centralisation of local services centre on the library building.	10/20/2015 10:47 AM
21	The running will be in the hands of people who actually care about Broseley - Good!!	10/20/2015 10:45 AM
22	I hope the book stock will still be circulated between other branches in Shropshire - to keep the stock varied at Broseley	10/20/2015 10:43 AM
23	I am content with this option if it is the preferred option of Broseley Town Council although I do have concerns. I am concerned about library staff being isolated from their Head of Profession and therefore not having guidance or career development if they are employed directly by the TC. I am also concerned about the cost of delivering services over the longer term. Economic theory teaches that centralisation brings economies of scale which was the argument used by Shropshire County Council when it was bidding to become the Unitary Authority. This step is devolving the library service etc to a relatively small community which may not have the skill or expertise to develop the service over the longer term and therefore the facility may not be sustainable in the longer term.	10/15/2015 10:17 AM
24	Option 1 appears to provide the best service at the lowest cost.	10/14/2015 9:36 AM

APPENDIX 2 Broseley library, customer service point and car park

25	It s somewhere where locals can meet up during their visits to the library, it is convenient to the high street and the doctors surgery. Being run by the town council means that school holiday activities or local groups can be considered if they request to use the facility for local people which is important in rural areas.	10/13/2015 5:31 PM
26	Broseley is an area with a low skills base, the Library is a means for people to access information and facilities to upskill themselves.	10/13/2015 9:44 AM
27	Local services should be managed and funded as close as possible to the point of delivery	10/13/2015 9:28 AM
28	The risk of losing the library, its efficient and skilled staff, and/or the parking spaces in the future is high if management is retained by Shropshire Council. Have you considered the option of setting up a not for profit community management company with residents being able to buy shares in it once the review period is imminent?	10/12/2015 4:45 PM
29	I am keen that Shropshire Authority should not be relinquishing any of their statutory duties by this action. It seems yet another way that the family jewels are being got rid of.	10/11/2015 2:13 PM
30	It seems to be the only financially viable option	10/11/2015 10:41 AM
31	I like the idea of developing a current service which I am confident will evolve to the increased benefit of the local community.	10/8/2015 3:34 PM
32	Do not change a good thing - the library and staff are wonderful	10/7/2015 2:19 PM
33	The town is currently under massive expansion and we need a community hub for our services, and as a book lover I'm keen to see library services kept in our town	10/7/2015 2:18 PM
34	If library and car park sold - valuable amenity will be lost and private sector would buy and make profit	10/7/2015 2:16 PM
35	Local services should be run by local people	10/7/2015 2:12 PM
36	I don't think residents have much choice really if they want to retain the existing opening hours of the library. I don't use it and feel Shropshire Council should be responsible for the car park but Option 1 I believe serves our community better so Option 1 it is.	10/7/2015 2:10 PM
37	Library should not close, with amount of new houses and families that will move into Broseley, its important part of childrens learning process	10/7/2015 2:06 PM
38	We need our library in Broseley	10/7/2015 2:05 PM
39	Its a valuable service that should not be reduced	10/7/2015 2:01 PM
40	All local services should be under local control	10/7/2015 1:57 PM
41	I do feel that closing the Bridgnorth Road office and moving the Town Council office into the library building and alter the building will be a good solution to keeping the library open and reducing Town Council costs	10/7/2015 1:55 PM
42	Community "ownership" of services through managing them is a progressive step forward. Has the potential for the use of community shares to facilitate full community ownership been fully explored?	10/7/2015 1:43 PM
43	Broseley town council is a very active body with a lot of local participation in initiatives such as Broseley in Bloom. I believe the Town Council will find innovative ways to best utilise the buildings and car park and deliver cost savings	10/5/2015 2:07 PM
44	Facilities are better when run by local people	9/30/2015 12:56 PM
45	Both parties prefer it.	9/29/2015 9:55 PM

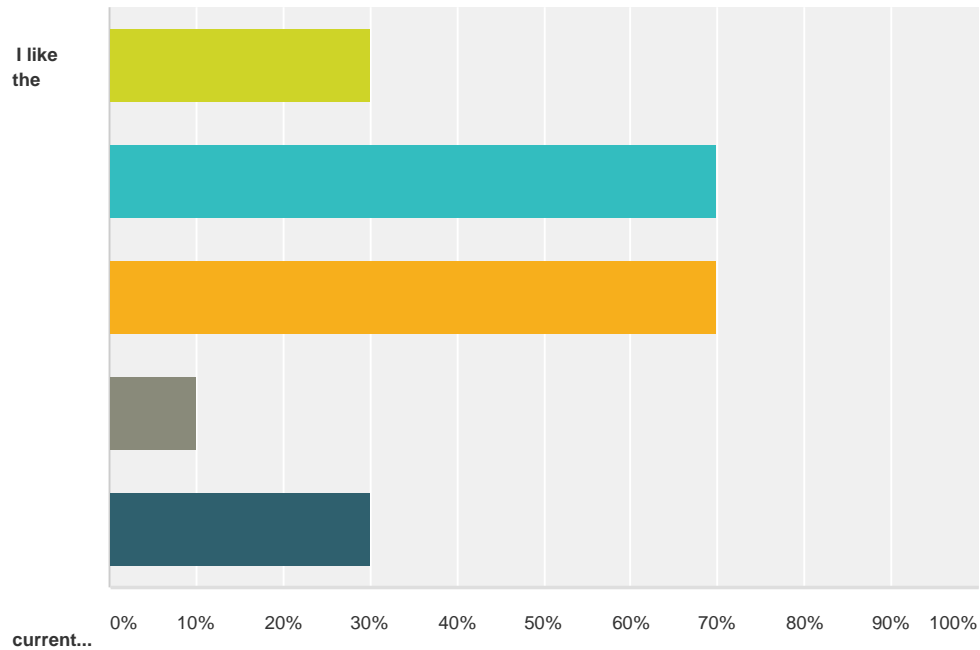
APPENDIX 2 Broseley library, customer service point and car park

46	<p>to develop opportunities for new ways of delivering Library and Customer Service Point services from the existing library building and the management of the library public car park. Although I have chosen Option 1 - because it retains existing service levels, I don't consider that the accompanying information is sufficient to enable a properly informed decision to be taken. In particular, it is not clear to me how the suggested savings (presumably per annum sums?) will be achieved. Eg: how will Broseley Town Council achieve annual savings of £1,700 if it is taking on the employment of the existing library staff? If these savings are achieved by relinquishing the existing BTC offices, all well and good, but we need to be given this detail. Also, who will be responsible for the costs of maintaining the library building and car park under Option 1? If BTC, have these long-term costs been factored in? I am aware that BTC currently struggle resource-wise in terms of managing its existing property responsibilities, so taking on the library building and car park will surely only make matters worse... so more detail PLEASE, before a conclusion is reached on the basis of the responses received to this very limited information. Finally I am disappointed that the real reason driving these changes (Shropshire Council's decision to include library services as one of the areas where it proposes to make significant savings) has been hidden behind such dodgy phraseology as: "Moving to new local management arrangements is consistent with our wish to be a commissioning organisation and to identify the best possible local solutions for the ongoing delivery and sustaining of valued local services". An admission that this was the reality behind this move would at least show that the Council was not trying to dress the situation up in a more positive light than actually exists.</p>	9/27/2015 11:21 AM
47	Staff continuity and knowledge of customers	9/26/2015 9:01 PM
48	The library is essential for young and old, not only the lending service, but access to computers. No reduction of hours could be considered.	9/24/2015 1:51 PM
49	Good to transfer Council staff and offices to one place. It is very good to be consulted on Broseley issues at last. Can we now have a public consultation on the finances (£1,000 weekly according to your own figures printed in the Broseley quarterly) and running of the Birchmeadow Centre. Please acknowledge receipt of this comment. AM	9/24/2015 1:50 PM
50	Is the condition of the car park going to be checked and repaired, if necessary, before BTC take over responsibility.	9/22/2015 9:12 PM
51	I'd be happy to pay more council tax to the Town Council (precept) if it meant safeguarding local services for local people. People can use the library building for so many things, including giving those without a computer access to the Internet free of charge.	9/22/2015 8:26 PM
52	Has anyone considered moving the local SureStart office here when they vacate Broseley CE School in October?	9/19/2015 8:53 PM
53	The library is an integral part of the community, and I feel the community will be greatly disadvantaged should the proposals of reduced hours be carried forward	9/18/2015 6:54 PM
54	Staff welfare would be enhanced by being co-located, and the combined resource might be better than the sum of its parts	9/17/2015 10:20 PM
55	This is the least worst solution. However it leaves a lot of un answered questions particularly as to whether Shropshire council will continue to deliver their part of the bargain. Frankly I have my doubts.	9/16/2015 11:27 AM

