

The background features several stylized illustrations of books. In the top left, a teal book is shown at an angle. To its right, three books are standing upright, colored brown, orange, and red. On the left side, a stack of seven books is shown, with colors including brown, teal, orange, yellow, teal, brown, and orange. In the bottom left, an open book with white pages and a teal bookmark is visible. In the bottom right, three books are shown at an angle, colored teal, orange, and red. The text is centered on a yellow background.

Swindon Borough Council

Libraries Strategy

Diversity Impact

Assessment

November 2016

Introduction

Swindon Borough Council is considering how to develop a sustainable future for library services in the borough. The council has set out the level of funding which will be available for the service by 2020 and has led a process of engagement about the library service and its future delivery between February and April 2016, and consulted about a proposed libraries strategy during August and September 2016.

The council has considered the feedback from the engagement and consultation and has developed a library strategy which aims to balance the council's financial context with the statutory duty of providing a comprehensive and efficient service for everyone who lives, works and studies in the borough.

Next steps

Swindon Borough Council's Cabinet are due to consider the libraries strategy at their meeting of 7th December 2016. If the library strategy is approved, next steps would be to implement the delivery of the library strategy to 2020. This would involve implementing a core libraries model and working with ward councillors, parishes, partners, community groups and other stakeholders who might provide continued access to library services through development of community-led libraries. The libraries strategy and delivery model are set out in more detail later in the document.

Impact assessment

Central to the consultation and the engagement has been understanding how the proposed draft strategy would impact different groups and consideration of actions which could be taken to change these impacts and minimise negative impacts for users and communities.

The Libraries Strategy (outlined in more detail below) sets out the core library service provision which will be a comprehensive and efficient provision to meet the council's statutory requirements and provide a service for everyone who lives, works and studies in the borough.

A key principle of the library strategy is that it is an enabling model which supports users, communities and partners to develop supplementary community-led library services in their area, tailored to local needs.

The Council is also committed to enabling parishes, schools, and community-led provision to be self-managed, resourced and operated by local communities, partners and volunteers, as part of co-located offers in public and community buildings. Alongside the Council's core provision, ward councillors, communities, and local groups will be encouraged and supported to maintain and develop local community access to library and other community activities and services.

To support this, a range of measures and resources have been developed which the Council would use to support Members and community organisations who wish to maintain and develop local library services in their communities including the provision of advice, guidance, facilitation support and transitional funding that enables community-led provision to be established.

It is the core provision that will form the basis of this Diversity Impact Assessment and this document considers any adverse impacts this model may have on particular groups and actions which could be taken to change these impacts and minimise negative impacts for users and communities.

The needs of and impacts on different groups with protected characteristics under the Equality Act will be considered, as well as groups which are impacted because of their financial-economic status. Any supplementary or community-led services will not be considered in this DIA.

1. What is it about?

What is the proposal? What outcomes/benefits are you hoping to achieve?

Across the borough of Swindon, libraries are used by a range of people with different needs and characteristics to access a range of services and facilities. Swindon Borough Council currently operates 15 library branches, a mobile library, deposit collections in sheltered accommodation and residential homes, as well as a range of professional library services.

At its meeting of 10th February 2016 Swindon Borough Council's Cabinet considered a report that set out the demographic and financial context for the future of Swindon's Cultural Assets, Libraries and Community Services. That report described the context affecting the future of Swindon's Libraries, including a detailed needs assessment and the financial context that the service is operating in.

The council has then engaged and consulted to develop a Libraries Strategy for consideration by the Council's Cabinet on 7th December 2016. The Libraries Strategy and delivery model is set out here.

Library Strategy and Delivery Model

The Library Service strategy is to build communities through literacy and learning. By 2020, the service aims to be recognised nationally for the quality of its services, innovation in delivery, cost effectiveness and the outcomes it achieves for early years, for adult learners, for active citizens and for active ageing.

Core network

- Library Services will be directly delivered from a core network of 5 Libraries comprising Central, North Swindon, West Swindon Highworth and Park. The proposed core network of Libraries meet 84% of current Library users and 91% of Swindon's households are within 2 miles of a Library
- Opening hours of the core network of Libraries will be maintained or extended through the adoption of self-service technology that enables Libraries to be accessed at times when Libraries are unstaffed
- Staffed hours have been costed at 47.5hrs per week for the Central Library, and the equivalent of 15 hours per week at North, West, Highworth and Park. The distribution of those staffed hours will be determined based on the analysis of when services are most accessed, local priorities and efficient staffing requirements

Professional Library Services

- Core library services will be delivered by a core staff comprising professional Librarians and trained Library and Information staff, learning and outreach services, local studies, professional stock management and volunteer co-ordination
- Libraries staff will develop a hub of reading, information, digital, health and wellbeing, and learning offers that will continue to support valued services ranging from story and rhyme time, Read Ahead, summer Reading Challenge, reading for pleasure, books on prescription, free e-books and magazines, access to information, visitor Information services, provision of IT to support benefits applications, housing bids and job searches, free wi-fi, adult and community learning, cultural and heritage activities.
- The core Library service will include dedicated work to more effectively support literacy and learning in those communities with higher levels of deprivation, and lowest levels of education, skills and training.

The Library service will develop need-led, targeted literacy and learning programmes via repurposed learning and outreach services

Volunteering approach

The Council's provision would include dedicated resources to support the expansion of volunteering including dedicated volunteer roles in Libraries. Volunteer roles will be defined alongside the new staffing model, with recruitment and training and timed to support the implementation of the Libraries Strategy.

Enabling services for Community-led provision

The Council is committed to sustaining and developing a network of Library services in Swindon, and it is clear that with pressures on its resources, it cannot do it on its own. Achieving this requires a radically different delivery approach to that which exists today and depends on the active contribution of partners, local communities and volunteers. This will require change both in the Council's approach, and in the role of the users and communities that Libraries serve.

- The Council is committed to enabling community-led provision to be self-managed, resourced and operated by local communities, partners and volunteers, as part of co-located offers in public and community buildings.
- The Council will support community organisations who wish to sustain local libraries in their communities by providing transitional funding that supports the development community-led local arrangements

Council funding would not extend to maintaining book stock, building costs, public network IT, or paid staff in Libraries beyond the 5 Libraries proposed in this delivery model. Given the pressing need to reduce Library costs, it is envisaged that funded services will be withdrawn from all other Libraries with effect from 31st August 2017. This includes the mobile library service and the deposit collection, which are collections of books in residential homes and sheltered housing sheltered housing.

Users of the library service will be impacted by this model to varying degrees - the degree of impact and disadvantage depends on a range of factors including;

- Proximity to and ability to travel to an SBC core library
- Requirement for staff assistance to access different facilities and services such as books and resources, employment support and IT
- Ability to access alternative IT infrastructure, and skills to use IT infrastructure without staff support

The council has a duty to balance the financial constraints for the service as well as its statutory duties.

The statutory duties in relation to library services are summarised below.

Statutory duties

Public Libraries and Museums Act 1964

The library strategy takes in to account Swindon Borough Council's duties under the Public Libraries and Museums Act 1964 which details the Council as the Library Authority with the following duties;

General duty of library authorities.

- 1) It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof

- 2) Provided that although a library authority shall have power to make facilities for the borrowing of books and other materials available to any persons it shall not by virtue of this subsection be under a duty to make such facilities available to persons other than those whose residence or place of work is within the library area of the authority or who are undergoing full-time education within that area.
- 3) In fulfilling its duty under the preceding subsection, a library authority shall in particular have regard to the desirability—
 - a) of securing, by the keeping of adequate stocks, by arrangements with other library authorities, and by any other appropriate means, that facilities are available for the borrowing of, or reference to, books and other printed matter, and pictures, gramophone records, films and other materials, sufficient in number, range and quality to meet the general requirements and any special requirements both of adults and children; and
 - b) of encouraging both adults and children to make full use of the library service, and of providing advice as to its use and of making available such bibliographical and other information as may be required by persons using it; and
 - c) of securing, in relation to any matter concerning the functions both of the library authority as such and any other authority whose functions are exercisable within the library area, that there is full co-operation between the persons engaged in carrying out those functions.

