

AGENDA FOR

OVERVIEW AND SCRUTINY COMMITTEE

Contact:: Leigh Webb
Direct Line: 0161 253 5399
E-mail: l.m.webb@bury.gov.uk
Web Site: www.bury.gov.uk

To: All Members of Overview and Scrutiny Committee

Councillors : M Bailey, S Carter, D Cassidy,
A Cummings, J Daly, L Fitzwalter, M Hankey (Chair),
P Heneghan, M James, S Nuttall, D O'Hanlon and T Tariq

Dear Member/Colleague

Overview and Scrutiny Committee

You are invited to attend a meeting of the Overview and Scrutiny Committee which will be held as follows:-

Date:	Wednesday, 14 August 2013
Place:	Peel Room, Town Hall, Knowsley Street, Bury, BL9 0SW
Time:	7.00 pm
Briefing Facilities:	If Opposition Members and Co-opted Members require briefing on any particular item on the Agenda, the appropriate Director/Senior Officer originating the related report should be contacted.
Notes:	

AGENDA

1 APOLOGIES FOR ABSENCE

2 DECLARATIONS OF INTEREST

Members of the Overview and Scrutiny Committee are asked to consider whether they have an interest in any of the matters on the Agenda and, if so, to formally declare that interest.

3 PUBLIC QUESTION TIME

A period of 30 minutes has been set aside for members of the public to ask questions on matters on the agenda for tonight's meeting

4 CALL-IN OF DECISION OF CABINET - PLAN FOR CHANGE REVIEW OF LIBRARIES PROPOSALS FOLLOWING CONSULTATION *(Pages 1 - 124)*

Following the receipt of a Notice of Call-in within the required deadline, from Councillor Hankey (Chair of the Overview and Scrutiny Committee) calling in the decision of the Cabinet set out in Minute CA.04 of the meeting held on 10 July 2013, a meeting of the Committee has been convened in order to consider the matter in accordance with the reasons set out on the Notice of Call-In.

In considering the matter, the options available to the Overview and Scrutiny Committee are as follows:

1. The Overview and Scrutiny Committee decides not to offer any comments on the Notice. In this situation the decision of the Cabinet will stand.
2. The Overview and Scrutiny Committee decides to offer comments or objections, which will be referred back to the Cabinet at the meeting arranged for 28 August 2013.
3. The Overview and Scrutiny Committee may refer the Notice, without comment, to the Council. The matter will then be considered by the Council on 11 September 2013 (a standard item appears on all Council summons to consider referrals from Scrutiny Committees). Any comments or objections from Council will be referred back to the Cabinet at the earliest opportunity, in accordance with the Council Constitution.

The Cabinet will be required to consider any objections and comments but will not be bound by them unless..."it is contrary to the Policy Framework or contrary to or not wholly consistent with the Budget" (Overview and Scrutiny Procedure Rules - Paragraph 16(g) of the Council Constitution)."

To: **CHIEF EXECUTIVE****For Urgent Delivery**

For the immediate attention of the Head of Democratic Services, Chief Executive's Department, Town Hall, Bury

From: **COUNCILLOR** MICHAEL HANKEY**NOTICE OF 'CALL-IN' OF A LEADER/CABINET MEMBER DECISION**

in accordance with the Overview and Scrutiny Procedure Rules in the Council Constitution

This notice shall require the Chief Executive to call a meeting of the appropriate Scrutiny Committee within 5 clear working days of the receipt of this Notice.

DECISION TO BE CALLED IN:

DECISION TAKER	Yes Or No		
		Meeting Date:	Minute No:
Leader/Cabinet Member Decision	<u>Y</u>	<u>10 JULY 2013</u>	
Officer Key Decision			
Subject of Decision <u>DECISION ON PLAN FOR CHANGE - LIBRARIES REVIEW</u> <u>PROPOSALS FOLLOWING CONSULTATION</u>			
Reason for 'Call-In'			
<u>1. RESULTS OF CONSULTATION IGNORED</u>			
<u>2. INSUFFICIENT FINANCIAL FIGURES PROVIDED IN RESPECT OF ALTERNATIVE PROPOSALS</u>			
PTO			

DECISION CALLED IN BY:

(Any 8 Members or the Chair or any 2 or more Members of the appropriate Scrutiny Committee)

Name of Councillor	Signature
1. <u>MICHAEL HANKEY</u>	<u>[Signature]</u>
2.	
3.	
4.	
5.	
6.	
7.	
8.	

Note: This notice to be sent to the Chief Executive or the Head of Democratic Services or by fax on 0161 253 5041 only or by e-mail to c.shillitto@bury.gov.uk

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EXTRACT FROM CABINET MINUTES

Meeting held on 10 July 2013

PLAN FOR CHANGE REVIEW OF LIBRARIES – PROPOSALS FOLLOWING CONSULTATION

The Cabinet Member for Leisure Tourism and Culture submitted a report which outlined the next steps in the Library Review process and reflected on the consultation undertaken since the last report was submitted to Cabinet in April 2013.

The report set out how savings required as part of the Plan for Change could still be successfully achieved, but amended the original proposals to reflect the feedback received through the consultation process and significantly worsening of the level of budget cuts to be made over the next two years covering 2014-15 and 2015-16.

The revised proposal ensures that for now all the Borough's library services will be retained and located in their current premises.

The development of community hubs remains a priority but their future development has to recognise the further level of cuts to Government funding for local government as part of the 2015-16 Comprehensive spending Review (CSR).

Delegated decision:

That approval be given to the proposals as set out in the report submitted to achieve the required savings by exploiting efficiencies from the use of self service technology and a reduction in the staffing establishment.

Reason for the decision:

The proposal sets out a way forward that means for now all libraries will be retained in their current premises across the Borough.

Other option considered and rejected:

To reject the recommendation and identify the £570,000 required saving from other budgets.

(Note Councillors Gartside and Pickstone voted against the recommendation)

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REPORT FOR DECISION



DECISION OF:	CABINET
DATE:	10 JULY 2013
SUBJECT:	PLAN FOR CHANGE REVIEW OF LIBRARIES – PROPOSALS FOLLOWING CONSULTATION
REPORT FROM:	Councillor Jane Lewis, Cabinet Member for Leisure, Tourism and Culture
CONTACT OFFICER:	Graham Atkinson, Executive Director of Communities and Neighbourhoods. David Fowler, Assistant Director (Localities).
TYPE OF DECISION:	KEY DECISION
FREEDOM OF INFORMATION/STATUS:	This paper is within the public domain
SUMMARY:	<p>This report outlines the next steps in the Library Review process and reflects on the consultation undertaken since the last report to Cabinet in April 2013. This report outlines how the savings required as part of the Plan for Change can still be successfully achieved, but amends the original proposals to reflect the feedback received through the consultation process and significant worsening of the level of budgets cuts to be made over the next two years, covering 2014-15 and 2015-16.</p> <p>The revised proposal still ensures that for now all the Borough's library services will be retained and located in their current premises. Changes will still have to be made to reflect public support to make them fit for purpose. This requires the roll out of new self service technology and reduced staffing and service levels.</p> <p>The development of community hubs remains a priority for the council but their future development has to recognise the further levels of cuts to Government funding for local government as part of the 2015-16 Comprehensive Spending Review (CSR). The development of Community Hubs will be dealt with in a more holistic approach and will now form part of the ongoing Asset Management Reviews.</p>
OPTIONS & RECOMMENDED OPTION:	<u>Option 1:</u> Cabinet is recommended to approve the proposals set out in this report, which keeps all libraries open across the borough.

	Option 2: Do nothing and find the £570,000 from other budgets.
IMPLICATIONS:	
Corporate Aims/Policy Framework:	Do the proposals accord with the Policy Framework? Yes

**Statement by the S151 Officer:
Financial Implications and Risk
Considerations:**

The draft co-location proposals outlined in the report to Cabinet in April 2013 were clearly identified as being subject to structural/technical surveys, dependent upon development of affordable business cases and pending residents' comments identified through the consultation exercise.

This work has now been completed and it is clear that whilst the capital investment required has always been significant, the prospect of further spending cuts to the Council budget, as expected from the CSR, mean that the level of spend can no longer be justified and a valid business case cannot at this time be proven.

New proposals have therefore been developed which see the Plan for Change (PFC) savings being achieved through a combination of staff restructuring and further roll out of self service (RFID) technology.

The proposals involve investing £156,400 in equipment, furniture and IT for the rollout of self service systems in the Council's main libraries.

This will be funded from the Transformation Reserve and maintenance costs for the system will be met from existing budgets.

Salary savings of £518,000 are envisaged from the revised staffing rotas.

The balance of the PFC savings (£52,000) will be met from efficiencies elsewhere within the libraries service.

There are potentially significant one-off severance costs to achieve the staff reductions envisaged, but it has not yet been possible to quantify the amount as this will depend on the selection of employees at risk.

Statement by Executive Director of Resources:

As is the case for all services, anticipated reductions in future Government funding may necessitate a further re-examination of the library budget.

The proposal to create four community hubs, in addition to the considerable co-location of services and the Council Information Points already in existence, continues to be supported. However, as reported in April 2013, the original proposals were based on high level estimates of the works required. Since that time more detailed surveys have indicated that the level of unsupported capital expenditure required would be cost prohibitive and would lead to questionable value for money should the works proceed at this stage.

MO

The Plan for Change savings can be achieved on time through staff restructuring within existing libraries that will lead to staffing ratios that are comparable to library services in other boroughs.

Equality/Diversity implications:	Yes Please see the attached Equalities Impact Assessment.
Considered by Monitoring Officer:	Yes The proposals have been drawn up in the context of unprecedented cuts in local authority expenditure and the Courts have held that decisions on the allocations of scarce public funding are primarily for democratically elected bodies. It is important that decisions on library provision are carefully considered in the context of consultation and its outcome; the duty to provide a "comprehensive and efficient" library service and with due regard to the Council's equalities duty.
Wards Affected:	All but primarily Radcliffe East, St Mary's, Unsworth and Pilkington Park.
Scrutiny Interest:	Overview and Scrutiny

JH

TRACKING/PROCESS**DIRECTOR: Graham Atkinson**

Chief Executive/ Strategic Leadership Team	Cabinet Member/Chair	Ward Members	Partners
24 June 2013	Yes		
Scrutiny Committee	Committee	Council	
	Cabinet 10 July 2013		

1.0 INTRODUCTION

- 1.1 This report sets out the second phase of the strategy to restructure and modernise the Library Service in Bury. It puts forward proposals which will secure the Plan for Change budget cut of £570,000. A report was considered by Cabinet on the 10th April 2013, who agreed to consult with all stakeholders on a detailed proposal to establish four community hubs in Radcliffe, Prestwich, Whitefield and Unsworth. Results of the consultation have been analysed and the findings are reflected in this report.
- 1.2 Alongside the consultation officers have now developed detailed business case proposals for the new community hubs; considered technological opportunities for the service and work has been undertaken to draw up a new proposed staff structure, which would be subject to the appropriate employee consultation under section 188 arrangements.
- 1.3 The proposals outlined in the report to Cabinet in April 2013 and Appendix A of this report contains information regarding the current form and structure of the library service in the borough.

2.0 ISSUES

2.1 CONSULTATION FEEDBACK

- 2.1.1 Appendix B outlines the findings of the consultation and methodology. The consultation included an online questionnaire, hard copy questionnaire available in all libraries and all public buildings, a series of road shows and focus groups. Separate consultation was carried out with adult care users. The headlines from the consultation indicate that:

- (i) from those who responded there is broad support for the principle of community hubs and this builds on the first phase consultation which also endorsed this approach;
- (ii) there was a much less favourable response towards each of the proposed co-location models outlined in the April report.

- 2.1.2 Appendix B and the full data set from the consultation has been considered by officers and Members to help inform this report to Cabinet, which is in line with the Council's ongoing commitment to open and transparent decision making, reflecting the views of the community at all stages.

2.2 DETAILED BUSINESS CASE ANALYSIS AND DEVELOPMENT

- 2.2.1 The draft co-location proposals outlined in the report to Cabinet in April 2013 were also clearly identified as being subject to structural/technical surveys which in turn would influence the development of affordable business cases. Since Cabinet approved the decision to consult in April 2013, a range of officers have been involved in developing a more detailed business case for the four co-location sites. This included consideration of moving library services, the necessary structural changes to buildings, fit-out costs for the buildings (e.g. IT costs, furniture & equipment requirements) and consideration of access requirements for all service users, as well as the costs of introducing self-service technology (RFID).

- 2.2.2 Detailed surveys and specifications have now been completed, and it is clear that the capital investment required is significantly higher than originally anticipated at a time when Council income looks set to reduce again.
- 2.2.3 The funding of this cost requirement would require considerable borrowing costs and also the commitment of capital receipts from marketing assets that are as yet not surplus to requirements. Borrowing alone will lead to a commitment to revenue costs of around £150k per annum for 25 years. In addition, capital receipts from the release of assets would not be immediate, and the time to make the necessary adaptations would delay savings, leaving a short term financial cost to the authority and a significant draw on General Fund reserves. This would mean an inability for the Council to make the required level of cuts for 2014-15 not only for this service but at a corporate level. Furthermore, the financial position is now such that the business case will not facilitate a contribution towards the running costs of the Civic Halls at Prestwich and Radcliffe as previously hoped in the short to medium term.
- 2.2.4 After consultation with the Executive Director of Resources and the Section 151 officer it is clear that the scale of capital costs now identified as a result of the more detailed surveys undertaken following the April 2013 Cabinet report mean that the establishment of four community hubs no longer demonstrates value for money to the Council. The lack of a clear business case in the current economic climate and the consequential delay to the achievement of savings would present the authority with an unacceptable level of risk. It is also recognised that the use of prudential borrowing without a satisfactory business case and the need to commit capital receipts that are less than certain means that the proposals may be in danger of breaching the Council's Golden Rules.
- 2.2.5 Furthermore the financial climate, where the Council is already having to make difficult decisions to achieve savings of £24.6 million cuts as outlined in the Plan for Change, is likely to worsen significantly given recent indications from the findings of the 2013 Comprehensive Spending Review. In light of past grant allocations it is also likely that Bury will face a disproportionate reduction in Revenue Support Grant and in specific grants and this places the authority in a position where the potential borrowing costs arising from the April proposals are no longer affordable.
- 2.2.6 After further consideration, and in the light of consultation responses, it is felt that it would be more prudent for the Council to continue to consider the creation of community hubs as part of its wider Asset Management Plan and asset review programme. This will involve consideration of buildings within the wider asset base rather than just the current operational library buildings.

2.3 **ACHIEVING REQUIRED SAVINGS (STAFFING)**

- 2.3.1 In addition to the proposals for the establishment of community hubs the April 2013 Cabinet Report also proposed a considerable change in the current staffing structure of the Library Service including the introduction of new self-service technology. It is recognised that this will have an effect on the overall delivery of the service and will require a significant restructuring of services; but the primary aim is to ensure that the Council discharges its statutory duty to provide a "comprehensive and efficient" library service by its own provision and without library closures.
- 2.3.2 The proposal is that it will be necessary to reduce the staffing establishment by 20.25 FTEs. This would comprise 12.89 FTEs from Operational Library staff and 7.36 FTEs Management and Support posts. Should the proposal be

approved then consultation with staff under s188 of the Trade Union Labour Relations Act will commence with the intention that the new structure would be in operation by no later than April 2014.

3.0 CONCLUSIONS

- 3.1 Despite the requirement to make very considerable savings from within the library service, the report sets out a way forward that means for now all libraries will be retained in their current premises across the Borough. Savings will be made by exploiting efficiencies from the use of self service technology and by reducing staffing levels.
- 3.2 The Council remains committed to continuing its programme of co-location of services and to delivering on proposals for community hubs. However it is very clear that the 2013 Comprehensive Spending Review will impose very significant additional cuts on the Council's budget which means that the proposals set out in the April 2013 report will no longer be affordable. Despite this the development of community hubs remains a priority and they will be reconsidered as part of wider Asset Management reviews and the work undertaken as part of the Libraries' review will be of considerable use.