APPENDIX 2 Broseley library, customer service point and car park

Q3 If Option 2 is your preference, you may want to give your reasons (tick all that apply)

Answered: 10 Skipped: 248



I do not think that the Tow...

Answer Choices	Responses
I like the current arrangements and can accept a reduction in library opening hours	30.00% 3
I do not think that the Town Council can/should take on this sort of work	70.00% 7
The car park should be managed like those elsewhere in Shropshire by Shropshire Council	70.00% 7
I don't wish to provide any reasons	10.00% 1
Use this space to detail other reasons if required.	30.00% 3

Total Respondents: 10

#	Use this space to detail other reasons if required.	Date
1	It is hugely unfair to expect Broseley residents to pay the same Council tax as (for example) Wenlock yet have less service. The Town Council will have no choice but to increase the local precept so in effect we are paying twice. It is also unfair to expect busy volunteers to take on even more responsibility at a time when finding anyone who wants to be a Councillor very difficult. Shropshire Council should be utterly ashamed to even think of reducing library staff and premises. As for suggesting the Church Stretton model is popular - I don't think so!	11/3/2015 1:21 PM
2	car park, libraries = Shropshire Council business There are not enough people coming forward to be active Town Councillors as it is. Will giving the more work to do encourage them more?	11/3/2015 1:17 PM
3	I just hope we still have a library in Broseley even if it is less hours	9/24/2015 1:46 PM

The car park should be...

APPENDIX 2 Broseley library, customer service point
and car park

I don't wish to provide a...

Use this space to detail ot...

APPENDIX 2 Broseley library, customer service point
and car park

**Q4 Please use this space to provide details
of your alternative solutions, bearing in
mind they must still meet the savings we've
detailed.**

Answered: 4 Skipped: 254

#	Responses	Date
1	I suggest closing Much Wenlock library, moving some of the stock to the school library at William Brookes and making it a joint use facility- I have seen this working in Telford and it seemed sensible. Money from the sale or rent from this building could be used to allow the larger community- Broseley - to keep its library and car park. If this did not suffice some small cut backs in opening times could be brought in or ideas for joint use of the facilities which could bring in some rental. The town council are already snowed under and the responsibility on volunteers is too much. Admin requirements will increase as will our local precept so we will be paying twice for our library service whilst other towns do not. This is iniquitous.	10/27/2015 1:21 PM
2	At the meeting held at the Library 20th Oct, a very good idea was put forward which I believe merits the same consideration as other options. Its very simple, move the BTC staff into the Library (£1,700 Saving), trian BTC staff to cover SCC Library staff short fall in hours (SCC Saving). Payroll saving to SCC, for reduce hours. BTC could with some consideration pay a pepper corn rent to SCC for use of library?	10/21/2015 7:46 PM
3	I do not think it is possible to pass a valid opinion when the figures of savings are just flat figures. There is no detail or breakdown. How will these suggested savings be made? information would be useful	10/7/2015 2:04 PM
4	Will	9/30/2015 3:01 PM

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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

The redesign of Broseley Library, Customer Service Point and library car park

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 and customer service point redesign proposes to provide a service that embraces different customer delivery models; through face to face contact, digital and virtually, individual interviews and conversations through activities and events and through an outreach programme targeted to meet council outcomes for specific groups. Shropshire Council is aiming to deliver library and customer service point 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.

Within our Customer Service Points we understand the importance of a face to face support 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. 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 localities, specifically in this case Broseley Town Council and the Library Service. By doing this, people will be able to access a much wider range of help and services than the Council currently offers.

In addition to direct face to face help, we will install a telephone and a computer both of which will be free to use so that our customers have an extended range of ways to contact us and conduct business with Shropshire Council. A separate ESIIA specific to the redesign of Customer Service Point provision has been prepared.

In Broseley the Town Council and Shropshire Council’s preferred option is for the library service to remain at the present location at The Old School, Bridgnorth Road, Broseley and to transfer the day to day management of the services to Broseley Town Council with on-going professional support from Shropshire Libraries and Customer Service Point staff. Within the proposals the opening hours for the library will remain unchanged, with the potential for some increase in opening hours in the future. Opening hours for the Customer Service Point will be improved and aligned with library opening hours. Library staff currently employed by Shropshire Council will be transferred to Broseley Town Council.

This approach is part of a Shropshire wide strategy for Libraries and Customer Service Points. View the Cabinet report of the 14th October for details:

<http://shropshire.gov.uk/committee-services/ieListDocuments.aspx?CId=130&MId=2910&Ver=4>

6 strategic community library hubs will be created in larger towns to improve accessibility. Further local hubs/libraries, including within Broseley, will offer core community service provision but with the active participation from town and parish councils, and voluntary and community groups.

All proposed changes will be subject to full formal public consultation.

The Council's libraries, mobile services and virtual library and library outreach services are the means by which the council aims to meet its duties under the Public Libraries & Museums Act and its equality duty.

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.

Details of the profile of Broseley are contained with the Place Plan (note that some users of the library will live outside the Place Plan boundary)

<https://www.shropshire.gov.uk/media/1823531/Broseley-2015-2016-Place-Plan-Final.pdf>

The preferred approach to transfer the responsibility for managing the library and Customer Service Point from Shropshire Council to Broseley Town Council will have a potential impact on all people who use or want to use Broseley Library and Customer Service Point.

However, the library is proposed to remain in the same physical location, and to provide the same services as its current operating model so 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 approach 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.

People living in isolated rural areas or those without access to a car or unable to travel easily on public transport or living in urban areas not within the immediate locality of a library and without access to a car or unable to travel easily on public transport may be impacted. 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 the 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.

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

For people with visual impairment: We subscribe to R.N.I.B services to provide audio books to people with a visual impairment. Large print books and audio books 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 means that 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 provide mobile library services for older or disabled people so that 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. Residents in care 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 individuals and groups. The Library helps to support children's 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: We provide job clubs with Universal Job Match sessions taking place in partnership with Job Centre plus.

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

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Staff undertake training around disability awareness.

The development of digital library services such as E Books, E Magazines and E Audio 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.

In this respect support will be provided over extended opening hours for Customer Services (compared to the existing restricted Customer Service Point opening hours) for local residents to access Shropshire Council services via a freephone facility or to do their business on-line via dedicated public computer. Library staff will be on hand to for anyone who needs help.

By offering active community volunteering opportunities people will be helped to participate in public life.

In developing its preferred approach the council has had regard to the public sector equality duty and will undertake research based analysis of need, assessed library and customer service point use data and consider existing consultation and feedback from library users and communities.

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

In Broseley the catchment area for users is mainly from within the Town of Broseley, but the library also has a significant spread into the rural hinterland within an 8 mile radius of the town.

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

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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 took place outlining the proposed changes to the library and other services delivered at Broseley library. The consultation run until 28th October 2015.

