



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

Date: Monday, 21 December 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: Thursday, 7 January 2016

Time: 10.30 am

Venue: Room IL 46, 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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Email: jane.palmer@shropshire.gov.uk

AGENDA

1 Future Management of Albrighton Library Service (Pages 1 - 36)

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 Albrighton Library Service and Customer Service Point.

Report of the Director of Commissioning is attached marked 1.

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

Thursday 7th January 2016 10.30am

REPORT TITLE: Future Management of Albrighton Library and Customer Services Point

Responsible Officer: Chris Edwards/Andrea McWilliams

Email: chris.edwards@shropshire.gov.uk
andrea.mcwilliams@shropshire.gov.uk

1. Summary

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

Shropshire Council will transfer the day to day management of the library service and Customer Service Point to Albrighton Parish 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 Albrighton Parish 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 but with slightly reduced opening hours (2 hours on a Friday evening between 5.00pm and 7.00pm as there is no demand for the library to be open during these times) but 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 Albrighton Library will be made to incorporate a new office for Albrighton Parish Council staff and an assessment of condition will be made for building 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 23rd October and 4th December 2015, the feedback from an open evening and the completion of an Equality and Social Inclusion Impact Assessment (ESIIA).

The transfer of the Library and Customer Service Point to Albrighton Parish Council will include a 125 year lease of the library building to Albrighton Parish Council. 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 Parish Council in the future. The Council will have an option built into the lease to take back the library space if required and also an undertaking from the Parish Council to run community based services throughout the period of their occupation. If that provision falls below 25% the Council then will have a right to terminate the agreement and consider alternative options for the building.

This transfer of building to the Parish 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 Albrighton Library is transferred from Shropshire Council to Albrighton Parish Council from an agreed start date. This agreement will run for 3 years and be supported by a contract between Shropshire Council and Albrighton Council.
2. That the management of the Customer Service Point is transferred from Shropshire Council to Albrighton Parish 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, Albrighton Parish Council are granted a 125 year lease of the library building, with delegated authority to the Head of Commercial Services to complete the appropriate due diligence, 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 Albrighton 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 Albrighton Parish 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. Albrighton Parish 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 Albrighton Library.	Discussions between the council's library management and the staff at Albrighton Parish 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 Albrighton Parish 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 Albrighton 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 Albrighton Library and other Council services run from Albrighton Library.	15 th October 2015, with group meetings weekly from that date onwards

Working group involves SC officers and Albrighton Parish Council reps.	
6 week formal public consultation	23 rd October to 4 th December 2015
Email to existing library users sent out to explain the survey, share the web link and options for completing the survey.	23 rd October and 10 th November 2015
Albrighton Library open evening as part of the consultation	18 th November 2015

4.2 Formal consultation process and results

A formal public consultation has been carried out in Albrighton 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 23rd October to 4th December 2015 and was available online via Shropshire Council's website. Paper copies of the consultation document were made available in the library and Albrighton Parish 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 Albrighton library with email addresses.

In the document, members of the public were provided with details of the current Albrighton 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.

Option 1 was Shropshire Council and Albrighton Parish Council's preferred option and was for Albrighton Parish Council to take on the management of the library service and Customer Service Point, but with slightly reduced opening hours (2 hours on a Friday evening between 5.00pm and 7.00pm as there is no demand for the library to be open during these times) but otherwise maintaining existing services. Some changes to the design of the library space to provide new office space for Albrighton Parish 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 214 (just short of 5% of population of Albrighton) people responded to the consultation and about 80 people attended a drop in event on the 18th November. 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 Albrighton Parish Council was preferred by 204 people (95%).

Of the 204 respondents who chose Option 1, 110 comments were made and the issues and concerns are summarised as follows:-

- concern about future reduction in hours, cuts and closure of library
- less investment in the library's future
- no real saving to Albrighton Parish Council
- people will not use Freephone facility
- library is not private enough to discuss items with the council

Additional positive comments made are also summarised as follows:-

- The library is a valuable community resource which we are more likely to retain if management is transferred to the Parish Council

- More local control
- The future of the library will be safe if taken over by the Parish Council. Money will be saved because everything will be centralised. The Parish Council will be more accessible and accountable.
- All under one roof – makes sense.
- It will allow for modernisation and up-grading of the library layout
- The library is an asset for the village and there will be a bigger focus on it
- More use of the building for the community

Albrighton and District Civic Society also responded to the consultation and agreed with option 1, they also made suggestions around the internal layout of the building which are currently being considered.