Additional legislation

Swindon Borough Council will also need to be mindful of the following legislation:

- Race Relations (Amendment Act) (2000)
- Disability Discrimination Act (2005)
- Equality Act 2010
- The Equality Act 2010 is the most referenced of the above acts specifically Paragraph 149 which is detailed below:

149 Public sector equality duty.

- 1) A public authority must, in the exercise of its functions, have due regard to the need to—
 - a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
 - b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; .
 - c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. .
- 2) A person who is not a public authority but who exercises public functions must, in the exercise of those functions, have due regard to the matters mentioned in subsection (1). .
- 3) Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to
 - a) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic; .
 - b) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it; .
 - c) encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

- 4) The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.
- 5) Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to—
 - a) tackle prejudice, and
 - b) promote understanding.
- 6) Compliance with the duties in this section may involve treating some persons more favourably than others; but that is not to be taken as permitting conduct that would otherwise be prohibited by or under this Act.

The relevant protected characteristics are;

age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; sexual orientation; marital status.

Other Acts or legal obligations on top of those previously mentioned that are included in the DCMS guidance issued on the 16 December 2015 – Library as a statutory service are:

- o Best Value Duty 2011 guidance
- o Localism Acts 2011

Outcomes and benefits

In the context of the Council's Vision for Swindon, and its Priorities and Pledges, the Swindon's Library Service vision is:

To build communities through literacy and learning, to encourage a love of reading, and to provide access to information that inspires enjoyment and learning, and that increases health, wellbeing and economic participation. We will connect communities by providing welcoming spaces to meet, socialise and learn through a core network of Libraries, and support a wider network of community-led provision and resources.

By 2020, we aim for Swindon's Library services to be recognised nationally for the quality of its services, innovation in the way services are delivered, cost effectiveness and the outcomes it achieves for early years, for adult learners, for active citizens and for active ageing.

The Council is committed to sustaining and developing a network of Library services in Swindon, it is clear that with pressures on its resources, it cannot do it on its own. Achieving this requires a radically different delivery approach to that which exists today and depends on the active contribution of partners, communities and volunteers. This will require change both in the Council's approach, and in the role of the users and communities that Libraries serve.

The Libraries Strategy sets out how the Council proposes to work with Library users, communities, partners and all stakeholders to bring wide resources and contributions to the service, and collaboratively develop Library services over the months and years ahead.

Who's it for?

Under the Public Libraries and Museums Act 1964 the Library Authority must provide a comprehensive and efficient library service for everyone who lives, works and studies in the borough.

Therefore the Act details the extent of the target audience for the service. It must be noted that not all of the individuals that fall within the description in the 1964 Act are actually service users.

A Needs Assessment and profile of the users of the library service has been completed and the sections below look at the users and user groups of the Library Service in more detail.

Feedback has also been gathered through the engagement process in spring 2016 and the engagement feedback was used to develop the proposed draft strategy. The proposed draft Libraries Strategy was then consulted on during August and September 2016.

It should be noted that whilst both the engagement and particularly the consultation feedback provides important and useful insight and highlights key issues, the respondents are not a representative sample of library users, particularly across age ranges or across library sites. More detail about the potential impacts and mitigations highlighted through the feedback is discussed in each section below.

How will this proposal meet the equality duties?

The Libraries Strategy will meet the equality duties by consideration of the Needs Assessment in the development of the Libraries Strategy to provide a service as detailed in the 1964 Act whilst taking consideration of the funding envelope available for the service from Swindon Borough Council.

The core Library service will include dedicated work to more effectively support literacy and learning in those communities with higher levels of deprivation, and lowest levels of education, skills and training. The Library service will develop need-led, targeted literacy and learning programmes via repurposed learning and outreach services. These programmes will be developed in co-ordination with service users and partners and develop in ways that meet the needs of local communities

The implementation of the strategy will aim to advance equality of opportunity by consideration of specific interventions for individuals or groups impacted by the implementation of the strategy, and how best to provide the services they need from the library service or traditionally perceived as being delivered by the library service.

What are the barriers to meeting this potential?

The barriers to meeting this potential are:

- The perception of service users and stakeholder groups:
 - That a library service is only complete by a geographical spread of services provided by the Library Authority.
 - That no service user should have to travel further than a few miles to access a service provided by the Library Authority.
 - That library services or services / activity currently being delivered from libraries should all be delivered by Swindon Borough Council and not from other groups.
- That by changing service provision the perception is that there would be an adverse impact on one or more individuals or protected equality groups. Each protected equality group will be discussed later in this document.

2. Who is using the service?

What data/evidence do you have about who is or could be affected?

There are three main areas of data and evidence and each is discussed below.

Needs Assessment

Swindon Borough Council conducted a Needs Assessment 2015 which highlighted a range of information about current service delivery and current and future population characteristics and needs in the borough, as well as key characteristics about active borrowers in the library service.

The full Needs Assessment is attached for reference but key points particularly about the demographic structure of the borough include;

- The structure of Swindon's population is expected to change significantly over the coming years; with much greater growth in the older, than the younger populations.
- Swindon has eight Lower Super Output Areas (LSOAs or small areas) amongst the 10% most deprived small areas, nationally.
- Swindon's relative deprivation is most severe in the education, skills and training domain – in particular one LSOA in Penhill and Upper Stratton is amongst the 0.1% most deprived small areas in the country.

The Needs Assessment also highlighted that whilst there are some common themes across the borough, libraries are used by a range of different users and the characteristics of those users, the activities and usage patterns vary from library to library.

As well as being used for a wide variety of services, facilities and activities related to library and literacy outcomes, library spaces are also used by a wide variety of groups and SBC Services for formal or informal use. Limited information is known about visitors to libraries and the consultation will aim to gather feedback from those who visit libraries and access services and facilities but do not necessarily borrow items.

Engagement on emerging model – February-April 2016

The council led a process of engagement in spring 2016 based on an emerging model of library provision as a basis for discussion. The engagement and report of the survey findings provided additional data about library users, who have provided the majority of the feedback during the engagement process. As noted, this feedback is not from a representative sample of library users, but the 2,688 responses represent approximately 7.4% of library borrowers.

The full report of the engagement feedback accompanies this report for information, but key points from the feedback include the following insight about respondents;

- 94% of the respondents identify as being a library user
- There is a geographical spread of responses across the borough but concentrations of responses are especially marked in Highworth, and in Wroughton, while there are also high volumes of response from North Swindon and Covingham. In contrast, response is more patchy (but still present) from Penhill, Gorse Hill, Pinehurst, Walcot and Parks, and South Marston, and from Swindon town centre.
- Two thirds of respondents are aged 46 years of age or older – with a third of those taking part in the survey are aged 66 or over which are much higher proportions of these age groups than would be expected from the population of the borough.

- 25% of respondents noted a disability – proportionally higher than the 18% which would be expected from the borough population. This is reflective of the age profile of respondents being older, as older people are more likely to have a disability
- 66% of respondents are women - a disproportionate number of women compared to what would be expected from their presence in the population of the borough where the balance of women/men is 50/50.
- A large proportion of respondents have no children at home. Very few respondents are gay, lesbian or transgender; most are white, and speak English as a first language.

Consultation on proposed draft Libraries Strategy – 1st August -30th September 2016

The council used the feedback from the engagement to develop a proposed draft Libraries Strategy. The draft Libraries Strategy was then consulted on between 1st August and 30th September 2016.

A summary of the consultation activities and events, and a summary of the feedback gathered accompanies this report and provides additional information and preferences data about library users, who again provided the majority of the feedback during the process.

Similar to the engagement, feedback from the consultation is not from a representative sample of library users, but the 1,632 responses represent approximately 4.5% of active library borrowers. There are some similarities between the respondent groups in the engagement and consultation surveys, but the information gathered in each survey is different. The consultation survey questions were based around the draft proposed Libraries Strategy and asked respondents more specific and detailed questions about what the impact of the strategy would be for them, and also sought to understand any possible mitigations.