A door drop was made to all Broseley resident advertising the consultation and inviting them to make their comments an existing users of the library with an email address were contacted directly.

A library drop in event took place on the 19th October 2015.

The neighbouring Parish Council of Barrow was notified.

A total of 258 (5.25% of population of Broseley) people responded to the consultation. The results of the consultation are as follows and a full list of responses and comments is included as Appendix 2.

Option 1 – Transferring the management of the library, Library car park and Customer Service Point to Broseley Town Council was preferred by 225 people (87.21%).

Option 2 – Shropshire Council continuing to run the library with significantly reduced staffing hours was preferred by 14 people (5.43%)

8 people (3.10%) said they don't like either option and have an alternative that makes the same savings

11 people (4.26%) said they don't like either option and were not sure how savings could be made

Of those who chose Option 1 as their preference people were then given the opportunity to provide a reason or reasons either via the suggested reasons or by giving their own in the box provided.

I am keen that the library hours should not be reduced	177 responses (80.09%)
I like the idea of bringing services together	133 responses (60.18%)
The car park should be a local responsibility	123 responses (55.66%)
I think this will give better access to customer services	116 responses (52.49%)

There were 55 (24.89%) other reasons and these can be summarised as being in support of the library service and the car park.

As part of the consultation members of the public were also able to put forward alternative proposals for the library. Two suggestions were made:

- Close Much Wenlock library, relocate the stock to the school library at William Brookes, making it a joint use facility. Reinvest savings in the development of a larger community library in Broseley.
- Move BTC staff into the Library and train to cover existing SC Library staff (who would continue to employed by SC) short fall in hours resulting from savings.

We consider that neither suggestion provides the best chance of sustaining library provision within Broseley and Much Wenlock in a period of declining budgets.

In conclusion the formal consultation exercise has shown clear support for Option 1 – the transfer of the management of the library service, Customer Service Point, library building and library car park to Broseley Town Council. The alternative operating model in Option 2 received considerably less public support.

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

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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)				√

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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
<p><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></p> <p>New and existing borrowers will be kept up to date with library and customer service point developments</p>

Actions to review and monitor the impact of the service change
<p><i>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.</i></p> <p>A three year SLA will be regularly monitored to ensure that Broseley Town Council fulfil their obligations in the running of the library service.</p> <p>Broseley Town Council will ensure that data is collected to feed into the Library Service and Customer Services performance measures; for example about number of visits to the library, book loans, active borrowers, attendance at events and computer use.</p> <p>The Library will continue to take part in any customer surveys undertaken by the Library and Customer Service Point Service.</p> <p>Customers will continue to be encouraged to make comments and give feedback about the service through Broseley Town Council and Shropshire Council’s Comments and Complaints system.</p>

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.

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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.

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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.

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Portfolio Holder Decision Making Session

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

Portfolio Holder for Resources, Finance and
Support and I.T.

Friday 27th November 2015 10am

Future Management of Shifnal Library, Customer Services Point, Aston Street and Kings Yard Car Parks, Aston Street Allotment and Public Open Spaces in Shifnal

Responsible Officer: Michael Lewis/Andrea McWilliams

Email: michael.lewis@shropshire.gov.uk
andrea.mcwilliams@shropshire.gov.uk

1. Summary

This report seeks Portfolio Holders' agreement for the transfer of the management of Shifnal library and the Customer Service Point from Shropshire Council to Shifnal Town Council.

Shropshire Council will transfer the day to day management of the library service and Customer Service Point to Shifnal Town Council with on-going professional support provided from Shropshire Libraries and Customer Service Point staff. The library is currently staffed by 2 part-time members of Shropshire Council's library staff, a Branch Manager and a Library Assistant. These staff would be transferred to Shifnal Town Council on their current terms and conditions under TUPE regulations. There will no longer be dedicated Customer Service Point staff and the responsibility for the on-going provision of customer services will be through the library staff team. The services will run under an initial 3 year contract, from an agreed start date.

The library will remain in its existing location and the opening hours would remain the same with the same range of services offered. A Shropshire Council librarian based in Bridgnorth will make regular visits and be 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. Public computers would still be provided by the Library Service; books would still be selected and provided and regular exchanges would continue to take place with other libraries.

Some alterations to the library space within Shifnal Library will be made to incorporate a new office for Shifnal Town Council staff and an assessment of condition will be made for building and car park prior to transfer via a long term lease. This report provides details of the background to this proposal along with the outcome of a six week formal public consultation carried out between 14th September and 26th October 2015, the feedback from an open evening and the completion of an Equality and Social Inclusion Impact Assessment (ESIIA).

In addition to the transfer of the Library and Customer Service Point to Shifnal Town Council, the proposal also includes the potential transfer of a number of assets including car parks, open spaces and an allotment to Shifnal Town Council on a 125 year leasehold basis. Appropriate terms will be incorporated into the lease to enable Shropshire Council to protect its interest in the community asset in the unlikely event that the future management of the library or customer service point should not be tenable by the Town Council in the future. This transfer of land to the Town Council is in line with the Council's Asset Management Strategy, Section 5, principles 1 and 5. It supports the overall proposal to empower the community and local Town Council to have greater control of services and local assets in the locality.

2. Recommendations

1. That the management of Shifnal Library is transferred from Shropshire Council to Shifnal Town Council from an agreed start date. This agreement will run for 3 years and be supported by a contract between Shropshire Council and Shifnal Town Council.
2. That the management of the Customer Service Point is transferred from Shropshire Council to Shifnal Town Council from an agreed start date, similarly supported by a three year contract.
3. 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 consequential decisions relating to the transfer of the library.
4. To delegate authority to the Director of Public Health in consultation with the Portfolio Holder for Resources, Finance and Support to take any further consequential decisions relating to the transfer of the customer service point
5. That, in principle, Shifnal Town Council are granted a 125 year lease of the following assets the library building, the car parks at Aston Street and Kings Yard, the Aston Street allotment and areas of Public Open Space at Admirals Close, Dyas Close, Beech Drive (2 areas), Laburnum Close, Wyke Way (3 areas), Careswell Garden, Bridgnorth Road and Applebrook (4 areas) with delegated authority to the Head of Commercial Services to complete the appropriate due diligence, including consideration of the process for open space notices and seeking secretary of state approval to transfer allotments if appropriate, agree final terms of the lease and to complete the transaction.
6. Delegated authority is given to the Head of Commercial Services to consider the transfer of the assets set out at Recommendation 2 (5) above both in the context of the General Disposal Consent 2003 (“the General Consent”) which permits local authorities to transfer land at less than their market value under appropriate conditions and ensure the transfer is in compliance with state aid rules.

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 Shifnal 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 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	Advice from the council’s Legal & Democratic Services has been sought to ensure the decision

and consequently the delivery of the TCA bid programme	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 Holders to make their decision.
The consultation process undertaken is not deemed robust and is formally challenged	An extended period of local discussion with key stakeholders, notably Shifnal Town Council, led to the development of a preferred option and informed the subsequent formal consultation. 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 the recommendations in the report. Shifnal Town Council have been involved in the consultation from an early stage.
The completed ESIA does not robustly demonstrate how it will take mitigating measures to address the possible high negative impact identified.	An ESIA 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 Shifnal Library.	Discussions between the council's library management and the staff at Shifnal Town Council are in place and will continue to ensure that each is aware of the needs and expectations of the other. A funding agreement and contract for services will be put in place between the Council and Shifnal Town Council to formalise the service delivery details of the public library and customer services and this will be monitored by the Council's library and customer services staff.
The full capital funding package required to complete the transfer and redesign works cannot be delivered	Initial outline costs for works to Shifnal Library to facilitate the transfer of the library and customer service point 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 to ensure that the funding can be spent from Transformation Challenge Award funding by the 31 March 2016.