Option 2 – Shropshire Council continuing to run the library with reduced staffing hours was preferred by 8 people (3.7%)

Of those (8 people) who chose Option 2 as their preference 2 comments were made by respondents,

- Albrighton Parish Council does not have staff to cover the additional responsibilities and additional staff would have to be employed as well as volunteers. The estimate of Albrighton PC saving £930 pa is not valid. Any saving of rent (£700) would be swamped by other expenditure. The only saving will be to Shropshire Council. Option 2 is only realistic option.
- Alternatives available eg option 2 or mobile library which has not been included in the consultation. No evidence provided for your “anticipated savings”, why not? Where do figures come from. The only saving to Albrighton PC would be rent for office and this is not as much as £930pa.

In addition to this, 2 people (0.93%) did not like either option 1 or 2. There were no comments made by respondents.

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

- Mobile library
- LJC to take over running the library
- 4 Parish Councils within the LJC should take ownership

The formal consultation exercise has shown clear support for Option 1 – the transfer of the management of the library service and Customer Service Point to Albrighton Parish 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 contract provided to Albrighton Parish Council between the financial years 2016/17 and 2018/19 will be £17,500. In addition to this, Customer Services will provide Albrighton Parish Council with £3,000 per annum in order to provide a customer services offer. Combined savings of approximately £7,950 will be made within Libraries and Customer Involvement.

Alongside the saving to Shropshire Council, Albrighton Parish Council will also make a saving of approximately £930 partly resulting from the relocation of its offices to the library.

Property costs for works to Albrighton Library to facilitate the transfer of the library and customer service point have been established. Costs will be met from the Transformation Challenge Award funding.

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 Albrighton 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 Albrighton. 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.

Albrighton 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 Albrighton Library, including the Customer Service Point (CSP).

6.2 Shropshire Council's preferred option for Albrighton library service is that the management is transferred from Shropshire Council to Albrighton Parish Council from an agreed start date. This agreement will run for three years and be supported by a contract between Shropshire Council and Albrighton Parish 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, however there will be a slight reduction in opening hours of 2 hours between 5pm and 7pm on a Friday evening which reflects the existing very low use of the library between these times. The recommendations 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 Albrighton 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 Albrighton Parish 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 Albrighton 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 Albrighton 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 Albrighton 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 Parish Council have developed in tandem with the considerations around the overall library transfer. Discussions with the Parish Council have taken place on the basis that the operation of the library sits in a wider context of community enablement. The library, as a key community asset, is currently in the ownership of

Shropshire Council was considered carefully and it was seen as an opportunity for the library building to be passed across through a discounted transfer to the Parish Council as part of the overall offer. The disposal of the library building to the Town Council by way of a long lease removes the associated revenue burden on Shropshire Council. 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 Albrighton Library and customer service point and representatives of Albrighton Parish 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 to Albrighton Parish 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 Albrighton and the surrounding area, whilst also complementing the wider work of Albrighton Parish Council.

Transferring the management of the library, Customer Service Point from Shropshire Council to Albrighton Parish 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 Albrighton 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 Malcolm Pate

Appendices:

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

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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.

APPENDIX 1



Albrighton Parish Council

Consultation on the future delivery of the Albrighton library service and Customer Service Point

This consultation outlines proposals concerning the future delivery of the library service and customer service point from Shropshire Council to Albrighton Parish 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 Albrighton Parish Council have been discussing and developing opportunities for new ways of delivering and improving services in Albrighton on the management of the library service and customer service point and the re-location of the parish council offices.

Shropshire Council's preferred proposal for the future delivery of the library service and customer service point in Albrighton is to transfer the responsibility for their day-to-day management to Albrighton Parish Council. This would result in the existing services continuing to be delivered in their current location at Station Road. Shropshire Council's library service would continue to provide the books, library management system and the support of a librarian based in Bridgnorth. The library would be run under an agreed Service Level Agreement between Shropshire Council and Albrighton Parish Council. The existing staff would become employees of the Parish Council. Opening hours would be reduced from the current 23.5 to

APPENDIX 1

21.5. This decision is based on evidence that not enough people are using the library between 5.00 and 7.00pm on Fridays to justify keeping it open.

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

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

Both Shropshire Council and Albrighton Parish 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 Albrighton 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 23.5 per week to 16 hours per week.

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.

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.

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 **Friday 23rd October to Friday 4 December 2015**. Completed forms can be returned to Albrighton Library. Comments can also be submitted online by going to www.shropshire.gov.uk/get-involved and searching for Albrighton Library Consultation.

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 Albrighton.