Feedback from the consultation has provided some key areas of information about respondents, who clearly had taken time and trouble to provide considered and thoughtful responses. The feedback does not represent the views of a fully representative sample of library users and the characteristics of respondents are summarised in the accompanying report. Further information is available in the accompanying report, but key data gathered from the consultation in 2016 includes;

- The response is dominated by library users; only a small number of people who do not use libraries have taken part in the survey.
- Although there are respondents from all age-groups, there is a disproportionate response from older age-groups particularly among younger retired people, who are more than twice as likely to be a consultation respondent compared to the local population.
- A third of respondents are male, while two-thirds are female, compared to the even split between males and females in the adult population of the Borough. A small number of transgender people have identified as such in the survey, less than 1% overall; no data exists to assess how representative this proportion may be of the wider population.
- The response is heavily concentrated in the white population of the Borough; nineteen of out twenty responses come from this part of the community. Other ethnicities are represented, although proportionately fewer than might have been expected from their presence in the local population.
- One in three respondents identifies themselves as having some form of disability. This is a significantly higher than would be expected from the local population, but this is certainly influenced to some extent by the age profile of respondents, as older people are more likely to be experiencing disability.
- The overwhelming majority of respondents are heterosexual in terms of their sexual identity; 97%. Whilst there are no national data that would allow a precise assessment of the representativeness

of this result, there is a strong suggestion that gay, lesbian and bisexual people are a relatively low proportion of the response to this survey compared to their presence in their population.

- Over half of all respondents to the survey have some religious affiliation, though it is clear that this is stronger for some than for others. The largest single group among these are in Christian denominations, who account for 53% of all respondents. There are adherents of other religions in the response, but their numbers are very small. Over two-fifths of people claim no religious affiliation at all.
- The vast majority of respondents have English as their main language. Among the very small proportion whose main language is not English, there are around 35 different main languages, indicating an enormous degree of diversity.
- Less than half the respondents to the survey are working in some form; the proportions who work full-time exceed those who work part-time, with a small group of self-employed people making this group add up to 45% of respondents. Almost all the remainder are retired people, who account for an almost equal proportion of the response.
- Just under three-quarters of the households represented in the survey have no children living at home, with just over a quarter where children are present. Two in five of those households with children have under-fives at home, and a similar, slightly higher, proportion have children of primary school age. One in five of those households that have children in them include one or more teenagers.
- There is a particular concentration of response from the Wroughton area and from the south of the urban area, as well as from Highworth; response is more patchy from areas such as Penhill, Pinehurst and Gorse Hill. Response from eastern Swindon is also high. There is a significant interest in the survey from users of Wroughton, Park and Covingham libraries in particular.
- Three quarters of respondents have access to a car, and two thirds have a bus stop within easy walking distance. One in three has a concessionary bus pass. Around 5% of respondents has none of these.
- Those who use the non-core libraries tend to visit more frequently than those who regularly use one of the proposed core libraries. Three quarters of those using a non-core library visit at least monthly, but only half of those who use the North or West libraries do so. Highworth has a large group of regular users, who tend to be concentrated at the older end of the age-range. A third of those who use non-core libraries regularly are also monthly visitors to the Central library, and small proportions of those who use the non-core libraries also patronise the North or West libraries, but very few use Highworth, which thus caters primarily for a localised catchment.
- Four out of five respondents choose a library close to home as their first choice; one in eight choose one close to a workplace. But two in five say there are other reasons for choosing their preferred library, and their responses suggest that these include issues relating to opening hours, stock, staff, and convenience in relation to other activities. Over half of all library visits are made on foot, with a third made by car.
- A quarter of people say the proposed changes will make no difference to their use of the library service. One in seven says they will change libraries, with Central the most likely choice. One in five intends to stop using the service if the changes go ahead. A third of all respondents don't know what course of action they will take.

Feedback from the consultation is discussed in more detail below.

3. How can you involve your customers in developing the proposal?

Engagement

Between February and April 2016, the council led an engagement process which looked at creating a sustainable service model for libraries in the borough. The engagement has provided important views and insights from the respondents, 94% of whom are library users.

The engagement feedback about the emerging model was crucial to developing and formulating a proposed draft Libraries Strategy.

Consultation

Between 1st August and 30th September the council consulted on the proposed draft Libraries Strategy. A summary of the consultation activities and events is attached and included targeted information and requests for feedback to various groups detailed later in this document who may be impacted by changes to the service model, including schools, pre-schools, user groups of libraries and various representative groups or individuals with characteristics of an equality protected group.

The feedback from the consultation has been used to inform the development and refinement of the Libraries Strategy, as well as highlighting impacts and mitigations which could be considered to support all library users to access services in the model set out in the strategy.

Who is missing? Do you need to fill any gaps in your data?

From the data incorporated in to the Needs Assessment the following areas have been identified as areas where data about library users may not be complete or is difficult to interrogate:

- The ethnicity field in the user database is not usable /reliable as this field has not been completed for most of the service user records
- The disability field in the user database is complete for some users so can be used to indicate mobility impaired users who rely on the service – but it's not a whole picture of disability across all users.
- There is no data held in the user database on Religion, Marriage / Civil partnership, Gay, Lesbian, Bi-sexual or Transgender.

Information is also limited about IT users and whilst the numbers of visits to each library is monitored, the numbers of individual people who are visiting libraries cannot be tracked. For example, visitors to a library could be borrowing items or they could be visiting for other library events and activities.

It is recognised that there are gaps in the information across the library user database held on some of the Protected Equality Groups, where the information is either not held in the database or is not in a reliable format to be of use. The groups specifically identified under this are:

- Disability (this covers all types of disability i.e. mental ill health, learning difficulties, sensory loss etc.).
- Sexual orientation
- Transgender
- Race
- Religion

The consultation on the proposed draft strategy specifically sought to engage and consult with users and non-users of the service from these protected equality groups, to explore the impacts of the proposed strategy and any mitigation measures which could be considered and explored. The consultation summary (attached) sets out the key activities and events where consultation feedback was gathered and incorporated specific information being sought from groups with protected characteristics.

The consultation feedback shows that the characteristics of the respondents are not directly comparable to the local population e.g. there are more older residents in the response than would be predicted from their presence in the general Swindon population.

There are also some groups of users who are not highly represented in the consultation feedback compared to the prevalence of groups with these characteristics in the general Swindon population.

Anecdotal information shows that a range of groups are likely to use libraries for a range of purposes, including informally for socialising, events or activities, and so some assumptions (using research where possible) will be made about potential impacts for these users and proposed mitigations.

4. What are the impacts?

a) Does the proposal create an adverse impact which may affect some groups or individuals? Is it clear what this is? How can this be mitigated or justified?

The Libraries Needs Assessment data highlights the information which is known about library users, and alongside the feedback from the engagement and consultation feedback which provides additional insight about users of particular age groups and users of particular library sites.

Whilst the impact for each and every user of the libraries service cannot be assessed, there are key groups who may be particularly impacted by the strategy which will be considered here. The exact and detailed impact for every user will be led by personal circumstance but some inferences and questions for further analysis can be drawn from what data and knowledge we do have. Where information or data is unknown about users or user groups, this is noted below.

There are multiple permutations of travel routes and approaches to access the libraries in the core model. Initial analysis (through Swindon Travel Choices website) of the travel times by public transport from different parts of the borough show that almost all communities can reach one of the 5 proposed core libraries within 30 minutes. However, travel time by public transport will be variable depending on a range of factors including time of day, the distance and walking/independent travel speeds users will have to bus stops, from their house or place of work for example, as well as the variety of different bus routes which can be taken.

SBC is in the process of procuring technology to enable access outside of staffed hours. Detail of the solution and the policies and procedures to support its use are unknown at this stage. The extent of any impacts is unknown and will depend on the implementation of the technology enabled access but some assumptions have been made about groups this might impact. Impacts are more likely in relation to; Age – children, young people, students and older people; disability, people, sex - women, LGBT, race, some ethnic groups based on general knowledge on access to cars and car use, as well as those on lower incomes.