4.0 Outcomes of formal consultation and results

4.1 Timetable of consultation and engagement work

Activity	Date
Working group established to investigate potential delivery models for Shifnal Library and other Council services run from Shifnal Library. Working group involves SC officers and Shifnal Town Council reps.	November 2014, with group meetings approx. every six weeks from that date onwards
6 week formal public consultation	14th September to 26 th October 2015
Email to existing library users sent out to explain the survey, share the web link and options for completing the survey.	24 September 2015

Shifnal Library open evening as part of the consultation	14 th October 2015
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4.2 Formal consultation process and results

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

The consultation ran for 6 weeks from 14th September to 26th October 2015 and was available online via Shropshire Council's website. Paper copies of the consultation document were made available in the library and Shifnal Town Council Offices 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 Shifnal library with email addresses.

In the document, members of the public were provided with details of the current Shifnal library service, and Customer Service Point. The details of 2 options (see below) were provided along with the opportunity for members of the public to suggest alternative operating models for the library and Customer Service Point, as long as they made the same, or similar savings to the described proposals. The future transfer of the Aston Street and Kings Yard car parks, the 8 areas of Public Open Spaces and the Aston Street Allotment to Shifnal Town Council was also referenced throughout the consultation.

Option 1 was Shropshire Council and Shifnal Town Council's preferred option and was for Shifnal Town Council to take on the management of the library service, Customer Service Point, maintaining existing opening hours and services. Some changes to the design of the library space to provide new office space for Shifnal Town Council who will take on the management of the library building were proposed.

Option 2 was Shropshire Council continuing to run the library and Customer Service Point with reduced staffed hours and no changes to the library building. Shropshire Council would also continue to manage the library building. A copy of the consultation document is attached as Appendix 1.

A total of 106 (1.56 % of population of Shifnal) people responded to the consultation and about 25 people attended a drop in event on the 14th October. The results of the consultation are as follows and a full list of responses and comments is included as Appendix 2.

Option 1 – Transferring the management of the library to Shifnal Town Council was preferred by 95 people (89.6%).

Of the 95 respondents who chose Option 1, 49 comments were made and the issues and concerns are summarised as follows:-

- ongoing maintenance costs/staffing costs and lack of on-going funding 7 responses (7.36%)
- the car park which included maintenance/resurfacing and charges 5 responses (5.26%)
- Library hours should not be reduced 13 responses (13.68%)
- The other 3 comments were about increase in council tax, Shifnal Town Council being responsible for the service and the increase of the population due to housing developments. (3.15%)

Additional positive comments made are also summarised as follows:-

- Option 1 is the better option for Shifnal residents 5 responses (5.26%)
- It makes sense to have a multipurpose used building 3 responses (3.15%)
- Best solution for Shifnal, more control and lower costs and giving Shifnal Town Council more responsibility and keeping it local 10 responses (10.52%)
- Option 1 will keep the library open 3 responses (3.15%)

Option 2 – Shropshire Council continuing to run the library with reduced staffing hours was preferred by 8 people (7.55%)

Of those (8 people) who chose Option 2 as their preference 3 comments were made by respondents, however the third comment was actually in support of option 1

- I do not think that the Town Council can/should take on this sort of work 1 response
- We pay council tax to Shropshire council and get very little in return 1 response

In addition to this, 3 people (2.83%) did not like either option 1 or 2. There were 2 comments made by respondents as follows:

- None of the options are my preferred option and I have written in detail to both councils. (Please note that this comment related to a request for specific information i.e. whether Shifnal Town Council would be having independent legal advice, information in respect of Council Tax, information in respect of staff transfers and the future ownership status of the library building. All of this information was provided to the respondent.)
- An opportunity has been missed for the site at Haughton Road to have a multiuse building incorporating several services including Leisure, Swimming pool, health, medical centre, pharmacy, dentist, library and other council service. (Please note that planning permission has already been granted for this site and there is no provision or funding available for a library)

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

No alternative proposals were suggested.

The formal consultation exercise has shown clear support for Option 1 – the transfer of the management of the library service, Customer Service Point, car parks, public open spaces and Aston Street allotment to Shifnal Town Council. The alternative operating model in Option 2 received considerably less public support and there were no alternative proposals put forward.

5. Financial Implications

The annual library SLA provided to Shifnal Town Council between the financial years 2016/17 and 2018/19 will be £5,000. In addition to this, Customer Services will provide Shifnal Town Council with £3,000 per annum in order to provide a customer services offer. Combined savings of approximately £7,000 will be made within Libraries, Customer Involvement, Outdoor Recreation and Highways and Transport following the transfer of corresponding assets to the Town Council.

Alongside the saving to Shropshire Council, Shifnal Town Council will also make a saving of approximately £15,320, partly resulting from the relocation of its offices to the library.

Property costs for works to Shifnal Library to facilitate the transfer of the library, customer service point and car parks have been established and agreed by Property and Finance Officers at both Councils. Costs will be met from the Transformation Challenge Award funding and from the existing car parks maintenance budget.

6. Background

6.1 Shropshire Council's budget is reducing and the way in which it delivers services is changing. We are in the second year of a three year financial plan through which £80m of savings need to be achieved. 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 £1.147m means that the budget available for Shifnal 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 Shifnal. We are seeking local solutions to these challenges that will result in a sustainable, if altered library service that continues to meet our statutory duty.

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.
- 15 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.

Shifnal library is in the latter group and since 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 Shifnal Library, including the Customer Service Point (CSP).

6.2 Shropshire Council's preferred option for Shifnal library service is that the management is transferred from Shropshire Council to Shifnal Town Council from an agreed start date. This agreement will run for three years and be supported by a contract between Shropshire Council and Shifnal Town Council.

6.3 Clarification of the council's statutory duty 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.

6.4 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.

- 6.5 The library service in Shifnal will reflect the vision for a transformed library and customer service point service as described in Shropshire Council's TCA bid. The library is located in a natural hub of activity that will also contain the Customer Service Point and Shifnal Town Council staff. 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.
- 6.6 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 Shifnal 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.
- 6.7 The development of the recommendations being made in this report has been informed by formal engagement and consultation with Shifnal residents. This included a 6 week formal consultation and consideration of the implications of proposals on Protected Characteristic groups that were identified through the completion of an Equality & Social Inclusion Impact Assessment which is detailed within Appendix 3. Analysis and review of the ESIIA for the Shifnal library and asset transfers has confirmed that as far as possible we are taking actions to meet the general equality duty placed on Shropshire Council by the Equalities Act 2010. The proposals therefore do take due regard to the three equality aims in our decision making process i.e. eliminating discrimination, harassment and victimisation; advancing equality of opportunity; and fostering good relations.
- 6.8 As part of the Council's core objective to strengthen our local towns and villages, the Strategic Asset Management team are working with town and parish councils to enable the transfer of suitable land and buildings to community groups and organisations. The recommendation to transfer the assets identified within this report supports the wider rationalisation associated with the library and customer services and provides the wider community enablement and the ability to build greater community resilience.
- 6.9 The development of the overall proposals and the informal discussions with the Town Council have developed in tandem with the considerations around the overall library transfer. Discussions with the Town council have taken place on the basis that the operation of the library sits in a wider context of community enablement. The two key community assets currently in the ownership of Shropshire Council were considered carefully and it was seen as an opportunity for them to be passed across through a discounted transfer to the Town Council as part of the overall offer. The car parks at Aston Street and Kings Yard are currently operated on a non-charging basis and the liability for repairs currently sits with Shropshire Council. The amenity space incorporating the Aston Street allotment and areas of Public Open Space at Admirals Close, Dyas Close, Beech Drive (2 areas), Laburnum Close, Wyke Way (3 areas), Careswell Garden, Bridgnorth Road and Applebrook (4 areas) are all currently maintained and managed by Shropshire Council. The disposal of these assets to the Town Council by way of a long lease removes the associated revenue burden. This is reflective of the overall financial position of Shropshire Council and the current strategy to refocus its resources in line with the financial plan.