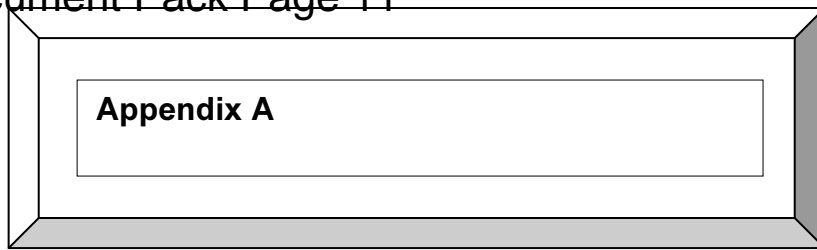
Councillor Jane Lewis
Cabinet Member for Leisure, Tourism and Culture

List of Background Papers:

Appendix A: 10 April Cabinet Report
Appendix B: Consultation Report – Phase 2

Contact Details:

David Fowler
Assistant Director – Localities
Department of Communities and Neighbourhoods
0161 2535518



DECISION OF:	CABINET
DATE:	10th APRIL 2013
SUBJECT:	PLAN FOR CHANGE: PROGRESS OF LIBRARIES REVIEW
REPORT FROM:	Councillor Jane Lewis, Cabinet Member for Leisure, Tourism and Culture
CONTACT OFFICER:	Graham Atkinson, Executive Director of Communities and Neighbourhoods
TYPE OF DECISION:	KEY DECISION
FREEDOM OF INFORMATION/STATUS:	This paper is within the public domain
SUMMARY:	<p>This report details further progress of the review of the Library Service since the Cabinet's decision on 28 November 2012, which followed consultation and a range of research and analysis. The Cabinet previously approved the strategy for the review of the Library Service and key principles to frame further work focused on co-location of library and other services.</p> <p>Several neighbouring Library Services, are already benefitting from existing co-locations, and have identified a "Community Hub" model as a sustainable way forward for retaining services. Bury's Library Service currently facilitates a range of partner and community activities and shares buildings with other Council services. The proposals contained within this report are largely based around developing close partnerships with Adult Care Services through a co-located model.</p> <p>This report sets out how the proposed development of an initial 4 'hubs' can:</p> <ul style="list-style-type: none"> • support the retention of the Council's 17 libraries

	<p>and services;</p> <ul style="list-style-type: none"> • provide a sustainable operating model for future service delivery across the Borough; and • achieve the savings target agreed within the Plan for Change budget programme. <p>All library services will be retained across the borough</p>
OPTIONS & RECOMMENDED OPTION	<p>Option 1</p> <p>1. The report seeks approval from Cabinet to consult with all stakeholders on the proposals outlined in the report, to establish four Community Hubs,</p> <p>2. Note the commitment to report back to Cabinet in June 2013 (after the stakeholder consultation exercise has been completed).</p> <p>Option 2</p> <p>Do nothing</p> <p>Cabinet is recommended to approve Option 1</p>
IMPLICATIONS:	
Corporate Aims/Policy Framework:	Do the proposals accord with the Policy Framework? Yes
Statement by the S151 Officer: Financial Implications and Risk Considerations:	<p>This report outlines the required savings from the Libraries Service under the "Plan for Change".</p> <p>Cabinet approved Phase 1 proposals on 28th November 2012.</p> <p>This report outlines core principles of the Phase 2 review and seeks approval to consult further upon these with service users and other stakeholders.</p> <p>Final proposals will be drafted in light of;</p> <ul style="list-style-type: none"> - The outcome of consultation - Development of detailed business cases - Technical / structural surveys - Assessment of impact upon the wider asset portfolio. <p>Proposals will then be brought back to Cabinet for formal approval.</p>
Statement by Executive Director	The proposals for co-location of a range of services provide opportunities for more

of Resources:	<p>effective asset management, the rationalisation of asset use and the delivery of operational efficiencies.</p> <p>Achievement of the target savings included in the Plan for Change for the library service will depend on the final proposals approved following consultation.</p> <p>The realisation of savings will be subject to the level of investment required for adaptations to premises and introduction of new technology; the availability of funding from capital receipts and other sources to meet these costs; the timing of the implementation of the proposals; and effective project management. It is probable that the Council will incur some one-off costs and loss of income during the relocation/ rationalisation programme and to achieve any necessary reductions in staffing levels which will require short term funding.</p>
Equality/Diversity implications:	<p>Yes No</p> <p>Please see attached Equality Assessment</p>
Considered by Monitoring Officer:	<p>Yes</p> <p>The legal considerations are detailed in the report for Members to consider.</p>
Wards Affected:	All Wards
Scrutiny Interest:	Overview and Scrutiny Committee

JH

TRACKING/PROCESS**DIRECTOR: DCN**

Chief Executive/ Strategic Leadership Team	Cabinet Member/Chair	Ward Members	Partners
18.02.13	30.01.13 07.02.13 14.02.13		
Scrutiny Committee	Committee	Council	

1.0 BACKGROUND

This report sets out a proposed Phase 2 re-structure of the library service in Bury following review. The principles that underpin the development of Phase 2 were set out in the report to Cabinet on 28 November 2012. The outline proposal set out will be the subject of public consultation and will be reported back to Cabinet in June 2013.

1.1 Brief summary description of current library service

Bury Library Service has 17 libraries, sited across the Borough, with a variety of opening hours, ranging from over 45 hours per week, to less than 10. Bury's current library core offer, based on the recommendations of the Society of Chief Librarians, is listed below. The needs assessment and consultation work that has guided Phase 2 of the Libraries review also included a review and possible re-definition of the libraries core offer in the future, as put forward in the "Plan for Change: Progress of Libraries Review " Cabinet report of 28th November 2012.

- (i) **Reading and literacy** - We offer free access to multi-media reading resources for people for enquiry, learning, inspiration and recreation. As information is now available in different formats, we also provide e-resources such as web based content, social media, and e –audio as well the traditional large print format and in some community languages.
- (ii) **Lifelong Learning - space, support and skills** – We support lifelong learning through access to knowledge, content and study space. We work with other learning providers to signpost and create gateways from informal to formal learning.
- (iii) **On line and virtual services** - We provide access to a range of on-line resources such as family history, business, health and provide remote access to the library catalogue, request service and renewals.
- (iv) **Self Service:** We are developing existing self service provision to improve and expand customer access to services.
- (v) **Information and signposting to other services**–we provide access to guidance from information experts, on site or remotely.
- (vi) **Digital skills and services** – we are developing and enhancing our information services by providing internet access We help residents to develop skills to make use of digital public services resources independently.
- (vii) **Free community spaces** – We encourage the increased use of community spaces and resources available in libraries and work actively with local library communities to develop services appropriate to their local needs. We encourage local communities to assist with that provision, including by volunteering.
- (viii) **Advice and support** – we offer space within libraries for partners and other agencies to deliver advice sessions for members of the local community. Libraries also host Councillor surgeries.
- (ix) **Access for residents to Council Services** – libraries host Council Information Points. This includes library staff providing first point / face to face contact to other council services including payment facilities and advice.
- (x) **Services for targeted audiences** --through appropriate stock selection, activities and access to other services libraries target groups including families, children & young people and older people. Activities include a housebound service for older people,

Bookstart, summer activities for children, Summer Reading Challenge, visits to and from schools and Rhyme Time activity sessions.

- (xi) Local and family history resources** - We enable access to the wide range of resources available both within the service and on-line via including a paid for research service and support for those who wish to do their own research.

The Service regards core service provision as including:

- free access to books
- online access to a range of resources, including access to information, the ability to carry out library transactions such as book renewals and catalogue access, and the loan of books – Bury currently loans e-audio books and is currently introducing e-books
- information and signposting
- expert advice and support
- multimedia resources
- community outreach services
- specialist provision for targeted audiences (for example children and young people, families, older people)
- learning space and support
- Archives, local and family history resources.

1.1.1 In addition to this core library provision, specialist services are currently provided as follows:

- Housebound Library Service (delivery of library materials to people's homes where they are unable to visit libraries themselves)
- Schools Library Service (delivery of library materials to schools across the Borough)
- Sensory Unit at Whitefield Library (supports visually and hearing impaired people with staff and resources)
- Archives Service (provides access to local council, business and organisation records).

1.1.2 The service also currently hosts and facilitates a range of other partner/community activities and shares buildings with other council services, partners and 3rd sector /community groups. This includes space and support for an extensive range of partner /3rd sector activities facilitated by library staff e.g. access to employment /housing support agencies and activities to improve health and well-being, reading groups and mums and toddler support

1.1.3 Libraries in Bury are open to everyone who lives, works, studies or visits the Borough, including the Boroughs population – currently 185,100 people. The most recent data for 2011- 2012 shows that the total registered membership of the libraries was 79,603, of which 30,376 (38.16%) are described as active members (i.e. have borrowed any item within the last 12 months) and 40,473 are described as active members including computer users (50.84%). In addition 17,035 adults attended activities in 2011/12, and 266,550 information enquiries were answered.

1.1.4 The annual spend on Bury Library Service was £3.2 million in **2011/12**. The majority of spend (63%) was on staff; 26% on other costs e.g. supplies materials & premises, 11% income from fines and fees and central overheads.

The libraries expenditure has already been reduced to meet previous savings by approximately 17% over the past 2 years.

- 1.1.5 Satisfaction with the service is rated high, with 96.1% of adults surveyed (3779 respondents) in the most recent Adult CIPFA survey rating the service as good or very good. This places the service in the top quartile nationally.

1.2 **Changing role of Library service /key service drivers**

- 1.2.1 The challenge for Bury Council's library services is mirrored right across the country, which is to ensure that it provides a "comprehensive and efficient" service for everyone who wants to use it, and to reflect the needs of those who live, work or are in full time education in the Borough

- 1.2.2 The way in which people view and use libraries is facing unprecedented levels of change both from the rapid development of smart technology but also what people want from a 21st Century library service.

- 1.2.3 The transformation in how people acquire books and access all forms of written and digital information is in full swing and is changing more rapidly than at any time since the advent of printed books. Intense competition in the publishing industry and high street experience has resulted in wider choice and lower prices. The internet has radically changed the way people access information and has given many people instant access to digital information at very low cost. The emphasis has moved from physical materials such as printed books and delivery from fixed buildings, to virtual access via the web and to electronic media supply such as via e-books, information/reference sites such as Wikipedia and more widely huge search engines such as Google and Yahoo. It is essential therefore that the library service modernises and develops innovative ways to maintain its relevance to continue to deliver positive outcomes for individuals and communities. This requires library services to embrace innovation and opportunity drivers, including:

- new technologies such as eBooks and on-line information
- the introduction and expansion of self-service technology
- co-location of buildings with a range of services that act as 'community hubs'.

- 1.2.4. Radio Frequency Identification (RFID) is now a tried and tested self service technology. It is a key enabler of the savings described in this and in the previous Phase 1 report and will be implemented during 2013/4. RFID is a popular method of remotely storing and retrieving data using devices attached to a product, that has been successfully used in libraries in Asia, Europe and North America for over a decade. The latest RFID-enabled checkout machines allow users to return and renew materials, check the status of reserved items and pay charges.

1.3 **Plan for Change / strategic context**

- 1.3.1 The Government is reducing funding to local authorities and as such all Council services need to reduce how much they spend. The Plan for Change set out the strategic direction for the Council to manage the financial challenges ahead. The Plan for Change and Our Corporate Plan 2012-2015 has established a vision for the Council 'to lead, shape and maintain a prosperous, sustainable Bury that is fit for the future'.

The Library Review continues to link to the following strategic values from the Plan for Change:

- **Putting residents first** – We will put our residents first – understanding what matters to them and how we meet their needs
- **Empowering and supporting communities** – We will empower and support our communities to forge their own futures and make real changes to their neighbourhoods.
- **Openness and Transparency** – We will operate in an open and transparent way, and actively seek people's views, listening to ideas and, where possible, acting on those ideas, to design and improve services
- **Supporting People in severe need/ the vulnerable** – As we look at how we can change, we will need to ensure that services for people in severe need or vulnerable people continue to be of paramount importance.

1.3.2 The library service will play a key role in supporting these values and they will help positively shape the future direction of the work which is undertaken. The library service will also help the council to deliver the outcomes of the Plan for Change, which are:

- Reducing poverty and its effects
- Supporting our most vulnerable residents
- Making Bury a better place to live

1.4 **Future financial position**

1.4.1 Within the budgetary reductions requirements of the Council, savings have been identified and the Library Services contribution to these comes from a total library budget of £3,002,600. It is estimated that this will need to reduce by a further £570,000 if an affordable position is to be reached. The Council is used to generating savings by re-designing what it does; and certainly through doing things differently the Service has managed to find savings already and this work will continue. Since November 2012, the Council has undertaken a voluntary severance exercise and the library service has taken the opportunity to reduce staffing. It will, however, be possible to deliver a comprehensive and efficient library service that meets customers' needs with alternative ways of working.

1.5 **Progress on library review /Consultation findings**

1.5.1 As part of the Library Service Review the Council undertook a 6 week library specific public consultation exercise and gathered a range of valuable information (for example a user needs assessment; data about numbers of registered borrowers; use of facilities etc) to guide the Council in reviewing the library service.

1.5.2 This consultation was evaluated along with a wide range of other information sources. There were 3978 responses of which 95% came from users. The majority of the usage of the library service is to loan items. The key headlines identified during the consultation are:

- 87% of respondents said they used libraries to borrow items
- 78% of respondents agreed or strongly agreed with the idea of having a library and other services in one place

- 74% of respondents agreed or strongly agreed with being able to make more use of libraries for community activities or meetings for a small fee
- 50.9 % of respondents said they used libraries to find information
- 33.4% of respondents said they used libraries to use computers
- 21.2% of respondents said that wider range of on-line services e.g. e books would encourage them to use library services more
- 19.7% of respondents said they used libraries to attend a community activity
- 19.4% of respondents said they used libraries for children and young peoples services
- 48% used a library on a weekly basis
- 84% said they went to a library to borrow items and 50% said to find information.
- Users are satisfied with current service standards
- 78% thought that combining libraries and other services in **one place within communities** provided better services for customers
- 75% thought that the community should be able to **use buildings for their own activities** for a small fee
- 61.7% thought that **volunteers** should be able to get involved in the development and delivery of local library services alongside library staff
- **Co-location** and **self service** should be developed.

1.6 Principles to guide overall service review

1.6.1 The results of the public consultation have helped to ascertain what residents need from a library service and have identified a set of key principles to drive the libraries review, as follows:

- (i) Library service users retaining proximity to library provision in their township;
- (ii) Fit for purpose provision to meet service user's needs;
- (iii) Working with partners and communities to look at all reasonable proposals to retain library services in the community;
- (iv) develop co-location of services and alternative ways of working.

Additionally the review should seek to minimise any detrimental impact on those people that need the library most.

1.7 Improved use of Assets

1.7.1 The Council's Asset Management Plan has the objective of improving the Council's overall asset management by reviewing its assets and seeking efficiencies/ co-locations which will allow services to consider reducing their own buildings infrastructure and the cost of maintaining them.

1.7.2 This shared usage could be in existing library buildings or a library service could be relocated into a Council or partners building, allowing the costs of the building to be shared and a potentially increase in the number and extent of services at a given location.

1.7.3 The Libraries review will link to other area based asset reviews, including for example, the review of the Borough's civic suites and the provision of Adult Care services across the Borough. This work will enable retained property to be used to its utmost potential and maximise opportunities for increased "agile working" by Council staff. It will also have to pay due regard to trends in local

Government Finance, such as the proposed retention of Business Rates at a local level and its impact on Bury.

1.8 Legal and Statutory considerations

1.8.1 There are specific legal matters which Members need to consider regarding the proposals, in addition to general public law principles relating to decision-making. The first is the Council's duty in relation to libraries, as set out in the Public Libraries and Museums Act 1964 (Section 7), which provides that it shall be the duty of the Council as library authority, to "provide a comprehensive and efficient library service for all persons desiring to make use thereof". What was deemed to be comprehensive and efficient in 1964 has radically altered in 2012, as a result of electronic and social media etc. The duty arises in relation to persons who are resident, work in or are in full time education in the Borough. The Council currently delivers this duty through seventeen public library points across the Borough. In fulfilling this duty the Council has to have regard to the desirability of:

- i) Securing that facilities are available for borrowing books, records, films etc sufficient in number, range and quality to meet the needs of all, and the special requirements of adults and children.
- ii) Encouraging adults and children to make full use of the service and provide advice.