To support the implementation of technology to enable access to core libraries beyond staffed hours, the Council will develop and implement appropriate policies, procedures and training to enable safe and inclusive access. Those groups where a likely impact has been identified will be particularly considered when developing policies and procedures to support the implementation of this area of the strategy.

b) Impacts on equality groups

Key groups where potential adverse impact of the library strategy has been identified are outlined below. Measures to reduce the impact for these users and mitigate any negative effects are set out in the next section.

Age

There are several groups who use libraries who may be impacted by the library strategy as a result of their age – particularly children in nursery/pre-school or school, students and older people.

Children and young people

It is recognised that young people and schools regularly use library services with books classified as children's books making up 42% of book loans (Fiction - 36.3%, Non-fiction – 5.7%) based on CIPFA (Chartered Institute of Public Finance and Accountancy) statistics comparative profile 2013/14 Actuals and 2014/15 Estimates. There are also several libraries that are used by schools or pre-schools. Some children's groups regularly attend the library and others attend events such as storytime and other libraries host class visits at both pre-school and primary school level.

Respondents to the consultation who have children at home show a marked difference to those without children at home in their usage of libraries as a third of respondents with children visit a non-core library at least once a week, and three in five (61%) visit at least once a month. People with children are also much more likely to spread their visits across more than one library location.

When asked what action they might take if the draft proposed strategy was implemented, consultation respondents with children are more likely than those without children for the implementation of the strategy to make a difference to their usage of libraries. Respondents with children are more likely to stop using the service, than those without children, but a large percentage of those with children (36%) do not know what they will do if the strategy is implemented.

Students

Feedback received identifies a number of students who use library facilities to study. It is worth noting that we believe there may be an impact on students, in particular any restrictions to access which may be implemented during unstaffed hours for safeguarding reasons. The potential impacts for students will be considered during the development of policies and procedures to support the implementation of this part of the strategy.

Older people

There is an ageing population in the Borough of Swindon which will bring with it issues related with older age i.e. mobility issues, sensory loss and possible social isolation.

Consultation respondents are from all age-groups, but there is a disproportionate response from older age-groups particularly among younger retired people, who are more than twice as likely to be a consultation respondent compared to the local population.

The feedback also shows that high proportions in all age groups use the library closest to home and particularly over 75s in the survey use a non-core library either exclusively or more frequently than they visit any other library. Due to the local nature of the services, it is also thought that older people are also more likely to be impacted particularly by the implications for the mobile library service and the deposit collections to residential homes and sheltered accommodation.

When asked how they would be impacted if the proposals were to be implemented, a third of over 55s (31%) say they don't know yet how they will react i.e. if they would switch to another library or stop using the service.

Consultation feedback raised concerns relating to the potential for social isolation impacts of the implementation of the Libraries Strategy which we believe may be an indirect adverse impact for older people.

Age - Accessibility - Travel time and affordability

The libraries which will form the core model as set out in the library strategy are the most popular and well used libraries, but this may result in increasing travel time and therefore accessibility to the library service for both ends of the age spectrum.

Increased time and travel distance would impact children and young adults who may not be able to travel further unaccompanied, and who may not be able to afford alternative travel e.g. public transport.

From the consultation feedback, a quarter of respondents (25%) use a non-core library either exclusively or more frequently than they visit any other library, including over 75s, and more people with children at home than not. Users with children show a greater predisposition towards walking, and using a library close to their home is more favoured by respondents with children at home than without.

There are practical considerations such as carrying books which may mean older people are more likely to visit a library more frequently, which would further exacerbate any impacts of increased travel time, and the ability of a user to access a bus stop is another practical consideration. The cost of travel would impact the young retired who would not be eligible for a bus pass, and older people would also be impacted by increased travel time and distance, particularly those who may not be able to travel further unaccompanied, and who may not be able to afford alternative travel e.g. public transport.

Feedback from the engagement and consultation noted that accessible routes to central library in particular were felt to be difficult for some users. Of the consultation respondents, bus travel is more common among over 60s, and a little over half of over 55s (52%) walk.

When asked if they have access to a private car, either as a driver or passenger, a concessionary bus pass, or have a bus stop within convenient walking distance (as defined by the person completing the questionnaire), relatively few people aged 66-75 had none of these means of transport available to them.

Age - Accessibility – opening hours

Both older and younger users may be impacted by the changes to hours of opening in core libraries as set out in the Libraries Strategy. The consultation feedback has shown that there are relatively few differences in the preferences expressed by different age groups for when library services would be most accessible to meet their needs. Respondents express a degree of flexibility, but also indicate complex permutations where different times of the week are included or excluded according to other commitments and availabilities.

Older people may be less comfortable and confident using technology to access libraries outside of staffed hours. Whilst self-serve technology has been installed in Swindon's libraries for a number of years, it is also likely that older people may well have been supported by staff to issue and return books and so may be less confident in using this facility.

SBC is in the process of procuring technology to enable access outside of staffed hours. Detail of the solution or the policies and procedures to support its use are unknown at this stage, but it is likely that young people under a certain age who are unaccompanied will be unable to access a library during unstaffed hours. The extent of this impact is unknown and will depend on the implementation policies and procedures of the technology enabled access, but the Council will develop and implement appropriate policies, procedures and training to enable safe and inclusive access.

Age - Accessibility – IT

The engagement feedback highlighted that older people are less likely to use IT to access library services online or to use IT access within libraries.

This is supported by research which shows that age is the biggest predictor of not using the Internet in the United Kingdom (UK). In 2011, only 33% of those aged 65 years and older used the Internet compared to 99% of those aged 14 to 17. The barriers to Internet uptake include attitudes towards technology, limited experience, lack of physical access, confidence or self-efficacy, knowledge, and social help¹.

However, other studies have shown that older adults are the fastest growing population of online users the world over². Other studies highlight encouraging data regarding the rate of Internet adoption among those over fifty in particular but raise questions regarding the effectiveness of use and online searching for example³ which could be affected by the changes to staffed hours of libraries.

Age – summary

Consequently we believe that implementing the Libraries Strategy may create an adverse impact on the basis of age for children and young adults, for students and for older library users, and mitigation measures to minimise these impacts are outlined in the next section.

Disability

It is felt that the data held about library users is not sufficiently robust to understand the extent of the service users that consider they have a disability. Whilst the engagement and consultation feedback is not from a representative sample of users, a high proportion of respondents noted a disability, sometimes more than one, which provides useful insight in the impacts which users felt would be faced as a result of a disability.

Key points from the consultation feedback relating to disability include;

- The proportion of people with disabilities is higher than would be expected from the general population data, but this is certainly influenced to some extent by the age profile of respondents, as older people are more likely to be experiencing disability.
- Several respondents to the consultation feedback noted more than one area of disability or impairment.
- The most common aspect of disability among respondents is a physical disability, which affects around a third of those who declare themselves as disabled. Just under a third report long-term health problems (which include diabetes), while a quarter have hearing issues and one in six experience mental health challenges. One in seven are visually limited, and respondents also include smaller numbers of people with dyslexia, or with learning difficulties.
- A quarter of those who report a disability say that their disability has a substantial impact on their use of the library
- A further two in five of those who report a disability find their use of the library limited to some extent by the nature of their disability.

¹ Choudrie J, Ghinea G, Songonuga VN. Silver surfers, e-government and the digital divide: An exploratory study of UK local authority websites and older citizens. *Interact Comput.* 2013;25(6):417–442. From <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC4468603/#ref3>

² Olson et al. *Ageing International*, 36(1), 123–145, [2011](#)

³ Hernandez-Encuentra et al. *Educational Gerontology*, 35(3), 226–245, [2009](#)

Responses later in the survey indicate that several people have mobility limitations that may affect their capacity to walk even moderate distances, or to access public transport; others require parking spaces that are nearby to their destination, or level access. Disability may also limit people's capacity to carry items, to stand, to find items without assistance, or to use issuing and return technology. In some cases, these people are confined largely to their own homes and are dependent on services that come to them.

The percentage of consultation respondents with a disability who say they will stop using the service is 21%, in line with the 21% of all consultation respondents who say they will stop using the service.