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 users of Shifnal Library and customer service point and representatives of Shifnal Town Council.
- iii. The completion of an ESIA assessment and consideration of its findings.
- iv. The level of savings and social value to be achieved through the transfer of the library, Customer Service Point, car parks, public open spaces and allotment to Shifnal Town Council
- v. The opportunity to create a redesigned library and customer service point service that plays a key role in providing information, advice and guidance to residents of Shifnal and the surrounding area, whilst also complementing the wider work of Shifnal Town Council.

Transferring the management of the library, Customer Service Point from Shropshire Council to Shifnal Town Council 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 Shifnal and assist it 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. Shropshire Council's Transformation Challenge Award bid 2015/16
3. Frequently Asked Questions to accompany the consultation document. September 2015
4. Shropshire Council Commissioning Strategy – Commissioning for the Future, Cabinet 4th June 2014

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, Portfolio Holder for Business, ip&e, Culture and Commissioning (North) – Responsibility for Libraries
 Cllr David Turner, Portfolio Holder for Resources, Finance and Support
 Responsibility for Customer Service Points

Local Member:

Cllr Stuart West
 Cllr Kevin Turley

Appendices:

1. Shifnal Library Public consultation documents September 2015
2. Shifnal Library consultation results and comments October 2015
3. ESIA Assessment for Shifnal Library September 2015

Declaration of Interest

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

Signed Date

NAME: Cllr Steve Charmley

PORTFOLIO HOLDER FOR: Business, ip&e, Culture and Commissioning (North)

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

Signed Date

NAME: Cllr Steve Charmley

PORTFOLIO HOLDER FOR: Business, ip&e, Culture and Commissioning (North)

(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 Business, ip&e, Culture and Commissioning (North)

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.

Declaration of Interest

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

Signed Date

NAME: Cllr David Turner

PORTFOLIO HOLDER FOR: Resources, Finance and Support

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

Signed Date

NAME: Cllr David Turner

PORTFOLIO HOLDER FOR: Resources, Finance and Support

(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 Resources, Finance and Support

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:
.....
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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.

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Shifnal Town Council

Consultation on the future delivery of the Shifnal library service, Customer Service Point, the management of public open spaces and the management of the public car parks

This consultation outlines proposals concerning the proposed transfer of certain assets – library service, customer service point, allotment, public open spaces and car parks – from Shropshire Council to Shifnal Town Council.

Introduction – what is this consultation about?

Shropshire Council is working with partners to re-design face to face customer focused services, and 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 approach will 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, places where the health and well-being of individuals and communities will be supported by the provision of advice, information and signposting at an early stage.

Our vision is that traditional face to face services will be delivered by town and parish councils or community enterprises that are active within those communities. Town and Parish Councils are the first tier of local government. They provide communities with a democratic voice and a structure for taking community action. 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 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.

Our approach is also linked to making savings, and to working to ensure that we find ways to continue to deliver high quality services that provide positive outcomes for individuals and communities, but at a lower cost.

Over the last year Shropshire Council and Shifnal Town Council have been discussing and developing opportunities for new ways of delivering and improving services in Shifnal. This includes the management of the library service and customer service point, the re-location of the town council offices and the transfer of certain assets including the Aston Street allotments, some public open spaces (Admirals Close, Dyas Close, Beech Drive [2 areas], Laburnum Close, Wyke Way [3 areas], Careswell Gardens, Bridgnorth Road, Applebrook [4 areas]), and car parks (Aston Street and Kings Yard).

Shropshire Council's preferred proposal for the future delivery of the library service and customer service point in Shifnal is to transfer the responsibility for their day to day management to Shifnal Town Council. This would result in the existing services continuing to be delivered in their current location at Broadway. Shropshire Council's library service would continue to provide the books, library management system and the support of a librarian based in

APPENDIX 1

Bridgnorth. The library would be run under an agreed Service Level Agreement between Shropshire Council and Shifnal Town Council. The existing staff would become employees of the Town Council and the opening hours would remain the same.

The proposal includes extending the opening hours for local residents to access Shropshire Council services via a freephone facility or to do their business on-line via a dedicated public computer. Library and Town Council staff will be on hand for anyone who needs help.

Alongside this the public open spaces, allotment and car parks listed above would be transferred to Shifnal Town Council.

Supported by some relatively minor changes to the internal spaces of the building Shifnal Town Council would also move its existing rented offices into the library.

Both Shropshire Council and Shifnal Town Council believe that this approach provides the best way to improve financial efficiency of the existing services (for both organisations), to sustain them over the long term and to develop them in a way that best meets the needs of the local community.

The second proposal included in the consultation document is that Shifnal Library continues to be run by Shropshire Council. Under this proposal and to make the same savings as the preferred option the hours that the library is open would be reduced from the current 20.5 hours per week to 12 hours per week. Public open spaces, the allotment and the car parks would continue to be owned and managed by Shropshire Council.

Shropshire Council is now seeking responses to these proposals. No formal decision has yet been made and there is an opportunity for alternative proposals to be made. The information we receive through the consultation will be used to inform any decision made on the future delivery of the library service, public open spaces, allotment and car parks.

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

A set of **Frequently Asked Questions** is available alongside this consultation document and a display of the proposals will be set-up in the library.

The potential impact of the preferred proposal on users of these services and assets, particularly those who might be impacted more by any change, is assessed through the completion of an Equality & Social Inclusion Impact Assessment.

This consultation will run from **Monday 14th September** to **Monday 26th October 2015**. Completed forms can be returned to Shifnal Library, Shifnal Town Council office and Katrina's. Comments can also be submitted online by going to www.shropshire.gov.uk/get-involved and searching for Shifnal Library Consultation.

As part of the consultation there will be an Opening Evening in the library on Wednesday, 14th October between 5pm and 7pm, where representatives of both Shropshire Council and Shifnal Town Council will be in attendance to answer questions and provide information.

To take part, please read through the proposals first, and then complete our short survey.

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 and other services in Shifnal.

APPENDIX 1

Background to existing services in Shifnal

Shifnal Town Council

Shifnal Town Council is currently located at 43 Broadway, Shifnal, TF11 8BB within rented accommodation.

The town council is the first tier of local government for the area. It provides the community with a democratic voice and a structure for taking community action. It's activities fall into three main categories to meet local needs; representing the local community, delivering services to meet local needs, and improving quality of life and community well-being. These existing powers were recently strengthened by powers contained in the Localism Act 2011.

Shifnal Library

Shifnal Library is located at Broadway, Shifnal, TF11 8AZ, and is owned and managed by Shropshire Council. 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-
- ~~Space for meetings of community groups, reading events, children's story-times and activities and class visits from local schools~~
- Information and advice about other local services and community groups

The library opening hours are:

- Monday 2pm to 6pm
- Wednesday 10am to 1pm, 2pm to 6pm
- Friday 10am to 1pm, 2pm to 5pm
- Saturday 9.30am to 1pm
- Total = 20.5 hours per week

Usage figures:

	Visits	Active borrowers	Loans	Computer use / hours
2010/11	22,404	956	28,368	1343
2011/12	20,771	966	24,650	1425
2012/13	18,181	944	20,815	1457
2013/14	18,156	879	18,721	1850
2014/15	17,567	723	17,029	1644

Public car parking is available on site. There is an agreement with Wednesfield Housing that available spaces at the rear of the library can be used by library staff and customers. There is also on street parking.