APPENDIX 1

Background to existing services in Albrighton

Albrighton Parish Council

Albrighton Parish Council is currently located at The Red House, Albrighton, WV7 3LU within rented accommodation.

The Parish 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. Its 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.

Albrighton Library

Albrighton Library is located at Station Road, Station, Albrighton, WV7 3QH 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 present library opening hours are:

- Monday 2pm to 5pm
 - Tuesday 10am to 1pm, 2pm to 5pm
 - Wednesday 2pm – 5pm
 - Friday 10am to 1pm, 2pm to 7pm
 - Saturday 9.30am to 1pm
- Total = 23.5 hours per week

In common with other libraries across the county and beyond library usage has been declining:

	Visits	Active borrowers	Loans	Computer use / hours
2010/11	29,758	1,378	36,938	1,415
2011/12	27,435	1,352	33,858	1,405
2012/13	25,921	1,245	31,666	967
2013/14	23,459	1,137	28,308	1,442
2014/15	20,357	1,066	25,824	1,261

Disabled car parking is available on site and there is also free public parking nearby.

The direct running cost for Shropshire Council of managing the library is £27,800 per annum.

APPENDIX 1

Albrighton Customer Service Point

The Customer Service Point is located within the library at Station Road. The Customer Service Point provides signposting to a range 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
- free-phone access to council services.

The Customer Service Point opening hours are the same as the Library.

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

APPENDIX 1

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

Shropshire Council will transfer the day to day running of Albrighton Library and Customer Service Point to Albrighton Parish Council, who will provide the same range of library and Customer Service Point services currently available under a renewable 3 year Service Level Agreement. The library and Customer Service Point will remain in its existing location at Station Road, Albrighton. Opening hours would be reduced from the current 23.5 to 21.5. This decision is based on evidence that not enough people are using the library between 5.00 and 7.00 on Fridays to justify keeping it open.

Some alterations to the Albrighton Library building will be made to create office space for Albrighton Parish Council, providing the opportunity for Albrighton Parish 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 Albrighton Parish 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.

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 - £7,950 pa

Anticipated savings to Albrighton Parish Council from these proposals – approximately £930 pa

1. Do you agree with Option 1?

Yes

No

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

APPENDIX 1

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

Albrighton Library will continue to be run by Shropshire Council's library service with the hours that the library is staffed reduced from the current 23.5 hours per week to 16 hours per week.

However, as with option 1 support for local residents to access Shropshire Council services will be provided via a free-phone facility and a dedicated public computer but for fewer hours. The library staff will be on hand for anyone who needs help.

There will be no internal changes to the building and Albrighton Parish council office would remain in its current location.

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

Anticipated savings to Shropshire Council from these proposals - £7,950 pa

Anticipated savings to Albrighton Parish Council from these proposals - Nil

Do you agree with Option 2?

Yes

No

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

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

APPENDIX 1

This consultation will run from **Friday 23rd October** to **Friday 4th December 2015**. Completed forms can be returned to Albrighton Library. Comments can also be submitted online by going to www.shropshire.gov.uk/get-involved and searching for Albrighton 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.....

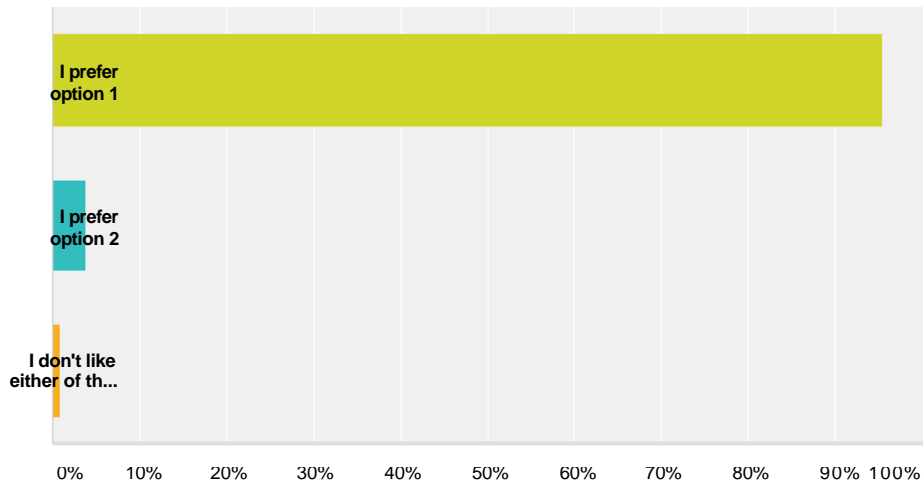
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Q1 Having read all the information provided (this should still be available on a separate tab), please let us know which is your preferred option from those being proposed. Option 1 - Management of the library and customer service point to transfer to Albrighton Parish Council Option 2 - Library and customer service point to stay under the management of Shropshire Council with reduced opening hours for the library