The Secretary of State (for Culture, Media and Sport) has powers to intervene in library services if there is a complaint that an authority is running an inadequate service and in breach of the Act. This happens infrequently, but in 2009 an enquiry was held into the decision taken by Wirral MBC and it concluded that in deciding how to provide a "comprehensive and efficient library service", an authority must make a reasonable assessment of and take into account local needs. This includes the needs of adults and children and the need for a strategic plan.

Members must, therefore, have regard to the assessment of need in considering any proposals, to ensure they will provide a comprehensive and efficient library service; but judged on the basis of the Council's overall provision. For example, the view of the Department of Culture, Media and Sport, is that the closure of one or even a small number of library branches is not necessarily a breach of the legislation, as long as an authority ensures a better more efficient service across its whole area. In a legal case (involving Brent Council), where closures were challenged, the Court felt that it was clearly relevant that the Council also considered improved ways in which the expectations of users might be met and recognised that the duty contemplates flexibility in meeting the needs of users. Cases are judged on the basis of the Council's overall service provision and, therefore, Phase 2 of the review should be considered in this context. Details from the needs analysis are set out in this report and in the Equality Analysis Form attached to this report.

1.8.2 The second duty is in relation to the Equality Act 2010 and the Council must have "due regard" to the matters set out in relations to equalities, when considering and making decisions on the provision of library services. Due regard means that Members must understand the public sector equality duty and consciously apply it to the facts in this report, when considering and reaching any decisions. Due regard must also be had to the need to eliminate discrimination, harassment and victimisation and other conduct prohibited by

the Equality Act 2010. The Council must also advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not. The protected characteristics defined in the Act are: Age; Gender reassignment; Pregnancy/Maternity; Race; Religion or Belief; Gender/Sex; Sexual Orientation; Marriage and Civil Partnership; Disability. (Bury Council also recognises the characteristic of Caring Responsibilities).

The equality duty arises where the Council is deciding how to exercise its duty under the Public Libraries and Museums Act 1964 in providing a comprehensive and efficient library service, since the provision of this is a Council function. The potential equality impact of these proposals has been assessed and addressed in this report and a careful consideration of this assessment is one of the key ways in which Members can show that they have had "due regard" to the relevant matters. Members should, however, be aware that the duty is not to achieve the objectives or take the steps set out in the Equality Act, but rather to bring these important objectives relating to discrimination into consideration. "Due regard" means the regard which is appropriate in all the circumstances in which the Council is carrying out its functions and this means that Members may also pay regard to any counterbalancing factors which it is proper and reasonable to consider. Budgetary pressures, economics and practical factors will often be important and the weight attached to these in the decision-making process is a matter for Members.

- 1.8.3 In undertaking the review the Council must ensure it meets its statutory duties as outlined.

2.0 PROGRESSING THE NEW LIBRARY OFFER

2.1 Progress on the implementation of Phase 1

Proposals for Phase 1 of the Libraries Review were approved by Cabinet on 28 November 2012 and focussed primarily on the remodelling of services at Bury Library. Proposals were agreed and work is underway to implement the service changes.

2.2 Phase 2 proposals

The issues set out have provided a focal point for not just developing options for a remodeled Library Service, but a more general rethink on service delivery options across communities, of which library services would be an integral part. This refocusing is centered on providing a range of diverse services in one place instead of many; via a 'one stop shop' approach to service delivery, by means of the development of Community Hubs.

2.3 Community Hubs: bringing communities together

'Community hub' is a generic term. A Community Hub is a welcoming, accessible community building, consolidating a range of organisations in the one location. They are for everyone who lives in the community - children, families, young people and older people. They can provide a range of services and activities that focus on health, well-being, education, community, arts, cultural and heritage activities. They are also places that encourage social gathering and are designed to provide spaces for people to meet together in both planned and incidental ways.

The development of community hubs is one that is becoming the way forward for many councils across the country, as they seek to not only protect services but at the same time achieve essential efficiencies. There are many examples of councils across the country that can provide evidenced benefits from developing this type of service delivery, from the London boroughs to Doncaster, Wolverhampton and Kirklees and Devon to name just a few.

Why create a community hub?

There are four primary objectives of community hubs. These are:

- Service coordination and delivery – with the goal of enhancing both coordination among services and access to them by the community
- Place making – to reinforce a place's identity and make it a more attractive environment for people to gather and interact with each other
- Community building – enhancing the connections and relationships among people in order to strengthen common values and promote collective goals
- Financial sustainability – with the goal of providing quality services and facilities in a way that is economically viable over time.

Community Hubs can not only provide better services for residents and communities, they can also enable the Council to ensure that its services represent good value for money.

At a time of diminishing resources, by consolidating resources onto fewer sites instead of many, by reducing the number of buildings requiring significant resources to maintain and by using the capital receipt from the sale of redundant buildings, it is possible to support the development of fewer, high quality single-site services across the Borough.

An existing example between Adult Learning and Adult Care Services has already demonstrated the excellent benefits that developing this model can bring. During 2012 the services commenced the first co-location between ACS learning disability service and Adult Learning by creating a centre for people with learning disabilities within the main Adult Learning Centre at Haymarket Street. This has tested the model and has proved highly successful. Learning disabled customers have access to use some of the specialist training facilities at the centre to develop their skills and access opportunities which they would otherwise not have been able to take part in due to their care needs. This includes developing independent living skills via sessions in the specialist teaching kitchen, and developing dexterity, hobbies and interests through sessions in the Art and Craft rooms. They have successfully integrated with the existing Adult Learning customers. As an additional benefit some adult learning customers with disabilities have been able to informally access the centre socially which has given them greater confidence to access the mainstream programs on offer.

Even though investment is required to physically remodel buildings to accommodate new arrangements, it has to be remembered that this will provide renewed buildings, fit for purpose for the next 10-20 years. This is against the continuing and increasing need to spend a stream of resources on maintaining 'not fit for purpose' buildings containing only single services.

Although the proposals included in this report are in the main concentrated on facilities and services in the south of the Borough, should the commitment to deliver this revised service delivery model be agreed, it would provide the future blueprint for service delivery across the rest of the borough. Any further proposals will be put forward to Cabinet via future reports at the appropriate time, if any further opportunities for the development of additional Community Hubs come forward.

2.4 **The new model for Libraries**

Although all of the Borough's libraries were considered during the Phase 2 review and opportunities assessed, 4 libraries currently offer the most favourable prospects to retain services in communities whilst making savings within the prescribed short timescale. Having assessed the service and its delivery points the proposal is the re-modelling of services, at Radcliffe, Unsworth, Prestwich and Whitefield libraries based on the Community Hub model. This can be achieved via proposals to formally co-locate library services with partners.

If this model is developed all of the Borough's libraries will be assessed for inclusion in the development of any additional future Community Hubs in other areas of the Borough.

It should be noted that all libraries, including the libraries in these proposals, already share their buildings with other services, e.g. Adult Learning and Children's Centre staff and activities and with other partners on less formal ad hoc arrangements such as the Police (Tottington). Libraries are also used as sites for a range of other Council, voluntary and health partnership activities e.g. Dementia Café, etc.

All libraries also already offer their premises as locations for agile working for council staff which also provides benefits for the council via officer time saved and building costs reduced, alongside savings in mileage/transport costs and carbon emissions. This together with other efficiencies and increasing use of technology will ensure that the Service is more sustainable.

It should be noted that although there will be a significant reduction in the 'footprint' of library services within the Community Hubs, via these proposals, library services will still be retained and accessible locally for residents. National library initiatives and social trends in society have brought about changes in the delivery of library services. For example a national reduction in book borrowing and the development of a more significant on-line presence has meant that a reduction in service space does not necessarily compromise the effectiveness of the service on offer. Additionally, although individual areas will be designated for particular services, within the 'Hub', all areas of the buildings will be available for use by all services on a flexible basis, resulting in the greater use of facilities.

This proposal will retain all libraries services across the Borough.

2.4.1 **Radcliffe Library**

It is proposed to relocate the library from its current Stand Lane site to Radcliffe Civic Hall. The new library will be located in the space currently occupied by the Charter Room as its core, with additional space accrued from extending into space which is currently used as the foyer. The move represents

a reduction in the size of the library, however it should be noted that although service space will be reduced, library services will still be available in Radcliffe Town Centre.

Radcliffe library is currently open 39.5 hours per week and from the initial consultation, it is recorded as the 4th most used/visited library.

Services offered at the library include core library service provision; Adult Learning services; Council Information Point; Housebound Library Service; public access computers; councillor and partner surgeries; local history resources; reading groups and services and activities for children..

There is slightly higher proportion of younger people within 1 mile of the library (88%) in comparison to the borough average (84%) and the library has a range of activities for younger users, including homework support, toddler groups and weekly term-time story times.

As with the analysis of the needs of all people with protected characteristics, it is felt that due to the retention of core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.

Libraries at Dumers Lane and Coronation Road in Radcliffe also provide additional support.

- Core library provision will be maintained
- Current library opening hours will be maintained and it may be possible to provide additional access to services, when other activities are underway at the Hall, via the use of library self-service technology. (e.g. existing library currently closed on Wednesday and Sunday)
- Access to the lending resources of the Library Service will still be offered via the Service's free internal request service.
- The new location of the library retains services in the Radcliffe East ward which includes some of the most deprived in the Radcliffe township.
- The new location retains access within the town centre and provides accessible accommodation that is closer to Bury Primary Care Trust Health Centre and Clinic on Blackburn St and the Metrolink Station than the current premises
- Dumers Lane and Coronation Road libraries also remain in Radcliffe and will continue to provide services to local communities.
- Free parking will be retained
- The move will also retain public access computers which can be used to support education and the search for employment.
- Adult Learning opportunities will also be maintained and improved access to the larger Civic Hall spaces for additional activities with partner agencies can also bring benefits to the whole community.
- Council Information Point services will be retained
- Radcliffe Civic Hall also offers public toilets for users (not currently available in the existing library) and is fully accessible.
- In addition, it is also the intention to adapt additional space in the Civic Hall to become a base for Adult Care Learning Disability Day Services. Income from the use of this space by Adult Care will contribute to savings targets as well as opportunities for joint working across both libraries and Civic Halls services.

2.4.2 Unsworth Library

It is proposed to relocate the library from its current position on Sunnybank Road to the Sunnybank Community Centre also situated on Sunnybank Road. The Community centre currently operates as an Adult Care day centre but also offers a range of additional provision for the community, including evening events such as yoga classes and other activities for adults and children during the week and at weekends.

It is proposed to extend the existing Community centre building to provide a new library space, which will be a reduction in the size of the existing Library Service space. This existing library is currently open 35.5 hours per week and from the initial consultation it is recorded as the 7th most visited/used library. Services offered by the library include core library services; Council Information Point; public access computers; Housebound Service; small local history collection; councillor surgeries; and reading group.

As with the analysis of the needs of people with all protected characteristics, it is felt that due to the retention of some services at the Sunnybank Centre and services in the same township at Whitefield Library, with the same level of opening hours overall, it is not anticipated that the change will affect people with protected characteristics negatively, for example, the library and community centre are on the same bus route and support for worklessness will continue, including support for people affected by the government's 'Digital By Default' agenda.

In addition, the immediate library location is within the second least deprived quintile in the borough.

-
- Book-lending library provision will be maintained
- Current library opening hours will be maintained and it may be possible to offer additional access to services, when other activities are underway at the Centre, via the use of library self-service technology.(e.g. existing library currently closed on Wednesday and Sunday)
- Access to the lending resources of the Library Service will still be offered via the Service's free internal request service.
- The move will also retain public access computers which can be used to support education and the search for employment.
- Although formal staffed hours will be reduced significantly, the library space will function alongside the other services offered at the Community centre.
- Sunnybank Community Centre also offers users public toilets for users (not currently available in the existing library) and is fully accessible.
- Library service Council Information Point (CIP) services will not be available but will remain available at Whitefield Library and Adult Learning Centre within same township.

2.4.3 Prestwich Library and Adult learning Centre

It is proposed to relocate library services onto one floor to enable space to be made available to Adult Care Services, who will be using this site for the delivery of their Learning Disability Day Services.

The library will be remodelled to provide a new open plan library that will continue to offer all existing services, but within a reduced footprint. The move represents a reduction in the size of the service to be offered, however library services will be retained in the township.

Prestwich Library is currently open 50 hours per week and in the initial consultation 2011/12, was recorded as the 3rd most visited/used library

Services offered by the library include core library service provision; Adult Learning classrooms; a Museum; Council Information Point (elements of this are particularly well used at this library, eg freephone, housing benefit enquiries and Report a Problem); Housebound Library Service; public access computers; art exhibitions; councillor surgeries; partner surgeries; library-based and external reading groups.

There is a significant Jewish community in the area (Sunday opening was originally introduced to support the Jewish community and the museum is the only one in the borough regularly open to the public on Sundays).

As the intention is to retain the core library service provision, the existing opening hours (including Sunday opening for the Jewish community) and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively and support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.

- Core library provision will be maintained
- Current opening hours will be retained, including Sunday opening and it may be possible to provide additional access to services, when other activities are underway at the Longfield Suite, via the use of library self-service technology.(e.g. library currently closed on Wednesday pm)
- Access to the lending resources of the Library Service will still be offered via the Service's free internal request service.
- Public access computers which can be used to support education and the search for employment
- Improvements will be made to improve access to first floor services, including the provision of a new lift and a new shared entrance directly from the rear car park will also provide for a safer, more customer friendly access to all services on site.
- The existing Adult Learning classrooms will still be provided and it is hoped to improve access to users within the scheme.
- Council Information Point services will be retained
- The Heritage Museum will be relocated from its current location, possibly to the new entrance area.

2.4.4 **Whitefield Library and Adult Learning Centre**

It is proposed that an area of Whitefield library will be reassigned for use by Adult Care Learning Disability Day Services and although there will be some reduction in Library space, core library services will be retained.

The proposed plan include Adult Care occupying the existing quadrangle space and the space currently allocated to the Sensory Impairment Unit.

It is proposed to relocate the Sensory Services unit to an adjacent space within the building. with retained direct access from the rear entrance.

These two services on one site will bring complementary benefits to both Adult Care and Library Service Sensory Impairment customers.

The needs of the Sensory Service users are clearly recognised, alongside their preference for a space solely allocate to their needs. The existing space has caused sensory service users some anxieties, as general library users are required to walk through the Sensory area to access the library's public toilets. The suggested new location for the service would remove this issue as the new space would not need to be accessed by non-service users and is therefore an improvement on the existing location.

Whitefield library is currently open 39.5 hours per week and in the initial consultation. 2011/12 was recorded as the 5th most visited/used library

Services include core library services; Council Information Point; Adult Learning classrooms; public access computers; Housebound Service; services for Deaf/visually impaired people; small local history collection; partner surgeries (eg HMRC tax workshops); councillor surgeries; reading groups; Police and community Support Officers (PCSO) base; coffee morning and craft sessions.

As the intention is to retain the core library service provision, the existing opening hours and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.

- Core library provision will be maintained
- Current opening hours will be retained and it may be possible to provide additional access to services.(e.g. library currently closed on Wednesday)
- Access to the lending resources of the Library Service will still be offered via the Service's free internal request service.
- Public access computers which can be used to support education and the search for employment
- Adult Learning classrooms will remain.
- Council Information Point services will be retained

3.0 Developing the Community Hub model

- 3.1 As mentioned it is proposed to further implement RFID self-service at libraries, including those in the proposed Community Hubs. This will enable the continuation of services, including the retention of existing opening hours, against a backdrop of significant staff savings.
- 3.2 To achieve the required savings of £570,000 as part of Phase 2 of the Libraries review, it will be necessary to significantly reduce the number of staff at all levels within the service. This will include front line staff, such as Library Assistants and Library Supervisors, back office posts, specialist and professional posts and senior managers. This will have an effect on the overall delivery of the service and will require a significant restructuring of services; but the primary aim is to ensure that the Council discharges its statutory duty to provide a comprehensive and efficient library service by its own provision.
- 3.3 At all 4 venues the community hub model includes Adult Care Services as a key partner. As such Adult Care Services have worked in partnership to develop these proposals to ensure that they have the potential to work to the benefit of all services involved. All centres would involve co-location with the Adult Care Services Learning Disability Day Service core bases. These are centres where small/medium sized groups of customers are supported to undertake meaningful activities and develop their independence within the community. The modernisation agenda in this service area has for some years been working towards creation of community hubs which are more integrated with local communities and away from the more traditional large day centre settings. Significant progress has already been made with one of the three main day centres being vacated in the past 12 months, and the second being vacated in spring 2013. Aligning this successful modernisation programme with the libraries community hub model provides an opportunity to maximise opportunities for both service's customers.