The direct running cost for Shropshire Council of managing the library is £25,510 per annum

APPENDIX 1

Shifnal Customer Service Point

The Customer Service Point is located within the library at Broadway. The Customer Service Point provides arrange of services including:

- Council and public information and services
- Community information to help with your everyday queries on health and care, money, leisure activities, what's on and much more
- Specialist advice sessions
- Free on- line access to information and services:

The Customer Service Point opening hours are:

Monday: 2pm to 5pm

Wednesday: 10am to 1pm, 2pm to 5pm

Usage figures have been declining in recent years:

	Annually	Weekly
2010/11	1056	20
2011/12	943	18
2012/13	1204	24
2013/14	1008	20
2014/15	596	11

Aston Street allotments

These are currently rented to Shifnal Town Council by Shropshire Council.

Public Open Spaces

These are currently owned by Shropshire Council and include:

- Admirals Close
- Dyas Close,
- Beech Drive (2 areas)
- Laburnum Close
- Wyke Way (3 areas)
- Careswell Garden
- Bridgnorth Road
- Applebrook (4 areas)

The maintenance costs for Shropshire Council of managing the public open spaces is £3,920 per annum.

Car Parks

The public car parks at Aston Street and Kings Yard are owned by Shropshire Council.

They are available free of charge to the public following payment of an annual subsidy of £38,000 by Shifnal Town Council to Shropshire Council.

APPENDIX 1

Option One (our preferred option) – The transfer of assets and the management of the library to Shifnal Town Council

Shropshire Council will transfer the day to day running of Shifnal Library and Customer Service Point to Shifnal Town Council, who will provide the same range of library and Customer Service Point services currently available under a 3 year Service Level Agreement. The library and Customer Service Point will remain in its existing location at Broadway, Shifnal. The opening hours of the library will remain as currently.

Some alterations to the Shifnal Library building will be made to create office space for Shifnal Town Council, providing the opportunity for Shifnal Town Council to become more visible and thereby more accessible to the public. This will provide the opportunity to refurbish the library with movable shelving and to create a more modern flexible space.

Support for the customer service provision would be improved to align with the full library opening hours. The Customer Service function for Shropshire Council and Shifnal Town Council will become more integrated and seamless for the public while still maintaining sufficient space for library services.

This approach will provide the best chance for the development of the library and associated information and advice services to reflect local community circumstances and for the library services to be retained and sustained into the future.

The Aston Street allotments will be transferred to Shifnal Town Council and managed with the other existing two allotment sites in Priorslee Road and Broadway and the future allotments on the Haughton Road development. This would provide uniformity in terms of operation, charges and local control.

A number of public open spaces will be transferred to Shifnal Town Council and be managed and maintained in line with their existing greenspaces specification by a local contractor employed by Shifnal Town Council. Concerns and issues would be handled more rapidly and thereby the community would get increased quality areas of greenspaces around Shifnal.

The management of the car parks will be transferred to Shifnal Town Council who will maintain them to the level that the local community expect and would safeguard their use as car parks. The operation of the car parks would reflect the needs of the local community in terms of introducing charges and/or other restrictions which might be deemed appropriate.

It is important for consultees to understand that the individual elements within this proposal are interdependent and whilst comments can be made on the different elements they must be considered as one when consultees state whether they agree with the proposal or not.

Anticipated savings to Shropshire Council from these proposals - £7,000 pa

Anticipated savings to Shifnal Town Council from these proposals - £15,320 pa

APPENDIX 1

1. Do you agree with Option 1?

Yes

No

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

Option Two – Library and assets stay under the management of Shropshire Council

Shifnal Library will continue to be run by Shropshire Council's library service with the hours that the library is staffed reduced from the current 20.5 hours per week to 12 hours per week.

Existing dedicated Customer Service Point provision will be withdrawn. However, as with option 1 support for local residents to access Shropshire Council services will be provided via a freephone facility and a dedicated public computer. The library and town council staff will also be on hand for anyone who needs help.

There will be no internal changes to the building and the Shifnal Town Council office would remain in its current location.

The on-going management of the allotment, public open spaces and car parks will remain the responsibility of Shropshire Council.

Within this option there is a recognition that further financial pressure may come on the library and other assets and the on-going review of provision will be necessary.

Anticipated savings to Shropshire Council from these proposals - £7,000 pa

Anticipated savings to Shifnal Town Council from these proposals - Zero

Do you agree with Option 2?

Yes

No

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

APPENDIX 1

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

This consultation will run from **Monday 14th September** to **Monday 26th October 2015**. Completed forms can be returned to Shifnal Library, Shifnal Town Council offices and Katrina's. Comments can also be submitted online by going to www.shropshire.gov.uk/get-involved and searching for Shifnal 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.....

To help us formulate the level of interest from geographical areas in and around Shifnal it would be helpful if you could indicate your Post Code

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APPENDIX 2 Shifnal library

Q1 Having read all the information provided (this should still be available on a separate tab), please let us know which is your preferred option from those being proposed. Option 1 - The transfer of assets and the management of the library to

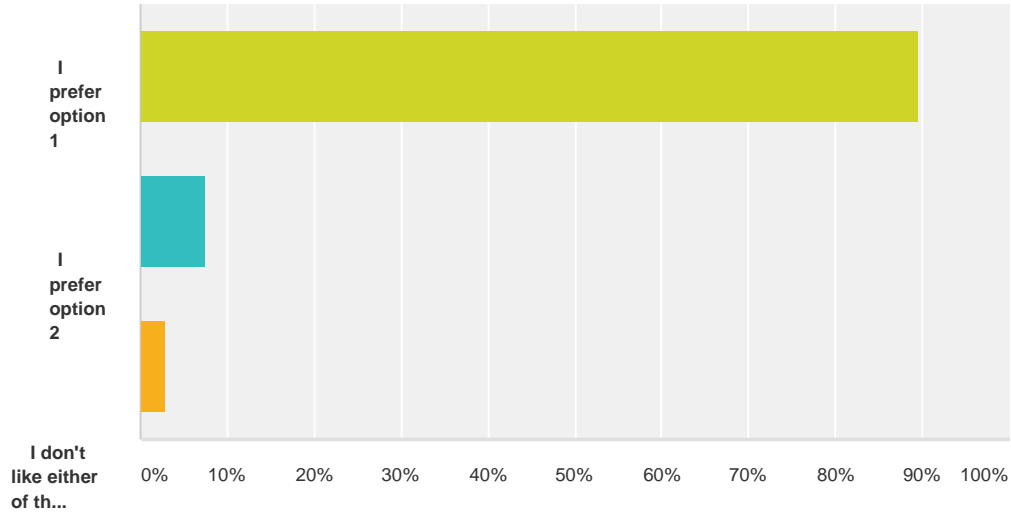
#	Use this space to explain the reasons for your preferred choice or to detail an alternative option.	Date
1	if the STC take over running of there facilities how can STC save with the costs of ongoing maintenance. Also will the car park be bought up to an acceptable level before handover currently Aston St car park surface is in very poor condition Reduced service/opening hours and no benefit in cost savings	10/27/2015 6:34 PM
2	because we agree with option1 ! it is important to keep libraries open for as many hours as possible, especiall for encouraging children/ running reading events	10/27/2015 6:30 PM
3	it would be good if the village hall\ co op car park would resurface by Shropshire Council before Shifnal Town Council took it over. We have been paying them enough each year!	10/27/2015 6:27 PM
4	option 2 is the greater of two evils It would reduce the library hours from 20.5 hrs weekly to 12 and also affect the library staff hours	10/27/2015 6:25 PM

APPENDIX 2 Shifnal library

5	Option 2 is the lesser use of library facilities option 1 is the better option on offer by concerned about next 2 years Shifnal rates to us	10/27/2015 6:24 PM
6	It seems that option 1 would be much better proposition for the residents of shifnal	10/27/2015 6:18 PM

Shifnal Town Council Option 2 - Library and assets stay under the management of Shropshire Council