Answered: 214 Skipped: 0

Answer Choices	Responses
I prefer option 1	95.33% 204
I prefer option 2	3.74% 8
I don't like either of these options and have an alternative one that still meets the savings detailed	0.93% 2
Total	214

#	Use this space to explain the reasons for your preferred choice or to detail an alternative option.	Date
1	it should be noted that in the on-going financial pressures nationwide there will continue to be pressure on the library service under option 1 as well as option 2 if further financial pressure forces the closure of the library in the future will option 1 put the financial burden of redundancies on the parish council will option 1 mean that the library staff will continue to get professional support / training from the county service. Will trained cover be provided for sick/annual leave	12/8/2015 4:20 PM



Albrighton library and customer service point

2	in part because i prefer the Shropshire council concept of library management by community hubs. In Albrightons case this would be by four parish councils - the LJC - giving a better funding base a larger no if stakeholders and better governance potentially freed form wrangling at individual parish councils. Plus shared use of meeting room if this is not immediately possible (timescale) it should be a declared objectives of Shropshire council as soon as possible at worst a 3 year review Because of reduced opening hours and poorer overall use of the building. Also the customer service point should address local issues etc as perceived by local people. Management of local services by local people might eventually produce better parish councillors. Management bu a small team of people nominated by the four parish councils (the LJC) It might also be feasible to employ a professional librarian as consultant this avoiding the HR costs and potential problems arising form delegating HR functions to inexperienced Albrighton Parish Councillors or employing a non professions as libraian	12/8/2015 4:14 PM
3	end wall of meet room to be not fixed - sliding or similar and where existing slide partition is	12/8/2015 4:05 PM
4	i believe that it would be more like a village library that a county building hopefully a feeling of ownership might bring in more readers	12/8/2015 4:02 PM
5	likely to face further reduction of closure and parish council would not have an accessible office at ground level	12/8/2015 4:01 PM
6	Albrighton Parish Council does not have staff available to man library and service point and money handling and staff cover additional staff would have to be employed in addition to any volunteers with associated costs and consequences. Your estimate of Albrighton PC saving of £930 pa is not valid. Any saving of rent (£700) would be swamped by other expenditure the only saving will be to Shropshire Council option 2 only realistic alternative - mobile library	12/8/2015 3:59 PM
7	layout plan wall at end of the meeting room next to library should be a folding wall to give flexibility	12/8/2015 3:55 PM
8	use of folding door btrween meeting room and library	12/8/2015 3:53 PM
9	library opening hours reduced by 7.5 hrs risk of further cuts, better to have [arish council in library	12/8/2015 3:52 PM
10	make meeting room smaller but compensate buy having a concertinna wall which fold back	12/8/2015 3:44 PM
11	layout wall between meeting room and library should be movable to increase size of meeting room when and if necessary but to be positioned near existing sliding screen	12/8/2015 3:38 PM
12	don't see this as an answer to years to come and future cuts	12/8/2015 3:33 PM
13	The library would not be staffed for enough hours per week and would probably close altoghther eventually I hope that the provision of disabled parking would still remain with any changes	12/8/2015 3:29 PM
14	option 1 offers longer library opening hours which will almost maintain the level of access provided now. It will also allow for a modenization and upgrading of the library layout	12/8/2015 3:27 PM
15	use sliding wall at end of meeting room in same place as partition is now	12/8/2015 3:26 PM
16	The move of the parish council office reduces the costs to the council, but reduces the income to the red house (the Albrighton Village Halls Trust) This is a charity whose purpose is to provide rooms for use of the community, the loss of income is consequently a direct loss of benefit to the community. There are alternative options which could include use of the red house, providing broader community benefit and these should be explored prior to any final decision being made	12/8/2015 3:25 PM
17	I feel a folding door between the library a meeting room would be a better idea	12/8/2015 3:19 PM
18	left within the hands of Shropshire council the library would ultimately be closed due to cost cutting exercise regardless of village requirements for access to a library and its facilities	12/8/2015 2:42 PM
19	i feel that the majority of people simply wont use the freephone facility and this does little to encourage future library use. In my opinion it would spell the beginning of the end for our libraries	12/8/2015 2:40 PM
20	We feel that its a good idea to have the Parish Council office as part of the library site. We feel that the library will then have a bigger focus in the village. We are happy to keep an library open. It is well used and a definate asset to the village	12/8/2015 2:38 PM
21	option 1 provides more opening hours and makes more use of the building for the community	12/8/2015 2:34 PM
22	i believe fewer open hours will make the public view the library as closed/unavailable therefore leading to decline further	12/8/2015 2:30 PM
23	prefer option 1	12/8/2015 2:28 PM
24	lose too many opening hours	12/8/2015 2:27 PM
25	Again i hope the library service is still as good as it has always been - the library service has always been good	12/8/2015 2:25 PM