Co-location between libraries, adult learning and adult care learning disabilities will directly contribute towards the corporate priority of supporting vulnerable people. It contributes to break down traditional barriers to community services encouraging integration and improved understanding and relationships between groups within the community which is positive in terms of the Council's considerations around equality. It also provides increased opportunities for learning disabled customers to get involved in activities within the library/adult learning and to potentially undertake volunteering and work experience which will develop their skills as there will be a staff team in situ at the centre to support their care needs.

- 3.4 To develop this type of model costs will be incurred, not just for the capital costs of the project (to be confirmed), but for additional considerations, including loss of income for Civic Halls and libraries, and project management costs, for example. Any contribution to building related costs by Adult Care Services will also need to be agreed. These costs would need to be met from the existing budgets of the centres that would be involved in the co-location and could not cost more in combination across the 4 hubs than it currently costs to operate their existing bases. There will also be disruption to services whilst the work is undertaken. There will not be any disruption to adult care services during the period of work as they would remain in their existing venues until work is complete. However, it should be noted that this project

will reduce on-going revenue risk costs for aging 'unfit for purpose' buildings that will no longer be occupied should this project go ahead.

The new Community Hub buildings would be fit for purpose for 10-20 years and should need no significant maintenance during that period, making on-going revenue savings on buildings budgets across the three services included in this proposal: Adult Care, Civic Halls and Libraries. Costs those services would have had to make in the future can be held against the costs of this project.

Capital receipts for buildings no longer occupied can be used to offset the capital costs of this proposal, as well as on-going revenue saving benefits.

These proposals will allow library services to continue in all areas of the Borough and will not deprive residents of services as has happened or is threatened in many other authorities, for example Bolton has closed 5 libraries, Brent has closed 6, Doncaster proposes to close 12 or transfer to the voluntary sector. Dorset has transferred 7 libraries to the voluntary sector. The result of the proposal will be fewer, high quality buildings that offer quality services to their communities.

4.0 CONSULTATION

- 4.1 The next stage in supporting the decision making process is to undertake a consultation exercise. This consultation will allow the public, staff and other interested stakeholders to be kept informed and enable opportunities for individuals to submit comments and suggestions on the proposals. In line with the council's commitment to openness and transparency the consultation will seek to allow for the widest possible sources of information to be considered. The views gathered by the consultation will contribute to the decision making process and help ensure that the final proposals reflect community need.
- 4.2 If agreed the consultation process will commence on 11th April 2013 and run for six weeks. There are three key strands to the consultation exercise: public, members of staff and partners. In addition, Adult Care Services will undertake consultation to run in parallel with customers, carers and families of centres who could be involved in the community hubs.
- 4.3 The **public consultation** will progress in two formats, a questionnaire and a series of public events.

The consultation questionnaire will provide an overview of the proposals and will be available in all libraries and also online on the council website.

Supporting information will also be available at each library and online to explain more about the consultation process, why it is important this exercise takes place and how people can make their views known.

This questionnaire will be circulated to Bury Council's consultation contact database. Information and the consultation questionnaire will also be sent to the council's Citizen Panel.

It is proposed that a series of focus groups will take place at the libraries specifically referenced in this report to ascertain the views of service users at each location. Dates and times of the focus groups will be promoted online, in the local media and in each library. Individuals will need to sign up to attend focus groups to ensure that they are not oversubscribed. The effectiveness of

the consultation success will be judged by: numbers of returns, breadth of coverage across all locations, demographics and protected groups.

4.4 **Adult Care Consultation**

Extensive consultation with customers, families, carers and interest groups has taken place with regards to the modernisation of learning disability day services over the past 7 years. There is a strong track record of involvement and consultation with regards to transition of customers from one location to another and established robust arrangements to facilitate this in a way which maximises choice and control and minimises risk. Experience tells us that it works best to consult with stakeholders in two phases:

Phase 1 (prior to decision 11 April for six weeks) – initial information and gathering of feedback on the proposal to co-locate with library services at the specified venues

Phase 2 (after decision in principle – After June 2013) - detailed consultation and involvement on the proposal and how it could be implemented. This could include:

- potential layout of allocated spaces at the venues
- facilities available
- which customers would be proposed to attend each centre (based on it being their most local centre)

Consultation at all stages will be via accessible formats which are appropriate for the individuals concerned and could include one to one discussions, group discussions, and visits to proposed venues.

5.0 **CONCLUSION**

- 5.1 The report recommends to Cabinet proposals to develop Community Hubs in four locations.
- 5.2 These proposals will enable the development and remodelling of a range of services onto one site, of which libraries will form only a part, but which offer the potential to modernise services for communities, make revenue savings and improve access for all service users.
- 5.3 Some of the reduction in service capacity that the proposals will bring can be mitigated by the increased use of self service technology and Ebooks.
- 5.4 A full consultation will be undertaken on the proposals, as detailed in Section 4 of this report, as a basis for a jointly authored report from the two main service areas (Libraries and Adult Care Services) being presented for discussion at Cabinet in June 2013.

List of Background Papers:-

<http://www.bury.gov.uk/index.aspx?articleid=6816>

Contact Details:-

Graham Atkinson, Executive Director, Department for
Communities & Neighbourhoods – g.atkinson@bury.gov.uk

Appendix B: Library Phase 2 consultation report

Introduction and Background

As part of the Plan for Change the organisation is currently undertaking a three year change programme to ensure that it is fit for the future in a challenging financial climate as well as meeting the needs of our changing population in light of new statutory responsibilities, such as the Localism Act.

The Plan for Change was formally approved by council in June 2011 and this sets out the strategic direction for the Council to 'lead, shape and maintain a prosperous, sustainable Bury that is fit for the future. To support this vision we are committed to the following outcomes:

- Reducing poverty and its effects
- Supporting our most vulnerable residents
- Making Bury a better place to live

The Plan for Change provides a starting point for us to consider the efficiency and effectiveness of what we do; to look at the needs of our changing customer base; to consider the demand we face for services and ensure we manage the expectations of customers in an environment where we have fewer resources.

The Plan for Change is committed to ensuring an open and transparent process, actively seeking the views of the local community, listening to ideas and where possible acting on these ideas.

Since the launch of the Plan for Change we have listened to and engaged with local residents to find out what is important to them. This has included the Choices Consultation in the summer of 2011 which asked individuals to identify their priorities for the council spending, two rounds of Programme of Savings consultations in 2011 and 2012, and finally an initial data gathering consultation for the library service in the summer of 2012 which helped inform the decision making process in relation to Phase 2 library service proposals.

Methodology

The second phase of the Libraries Service Review sets out a number of proposed service changes and following a report to Cabinet on 10 April 2013 a decision to consult on these was approved. The six week consultation launched on 11 April. Views and opinions expressed in this exercise will help inform the final libraries report, which is due to be presented to Cabinet in July 2013. The consultation formally closed on 24 May and 308 individual responses were received to the paper and online survey. In addition further responses were received as part of the consultation process via focus group and roadshow feedback, petitions, emails and correspondence.

The consultation exercise enabled residents who live, work and study in the borough, as well as those employees who work in the service, the opportunity to provide feedback on the proposals.

The report focuses on four current libraries at Prestwich, Radcliffe, Unsworth and Radcliffe and details a number of proposed changes to the way services are currently delivered in these locations. Therefore the consultation exercise provides respondents an opportunity to provide general comments on the proposals for community hubs and service redesign, but more detailed work has taken place to ascertain the views of the users of these current libraries.

The consultation questionnaire was made available at:

- All library buildings
- Main council admin buildings with public receptions
- Leisure Centres
- Children's Centres

The questionnaire was also available online on the council website via a link on the front page of the site and also a dedicated Libraries consultation webpage.

The web link to the questionnaire was widely circulated to a number of existing database distribution lists, including the Township Forum database and the Asian Development Association of Bury. The link was also sent to those individuals who had provided contact information when they responded to the first phase of the consultation in the summer of 2012 as well as other Plan for Change consultation respondents.

The full list of where questionnaires were circulated is listed below:

- Housebound readers
- Volunteers in the libraries
- Room hirers
- Heritage Society – Prestwich and Ramsbottom
- Family History Society = Ramsbottom, Prestwich, Radcliffe, Bury
- Churches (sharing library facilities)
- Arts Council
- National Archives
- GM County Record Office
- People holding surgeries in libraries
- Local shops who libraries purchase from
- BADDAC
- ADAB
- B3SDA
- Bury and Radcliffe works
- Youth Council
- Young carers
- Bury and Holy Cross Colleges
- Adult Learning Centre
- Jewish Federation
- Council Employee groups
- Council Staff
- Elected Members

A copy of the questionnaire was also sent to the Council's Citizens Panel. It is a group of 1200 people who are broadly representative of the demographic profile of Bury, that have agreed to take part in up to four consultations a year. The members of the group receive emails or hard copies of the consultations.

The launch of the consultation was supported by a communication plan which included press releases, social media posts and media interviews. Information has also been included in the Bury Council staff newsletter Team Talk and specific briefings have taken place with employees.

In addition a number of road show events took place to allow users to drop-in and ask senior managers from the Library Service questions about the proposals. These took place at:

- Wednesday 17 April, at Bury Library (5.30-7.30pm)
- Thursday 18 April, at Whitefield Library (5.30-7.30pm)
- Friday 19 April, at Ramsbottom Library (5.30-7.30pm)
- Monday 22 April, at Radcliffe Library (10am-noon)
- Wednesday 24 April, at Prestwich Library (10am-noon)

- Thursday 25 April, at Unsworth Library (10am-noon)
- Thursday 25 April, at Tottington Library (2-4pm)

A round of focus groups targeting frequent library users took place at:

- Tuesday 23 April, at the Sensory Unit Whitefield Library
- Tuesday 30 April, at Story Time Whitefield Library
- Thursday 2 May, at Story Time Prestwich Library
- Thursday 2 May, at Knitting Group Radcliffe Library
- Friday 3 May, at Knitting Group Unsworth Library

Sessions took place before, after or during regular user group sessions at the library and the focus groups were promoted to these users beforehand. These sessions were designed to gather feedback about some of the practical issues which users may face due to a change in services.

Specific groups took place to capture the views of users of the Sensory Impairment Service at Whitefield Library and a further session was held at Bury Blind Society to ensure the views of disabled users were considered as part of the consultation. However, no one attended the session at Bury Blind Society.

A round of focus groups to capture the more general views of users, who may not use the library as frequently, took place at:

- Thursday 9 May, at Radcliffe Library
- Tuesday 14 May, at Whitefield Library
- Thursday 16 May, at Unsworth Library (11am to noon).
- Monday 20 May, at Prestwich Library (11am to noon).

These were promoted online, on social media sites utilised by the council and at libraries across the borough.

The consultation was open to members of staff and in addition specific employee briefings took place just prior to the consultation launch. Members of staff from the library service were invited to provide feedback and raise any issues via a dedicated email address which was widely publicised. A general article promoting the consultation also appeared in the April edition of the staff newsletter Team Talk.

In addition, as some of the proposals also involved Adult Care Users, a separate but linked consultation took place with these users. This involved the following:

- Service staff being made aware of the consultation at visioning session on 15 April 2013 and encouraged to participate in the consultation

- A specific questionnaire for customers and their families which will raise awareness of the library service consultation and also seek specific views on Learning Disability Day Services delivery
- Specific consultation and engagement with users of Sunnybank Community Centre
- Specific consultation with staff members.

Analysis of results

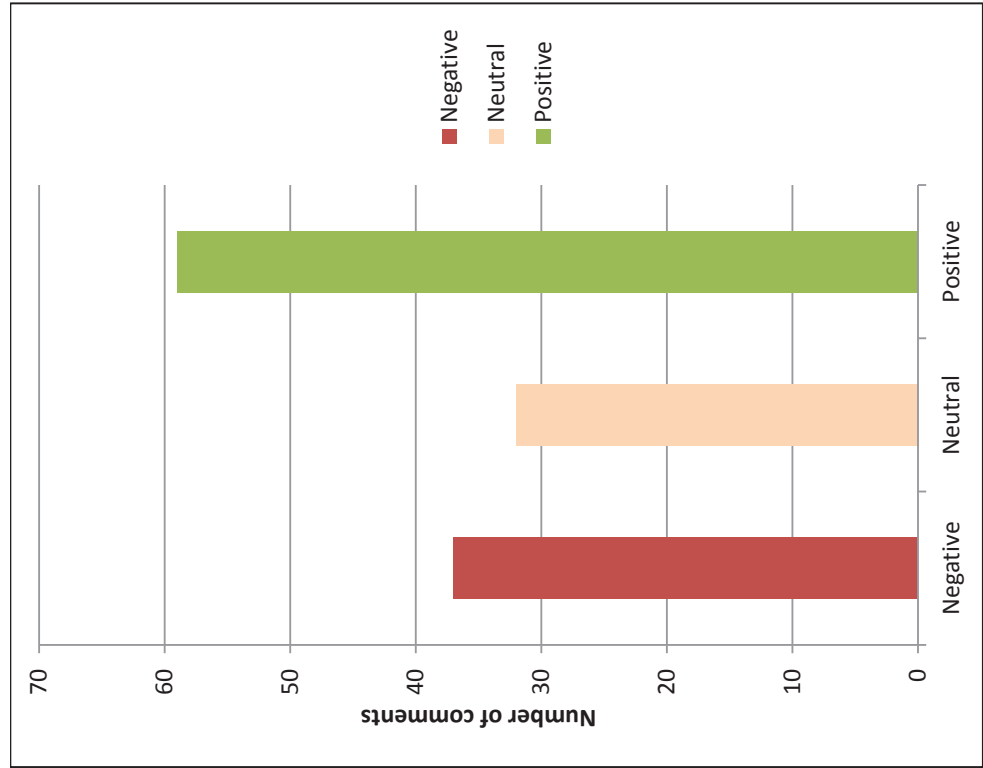
Comments made via the questionnaire or at a drop-in session or focus group have been analysed and a summary of the common themes and comments are found on the next few pages.

All comments were given a rating of 'positive', 'neutral/mixed' and 'negative', these ratings were then totalled to produce the graphs included. Key themes from the comments have been noted and collated in a table summarising the key points. Please note some respondents provided comments that covered more than one subject, so these have been logged appropriately and this means the number of responses do vary between questions.

A copy of the consultation undertaken with Adult Care Services users is attached at the end of the report for information.

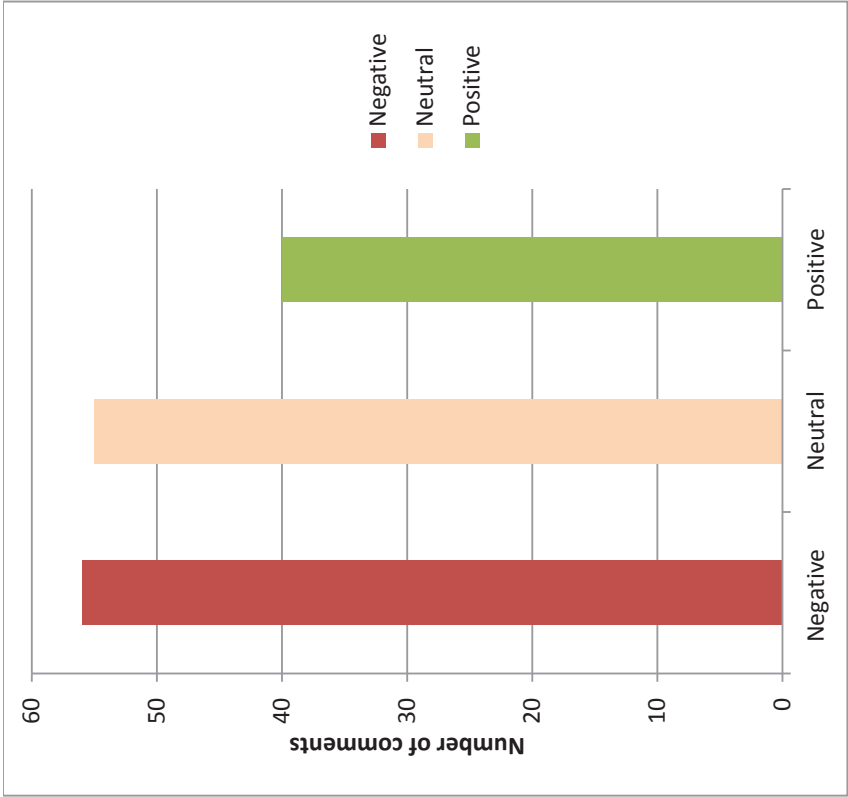
The principle of Community Hubs

Below is a summary of the positive, 'neutral/mixed' and 'negative' comments raised on the proposals for the establishment of Community Hubs.