Answered: 106 Skipped: 0



Answer Choices	Responses	
I prefer option 1	89.62%	95
I prefer option 2	7.55%	8
I don't like either of these options and have an alternative one that still meets the savings detailed	2.83%	3
Total		106

APPENDIX 2 Shifnal library

7	it makes sense that one building is used for multi-purpose - this saving on rent, heating etc. At the moment the library building is only used on certain day and the Town Council is not used full time.	10/27/2015 6:12 PM
8	Reducing library hours would make it unviable	10/27/2015 6:10 PM
9	The library hrs would reduce - not acceptable	10/27/2015 6:08 PM
10	12 hours is rather limited, we should be encouraging more people to use the library not making it more difficult.	10/27/2015 6:03 PM
11	Extra car parking is urgently needed in Shifnal for the present and the future. The Aston Stree allotment should used for extra parking 3 hours limit should apply and charges above 3 hours	10/27/2015 6:02 PM
12	Best solution for shifnal - more control and lower costs will mean that Town Council will have more responsibilities does this mean more staff and expense?	10/27/2015 5:59 PM
13	I am a regular user of the library and have noticed that it is always being used whatever time I go. The amount of customers using the wcomputer work stations is particularly noticeable.	10/24/2015 2:10 AM
14	None of the options are my preferred choice as I would like further clarification before making a decision, however, the form could not be submitted without one of the boxes being ticked. I have written in detail to both Councils.	10/23/2015 9:48 AM
15	Town planning huge housing developments yet Library hours cut to save £7000?	10/21/2015 11:34 AM
16	The Library facility in Shifnal would eventually disappear due to lack of funding if the service remains as it is	10/21/2015 11:25 AM
17	Only concern is that in future council staff may wish to take over more of the library space shorter opening time no money saving	10/21/2015 11:21 AM
18	I dont want the opening hours to be reduced	10/21/2015 11:19 AM
19	The reduced opening hours would seriously effect my use of the library lending service. With the closing of the police station, I feel that the volunteer running of the station could have been encompassed within the new library as only one desk and telephone would be necessary for passing on information to the police force	10/21/2015 11:12 AM
20	Shifnal Town Council is not fit for purpose and should be permitted to take on any extra responsibilities. For the 5 yrs 2004/9 the average Shifnal Town Tax was £58.09; for the 6 yrs 2009/15 it was £111.92, a 92.7% increase. At the height of the deepest recession since WW2 in just 1 year alone in 2008/9 they raised the tax from £60.75 to £126 in 2009/10, a 108% increase. This evidence shows the profligate, spendthrift empire building nature of Shifnal TC. Shropshire Council must take regard of the evidence Shifnal TC should be disbanded and all it responsibilities taken over by Shropshire Council. I am uncertain as to how this can be achieved but it would remove an unnecessary and unwanted layer of bureaucracy on Shifnal taxpayers. Localism as described is merely a means of passing the buck but if option 1 is agreed then the very well-off Shifnal Town Councillors, based on previous irrefutable evidence will latch onto it an excuse to extend empires further and the Town Council tax will go through the roof	10/21/2015 11:03 AM
21	We would like to keep the existing opening hours of the library. Car parking should be free for a reasonable time for local shopping We would wish to keep the library and car park under Shifnal Council Control	10/21/2015 10:49 AM
22	I believe that it is important that our community has some control of our resources especially since Shifnal will have an additional of 2000 houses which will support our library (unintentionally) and having local council that will be of help to the population. The saving to Shifnal council in proposal 1 out weight what is on offer in option 2	10/21/2015 10:06 AM
23	1. Library hours reduced 2. Customer service point withdrawn both 1&2 v.important to many people who don't have transport and don't use internet	10/21/2015 9:53 AM
24	Shifnal Town Council office is totally inadequate and not noticable	10/14/2015 3:01 PM
25	No brainer!	10/14/2015 2:59 PM

APPENDIX 2 Shifnal library

26	No benefit to community	10/14/2015 2:57 PM
27	No comment	10/14/2015 2:55 PM
28	Reduced library hours not acceptable Much ti be said for local administration of services as outlined in option 1	10/14/2015 2:53 PM
29	Although I live over the border in Telford, I prefer to use Shifnal both for its library and its shops. A visit to the library invariably involves shopping and/or coffee. I appreciate the free car parking - we have to use the car as there is no longer a direct bus service between Priorslee and Shifnal - but would support a small car parking charge	10/11/2015 11:21 AM
30	I would strongly prefer local assets to be under local control. Rather than paying Shropshire council a large amount of money to keep the car park free Shifnal can use that money more wisely in maintaining the car park. The alternative including slashing more hrs from the already parttime library is also unacceptable.	10/5/2015 5:45 PM
31	I would hope it would mean the library would extend its opening hours and organise more community events	10/5/2015 2:59 PM
32	I prefer that the people of Shifnal will have a say in the future running of the library. I think the reduced opening hours will be s problem- as a working mum I find it hard to get there as it is but hope if the library is in the hands of the council we may have more of a say. The library is very important for the town and future literacy of its children. The holiday activities and schemes are great.	10/2/2015 7:49 PM
33	It keeps the library open.	10/2/2015 6:52 PM
34	At the moment I feel that some of the facilities in Shifnal are in a poor state whilst they are currently under Shropshire Council control. I give Aston Street Car-Park as an example with a patchy road surface, missing bins and an overall poor appearance. I think that giving this and local green spaces to Shifnal Town Council will allow a more local control over the future of these sites. I also want to see the Library maintain a similar level of service as it does now.	9/30/2015 9:19 PM
35	Shifnal is growing. We need to retain our library and utilize this building better	9/30/2015 9:28 AM
36	It's the common sense option.	9/27/2015 5:36 PM
37	Shifnal is about to increse in size by 50 % - not the time to reduce access to the bibrary by 50%. The library is a key communicating , particulary for the young, old and the disadvantaged	9/24/2015 2:34 PM
38	Due to reduction of staff hours and removal of CS point	9/24/2015 1:49 PM
39	Possible future financial constraints may jeopardize the long term future of the provision of the library service , and other local amenities.	9/24/2015 1:47 PM
40	No on-going guarantee and limited savings. Library need to be open now. 12 hours would not be enough. I need computer access for job searching	9/24/2015 1:40 PM
41	I believe option one is the better of the two options for the people of Shifnal	9/24/2015 1:37 PM
42	I believe that the people of Shifnal should have responsibility as per Option 1 - however am reminded of the problems when the previous Town Clerk appeared to take control of the Town Council with disastrous results but sincerely hope this could never happen again.	9/22/2015 5:19 PM
43	Services provided by Shropshire will be reduced as they look for more budget savings. If the Town Council can provide these services without an increased cost to the local council tax payer this transfer makes sense? However, there is no information here on the costs to the Town Council going forward? Local involvement in providing these services should mean that services meet local needs effectively. Lets hope that is the outcome.	9/22/2015 1:01 PM
44	We pay our council taxes to Shropshire Council and get very little in return!	9/21/2015 6:44 PM
45	Local management. Longer hours.	9/20/2015 6:19 PM