Albrighton library and customer service point

26	less hours for the public no financial benefit to the Parish Council savings to shropshire council will not especially benefit Albrighton	12/8/2015 2:23 PM
27	option i is my preferred proposition	12/8/2015 2:22 PM
28	Transfer to Albrighton parish council as above	12/8/2015 2:20 PM
29	will be opened longer option 1 anticipated saving to Albrighton council £930 pa if Albrighton Parish council moved in it would be more visible if the public access services and get information	12/8/2015 2:18 PM
30	This seems to be an option which might result in the closure of library in the longer term	12/8/2015 2:14 PM
31	as active members of the library we see that if they close/cut down on the hours it would make a massive disadvantage to all the members. Every Friday evening i come to get a film out and to get books to help with my homework which is very useful. It plays a massive part in the community. because cutting down on the library hours would reduce the amount of customers and because many elderly people need to use it i think that the council should keep the hours the same but modify the building to help the community. If they did this they should ask the community so that they have a say in their library	12/8/2015 2:02 PM
32	Parish council more able to recognise and assess the needs of local residents and to tailor service accordingly	12/8/2015 1:57 PM
33	the future of the library more certain better access to the parish council	12/8/2015 1:56 PM
34	fewer opening hours danger of future financial pressures	12/8/2015 1:53 PM
35	the library is not private enough to discuss items with the council (ie by telephone)	12/8/2015 1:50 PM
36	because it would still have an on-going review because the hours would be dramatically reduced because it is less likely to be permanent	12/8/2015 1:49 PM
37	less hours available to users less local investment in the libraries future	12/8/2015 1:47 PM
38	Albrighton library should be open a maximum numbers of hours serving the general public	12/8/2015 1:46 PM
39	reduced opening hours less initial overall savings less local influence	12/8/2015 1:45 PM
40	But i would prefer the LJC councils to take over running the library - greater pool of expertise in management, greater pool of people owning the library, greater use of all the facilities here	12/8/2015 1:44 PM
41	option 1 is better as both councils will be available in the library in person rather than by phone/interent. Better to talk to somebody in person	12/8/2015 1:42 PM
42	In order to obtain better use and value of the library in the public service; I would much prefer the four LJC councils to take up "ownership" of library and customer service point, sharing the cost on the basis of relative rates incomes, via a management team of reps from each Parish Council. The reasons for this are: less likelihood of the library becoming a political football - too easy in one small PC; larger pool of expertise available in terms of management expertise (singularly lacking in APC; greater no. of people (potential customers) having a sense of ownership and of footfall; potentially greater potential for use of meeting rooms etc. The proposed opening hours for the customer service point are insufficient if tied to library hours - should be 9 to 5, 6 days per week. I acknowledge the difficulty of achieving agreement of all four PCs in the time scale dictated by the availability of Government money, but believe that this is a very worthwhile objective which the Shropshire Council should pursue vigorously, if absolutely necessary, deferring this to the triennial review.. Space should be made (in APC store?) for the local history archives; these and APC records to be converted to electronic storage when practicable. Flexibility in the use of space is vital to the longer term use of the building; movable partitions especially are necessary, particularly between the library and the meeting room; this should remain in its present position, but be openable for public use in meetings of the parish councils.	11/30/2015 11:07 AM
43	As this is the only option that both gives predicted saving for both Shropshire county council and the Albrighton parish council whilst saving a valuable village asset .	11/29/2015 8:52 PM
44	Alternatives available eg Option 2 or Mobile library service which you have not included in consultation No evidence provided for your "anticipated savings" Why not. Where do figures come from only savings to Albrighton PC would be rent for office and this is not as much as £930 pa now that they have moved to Red House facility. Mobile Library	11/23/2015 3:01 PM
45	I think library hours have already being cut far too much it is a vital hub for people in the village	11/23/2015 2:53 PM
46	All under one roof makes sense!	11/23/2015 2:52 PM
47	A lot of local people use this library and if it closed not everyone is able bodied to go to one somewhere else make cuts to a lesser provider service i sure there are some!	11/23/2015 2:49 PM
48	Fewer hours Council office should be more accessable No saving for the council. Maybe savings in option 1 will go towards the swimming pool	11/23/2015 2:46 PM