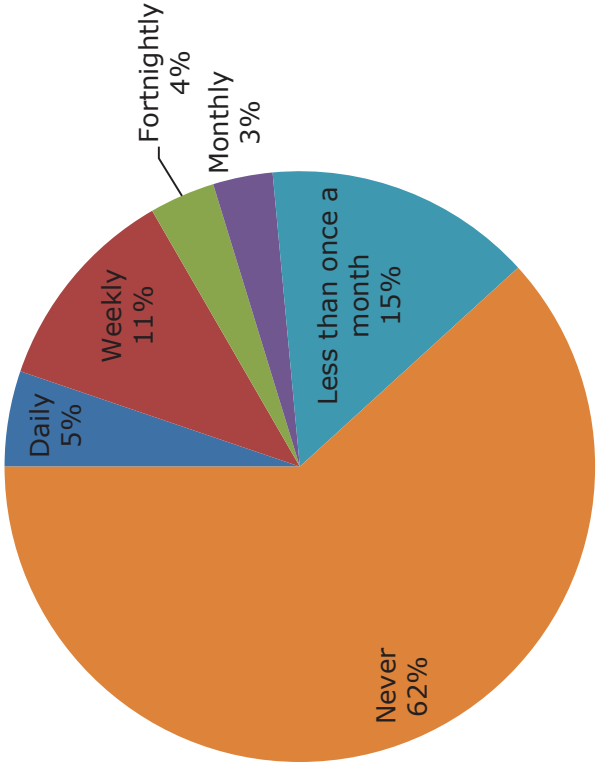
Prestwich Library

Below is a summary of the positive, 'neutral/mixed' and 'negative' comments raised on the proposals for Prestwich Library.



Usage of Prestwich Library from **consultation questionnaire** respondents only.

Answer Options	Response Percent
Daily	5.2%
Weekly	11.4%
Fortnightly	3.6%
Monthly	3.3%
Less than once a month	14.7%
Never	61.8%



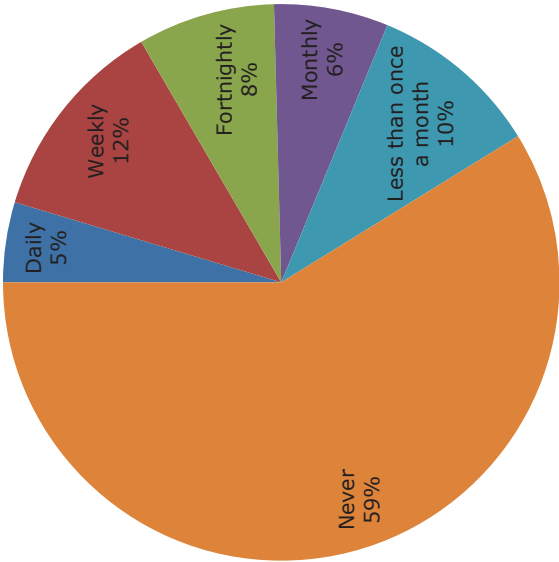
Radcliffe Library

Below is a summary of the positive, 'neutral/mixed' and 'negative' comments raised on the proposals for Radcliffe Library.



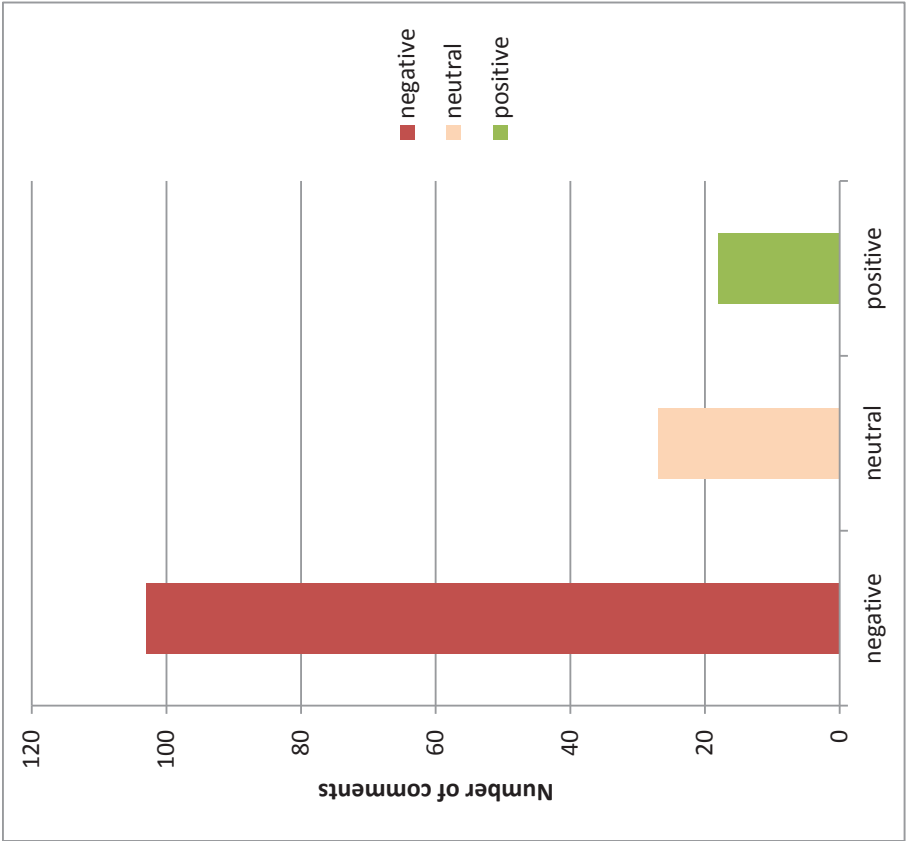
Usage of Radcliffe Library from **consultation questionnaire** respondents only.

Answer Options	Response Percent
Daily	4.7%
Weekly	12.0%
Fortnightly	8.0%
Monthly	6.6%
Less than once a month	10.0%
Never	58.8%



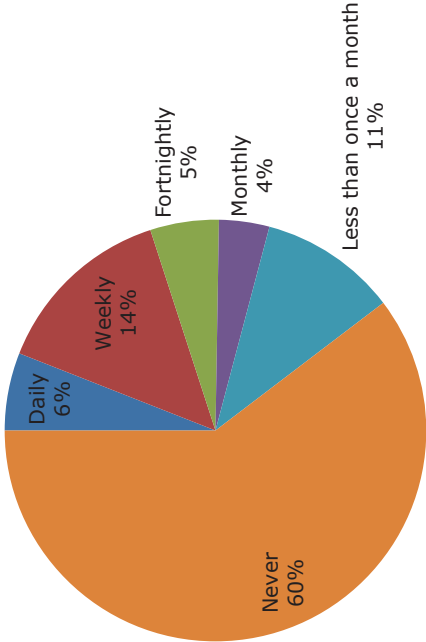
Unsworth Library

Below is a summary of the positive, 'neutral/mixed' and 'negative' comments raised on the proposals for Unsworth Library.



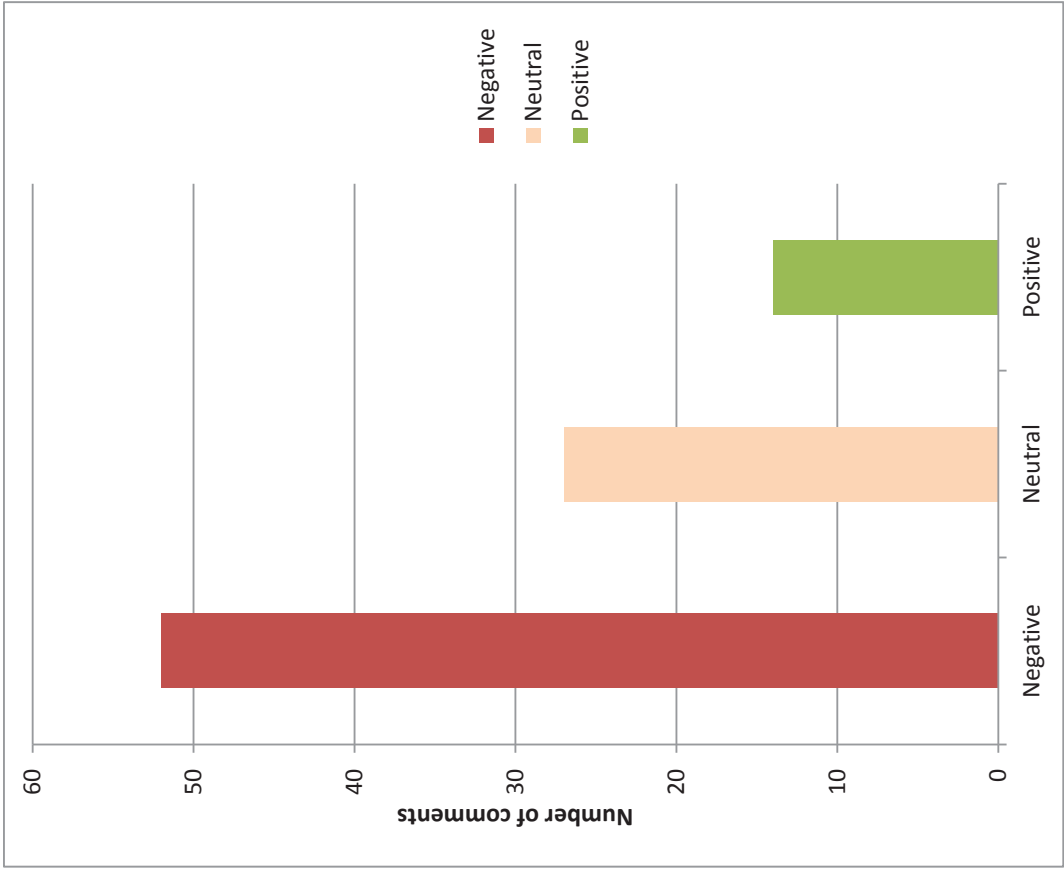
Usage of Unsworth Library from **consultation questionnaire respondents** only.

Answer Options	Response Percent
Daily	6.0%
Weekly	14.0%
Fortnightly	5.3%
Monthly	3.9%
Less than once a month	10.5%
Never	60.4%



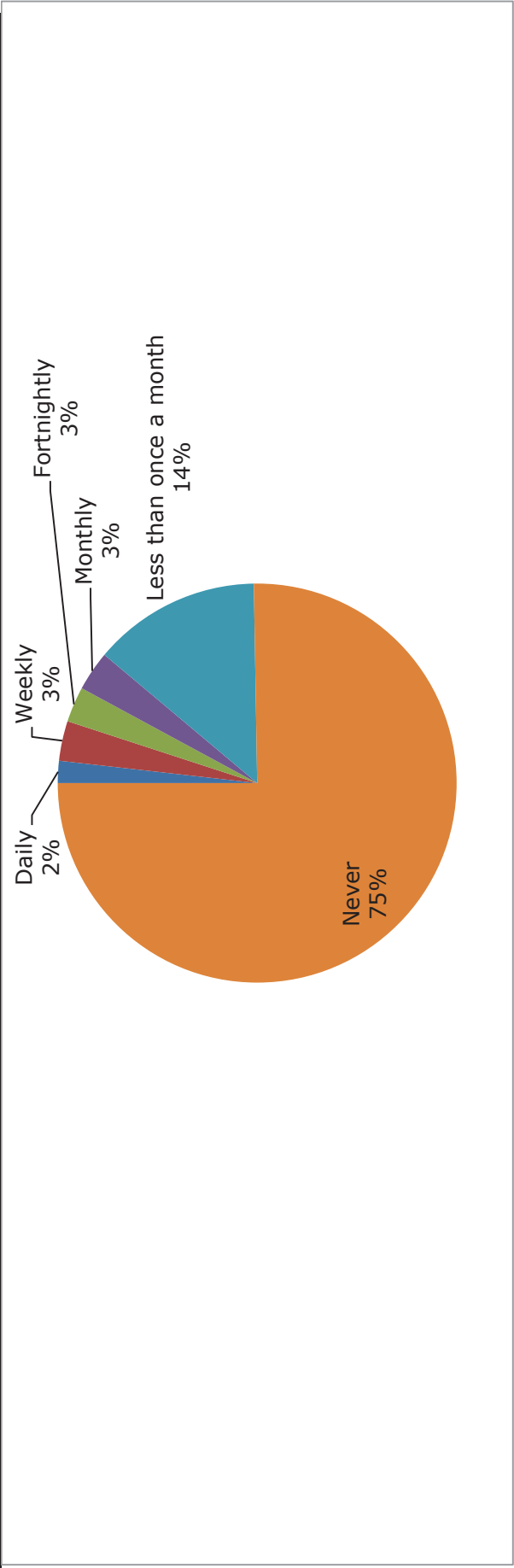
Whitefield Library

Below is a summary of the positive, 'neutral/mixed' and 'negative' comments raised on the proposals for Whitefield Library.



Usage of Whitefield Library from **consultation respondents** only

Answer Options	Response Percent
Daily	1.8%
Weekly	3.2%
Fortnightly	2.9%
Monthly	3.2%
Less than once a month	13.6%
Never	75.3%



General Feedback

A range of general comments and more generalised feedback have been received as part of the consultation. These have been shared with the officers and members working on the Library Review for their information and further analysis.

Petitions

In addition to the consultation feedback the council has received a number of petitions:

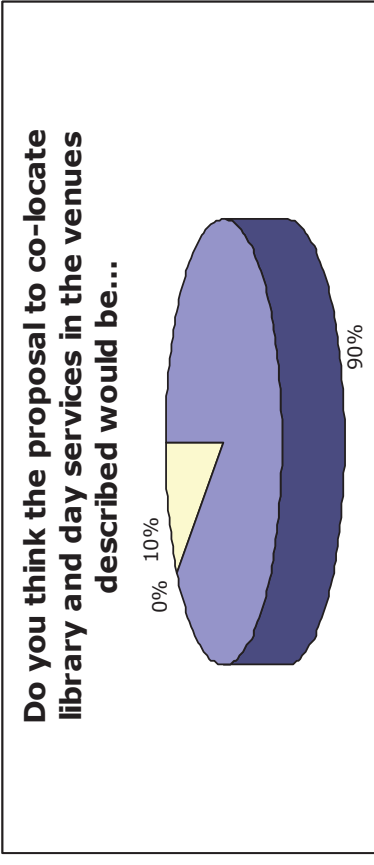
Petition	Count
ePET017 - Radcliffe library. Keep Radcliffe Library in its present location with all its staff to maintain a superb service.	67
ePET011 - For Bury Libraries to receive an increase in budget. Bury Council have chosen to reduce the amount of money that the Library Service receives. This has resulted in failing standards at the Castle Leisure Library in the Self Service technology. Also, the service does not have enough money to provide resources for all people who use the Libraries. Sign this petition if you wish for Bury Libraries to receive an increase in budget.	33

Day Services consultation - Sunnybank

Consultation on the phase 2 library review proposals in respect of co-locating Adult Care Day Services and Library Services in the south of the borough took place over a 3 week period from Monday 29th April to Friday 17th May. Consultation took place via initial telephone contacts, 1:1 meetings and home visits followed by a standardised feedback form for each stakeholder to complete.