It is also important to note that respondents are affected in different ways by their disability and whilst in the consultation feedback there is a high proportion of respondents who report disabilities, a third of this group say that their disability has no impact at all on their use of the library service.

Disability - Accessibility – travel and affordability

The library sites which will form the SBC core library model are the most popular and well used libraries, but this may result in increasing travel time and therefore accessibility to the library service for those with a disability.

Increased travel time and distance would impact those with a disability both in terms of accessibility and for those who are unable to travel further unaccompanied or afford alternative travel e.g. public transport, as well as the ability to access bus stops.

Consultation feedback noted that users with disabilities are more likely to use public transport, with the bus service the most important method.

Disability - Accessibility – opening hours

Users with a disability may be impacted by the changes to hours of opening in the Libraries Strategy and delivery model. Some users may only be able to access services and facilities with support from staff e.g. accessing stock from higher shelves, as well as users ability to access services outside of staffed hours. Disabled users are more likely to face an impact from the changes to staffed hours for example, in terms of accessibility to physical things such as stock on high shelves.

Disabled users may also be impacted by the loss of a local, safe, neutral space. Even where a core library continues to be available, it is likely that a staff presence in a library would support and enhance its perception as a safe and neutral space.

The consultation feedback shows that a lower proportion of people with a disability specified a preferred day or time for accessing the library services than in the overall result. Respondents with disabilities are generally less likely to make occasional visits to any library.

Disability - Accessibility – IT

Disabled users are more likely to face an impact from the changes to staffed hours for example and the use of technology to access libraries outside of staffed hours, as well as staff support and skills training e.g. IT skills development.

As well as being more likely to have no qualifications, disabled people were less likely to have participated in learning activities and to have accessed the internet. Research from 2013 shows⁴;

⁴ <http://equalityhumanrights.com/IsBritainFairer> 2016. Page 30. Figures are provided from the ONS Opinions and Lifestyle survey (accessed 29-06-2016)

- Disabled people were less likely to have participated in other formal or informal learning activities in the last three months (21.8% compared with 37.4% of non-disabled people in Great Britain as a whole in 2013).
- Disabled people were less likely than non-disabled people to have accessed the internet within the past three months in 2013. In England and Scotland, over 60% of disabled people had accessed the internet by this measure, compared with almost 90% of non-disabled people.

Disability is one of the key indicators for living in poverty – with estimates of 40% of disabled children living in poverty and a third of disabled adults living in poverty⁵ which shows disabled users may be less likely to afford their own IT infrastructure.

Apart from the engagement and consultation feedback, there is limited information on how users with a physical disability interact with and access the library service. It is likely that the library strategy will create an impact for service users with a physical disability.

The Needs Assessment identifies that Swindon has high incidents of mental ill health. There is limited information about how customers with mental ill health access the library service. It is likely that the library strategy will create an impact for service users with a mental ill health condition.

There is limited information about how customers with learning disabilities access the library service. It is likely that the library strategy will create an impact for service users with learning disabilities.

There is limited information about how customers with visual impairment access the library service other than the number of loans for large print stock detailed earlier in this document. However we do know from information supplied by Royal National Institute of Blind People that there are an estimated 5,300 people living in Swindon with sight loss; of this there is a total of 620 with severe sight loss. It is likely that the library strategy will create an impact for these service users.

Disability – summary

Consequently we believe that implementing the Libraries Strategy may create an adverse impact on the basis of disability, including physical disability, mental ill health, learning disabilities and visual impairment, and mitigation measures to minimise these impacts are outlined in the next section.

Sex

Although no data is held on gender of library users, the engagement and consultation results have indicated a higher proportion of female respondents to the surveys.

Consultation feedback has highlighted that female survey respondents are more likely than male respondents to walk to the library closest to their home, and this is also more likely for those people who have children at home, and the feedback also female respondents are more frequent users of the non-core libraries.

When asked how the implementation of the proposed strategy might impact them, a smaller proportion of women than men note that the strategy will make no difference to their library usage, although a higher proportion of women to men say that they plan to switch library. 22% of female respondents say they will stop using the library compared to 17% of men.

⁵ <http://www.disabilityrightsuk.org/news/2013/june/risk-major-disability-poverty-rise> accessed 29-06-16

Consequently we believe there may be an adverse impact on the basis of sex, because those with childcare responsibilities, disproportionately women, are likely to be impacted by the implementation of the Libraries Strategy and mitigations to minimise these impacts are set out in more detail below.

Maternity/Pregnancy – We believe that implementing the Libraries Strategy may create an adverse impact on the basis of travel time and distance to and from SBC core library provision especially in the later stages of their pregnancy and with new borns/small children under the library strategy and mitigation measures against these impacts are outlined in the next section.

Race – In the library user database information about race is not complete and the engagement feedback shows non-white respondents are proportionately fewer than might have been expected from their presence in the local population, so there is limited information about how customers with different backgrounds, cultures and languages access the library service.

Feedback received identifies a number of refugees/new migrants who use libraries, particularly in relation to IT. There may also be some specific impacts for occasional users such as Traveller communities who seasonally access some library branches, in particular West Swindon.

Users whose first language is not English may be impacted by the implementation of the Libraries Strategy. Specialist stock and material collections will be available at Central library and local collections would be provided in other core libraries if there are local communities requesting specific materials e.g. in particular languages or formats and there is a proven need. The adverse impact may occur through the implementation of the reservation charge as users will be less likely to find an alternative suitable item in their local core library.

Consequently we believe that implementing the Libraries Strategy may create an adverse impact on the basis of race and mitigation measures to minimise these impacts are outlined in the next section.

Sexual Orientation - Swindon Borough Council at present do not believe there is any adverse impact under the draft proposed library strategy to service users due to Sexual Orientation because we are maintaining the current LGBT stock provision

Transgender – Swindon Borough Council at present do not believe there is any adverse impact to service users due to transgender under the draft proposed library strategy as the current LGBT stock provision is proposed to be maintained.

Marriage/Civil partnership - Swindon Borough Council at present do not believe there is any adverse impact under the draft proposed library strategy to service users due to marriage or civil partnership.

Religion/Belief - Swindon Borough Council at present do not believe there is any adverse impact to service users due to religion and or belief under the draft proposed library strategy as it currently holds relevant stock on a range of religions and a range of language stock provision.

c) Other equality groups to be considered

In addition to the core protected characteristics set out in the Equality Act, there a number of groups Swindon Borough Council policy has extended to include in the Diversity Impact Assessment Process. The potential impact of the Libraries Strategy for these groups is considered below.

Homelessness - Swindon Borough Council at present do not believe there is any adverse impact to service users due to homelessness under the library strategy as users without a permanent/home address will continue to be able to access library services, and the council will develop and implement appropriate policies and procedures to support and enable the most appropriate and inclusive access for library users outside of staffed hours.

Political view - Swindon Borough Council at present do not believe there is any adverse impact to service users due to political under the library strategy as libraries will remain neutral and independent spaces and no political or politically campaigning events will be held in libraries.

Financial Economic Status - The impact related to Financial Economic Status as part of the library strategy is in relation to the cost of travelling to a core library from other areas of the Borough. Groups particularly impacted by this include single parents, disabled, and both older and younger people who may be less likely to have access to independent transport, and any cost impact to that group. This impact would be further exacerbated for users who need staff support to access services and facilities and who may be limited by the times of this support available in the proposed strategy.

Other groups who will be particularly impacted because of financial economic status are job seekers and those who are working but on low incomes and are either job searching or are unable to access IT infrastructure in other ways.

Consequently we believe that implementing the library strategy may create an adverse impact on the basis of financial economic status, and mitigation measures to minimise these impacts are outlined in the next section.

d) Other Library user groups impacted

During the consultation, both through the survey feedback and through work with specific equalities representative groups, a number of specific library user groups have been identified as being impacted by the Libraries Strategy. These groups are;

Carers – We believe there may be impact for carers who use libraries either alone or with the cared for person, particularly because of potential increased travel time and distance of a core library.