Albrighton library and customer service point

49	The future of the library will be safe if taken over by the Parish Council. Money will be saved, because everything will be centralized. The parish council will be more accessible and accountable	11/23/2015 2:44 PM
50	no long term plan	11/23/2015 2:40 PM
51	Reduced hours	11/23/2015 2:40 PM
52	Option 1 would be more likely for the library service to be retained and sustained The future of the library may be less secure under option 2	11/23/2015 2:39 PM
53	No savings to Albrighton PC Continuation of unsatisfactory council office in Red House Cant the garden space be better utilised	11/23/2015 2:37 PM
54	I dont think 16 hours a week is acceptable given the size of the community which it serves particulary as it provides much more than book lending	11/23/2015 2:32 PM
55	i feel it leave the library vulnerable to further cuts and even possible closure, which would be disastrous for the community	11/23/2015 2:31 PM
56	it offers a large reduction in service, further reductions may follow	11/23/2015 2:29 PM
57	not enough open hours	11/23/2015 2:27 PM
58	Preferred for Albrighton Parish Council to run it	11/23/2015 2:26 PM
59	I think the library will run better and have a more sympathetic hearing from local parish councillors	11/23/2015 2:25 PM
60	it seems to be best option 1 to protect the library service and for local parish council to oversee its development Too much of a reduction in opening hours which are already quite bitty and risk of further financial pressure/cuts	11/23/2015 2:23 PM
61	i prefer option 1	11/23/2015 2:23 PM
62	Reduced hours - not good - no difference for Shropshire Council saving	11/23/2015 2:16 PM
63	I think we should keep with option 1 The library is focal point for the community in Albrighton, not only for exceptional library service (book borrowing and DVDs) but very much for the children of the village with activities arranged during their holidays. Computer access is very much appreciated by those who don't have access to the internet PLEASE we need our library	11/23/2015 2:14 PM
64	The library would be open fewer hours therefore there would be less opportunity to visit NB - 2nd form submitted - TJ	11/23/2015 2:10 PM
65	Fewer available hours to visit	11/23/2015 2:08 PM
66	Concerns about reduction in opening hours and likey further cuts in the future	11/23/2015 2:05 PM
67	Think it is better for Albrighton Parish Council to move into a more prominent place and also retain current opening hours of library	11/23/2015 2:04 PM
68	This will enable the library to remain at the heart of the village and also with the parish office in (it should never have gone to the Red House - what a waste of money) it will hopefully encourage both facilities to be used more frequently For all the reason that option 1 is the best	11/23/2015 2:02 PM
69	we need the library open and accesible	11/23/2015 1:59 PM
70	The library will be open fewer hours than in option 1 This is not to do with the library, but could we have a pedestrian crossing in the High St and Station Road. The through traffic is very heavy in the High Street very fast	11/23/2015 1:57 PM
71	This option 2 would not be beneficial for the continuation of library facilities in the village	11/23/2015 1:52 PM
72	I consider the library to be of huge benefit to myself, the village and the nearby rural community. We've seen no significant investment for years under the control of the county council; I hope that transfer to the parish council will stop the steady decline in this valuable service.	11/21/2015 8:15 PM
73	Prefer Option 1 as I want the library to stay open for a similar amount of hours. I do not want the library hours to be reduced, as I feel this will be detrimental to the local community.	11/16/2015 4:57 PM
74	Option 1 has the nearly the same opening hours as before.	11/13/2015 2:17 PM
75	I prefer the library to remain open longer hours	11/12/2015 3:04 PM
76	We feel that the village of Albrighton would benefit most if the Parish Council ran the library as they would have the interests at heart and it makes sense to we the building for the Parish Council	11/12/2015 3:03 PM
77	the person ticked option 2 as well Please just keep the library open. I dont mind which option is taken or reduced opening hours	11/12/2015 2:52 PM