10 responses were received from customers, families/carers and staff who access services or work from Sunnybank. Responses to the proposals were as follows:

1. Do you think the proposal to co-locate library and day services in the 4 venues described would be... (Please ✓ tick one answer)



Positive for customers	9
Make no difference to customers	0
Negative for customers	1

Please tell us why you think this using the box below:

Library is too small.

Yes, it is a very good thing to do if it means that Libraries will not be closing down and they will be placed in the community where it will benefit everyone.

It will create more opportunities for customers. East access to the library and the chance to use library services more often. Having more core bases next to libraries would mean less travel for our customers.

Customers would be able to use the facilities of the library i.e. borrow books, CDs, DVDs and hopefully use the computers, and they would be able to interact with the public and make new friends which can only benefit our customers.

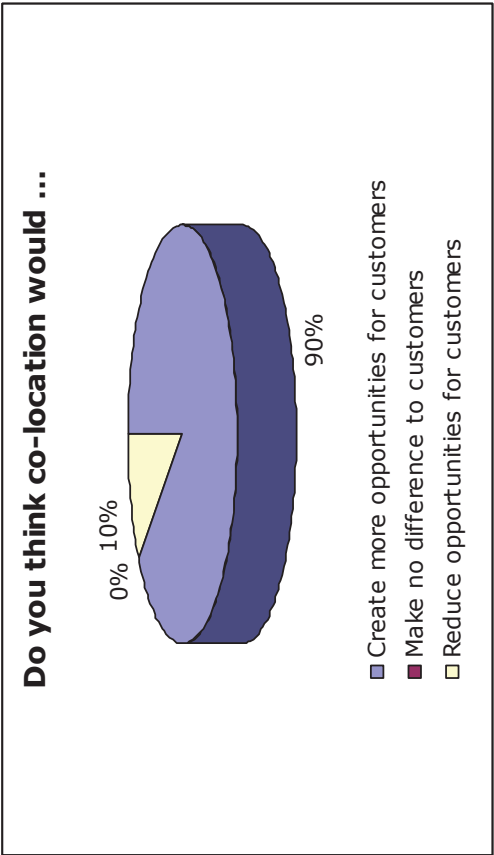
It will enable customers to start new relationships with new user groups and access more community based facilities and make use of the resources.

More opportunities for community integration.

Easy access for customers and more community interaction.

More opportunities for customers to access computers and other activities.

2. Do you think co-location would ... (Please ✓ tick one answer)



Create more opportunities for customers	9
Make no difference to customers	0
Reduce opportunities for customers	1

Please tell us why you think this using the box below:

The opportunity to meet more people.
As above - Customers would be able to use the facilities of the library i.e. borrow books, CDs, DVDs and hopefully use the computers, and they would be able to interact with the public and make new friends which can only benefit our customers.
As above - It will enable customers to start new relationships with new user groups and access more community based facilities and make use of the resources. It will also widen our customer's circle of community involvement.
Yes, because the proposed bases are more in the heart of the community and better access to public transport.
As above - Easy access for customers and more community interaction.
To be involved in the wider community.

3. Do you have any other comments or suggestions in relation to the proposals to co-locate Day Services in the south of Bury with Library Services?

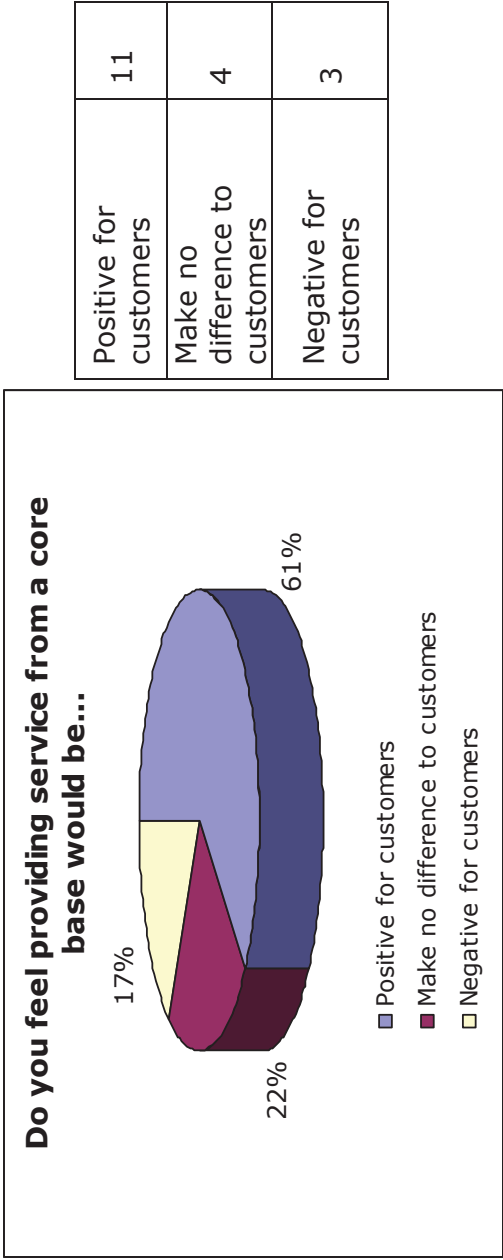
The proposals for Library service joining Sunnysbank Core Base could potentially bring a wider range of services, information points, and other user groups together. Working in partnership, that will benefit the community as a whole whilst raising the profile of Day Service provision in Bury for future customers, and creating a transparent overview for visitors of the quality of service that is delivered at Sunnysbank Core Base.

Day Services consultation - Wheatfields

Consultation on the phase 2 library review proposals in respect of co-locating Adult Care Day Services and Library Services in the south of the borough took place over a 3 week period from Monday 29th April to Friday 17th May. Consultation took place via initial telephone contacts, 1:1 meetings and home visits followed by a standardised feedback form for each stakeholder to complete.

18 responses were received from customers, families/carers and staff who access services or work from Wheatfields. Responses to the proposals were as follows:

1. Do you feel providing services from a core base (similar in style to Sunnybank or Elton) would be ... *(Please ✓ tick one answer)*



Please tell us why you think this using the box below:

Compared to Sunnybank, the space on offer at the other locations seems a fraction of the size. It would seem a reduction in the facilities now offered at Wheatfields would have to be made, and this could compromise the level of care now given to the service users.

Not sure how it would affect the customers as you have no previous models to draw from the experience. I think the adjustment to the people using this service will be difficult as Wheatfields is the only day care centre for most customers since leaving school.

Area is much smaller. Less space for personal care etc. and less space for equipment e.g. wheelchairs, trolleys etc. Parking difficult for dropping off and picking up.

Well used, valued community venue. Good modern facilities and access to transport.

Depending on how the core base is going to be run and introduced to the service users.

I feel that as far as my sister is concerned it would be better for her in a smaller environment with customers of a similar level of disability.

Change causes this customer to become very unsettled and vocally communicates her concerns. As she is unable to communicate verbally her homecare team are advocating on her behalf and our comments are base purely on an individual client.

I like having my own room.

Makes good use of library/community facilities. Is less institutionalised than the Day Centre.

It would help individuals to be more confident with others within the community and promote their independence. It will also finally get us away from the isolation of being in a large day centre and not being tucked away where no one know where Day Services are situated.

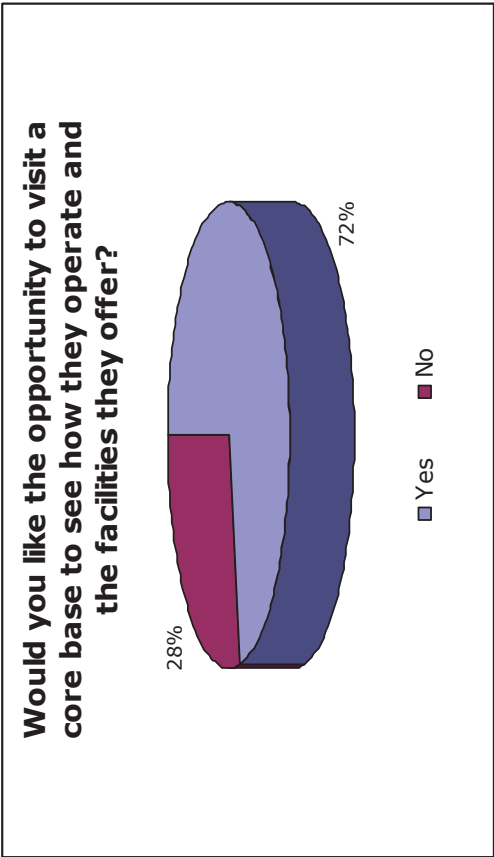
Customers will be able to maintain contact and relationships with peers.

Will give opportunities for customers to be involved in their own community and access the facilities within it. Smaller groups rather than traditional services would give more opportunity to offer quality support.

Makes no difference as the caring staff are already on site.

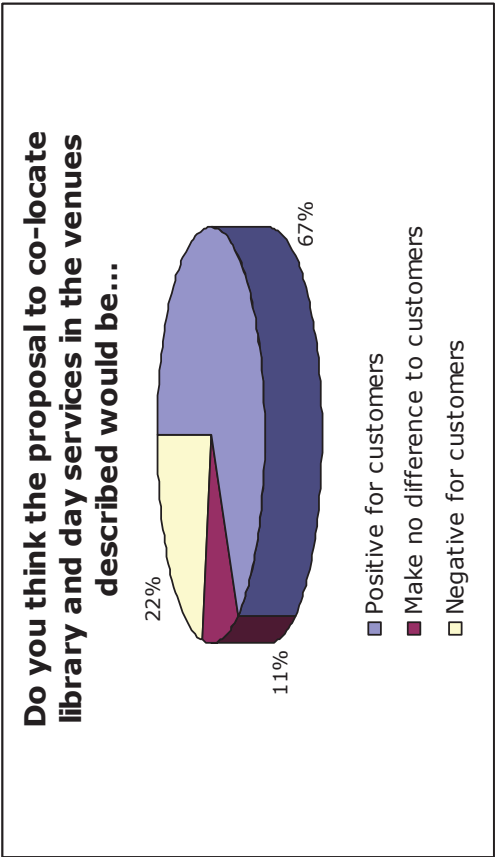
Good quality buildings that are in the community to enable good community networking.

2. Would you like the opportunity to visit a core base to see how they operate and the facilities they offer?



Yes*	13
No	5
*Individuals interested in visiting a core base will be contacted on an individual basis to arrange.	

3. Do you think the proposal to co-locate library and day services in the venues described would be... (Please ✓ tick one answer)



Positive for customers	12
Make no difference to customers	2
Negative for customers	4

Please tell us why you think this using the box below:

I cannot see any benefit in downsizing facilities to "co-locate" to library premises, apart from this being a cost cutting exercise.

As above - Not sure how it would affect the customers as you have no previous models to draw from the experience. I think the adjustment to the people using this service will be difficult as Wheatfields is the only day care centre for most customers since leaving school.

Nobody takes into account how the service users feel. They feel safe and comfortable and a change could be very upsetting, making it difficult to come to terms with the change.

Location nearer to people's homes. Public contact would be increased.

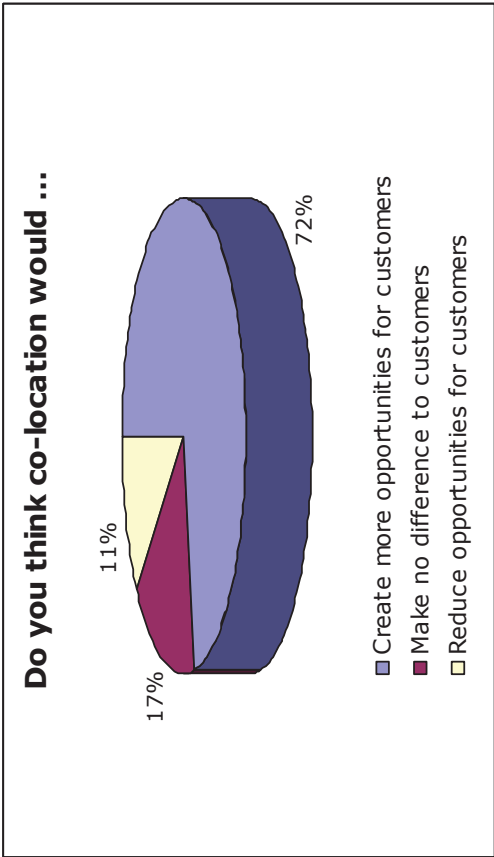
As above - Depending on how the core base is going to be run and introduced to the service users.

As above - I feel that as far as my sister is concerned it would be better for her in a smaller environment with customers of a similar level of disability.

Due to the fact that it will be combined in one and not separate.

As she likes books and magazines she may benefit from a core base situated within a library. Considerations – space within the core base to remove herself from the group/her own space and transport arrangements. It would create more opportunities and better access to community activities. Customers will be able to form community links and relationships. Good to use existing buildings as long as we have the input into how the rooms/areas are developed, and support our customers. Investigating how it will pan out working alongside another service. Care services are for people who need them. How would library staff or users be of help to clients of care services. Good location for networking with communities.

4. Do you think co-location would ... (Please ✓ tick one answer)



Create more opportunities for customers	13
Make no difference to customers	3
Reduce opportunities for customers	2

5. Are there other venues in the South of Bury that you think could be considered as potential core bases?

3

Yes

15

No

If you said 'yes', please tell us these venues in the box below:

Ex church at the top of Victoria Avenue (New Jerusalem Church/ Hall)
There is a building at the top of Victoria Avenue, which has been looked at before. I believe there has been a price reduction on the building and offers good potential.
New Jerusalem Church at the top of Victoria Avenue in Whitefield.

6. Do you have any other comments or suggestions in relation to the proposals to co-locate Day Services in the south of Bury with Library Services?

The people who attend Wheatfields Day Centre have many varied requirements, and for these to be adequately met specific facilities need to be provided. There are a number of wheelchair users and people who have difficulty walking, so easy accessibility is vital with free and adequate parking close by. Adding library facilities onto Sunnybank will not take anything away from the Day Centre there – can this be said for Wheatfields?

I just feel that although the move has to be made at some time, the client base much like my son do not handle change very well, some change results in physical decline so I am not sure how this is going to work. Another point is the meal situation. Having meals prepared on site was seen by myself as a good thing rather than getting a sandwich from local shops. We can't have everything I suppose!

I don't think that much thought has been made to these plans. Having a purpose built building with all the equipment and space is far better than trying to make do with smaller spaces without the space and purpose built rooms. Also, having space outside to do activities e.g. gardening, BBQ etc – no space for this would be available. Also, not having a car park where you can park with no fear of parking tickets or finding a space when you have a user with mobility problems. I feel these are very bad ideas and you are going backwards and not thinking for people's much needed needs that they have a right to.

Hopefully, where possible, service user's parents/carers will be actively involved every step of the way.

Not too sure in the decision and how it would work and how the customers will be affected.

All considerations should be based on an individual and not collectively. Visits to the identified bases on a regular basis prior to moving. Written records on how individual have adapted/responded to changes and discussions at individual's review meetings.

The joint venture should financially help both services survive the recession and promotes community links.

It would be a good experience to co-work alongside library services – holistic approach with everybody involved.

Parking is a major problem in Prestwich. The proposed core base needs to have its own designated parking area.

There need to be enough spaces (disabled spaces) for parents/carers to collect or deliver service users, especially in an emergency. There is no service road to the door and the car park currently does not open until 9.30am. The new services in the south of the borough need to be an equal size and quality to the other core bases at Elton and Sunnybank. The Haymarket struggles for space which reduces opportunities to joint work by bringing the community in. Please ensure good space to help provide good quality customer care. The space allocated at Radcliffe is only 97m2, which is very small.

Further information

Please contact the Policy and Improvement Team. Bury Council, Town Hall, Knowsley Street, Bury, BL9 0SW

Email planforchange@bury.gov.uk

www.bury.gov.uk

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Equality Analysis Form

The following questions will document the effect of your service or proposed policy, procedure, working practice, strategy or decision (hereafter referred to as 'policy') on equality, and demonstrate that you have paid due regard to the Public Sector Equality Duty.