APPENDIX 2 Shifnal library

46	It seems a very sensible move for Shifnal. We have used the library and First Point is very useful.	9/20/2015 8:46 AM
47	I have looked through the frequently asked questions and cannot see who would be responsible for paying the staff if they transferred to the town council. At the moment we receive a professional service and I would not want it left to unpaid volunteers. Shifnal is a rapidly growing town and needs a quality library service which is easily accessible. If the County Council wants to save money why not close the Central library in Shrewsbury which is nowhere near residential accommodation and transfer the staff to services in Towns like Shifnal.	9/19/2015 2:03 PM
48	The important thing is that we do not lose this facility - it is not only a place to borrow books from!	9/19/2015 12:21 PM
49	Shifnal people would have control over what is happening to the library, car parks and other assets. Ideas are already being put together for a Green Park. The library is important for adults and children to have a much access as possible. Having the Town Council offices there would make them more accessible and visible. Only reservation is a question of whether there is enough space for all the services planned there.	9/18/2015 7:55 PM
50	To hopefully safeguard the library and community services for Shifnal. This could be a real boon to have all services in one place. I would hope that the staff of the library would be consulted about the rearrangement of the premises and that it would be done sympathetically to allow privacy for any delicate interviews that might need to take place. Also there is a real opportunity to have outside agencies to promote and work with the town council and library service and make Shifnal a model of efficiency that other councils could aspire to.	9/18/2015 9:21 AM
51	Keep it with Shropshire council as Shifnal council can devote more to other things	9/17/2015 10:01 PM
52	I honestly think that a great opportunity is being missed for the site at the bottom of Haughton Road. I have been thinking that it would be wonderful to get a Leisure, Health and Education Centre, similar to the ideas in Telford and Wellington and have an integrated Library Service, Adult Education Service (and NEET service) and a Swimming Pool Leisure Centre (could there be funding available for these options?). This could even include the Medical Centre, a Pharmacy and Dentist. There are endless options that could ultimately save money by encompassing several services under one roof. I do realise that the outlay may not be cheap, but if Shifnal is continuing to grow and there are now many people here, the service provision and infrastructure needs to be much more and much further improved than this. It's going to be a large cut-off town, with no services for any of it's residents otherwise, other than shops and a small Drs surgery and Library. This simply isn't adequate on its own any more.	9/15/2015 8:05 PM
53	Do not want further reductions to library hours.	9/15/2015 7:48 PM
54	This option appears to be in the best interests of the people of Shifnal for ensuring the same location, hours and services provided. As the Council are going to be located in the same building perhaps extra cover when required could be provided from their resources. When considering the new lay out for the Library/Council offices perhaps the addition of a coffee shop may provide revenue needed to help with the running costs. This may also encourage people who don't use the Library to try it and by asking any of the existing coffee shops to become involved it could be a joint venture.	9/15/2015 5:01 PM
55	Local services should be managed locally	9/15/2015 12:42 PM
56	It is more Personal to Shifnal as I imagine it used to be.	9/15/2015 12:27 PM
57	Surely the council tax local precept will increase to cover the additional costs IE the library staff etc being employed by Shifnal Town Council. The assets being transferred will not generate any additional income.	9/15/2015 11:18 AM

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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, 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 comprised the screening part – Part One. The screening indicated that a full report was not required.

Screening (Part One) enables energies to be focussed on the service changes for which there are potentially important equalities and human rights implications. The screening indicated that the impact is likely to be positive overall, have a positive impact on certain groups of people and therefore a full report is not required. Energies instead will 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

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where there are human rights implications. The initial screening showed that a full report was not required in this case.

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

The redesign of Shifnal Library, Customer Service Point and library car park

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 and customer service point redesign proposes to provide a service that embraces different customer delivery models; through face to face contact, digital and virtually, individual interviews and conversations through activities and events and through an outreach programme targeted to meet council outcomes for specific groups. Shropshire Council is aiming to deliver library and customer service point 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 affect their access to library services.

Within our Customer Service Points we understand the importance of a face to face support 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. 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 localities, specifically for Shifnal, the Town Council and the Library Service. By doing this, people will be able to access a much wider range of help and services than the Council currently offers.

In addition to direct face to face help, we will install a telephone and a computer both of which will be free to use so that our customers have an extended range of ways to contact us and conduct business with Shropshire Council.

In Shifnal the proposal is for the services to remain at the present location in Broadway, Shifnal and to transfer the day to day management of the services to Shifnal Town Council with on-going professional support from Shropshire Libraries and Customer Service Point staff. Within the proposals the opening hours for the Library and Customer Service Point will remain unchanged, with the potential for some increase in opening hours in the future.

This approach is part of a Shropshire wide strategy to provide library and customer services in smaller towns and villages in partnership with parish and town councils, voluntary and community groups.

All proposed changes will be subject to full formal public consultation.

The Council's 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.

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 are likely to have a positive impact on people who want to use Shifnal Library, Customer Service Point and Town Council services. The Library remains in the same physical location, providing the same services as its current model. Access to customer Services will be extended and physical access to Parish Council services will be improved due to its move to a more visible and accessible location. There is an advantage for people to have access to several services under one roof.

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

Older people with mobility difficulties may benefit from having several services under one roof 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.

Children will be positively affected by the proposals which retains the Library in the same central location in the town. This is particularly relevant for families without access to a car or convenient public transport. This may be the case for families with lone parents. Without easy access to the Library in the town, there may be issues relating to costs of getting to other libraries, particularly for children from low-income families for whom libraries may be vital source of reading.

Library services that will be retained in Shifnal have been developed to ensure inclusion and access for those who may in some way may find access difficult. They are intended to help people participate fully and to assist in the provision of equality of opportunity.

For people with visual impairment, we subscribe to RNIB library services which provides audio books directly to people on subscription paid for by Shropshire Council. Large print books and audio books on CD are also available in our libraries. Access software also makes it easier for people with visual impairments to use our computers. Concessionary membership

for people with disabilities means that 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 books prescribed by GPs for free loan from libraries.

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. Residents in care homes can also borrow items for their residents.

For BME communities and people speaking other languages, we provide books, in languages other than English as well as European languages.

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 individuals and groups. The Library helps to support children's school work whether this is for internet access or help with finding information. The Summer Reading Challenge for 4-11 year olds helps to sustain children's reading ages.

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.

Physical access to the Shifnal library building is good with single storey access and wide doorways for wheelchairs and pushchairs and automatic doors.

Staff undertake training around disability awareness.

The development of digital library services such as e-books, e-magazines and e-audio may make it easier for some people to use library services, for example those who are not physically able to access Shifnal Library or cannot because of caring responsibilities.

In the proposal Shifnal Library will improve its role in acting 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.

In this respect support will be provided over extended opening hours for Customer Services (compared to the existing restricted Customer Service Point opening hours) for local residents to access Shropshire Council services via a freephone facility or to do their business on-line via dedicated public computer. Library staff will be on hand to for anyone who needs help.

In developing its proposals the council has had regard to the public sector equality duty and will undertake research based analysis of need, assessed library and customer service point use data and consider existing consultation and feedback from library users and communities.

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

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

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 took place outlining the proposed changes to the library and other services delivered at Shifnal Library. This was available online via the Shropshire Council website, and paper copies were available to complete within the library. The consultation ran from 14th September to 26th October.

Existing users of the library with an email address were contacted directly to comment on the proposals.

Press releases featured in the local press to make people aware of the consultation and ask them to give their views.

A library drop in event took place on 14th October from 5pm-7pm.

The neighbouring Parish Council at Sheriffhales was notified.

The results have been collated and will be evaluated by Shropshire Council and Shifnal Town Council. Should any equality issues be identified in this consultation these can be assessed and acted on 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;				√

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rural communities; people you consider to be vulnerable)				
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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
<p><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></p> <p>New and existing customers will be kept up to date with library and Customer Service Point developments.</p>

Actions to review and monitor the impact of the service change
<p><i>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.</i></p> <p>A three year SLA will be regularly monitored to ensure that Shifnal Town Council fulfil their obligations in the running of the library service. Shifnal Town Council will ensure that data is collected to feed into the Library Service and Customer Services performance measures; for example about the number of visits to the library, book loans, active borrowers, attendance at events and computer use.</p> <p>The Library will continue to take part in any customer surveys undertaken by the Library and Customer Service Point Service.</p> <p>Customers will continue to be encouraged to make comments and give feedback about the service through Shifnal Town Council and Shropshire Council’s Comments and Complaints system.</p>

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>		