Whilst carers can be coping with a range of circumstances, they may have less flexibility on when they are able to travel to a library, either to access staff support and training or for social activities in libraries.

This impact will be particularly exacerbated if the travel distance to a core library cannot be accommodated within the timescale of a respite break for the carer. There is the possibility of additional exacerbation of these impacts for young carers depending on the policies which are put in place to support technology enabled access outside of staffed hours.

Consequently we believe that implementing the Libraries Strategy may create an adverse impact on the basis of being a carer, and mitigation measures to minimise these impacts are outlined in the next section.

Borrowers using a single site

Further analysis of the data from the Needs Assessment has shown that whilst the majority of borrowers do use one or more sites (whether regularly or occasionally), there are a group of users who only borrow from a single site.

Users who access only core libraries will be impacted through the changes to staff hours and the extent of impact will depend on their ability to access library services outside of staffed hours.

Users of non-core libraries, including the mobile library who only access one non-core site will likely be impacted by greater travel time and distances to access a core library. These users account for 10% of the borrowers across the whole service.

This will particularly be the case at libraries where the age profile of users is older, and where average distance travelled is low, as well as at libraries where the age profile of users is younger, and where average distance travelled is low – implying that it is a very local community accessing the service.

It is not known which users are dedicated to borrowing from or using a single site and so would be impacted by the library strategy, or to what extent they would be impacted. This does not mean that users are necessarily unable to access other libraries or provision in other locations, but it does demonstrate the likely convenience of the library currently used.

This is shown through the consultation responses as then asked how they would respond if the proposed strategy was implemented, 21% of respondents said they would stop using the service, and 32% didn't know how they would respond. In the following question, only 9% say they will use none of the core libraries on offer, and just 6% are undecided.

Whilst a number of consultation respondents clearly have some flexibility in their ability to respond to the Libraries Strategy, there will be a number of users of non-core libraries who will not want to or who will not be able to access a core library.

Consequently we believe that implementing the Libraries Strategy may create an adverse impact on the basis of borrowers using a single site, and mitigation measures to minimise these impacts are outlined in the next section.

Borrowers using a single site - Mobile library

Similar to the impacts likely for users of single non-core library sites, we believe there may be an adverse impact for users who currently only use the mobile library.

The mobile library is currently accessed by a very small number of borrowers. Almost 48% of users who borrow from the mobile use no other libraries, with the other 52% accessing the mobile library as well as using other libraries.

Consequently we believe that implementing the Libraries Strategy may create an adverse impact on the basis of borrowers who only use the mobile library, and mitigation measures to minimise these impacts are outlined in the next section.

Deprivation – access to IT infrastructure and skills and training

The library strategy incorporates core services which will include dedicated work to more effectively support literacy and learning in those communities with higher levels of deprivation, and lowest levels of education, skills and training.

The Library service will develop need-led, targeted literacy and learning programmes via repurposed learning and outreach services. These programmes will be developed in co-ordination with service users and partners and develop in ways that meet the needs of local communities

As highlighted in the Needs Assessment data, IT connections in libraries are well used. The engagement feedback has highlighted that library computers and internet access are used for a range of purposes but that use for filling or job searching is much more limited – but likely important for the 15% of respondents who use the PCs regularly for this purpose.

The importance of access to IT infrastructure is likely to increase in the future as the roll out of Universal Credit to a much wider audience in 2016 mean that many more people need to process their applications online. Whilst claimants who meet certain criteria are eligible for 1:1 training and support from specially trained libraries staff, funded by the Department of Work and Pensions, there are other users who often ask for library staff support during general opening hours.

Consequently we believe that implementing the library strategy may create an adverse impact on the basis of those with limited access to IT infrastructure, and with low IT skills, particularly if the user has one of the other characteristics outlined above, and the subsequent potential impacts. there may also be an adverse impact for users in relation to high levels of deprivation and access to IT infrastructure and skills and training and mitigation measures to minimise these impacts are outlined in the next section.

5. What can be done to change this impact?

Below consideration is shown to the possible impacts on service users in the Equality Groups and other users who may be adversely impacted by the draft proposed library strategy, and outlines some general and specific mitigation measures to minimise these impacts.

Libraries Strategy - DIA mitigations action plan

Area of the service	Core services and activities
Core service provision	<ul style="list-style-type: none"> • The core delivery sites are the most used libraries in the borough of Central, North, West, Highworth and Park libraries are the most well used libraries in the borough, used by 77% of active borrowers each year, a total of 30,125 borrowers. • Core libraries are within 2 miles radius of 84% of active borrowers and 91% of households in the borough • Provision of literacy development for children and adults - Summer Reading Challenge and Read Ahead (adults literacy programme) and continued support for Reading Well – health and wellbeing materials available in all libraries • Services, stock and materials available in different formats and languages to meet the needs of the whole range of service users, including provision and promotion of specific services, stock and materials for different groups, including specific materials • Specialist stock and material collections will be available at Central library and local collections would be provided in other core libraries if there are local communities requesting specific materials e.g. in particular languages or formats. and there is a proven need • Online access to library service website with information and access to stock and materials including library catalogue, ebooks, magazines, research tools etc. • Scheduling of staffed hours will consider user needs to provide the greatest possible access to libraries • IT focused skills and development will be available from the core library network providing training courses, and skills support. • Good public transport accessibility for core library sites • Located with other facilities so users are able to combine visits to libraries with other activities, minimising journeys required • Access statement for each library – statement to be available in libraries and promoted to non-core libraries during transition – including map of accessible travel routes including walking and cycling routes, bus networks, bus maps and stops, signposting to nearest accessible facilities including toilets, parking spaces etc. • Promotion of community transport routes and mechanisms
Outreach	<ul style="list-style-type: none"> • Targeted outreach provision to support literacy and learning focus on communities and users with highest levels of deprivation and lowest levels of skills, education and training • Literacy and learning programmes will be promoted to library users and where possible, hosted in core libraries

Area of the service	Core services and activities
Home Library Service and housebound services	<ul style="list-style-type: none"> • Home library service to continue and expand – supporting people in their homes through working with volunteers. Review uptake of the service (likely to increase) and monitor to ensure that the service is best supporting its users • Home library service to also extend to residential and sheltered accommodation for individuals who are unable to get a library • Support home library volunteers to respond to the specific needs and interests of home library users, building knowledge and information. • Creation of a carers ticket providing concessions to carers • Continuation of housebound ticket to support users who are housebound and enabling others to collect books on their behalf
Unstaffed hours in core libraries	<ul style="list-style-type: none"> • To support the implementation of technology to enable staff access beyond staffed hours, the Council will develop and implement appropriate policies, procedures and training to enable safe and inclusive access. • The Council is learning from examples elsewhere as well as working with potential suppliers to ensure appropriate policies and safety considerations are met. This could include for example safe and appropriate health and safety and fire evacuation policies and procedures, and child protection policies. • Ideas to support and complement the technological solutions would include opportunities like induction for members to unstaffed opening hours processes and procedures, and possibly trained volunteer support particularly for older people and disabled people who may be less confident using technology enabled access to library buildings. • Users have noted that for unstaffed hours, clear information about available volunteers or events and activities in library spaces could help the spaces to feel more welcoming so a schedule of events and activities could be promoted to all users. • Particular work will be undertaken to develop ways for children and young people to access library spaces or other appropriate study spaces outside of staffed hours e.g. through volunteer support, or through partnership working.
	<p>Support for library users during the transition to the core/non-core model</p> <ul style="list-style-type: none"> • Promotion of access statements for core libraries to users of non-core libraries • Promote home library service • Promote social activities and events around non-core libraries

In response to the issues identified in the Diversity Impact Assessment, some specific mitigations are set out below. It is noted that these mitigations are generalised to provide broad rather than individual mitigations