1. RESPONSIBILITY

Department	Arts, Libraries and Adult Learning	
Service	Library Service	
Proposed policy	Equality Analysis in respect of Phase 2 proposals relating to the Plan for Change Library Service Review	
Date		
Officer responsible for the 'policy' and for completing the equality analysis	Name	Lesley Kelly
	Post Title	Libraries and Adult Learning Manager (Central Services and Social Inclusion)
	Contact Number	7579
	Signature	
	Date	27.06.2013
Equality officer consulted	Name	Elizabeth Binns
	Post Title	Principal Libraries and Adult Learning Officer (Social Inclusion)
	Contact Number	5973
	Signature	Elizabeth Binns
	Date	27.06.2013

2. AIMS

What is the purpose of the policy/service and what is it intended to achieve?	<p>This equality analysis seeks to identify the potential impacts on users/stakeholders of the Library Service arising from phase 2 proposals developed via the Plan for Change Library Review. The review has included an analysis of information and a stakeholder consultation exercise in 2012, which has enabled a set of key principles to be identified to guide the proposals for Phase 2, which also included a stakeholder consultation exercise in 2013. The report discusses Phase 2 proposals.</p> <p>Phase 1 proposals, as agreed by the council in 2012, are currently being implemented – they focussed primarily, but not solely, on Bury Library with a budget reduction of £240,000 in 2013/14. Reductions included counter and professional/specialist post reductions and agreed future co-location on the existing site as the opportunity arises.</p>
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	<p>The review has so far included the following, which have informed Phase 2 proposals:</p> <ul style="list-style-type: none"> - Providing the Council with service information to assist in its decision-making process about Plan for Change with respect to the Library Service (implementing budget reductions totalling £810,000 across the 2 phases) - Highlighting appropriate legislation affecting the service (outlined in the April 2013 Cabinet Report, which is attached as an Appendix to the current Cabinet Report), for example the 1964 Public Libraries and Museums Act, and the Equality Act 2010 - Bury Council's outline of the 'protected characteristics' is defined within this equality analysis form) - Carrying out a needs analysis across the Borough to assist the Council in its decision-making about changes to the Library Service via Plan for Change - Establishing the requirements around staff, public and stakeholder consultation and carrying out consultations - Highlighting the potential impact of service changes, particularly as these might affect the categories of users with protected equality characteristics. <p>Initial consultation took place in 2012 to collect the general views of staff, public, stakeholders and non-users regarding the Library Service and its future as part of the review, ensuring inclusion of people with protected equality characteristics. The consultation generated a view of what people think about library services in the borough and this informed the development of Phase 2 proposals for change. A second consultation took place 11 April – 24 May 2013 and this has also informed the final Phase 2 proposals. This EA does not deal with the whole of the consultation, it focuses on consultation received relating to EA issues, ie those affecting people with protected characteristics and also vulnerable people.</p> <p>Bury Library Service has 17 libraries, sited across the borough, with a variety of opening hours. These libraries offer access to a wide range of what are commonly termed 'core' or 'traditional' services, as well as hosting a range of other community activities and sharing their buildings with partners and other agencies (eg two children's centres). A library 'Council Information Point' service is also available at some libraries, which acts as the "face-to-face" first point of contact for other council services and offers payment facilities.</p> <p>In addition the service also currently provides:</p> <ul style="list-style-type: none"> • Housebound Library Service (delivery of library materials to people's homes where they are unable to visit libraries themselves). • Schools Library Service (delivery of library materials
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	<p>to schools across the borough, funded by Children's Services).</p> <ul style="list-style-type: none"> • Sensory Unit at Whitefield Library (which supports visually and/or hearing impaired people with specialist staff and resources). • Archives Service (provides access to local council, business and organisation records). • Access to Adult Learning provision (where libraries' staff provide advice, guidance and administration - e.g. bookings, registers management - for Adult Learning courses). • Space and support for an extensive range of activities e.g. Reading groups and parent and toddler support. Councillor surgeries and meeting spaces are also available. <p>Libraries in Bury are open to everyone who lives, works, studies in or visits the borough, including the borough's population – currently 185,100 people. The most recent data for 2011-2012 shows that the total registered membership of the libraries was 79,603, of which 30,376 (38.16%) are described as active members (i.e. have borrowed an item within the last 12 months) and 40,473 are described as active members including computer users (50.84%). This does not reflect all use of the service as many users visit or access other services which are not recorded within this definition; this includes access to newspapers, information, library council information point services, adult learning, reading activities, story-times, homework support etc. In 2011/12 for example 17,035 adults attended activities, and there were 266,550 information enquiries. Total stock 2011/12 was 305,514, audio visual stock 36,385, and 958,539 loans were issued. There were 1,049,300 visits. Additionally, there were 813,330 'virtual visits' to the library website for a range of services.</p> <p>The Service regards core service provision as including:</p> <ul style="list-style-type: none"> - free access to books - online access to a range of resources, including access to information, the ability to carry out library transactions such as book renewals and catalogue access, and the loan of books – the service loans e-audio books and has recently introduced e-book loans - information and signposting - expert advice and support - multimedia resources - community outreach services - specialist provision for targeted audiences (for example children and young people, families, older
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	<p>people)</p> <ul style="list-style-type: none"> - learning space and support - Archives, local and family history resources. <p>The Society of Chief Librarians are additionally encouraging a series of universal library offers, for example:</p> <ul style="list-style-type: none"> - reading and literacy - information - digital inclusion (for example the provision of ICT hardware and support to use it – to support issues such as worklessness and the government's 'Digital By Default' agenda) - health and well-being <p>Additionally, the service has developed what it considers core provision around community engagement (working actively with local library communities to understand what they would like their local library to deliver and encouraging local library communities to assist with that provision and increase their use of libraries as community spaces).</p> <p>These will continue to be supported by the service, although it is expected that overall levels of provision will reduce.</p> <p>To make the savings still required (£570,000 in 2014/15 for Phase 2), the Council has considered a range of ways to deliver budget reductions via the Review. The proposals have been developed in order to acknowledge as far as possible the results of both the initial consultation in 2012 and the consultation on Phase 2 proposals in April/May 2013. Closing libraries and reducing opening hours were found to be less popular via the 2012 consultation than co-locating services to save money. The council has decided not to close libraries or reduce opening hours at this time. Core services will continue to be offered, but the capacity will be reduced - although the 2012 consultation did not greatly support reduction in staff posts, it is unfortunately not possible to make the required level of savings without significantly reducing staff posts if 17 libraries and existing opening hours are to be retained.</p> <p>The Phase 2 proposals include:</p> <ul style="list-style-type: none"> - proposals for further investigating the development of libraries as community hubs - reducing the staff establishment, both counter staff and professional/specialist staff - roll-out of the Bury Library pilot Radio Frequency Identification installation (RFID - a self-service process which enables customers to issue and return their loans themselves without requiring the help of a member of staff) to additional libraries - progression of voluntary early retirement (VER) and
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	<p>voluntary severance (VS) applications; deletion of vacant and temporary posts (including some specifically held against the roll-out of RFID in order to lessen as far as possible the impact on staff in permanent posts)</p> <ul style="list-style-type: none"> - resulting from the significant changes to the service via Phases 1 and 2, the service will need to restructure – this may require a change of base and job descriptions for some staff. <p>The Council's policies and procedures will be used to lessen the impact on staff in permanent posts wherever possible (eg VER).</p>
Who are the main stakeholders?	<ul style="list-style-type: none"> - Staff of Libraries and Adult Learning - General public - Particular groups within the general public, for example older people, schools/headteachers, children and young people, people affected by Equality Analysis categories, tenants and residents associations, vulnerable/disadvantaged people - Partners, including other council departments/services, voluntary groups, other organisations external to the Council - Views of non-users are relevant to the Library Review consultation

3. ESTABLISHING RELEVANCE TO EQUALITY

3a. Using the drop down lists below, please advise whether the policy/service has either a positive or negative effect on any groups of people with protected equality characteristics.
If you answer yes to any question, please also explain why and how that group of people will be affected.

Protected equality characteristic	Positive effect (Yes/No)	Negative effect (Yes/No)	Explanation
Race	No	No	<p>Any change has the potential to affect ethnic groups in particular areas of the borough with significant BAME groups.</p> <p>BOROUGH FIGURES ARE AS FOLLOWS: The 2001 Census recorded a largely White British population (91%, with White Irish 2%, White Other 1%, Mixed 1%, Asian 4%). The 2009 Chartered Institute of Public Finance and Accountancy (CIPFA) ADULT Library User Survey records respondents as 3% Irish; 3% Pakistani; 1% Chinese; 1% African; 1% Caribbean.</p> <p>In the Phase 1 consultation, Respondents were asked to select their ethnic background and the results indicated that 92% were British White and 5.8% were from a Black or Minority Ethnicity background.</p> <p>In the Phase 2 consultation, Respondents reported as 95.6% White; 0.8% Black; 0.4% Mixed; 2.0% Asian or Asian British; 1.2% Other ethnic group.</p> <p>The service has some targeted resources (eg books and DVDs in Urdu) to which access will still be required if service changes are made.</p> <p>For data and potential effect for individual libraries, please see section 5.</p>
Disability	No	No	<p>The roll-out of the pilot customer self service RFID technology has the potential to affect people with a disability when using the new equipment. For example, for</p>

			<p>customers in wheelchairs the RFID kiosks need to be at the right height - however the tender process for the supply of the equipment will specify that the systems should be as user-friendly for customers with a disability as possible, and there will be staff on hand to assist around the time of the introduction to train customers in system use.</p> <p>Any change has the potential to affect access for people with a disability, particularly in areas of the borough with a higher proportion of people with a disability.</p> <p>4% of the staffing establishment are known to have a disability, so potentially they could be affected by any changes.</p> <p>BOROUGH DATA suggests that there are potentially significant numbers of people with a disability who could be affected by Service change. The 2009 CIPFA Adult Library User Survey recorded 10% of respondents with a mobility problem; 8% with a hearing impairment; 6% with an eyesight problem, 5% with a mental health condition.</p> <p>The Phase 1 consultation recorded 32.5% of respondents having a physical disability; 19.7% having a hearing disability; 13.1% having a visual disability; 14.7% having a mental health condition; 9.5% having a learning disability.</p> <p>The Phase 2 consultation recorded 24% of respondents having a physical disability; 8% a learning disability; 11% a mental health condition; 2% a head injury or other cognitive impairment; 11% a visual disability; 13% a hearing disability; 6% a musculo-skeletal disability; 2% a cardio-vascular disability; 23% another long-standing illness or health condition.</p> <p>For data and potential effect for</p>
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			individual libraries, please see section 5.
Gender	No	No	<p>THE BOROUGH POPULATION DATA records 93,700 females and 90,100 males. However, despite the roughly even split, any changes to library services are potentially likely to affect women more than men, as shown by the following Service and other data which shows the percentage of female/male use.</p> <p>The 2009 CIPFA Adult Library User Survey respondents were 62% female, 38% male, whilst the 2010 CIPFA Junior Library User Survey respondents were 58% girls and 42% boys. The Plan for Change Phase 1 consultation respondents reported as 61.9% female and 38.1% male. The Plan for Change Phase 2 consultation questionnaire respondents reported as 62% female and 38% male.</p> <p>Active members are recorded by the Library Management System – active borrowers are 62.1% female, 37.9% male. Registered members are 57.8% female and 42.2% male.</p> <p>74% of the staffing establishment are female, so more female staff could potentially be affected than male staff.</p> <p>For data and potential effect for individual libraries, please see section 5.</p>
Gender reassignment	No	No	The service has no data on this group of people. However it is anticipated that the Phase 2 Library Service proposals will not detrimentally impact on this group
Age	No	Yes	<p>Any change may potentially affect access for some age groups, for example older people and younger children.</p> <p>BOROUGH DATA includes the 2010 CIPFA Children's Library User Survey which showed that 71% of respondents were aged 10 or under. School-age children and their schools</p>

			<p>could be affected by change if, for example, class visits to their local library for author related activities and book exchange facilities were affected. In 2011/12 123 class visits took place across the borough involving 3,400 children. There were 124 group book exchanges for 3,376 children.</p> <p>Any change could affect children generally, via any potential changes impacting on, for example, the provision of youth groups, homework clubs and support, reading and other learning or social events/activities for children and young people, for example Summer Reading Challenge, Bookstart, toddler groups, story-times etc. Service data suggests that such provision is well used and well rated. Book issue figures for children and young people in 2011/12 were 285,733, a significant level of demand. 489 story-times were carried out for 8,577 children. 1,741 activities in libraries and schools were attended by 29,405 children. Activity is carried out to support teenagers, who could be affected by change, for example teen parenting classes, youth clubs.</p> <p>For data and potential effect for individual libraries, please see section 5.</p> <p>Any Service changes have the potential to impact on older people given their current levels of service use.</p> <p>BOROUGH DATA – 66% of the 2009 CIPFA Adult Library User Survey respondents reported as being 45 plus (34% 45 to 64; 20% 65 to 74; 12% 75 and older).</p> <p>The Phase 1 consultation respondents reported as 66.58% being 45 plus. The Phase 2 consultation respondents reported as 79% being 45 plus (16% 45 to 54; 20% 55-64; 23% 65-74; 14% 75-84; 6% 85 plus).</p> <p>Increased social/emotional isolation</p>
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			<p>could potentially result, particularly for those who live alone, if targeted activities for older people are withdrawn. Several libraries run clubs/activities for older people, run by staff and/or volunteers.</p> <p>For data and potential effect for individual libraries, please see section 5.</p> <p>63% of the staffing establishment are aged 45 and above so this age group could potentially be affected by any loss of posts - council procedures (eg VER, redeployment policy) will be followed to attempt to mitigate potential job losses as much as possible.</p>
Sexual orientation	No	No	<p>Lesbian, Gay, Bisexual and Transgender (LGBT) stock is currently available, built up with the assistance of Bury's LGBT employee group, and these resources would be retained.</p> <p>BOROUGH DATA includes the Phase 1 consultation, which showed 2.9% of respondents recording as Gay/Lesbian, Bisexual, Transgender or Other. The Phase 2 consultation showed 1% of respondents as Gay/Lesbian; 2% as Bisexual; 2% as Other. The 2009 CIPFA Adult Survey recorded 3% of respondents as being Gay/Lesbian, Bisexual or Other.</p> <p>It is anticipated that the Phase 2 proposals will not detrimentally impact on this group.</p>
Religion or belief	No	No	<p>Any change has the potential to affect, for example, the borough's Jewish and Muslim communities in areas of the borough with a significant Jewish and/or Muslim community.</p> <p>BOROUGH INFORMATION includes the 2001 Census which recorded respondents as 74% Christian, 5% Jewish, 4% Muslim, No religion 10%, Not stated 7%. The 2009 CIPFA Adult Library User Survey recorded 65% Christian; 1%</p>

			<p>Buddhist; 0% Hindu; 7% Jewish; 3% Muslim, 0% Sikh and 1% Other.</p> <p>For data and potential effect for individual libraries, please see section 5.</p>
Caring responsibilities	No	No	<p>Any change has the potential to affect people with caring responsibilities. BOROUGH INFORMATION includes that 2.3% of initial consultation respondents across the borough described themselves as having caring responsibilities.</p> <p>Staff with caring responsibilities may potentially be affected as a restructure which may (potentially) alter some staff bases will be required.</p> <p>For data and potential effect for individual libraries, please see section 5.</p> <p>The Housebound Service, which carers are eligible for (subject to availability) is being retained.</p>
Pregnancy or maternity	No	No	<p>It is anticipated that the proposals will not detrimentally impact on this group as although service and staff levels are being reduced, core services are being retained.</p>
Marriage or civil partnership	No	No	<p>It is anticipated that the proposals will not detrimentally impact on this group as although service and staff levels are being reduced, core services are being retained.</p>

**3b. Using the drop down lists below, please advise whether or not our policy/service has relevance to the Public Sector Equality Duty.
If you answer yes to any question, please explain why.**

General Public Sector Equality Duties	Relevance (Yes/No)	Reason for the relevance
Need to eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010	Yes	Library services are considered a universal service and are used by all sectors of the public, whether the general public or as a particular user group – any kind of alteration to the service has the potential to impact not only on the general public but also on some of the most vulnerable groups in society, including people with protected characteristics.
Need to advance equality of opportunity between people who share a protected characteristic and those who do not (e.g. by removing or minimising disadvantages or meeting needs)	Yes	<p>Library services are considered a universal service and are used by all sectors of the public, whether the general public or as a particular user group – any kind of alteration to the service has the potential to impact not only on the general public but also on some of the most vulnerable groups in society, including people with protected characteristics.</p> <p>Services are already provided which target individual groups, for example support for people with a sensory impairment and activities for older people.</p>
Need to foster good relations between people who share a protected characteristic and those who do not (eg. by tackling prejudice or promoting understanding)	Yes	<p>Library services are considered a universal service and are used by all sectors of the public, whether the general public or as a particular user group – any kind of alteration to the service has the potential to impact not only on the general public but also on some of the most vulnerable groups in society, including people with protected characteristics.</p> <p>Staff training in areas such as disability awareness and the needs of different cultural groups takes place.</p>

If you answered 'YES' to any of the questions in 3a and 3b

Go straight to Question 4

If you answered 'NO' to all of the questions in 3a and 3b

Go to Question 3c and do not answer questions 4-6

3c. If you have answered 'No' to all the questions in 3a and 3b please explain why you feel that your policy/service has no relevance to equality.