Albrighton library and customer service point

78	the person also ticked option 2 as well	11/12/2015 2:46 PM
79	To relocate council offices would seem better for the community, as it is visible and more easily located re access . ie no stairs or lifts	11/12/2015 2:45 PM
80	This would mean a considerable reduction in library hours with little security as to its future as well as the loss of a highly valued face-to-face customer service. Furthermore there would be no additional financial benefit for Albrighton Parish Council not sure that there are any alternatives	11/12/2015 2:44 PM
81	The person also ticked option 2	11/12/2015 2:38 PM
82	i would like acces to the same hours to enable my children to attend. This option does not also guarantee access to the library in the long term - its important for my family	11/12/2015 2:36 PM
83	Parish council office need to be more easily accessible than it is at present	11/12/2015 2:34 PM
84	option 2 with be a reduction of service with no benefit is saving to Albrighton Parish Council nor the local residents who use the facility: in long term it will be more costly to maintain.	11/12/2015 2:27 PM
85	This options offers a more sustainable solution which I hope will see the library to continue to be open for a similar number of hours each week long into the future.	11/11/2015 6:29 PM
86	Refurbishment and rebranding of the library to widen it's market would be brilliant. In my opinion, I could be a central point of focus for all young moms looking for clubs, activities and community interactions. I have tried but never found the library provides this. That's not to say we don't love the library and it's staff though, I just feel they could be more central to village life.	11/11/2015 6:28 PM
87	It would be a shame for the library to drastically reduce it's opening hours. This option seems to create the best outcome f everyone.	11/11/2015 2:05 PM
88	As the council will now be using part of the existing library for their own use, the space for books will be reduced. However, with a regular turnover, this should not be detrimental to borrowers. The up-side is that the library will be open longer than it would be under the alternative option (although not for as many hours as it is at present).	11/11/2015 9:39 AM
89	I feel this option gives the library a better chance of surviving in future.	11/8/2015 4:53 PM
90	Seems the obvious choice, saving money and maintaining the original opening hours.	11/6/2015 5:41 PM
91	Seems the obvious cost saving option. My only concern is that the standards of this excellent library ie staff, superb selection of books regularly updated and a quiet spacious environment are maintained.	11/6/2015 3:52 PM
92	I really like having the library in Albrighton it is a very valuable resource. Not all of us have free bus passes and time to travel to either Telford/Wolverhampton to use the larger libraries. For me it is a much loved and useful part of Albrighton as is the lady behind the Library desk! Option 1 appears to be 'the lesser of the two evils'.	11/5/2015 4:13 AM
93	The library is an essential part of the village community - losing just 2 hours opening time would be the best option. Incorporating the parish council into the premises would not cause a great deal of disruption.	11/4/2015 3:18 PM
94	I feel this would only be a temporary measure and would result in eventual closure	11/4/2015 3:12 PM
95	and i wish you good luck	11/4/2015 3:07 PM
96	Combining Parish Council office and library makes sense and with only slight reduction in opening hours were still keeping our valuable facility	11/4/2015 3:04 PM
97	1) the service to the village will be reduced with less opening hours 2) There us no guarantee that Shropshire Council service may at some point in the future propose further cuts or even close the Library	11/4/2015 3:02 PM
98	I don't agree with the reduction of hours	11/4/2015 2:56 PM
99	i prefer option no 1	11/4/2015 2:54 PM
100	in the present financial situation i do not consider option 2 the answer	11/4/2015 2:53 PM
101	option 2 seems to offer "less of the same" and arguably will lead to further decline of the library's pivotal community role in Albrighton. This pivotal role is clearly enhanced by adopting option 1	11/4/2015 2:50 PM
102	The need to cut expenditure is appreciated and the need for a library particularly in a rural area is paramount. The service is second to none provided by the existing staff and this hidden vein of information is a focal point of the village. There is a children's section which must be invaluable to moving population of Cosford There are plans to extend housing in the village which will increase its use. Older residents and local book groups appreciate its existence	11/3/2015 9:25 PM
103	The library is a valuable community resource, which I believe we are more likely to retain if management is transferred to the Parish Council.	11/3/2015 12:54 PM