Group	Core services and activities provided for these groups and mitigations / justifications
Age - Children and young people	<ul style="list-style-type: none"> • Literacy and learning development to continue • Story time in core libraries could be through volunteers – training and support programme for volunteers • Continuation of policy for Under 5s to be exempt from paying fines to support literacy and learning • Promotion of core library activities and events to health visitors and family nurses – enable signposting to facilities and services • Transport to core libraries – access statement to include cycle routes and cycle racks to support unaccompanied travel to libraries during staffed hours • Scheduling of staffed hours will consider user needs to provide the greatest possible access to libraries e.g. after school for children and young people • Unstaffed opening hours policy –appropriate safeguarding policies will be put in place for children and young people for both staffed and unstaffed hours. • Targeted outreach – Summer Reading Challenge take-up promoted in schools and monitored to ensure all schools and children are supported to access literacy development • Development of a traded service -schools work programme and class visits package. Better meet curriculum aims, support schools to plan library sessions.
Age - Older people	<ul style="list-style-type: none"> • Specialist stock collections – stock in relation to health and wellbeing, ageing well, and in different format such as audio books • Scheduling of staffed hours will consider user needs to provide the greatest possible access to libraries • Dementia Friend training for all frontline staff and all core libraries to work towards becoming Dementia Friendly • Promotion of range of library services though the SAIL programme (Safe and Independent Living) SAIL workers are from a range of agencies who visit people in their homes e.g. social workers, fire service safety checks. Enable effective promotion of access to core libraries, home library and other social contact for older people.
Disability	<ul style="list-style-type: none"> • Specialist stock collection - Stock in relation to disabilities issues, Reading Well collection of materials and schemes to support users health and wellbeing, including; Books on Prescription, a collection of titles on Autism and Dementia, young person’s mental health. • Scheduling of staffed hours will consider user needs to provide the greatest possible access to libraries • All core libraries are working towards becoming Autism Friendly and disability awareness training for staff

Group	Core services and activities provided for these groups and mitigations / justifications
	<ul style="list-style-type: none"> • Accessibility statement for each site – available, clearly promoted and signposted • Accessible social meeting place – development of and promotion of programmes of activities and volunteer support during unstaffed library hours to help users feel safe and comfortable accessing library services outside of staffed hours.
Age and disability	<ul style="list-style-type: none"> • Specialist stock collections - for the visually impaired there are books in large print, free use of audio books, e-audio and e-books (where font size can be increase as required). There are also child Braille books available. • Specialist reading groups will be supported e.g. reading group for the visually impaired that is run at Central Library. • Access statement for each core library - Targeted travel and transport routes, signposting to nearest facilities e.g. cycle racks, accessible toilets. Particular focus on signposting and awareness raising of accessible parking spaces at Central. • Travel options promoted for older and disabled users e.g. bus and community transport routes – including enabling support to local communities to develop local community library transport options • Bus stops – work with Thamesdown and stagecoach to ensure bus routes stop as close to core libraries as possible, for as many journeys as possible. Particular focus on Central. • Affordability of travel - Staffed opening hours to consider all users e.g. consideration of when concessionary bus passes are valid, and reduced rates of travel are available. • Accessible parking (blue badge) - Increase awareness of accessible parking spaces (particularly Central) including walking map and distances to other accessible parking areas • Promote Blue Badges and application processes in libraries • Work to improve accessible parking space marking and signage, as well as ways to improve enforcement for accessible parking spaces • Link and promote community transport to bring people into libraries • Dedicated work to more effectively support literacy and learning in those communities with higher levels of deprivation, and lowest levels of education, skills and training - this could be through hosting and promoting courses and skills development in libraries e.g. back to work courses or skills development sessions, IT courses for older and disabled people. • Accessible spaces and services - Increase accessibility of book issue and returns machines through regular reviews e.g. providing accompanying tables or shelves to support independent use • Development of accessible spaces and well-being zones - public health guidance e.g. Autism friendly signage / areas • Minimising cluttered signage, Easy read user guides and how to get help, promotion of ways to access this information in other

Group	Core services and activities provided for these groups and mitigations / justifications
	<p>languages</p> <ul style="list-style-type: none"> • Increase accessibility to stock on shelves e.g. considerate shelving, consider furniture provision to maximise popular stock at height levels users are able to access independently • Web content review, particularly focusing on language content to be plain and clear English • Home library service - offer extended to individual users in residential homes and sheltered accommodation who are unable to travel to a library– more personalised and targeted service to meet individual needs, can evolve as users’ needs and interests change • Promotion of libraries and home library service at lunch clubs and social events, and promotion of social events in libraries
Sex	<ul style="list-style-type: none"> • Travel and transport signposting – public transport, community transport • Those with child care responsibilities (disproportionately women) , consider provision of children’s activities alongside parent/carer activities in libraries • Support transition
Maternity/ pregnancy	<ul style="list-style-type: none"> • Access statement for each library – statement to be available in libraries and promoted to non-core libraries during transition – including map of accessible travel routes including walking and cycling routes, bus networks, bus maps and stops, signposting to nearest accessible facilities including toilets, parking spaces etc. It is noted that many of the mitigations identified for disabled and older people will provide improved access for those who are pregnant or with small children. • Continuation of breastfeeding friendly spaces
Race	<ul style="list-style-type: none"> • Specialist stock collections - covering faith and religions, and available in different languages as needed at regular reviews e.g. Adult books in Polish, Chinese, Bengali, Hindi, Punjabi, Tamil, Urdu and Malayam, Dual language children’s books in European languages, Arabic, Farsi and Tagalog. • Specific considerations in unstaffed hours implementation and signage for Traveller communities who seasonally access some library branches, in particular West Swindon
Sexual Orientation	<ul style="list-style-type: none"> • Specialist stock collections - LGBT stock collection
Transgender	<ul style="list-style-type: none"> • Specialist stock collections – LGBT stock collection
Marriage/ civil partnership	<ul style="list-style-type: none"> • Services, stock and materials available in different formats and languages to meet the needs of the whole range of service users
Religion / belief	<ul style="list-style-type: none"> • Scheduling of staffed hours will consider user needs to provide the greatest possible access to libraries e.g. prayer times to ensure everyone is able to access staff library support

Group	Core services and activities provided for these groups and mitigations / justifications
	<ul style="list-style-type: none"> ● Specialist stock collection – covering faith and religions, and available in different languages as needed at regular reviews e.g. Adult books in Polish, Chinese, Bengali, Hindi, Punjabi, Tamil, Urdu and Malayan, Dual language children’s books in European languages, Arabic, Farsi and Tagalog.
Financial economic status	<ul style="list-style-type: none"> ● Scheduling of staffed hours will consider user needs to provide the greatest possible access to libraries e.g. range of days of opening across the service to support IT access for those who are working but on low incomes ● Continue to work with DWP to support 1:1 appointments for those who are eligible if funding continues ● Work with volunteers to offer job workshops for job seekers
Homelessness	<ul style="list-style-type: none"> ● Support to continue to be able to access library services through use of the temporary membership ticket.
Political views	<ul style="list-style-type: none"> ● No political or politically campaigning events to be held in libraries.
Carers	<ul style="list-style-type: none"> ● Carers concessionary ticket to be offered to carers to minimise impact of potential increased travel to a library ● Promoting and hosting carers groups, activities and friendship networks in libraries ● Promotion and advertisement of access statements for core libraries to highlight accessible travel routes and facilities
Users of a single non-core library site	<ul style="list-style-type: none"> ● Help users to understand how to access a core library or other types of library offer e.g. home library offer – promotion of access statement information, and specific local travel and transport options ● Communicating changes to users clearly and in good time to enable alternative travel and access arrangements to be made and tested ● Support users to test travelling to and using a core library e.g. demonstration sessions, offering tours of the library etc. ● Promote other local events and activities e.g. lunch clubs, children’s activities, social clubs, befriending offers etc.
Users of mobile library	<ul style="list-style-type: none"> ● Help users to understand how to access a core library or other types of library offer e.g. home library offer – promotion of access statement information, and specific local travel and transport options ● Communicating changes to users clearly and in good time to enable alternative travel and access arrangements to be made and tested ● Support users to test travelling to and using a core library e.g. demonstration sessions, offering tours of the library etc. ● Promote other local events and activities e.g. lunch clubs, children’s activities, social clubs, befriending offers etc.
Deprivation – access to IT skills and training	<ul style="list-style-type: none"> ● Staffed opening hours to consider all users e.g. range of days of opening across the service to support IT access for those who are working but on low incomes ● IT focused skills and development will be available from the core library, providing training courses, and skills support.

Enabling model

A key principle of the Libraries Strategy is that it is an enabling model which will support users, communities and partners to develop local supplementary provision in their area.

Whilst not part of the core model of service delivery from SBC, the council is committed to enabling parishes, schools, and community-led provision to be self-managed, resourced and operated by local communities, partners and volunteers, as part of co-located offers in public and community buildings.

Alongside the Council's core provision, ward councillors, communities, and local groups will be encouraged and supported to maintain and develop local community access to library and other community activities and services.

A range of measures and resources have been developed which the Council would use to support ward councillors and community organisations who wish to sustain local library services in their communities including the provision of advice, guidance, facilitation support and transitional funding that enables community-led provision to be established.

Where communities wish to develop community-led services, the council will also make available professional advice to support local developments to ensure the local offers meet the needs of and are accessible to their local communities. This could include: having a stock of specific resources available, such as specific language or other format books if that met the community's needs; developing places and local networks to support and host national literacy initiatives such as book start bags for small children, and the summer reading challenge.

Libraries are also used as both formal and informal community spaces. Additional support could be provided to enable local communities to best utilise their facilities to develop hubs of community activity and support- this could include a range of offers for different groups in their communities for example older people's lunch clubs, social community spaces, places for community information, providing a much wider offer than the current library service. Other work would also include supporting users of library buildings and social activities to access alternative provision in their local area. This could include developing or promoting lunch clubs and other socially based activities incl. work with schools and other key groups, working with groups who hire space to find alternative locations

Support will also be available for community-led services to ensure they understand the make-up of their local community and how to specifically engage different groups of people in their offer, and to ensure that services are as accessible and to ensure the offer was open all members of the community, including for example users with a learning disability or a mental health condition were able to access local services, for example through training.

Work will be needed with individual communities to understand how best to develop community-led services in their area, and transport will be a key factor in this. Support to access an alternative offer could include – promotion of health and well-being and safe walking routes, community bus promotion, developing lift shares and voluntary transport.

a) Does the proposal create benefit for a particular group? Is it clear what this is? Can you maximise the benefits for other groups?

This proposal once developed may create a benefit for the following groups:

- Service users who are able to access services and facilities without libraries staff support so are fully able to utilise unstaffed hours provision

- Service users who have good IT skills and do not require or access staff support
- Those service users or residents of the Borough who benefit from the proposed more targeted approach to the areas of deprivation within the Borough
- Those who are more affluent and find travel to a core library less prohibitive
- Not time constrained in library visits or use e.g. as a disabled person with support to access a library, or carer with smaller time windows

There is also an indirect benefit that through the enabling model, the council is able to support opportunities for community development – bring people together and enabling community solutions to be developed.

There is also an indirect benefit that through the enabling model, the council is able to support interest in and opportunities for volunteering. The interest in volunteering during the consultation is highest among those aged 19-35, and among 56-75 year olds, and is considerably higher among women than among men.

b) Does further consultation need to be done? How will assumptions made in this assessment be tested?

The DIA which was conducted in July 2016 made some assumptions and set out some questions for further investigation through the consultation. Specific consultation and engagement feedback was invited from key groups representative of those groups with equality characteristics. Consultation feedback and other information have helped test and inform the assessment of the likely impacts of the implementation of the strategy.

It is not known which individual users would be affected by the proposed strategy or to what extent as this will depend Personal circumstance and situation still going to impact peoples situations and decisions, and on their individual circumstances and individual's ability to respond to the new arrangements.

The council can help support users by clearly communicating to users who currently use a non-core library and supporting users to transition to the future model, and work with individuals to access alternative provision – either alternative transport, or other library services.

Work through implementation of the Libraries Strategy to explore what additional mitigations could be considered – invite key user groups to specifically engage with the council and regular conversations with the EAF – workshops to test things etc.

6. So what? What changes have you made in the course of this DIA?

This DIA has been developed in conjunction with the Needs Assessment, engagement feedback, consultation feedback and the development of the library strategy.

As a result of this DIA, additional considerations have been given likely impacts of the implementation of the Libraries Strategy, and to mitigations which could be considered to support all library users to access services in the model set out in the strategy.

Through the course of this DIA, additional impacts have been identified for users on the basis of race, sex as women will more likely be impacted than men in the implementation of the strategy, and for carers.

Additional mitigation measures have been considered, including;

- Including Parks library in the core provision
- Specific and targeted service offers and mitigations themed protected equality characteristics

What will you do now and what will be included in future planning?

If the Council's Cabinet approves the adoption and implementation of the strategy, the transition to the core model of delivery will begin from 5th April 2017.

The policies and procedures to support the implementation of the technology to enable access beyond staffed hours will be developed. The Council will develop and implement appropriate policies, procedures and training to enable safe and inclusive access. Those groups where a likely impact has been identified will be particularly considered when developing policies and procedures to support the implementation of this area of the strategy.

The action plan with general and specific mitigation measures to minimise any likely adverse impacts of the implementation of the strategy will be monitored and reviewed.

When will this be reviewed?

The implementation of the strategy and the action plan, as well as other measures to assess the impact of the implementation of the strategy will be considered on a regular basis.

How will success be measured?

Success will be measured by how the implementation of the Libraries Strategy takes place and any adverse impacts that are created for service users.

Measurements to assess the impact of the strategy and the general and specific mitigation measures set out in the action plan to reduce any adverse impact of the implementation of the strategy will be reviewed on a regular basis.

Measurement information could include information such as;

- Information about use of core library including loans, borrowing, visitor numbers, IT usage, groups and activity attendance
- Volunteering roles and activities
- Customer feedback
- Transport links – assess impact of community transport and other things

For the record

Name of person leading this DIA	Rachel Watts	Date completed	23 rd November 2016
Names of people involved in consideration of impact; Allyson Jordan, Leon Bolton, Gwyneth Dilly, Tracey Dowling, Anish Noble-Harrison, Leon Flower, Jim Catton, Andy Reeves, Mark Pritchard, Patrick Weir, Nick Stephenson			
Name of manager signing DIA	Patrick Weir	Date signed	24 th November 2016

Diversity Impact Assessment – an inclusive business planning tool

1. What's it about? refer to equality duties

- What is the proposal? What outcomes/benefits are you hoping to achieve
- Who's it for?
- How will this proposal meet the equality duties?
- What are the barriers to meeting this potential?

2. Who's using it? consider all equality groups

- What data/evidence do you have about who is or could be affected? (e.g. equality monitoring, customer feedback, current service use, national/regional/local trends)?
- How can you involve your customers in developing the proposal?
- Who is missing? Do you need to fill any gaps in your data?

3. Impact consider dimensions and equality groups

Using information in parts 1 & 2:

- a) Does the proposal create an adverse impact which may affect some groups or individuals? How can this be mitigated or justified?
> What can be done to change this impact?
 - b) Does the proposal create benefit for particular groups or individuals. Is it clear what this is? Can you maximise the benefits for other groups?
- Does further consultation need to be done? How will assumptions made in this assessment be tested?

4. So what?

- What changes have made in the course of this DIA?
- What will you do now and what will be included in future planning?
- When will this be reviewed?
- How will success be measured?

Considerations

Our equality duties

1. Eliminate discrimination, harassment and victimisation
2. Advance equality of opportunity
3. Foster good relations

Equality groups

For the following equality groups: age, disability, sex, transgender, marriage/civil partnership, maternity/pregnancy, race, religion/belief and sexual orientation.

Extended by SBC policy to include: financial economic status, homelessness, political view.

Dimensions of equality

How will the proposal affect Human Rights and life chances of different groups? Consider how the proposal affects

1. Longevity.
2. Physical security.
3. Health.
4. Education.
5. Standard of living.
6. Productive and valued activities.
7. Individual, family and social life.
8. Participation, influence and voice.
9. Identity, expression and self-respect.
10. Legal security.