Albrighton library and customer service point

104	I prefer option 1 modified as follows, and strongly oppose the shorter open hours option. I strongly support the extended use of Albrighton library to include an office for the Parish Clerk and meeting room for both Albrighton and Doninton Parish Councils. However, I am concerned that the Parish Councils do not have the HR expertise to directly employ a librarian, and would prefer this (HR function to be carried out by SC at the expense of the (LJC?) parish councils. Alternatively, it may be feasible to use a self-employed person to run the library day to day He/she would be required to operate within parameters set by the SC Library Service. In either case, the library and staff including volunteers would be overseen by a small team comprising Parish Councillors, and co-optees with library experience and/ or library users. This group would also be charged with finding new sources of income.	10/30/2015 10:50 AM
105	The more local the management of our library, the closer will be the interest in retaining and, as far as possible, enhancing it. I would add that siting the council office in the library would bring that facility more into the public eye as opposed to the small shop premises used in recent years and often unmanned as far as Shropshire Council is concerned.	10/30/2015 10:19 AM
106	Smaller reduction in opening hours and some financial saving in the Parish although the alterations may reduce book shelf space	10/27/2015 10:51 PM
107	I am happy to see the plans made to Albrighton Library open, both for my personal; use as a regular user, but also for the other residents - old and young - whom i see enjoying the range of facilities at the library	10/27/2015 6:40 PM
108	we feel will have more say in the running of the library if the council have the run of this service	10/27/2015 5:45 PM
109	I think options 1 provides a better opportunity to grow the services provided at the library site; under the management of the parish council they are more likely to understand the needs of the local community rather Shropshire Council ability to.	10/27/2015 4:00 PM
110	I am all in favour of more local control so it would make sense to transfer to a more locally consultative body. I am against any reduction in the existing service i.e a reduction in the opening hours	10/27/2015 2:16 PM
111	Any reduction in opening hours could be the "thin end of the wedge" and may well lead eventually to termination of the service	10/27/2015 12:50 PM
112	I feel that this option will prolong the life of the library, which provides an excellent service. I use the library regularly and cannot imagine Albrighton without it. I feel it is essential to the local community and wider area. I think it is an excellent idea to bring Albrighton council into the building. It will bring them more into the public eye and make them more accessible and accountable to the local community. Services will be centralized and therefore more efficient,	10/26/2015 6:41 PM
113	This option would appear to guarantee a more settled future for a library service in Albrighton.	10/25/2015 10:42 AM
114	Option 1 seems to be the safest solution with some guarantee of continuity. The idea of a central hub to include the parish council seems sensible. In many respects, Albrighton library is an information hub both formally and informally thanks Margaret Leech, our Mrs Library. I agree with the suggested decrease in hours, cutting the Friday late opening. Also a cut in some reference stock would make sense with Internet access but, obviously not the local studies section. The retention of inter library loans and out of area loans is a service that has been a boon in my researches and general reading and am pleased that this will continue. Although a wish for the status quo is what we would all prefer, option 1 does seem for the best.	10/23/2015 5:22 PM

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

APPENDIX 3

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 Albrighton Library and Customer Service Point

Aims of the service change and description
<p><i>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.</i></p> <p>The Library and Customer Service Point redesign proposes to provide a service that embraces different customer delivery models; through face to face contact, digitally and virtually, through individual interviews and conversations, 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.</p> <p>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 Albrighton Parish 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.</p> <p>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.</p> <p>In Albrighton the proposal is for the services to remain at the present location in Station Road, Albrighton and to transfer the day to day management of the services to Albrighton Parish 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 be reduced by 2: Friday evenings from 5.00pm – 7.00 where there is evidence that the service is very little used.</p> <p>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.</p>

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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 Albrighton Library, Customer Service Point and Parish Council services. The Library remains in the same physical location, providing the same services as its current operating model. Access to the Customer Service Point, on an assisted self-service basis, 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 village. 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 village, 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 and information.

Library services that will be retained in Albrighton 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

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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 volunteers to take books to them as part of our Home Library Service. This also applies to residents in care homes.

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

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 Albrighton Library building is good with single storey access and wide doorways for wheelchairs and pushchairs, automatic doors and disabled toilets.

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 Albrighton Library or cannot because of caring responsibilities.

In the proposal, Albrighton 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 previous Customer Service Point opening hours when it was in a different building) for local residents to access Shropshire Council services via a free-phone facility or to do their business on-line via a 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, assessment of Library and Customer Service Point usage data. The Council will also consider existing consultation and feedback from library users and communities.

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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.

Shropshire Libraries 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 Albrighton the catchment area for users is mainly from within the village of Albrighton but also has significant spread into the rural hinterland.

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 Albrighton Library. This was available online via the Shropshire Council website, and paper copies were available to complete within the library. The consultation ran from 23 October to 4 December 2015.

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 18 November from 5.00pm to 7.00pm
The neighbouring Parish Councils were notified.

The results have been collated and will be evaluated by Shropshire Council and Albrighton Parish 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)

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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 Albrighton Parish Council fulfil their obligations in the running of the Library and Customer Service Point. Albrighton Parish Council will ensure that data is collected to feed into the Library 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 Service and Customer Services.</p> <p>Customers will continue to be encouraged to make comments and give feedback about the service through Albrighton Parish Council and Shropshire Council's Comments and Complaints system.</p>

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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>		