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4. EQUALITY INFORMATION AND ENGAGEMENT

4a. For a service plan, please list what equality information you currently have available, **OR** for a new/changed policy or practice please list what equality information you considered and engagement you have carried out in relation to it.

Please provide a link if the information is published on the web and advise when it was last updated?

(NB. Equality information can be both qualitative and quantitative. It includes knowledge of service users, satisfaction rates, compliments and complaints, the results of surveys or other engagement activities and should be broken down by equality characteristics where relevant.)

Details of the equality information or engagement	Internet link if published	Date last updated
CIPFA PLUS Adult Library User Survey 2009 – a nationally-managed survey of library users aged 18+ which takes place once every 3 years.		2009
CIPFA PLUS Children's Survey 2010 – a nationally-managed survey of library users (children and young people) which takes place once every 3 years.		2010

Bury's Joint Strategic Needs Assessment 2010	http://www.bury.gov.uk/CHttpHandler.ashx?id=9203&p=0	
Mott MacDonald (2012) Bury Libraries Needs Analysis		
A range of information about the Service including library membership and active member data and library service information (for example specialist provision, and property data).		
Results of Plan for Change consultations		

4b. Are there any information gaps, and if so how do you plan to tackle them?

The service has tried to gather as much appropriate information as possible, including that outlined at section 4a above, for example the needs and views of staff (including existing corporate staff 'protected characteristic' groups), public, stakeholders and non-users as to library services in general in the borough of Bury, hence the initial consultation phase in 2012 re general matters, and the consultation on Phase 2 proposals in April/May 2013, both of which have informed this report. Consultees, including people with protected characteristics and vulnerable people, were able to comment on how they might be affected by any proposals for change. It is therefore felt that there are no information gaps.

5. CONCLUSIONS OF THE EQUALITY ANALYSIS

<p>What will the likely overall effect of your policy/service plan be on equality?</p>	<p>In addition to the information in section 3a, potential impact of the Phase 2 proposals is outlined in this section.. These include the potential impact on people with protected characteristics and on vulnerable groups in general (eg the unemployed).</p> <p>By retaining 17 libraries and existing opening hours and as much core service provision at libraries across the borough as possible it is anticipated that the provision will remain comprehensive and efficient as required by the statutory duty. However, even before budget reductions, all core services have not been offered at every individual library, and given the reduction in the budget it will be impossible to offer every core service at every library.</p> <p>Services being retained:</p> <ul style="list-style-type: none"> - Book and other lending resources - including provision for children and adults - Free access to the Service's lending resources via the requests system and charged access to the national inter-lending system. - Information and advice. - Support for learning and for recreation/culture (adults and children). - Access to online resources (which are increasing, eg via e-book provision). - Access to computers and the support to use them. - Library Council Information Points where these currently exist. - Archives, Family and Local History (Community Heritage). - Housebound Library Service. - Sensory Unit services. - Support for reading and literacy (eg Reading Groups, storytimes). - Events and activities for various age/other groups. (However it is anticipated that although service-led events and activities will continue, these will be fewer than at present due to the reduction in staff numbers). - Community engagement (involving local communities in service provision). - Community hubs/spaces (eg partners holding displays, activities and 'surgeries' such as Business Enterprise Group, NHS Patient Advice and Liaison; volunteer-led events, eg Dementia Café, Knit and Natter, Tenants and Residents meetings; 'Agile Working' provision for council/partner staff; partner bases).
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	<p><u>Impact of the individual proposals:</u></p> <p><u>1 Community hubs:</u> Taking on board the overall Plan for Change consultation, the 2012 Phase One consultation results and the April/May 2013 Phase Two consultation results, the council is proposing to further investigate the development of libraries as community hubs – impacts will be considered as and when hubs are proposed.</p> <p><u>2 Staff changes:</u> -Via the proposals the staff establishment would be reduced to enable savings to be made. Accordingly some work will reduce in scale and/or take longer to deliver, across all 17 libraries. A service restructure will be required. Staff in the protected characteristics groups may be affected, eg staff with caring responsibilities may be affected if their base is changed; the service has more female (74%) staff than male; 63% of staff are aged 45 and above; 4% of staff are known to have a disability. The Service will wherever possible delete vacant posts, progress existing and forthcoming VER/VS applications and use the council's redeployment procedures to attempt to mitigate the effects of the loss of at least some posts. Formal corporate consultation processes will be undertaken with staff.</p> <p>The reduction in posts, which is the main focus of library service budget reduction in phase 2, will affect all 17 libraries. All 17 libraries will be affected via the introduction of new job descriptions, via the restructure and via new (reduced) staffing rotas where appropriate. This will mean fewer counter, professional and specialist staff to carry out and manage library services. It is anticipated that the scale of staffing reductions, coupled with the need to staff all 17 libraries to their existing opening hours, means that on occasion it could be difficult to find staff cover for sickness, leave, training etc. Staff reduction on such a scale will inevitably impact on levels of service provision.</p> <p>The deletion of any professional/specialist/back office posts may have an impact on people with protected characteristics and/or vulnerable groups. Such posts provide expert advice and support, information and signposting, professional staff support and activity, outreach services, targeted audiences (including children, older people and the unemployed), local and</p>
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	<p>family history resources etc. Reducing professional staff reduces the support for reading and literacy, imagination, creativity and widening horizons.</p> <p>This will impact on all libraries as staff and service levels will reduce – it is anticipated that there will be fewer supporting activities and potentially more queuing for some services. As a result, people with protected characteristics and vulnerable people will have less access to staff, services and resources than before, and this was reported as a concern during consultation. However, there will still be staff available to give support, and as the intention is to retain the core library service provision, the existing opening hours and the range of services on offer at the existing sites, it is not anticipated that the change will affect people with protected characteristics and vulnerable people too negatively. Although the number of resources and activities is expected to decrease overall, the range of services will still be available.</p> <p>Volunteers – the service has used volunteers to support service provision where appropriate over many years, and will to continue to do so – however it should be noted that the proposals in the Report do not include replacing paid staff by volunteers.</p> <p>The consultation included comments from the public about not wanting libraries staffing to be reduced and not wanting redundancies. Comments included praise for staff skills and support – it is impossible to retain all 17 libraries and existing opening hours and still reduce service budgets by £570,000 without affecting staff.</p> <p>The consultation included comments that there will not be enough staff to run the service – RFID will reduce the time staff need to spend on routine tasks; availability of eBooks will require less staff time; levels of some service provision will be reduced; the service does have an additional hours budget which it uses to provide cover when required.</p> <p><u>3 RFID:</u></p> <p>Under the proposals Radio Frequency Identification will be introduced to allow customers to carry out their own issues and returns – staff will no longer be engaged in clerical issuing routines to any great extent and this will allow staff more time to deal with the more skilled elements of their work for customers, e.g. reader development, ICT support.</p> <p>RFID will be installed at Prestwich, Ramsbottom, Whitefield, Unsworth, Radcliffe and Tottington libraries.</p>
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	<p>It is already being progressed at Bury Library as part of Phase One. Castle Library already has self service technology – this will be upgraded to the new system.</p> <p>The Service has been holding vacant posts (which will be deleted) to cover the corresponding reduction in posts. A small number of these posts were filled temporarily, pending the Library Review, and it is proposed that these will end, affecting those temporary staff in post.</p> <p>The procurement tender for the supply of equipment includes addressing accessibility issues for library customers.</p> <p>At installation, staff support will be available to assist customers in learning how to use the system.</p> <p>The consultation included comments about the impact RFID will have on staff jobs – the service has been holding some posts vacant (or filled temporarily) to help with this issue.</p> <p>Some comments were made opposing the introduction of RFID, eg preferring to deal with a person who would have skills not available via RFID – however other comments were positive.</p> <p><u>Main issues evidenced by the data and analysis:</u></p> <p><i>Gender</i> - By retaining book loans, information provision and other core provision wherever possible, it is anticipated that this group of users (ie predominantly female) will not be detrimentally affected. However female staff could potentially be affected as they form a greater percentage (74%) of the Library Service staffing establishment – wherever possible VERs, deletion of vacant posts and redeployment and other council policies will be progressed.</p> <p><i>Age</i> - With all age groups, access to core services remains available, although reduced, and the different age groups should not be detrimentally affected - also the Housebound Library Service exists to support people who struggle to access a library (subject to availability). However older staff could potentially be affected as 63% percent of the Library Service staffing establishment are 45 and above – wherever possible VERs, deletion of vacant posts, redeployment and other council policies will be pursued.</p> <p>Increased social/emotional isolation could potentially result, particularly for those who live alone, if fewer supporting activities for older people were available.</p> <p>Fewer supporting activities due to the deletion of both</p>
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	<p>counter staff posts and some specialist/professional posts could also affect various age groups, although supporting activities will continue, for example children's numeracy and literacy, mentioned by some consultation respondents, will still be supported.</p> <p><i>Disability –</i> By retaining core services it is not anticipated that this group of people will be detrimentally affected, and the Service has a range of services supporting people with a disability which will be retained (e.g. services for Deaf/visually impaired people, disabled facilities, assistive technology, large print and audio loans, assistance dogs welcome etc). The consultation carried out by Adult Care staff with their customers reported many benefits to their customers, should community hubs be progressed with Adult Care in the future. RFID procurement will include the requirements of disabled people. 4% of libraries staff are known to have a disability and they could potentially be affected by the proposed changes. Fewer supporting activities due to the deletion of both 'counter' staff posts and some specialist/professional posts could also affect disabled people, although supporting activities will continue.</p> <p><i>Carers –</i> Via the proposed restructure some staff could have a change of base which may potentially affect any caring responsibilities they may have.</p> <p>Information regarding the 17 libraries:</p> <p>Prestwich Library and Adult Learning Centre: It is proposed to reduce the staffing levels at this library, to introduce some new job descriptions, to focus library provision on the ground floor and to install RFID. This will reduce the amount of library resources and staff available but it will retain the range of services provided, and existing opening hours, in the accessible town centre location.</p> <p>Services include core library service provision; Adult Learning classrooms; a Museum; Council Information Point (CIP) (elements of this are particularly well used at this library, eg freephone, housing benefit enquiries and Report a Problem); Housebound Library Service; public access computers; art exhibitions; councillor surgeries; partner surgeries; library-based and external reading groups; – these will be retained.</p>
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	<p>Prestwich Library is currently open 50 hours per week. 2011/12 usage figures include 17,560 members (with 6,789 active members; 7,184 active members including computer use); 193,396 issues; 14,422.6 computer hours of use; 12,291 items requested; 259,550 visits in person; 66,400 enquiries. 22 staff exhibitions/displays in 2011/12. 179 advice sessions by outside agencies, 1050 attending. CIP 2011: 1,317 housing benefit enquiries; 44 front office; 1,937 payments totalling £164,356; 2,913 freephone users.</p> <p>The needs analysis information for this library includes the following relating to people with protected characteristics:</p> <p><i>Gender</i> - 63.4% of active borrowers are female, 36.6% male.</p> <p><i>Religion/belief</i> – there is a significant Jewish community in the area (Sunday opening was originally introduced to support the Jewish community, and the museum is the only one in the borough regularly open to the public on Sundays). Within a 1 mile radius 9% of individuals and 17% within a 1-2 mile radius consider themselves Jewish, which is significantly higher than the borough average of 5%. This library has a special collection of resources for Jewish people and a small collection of Polish and Urdu books. There is a small collection of dual language materials.</p> <p><i>Age</i> - The 1 mile radius has a slightly younger percentage population (85%) than the borough average of 84% under the age of 64. 73.2% of active members are adult, significantly higher than the borough average of 64.1%. Children who are Homework club users could be affected by any change – recent data shows 156 children attended 40 sessions. There is a weekly story-time (32 held in 2011/12, 717 attending). 18% of CIPFA Junior Survey respondents use the library computers, 10% use the library to meet friends, 17% to do their homework and 85% to borrow items. 100% of Junior respondents think the library is good or ok, and 95% think it is easy to get to.</p> <p><i>BAME</i> - There is a high proportion of BAME population immediately surrounding the library – 11% within 1 mile consider themselves BAME, higher than the borough average of 9%. 75% of CIPFA Junior Survey respondents are White, 7% Asian, 9% Mixed, 4% Black.</p> <p><i>Disability</i> - there is a high proportion of the local area within the 20% most deprived areas nationally for health and disability. Within 1 mile 6% were claiming Disability Living Allowance, matching the borough average. In some areas the figure is higher at 8-12%. There are books in large print and talking books.</p> <p><i>Carers</i> – a Carers group meets here.</p>
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	<p>As the intention is to retain the core library service provision, the existing opening hours (including Sunday opening for the Jewish community) and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.</p> <p>The needs analysis found other issues which could involve people with protected characteristics and vulnerable people needing support in general, including: There are areas around the library with high population density.</p> <p>Within a 1 mile radius, 27% of households do not have a car, in line with the borough average at 26%.</p> <p>A slightly higher proportion of people own their own home in the 1 mile radius (77%) than Bury as a whole (76%).</p> <p>There are areas to the South and North East of the library (Rainscough, Simister) which are within the 10% overall most deprived areas nationally, whilst within 1-2 miles there are Lower Super Output Areas (LSOAs) which are within the 10% least deprived nationally.</p> <p>Income – the South of the library includes an area within the 15% most deprived areas nationally - conversely within a 1-2 miles radius there are areas within the 25% least deprived nationally.</p> <p>Education – within a 1 mile radius only 1% of the area is within the most deprived quintile. There is a comparatively lower level of deprivation with 34% of the area within 2 miles in the least deprived quintile compared to the Bury figure of 23% - however there are small pockets of deprivation within the 2 mile radius.</p> <p>Employment - there is an area of high employment deprivation, within the most deprived quintile nationally. 28% of the 1 mile radius is within the most deprived quintile compared with 25% Bury average. Within 1 mile the 4% Jobseekers Allowance (JSA) claims match the Bury average of 4% - however there are pockets within 1-2 miles that have higher than average claimants. This library has significant referrals from JobCentrePlus.</p> <p>Crime – the area of the library is in the second most deprived quintile. The 2 mile radius shows a mixed picture with areas in all 5 quintiles.</p> <p>Living environment – 9% of the 1 mile radius is within the deprived quintile, which is lower than the Bury average 13%.</p> <p>Some areas have a reduced borough average journey</p>
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	<p>time by car, cycling and walking, however there are some journeys over the standard times for walking and cycling. 99% of CIPFA Adult Survey respondents think it is easy to get to.</p> <p>Potential impact on people with Equality protection/vulnerable people arising from the Phase Two Stakeholder Consultation</p> <p>It was noted by several respondents that library ICT access and support is vital to help vulnerable people re worklessness - it is intended to retain this service.</p> <p>Food collection boxes should be available at Prestwich - all 17 libraries do pass on food parcels to the Porch+ foodbank to assist vulnerable people and this will continue.</p> <p>Concern was expressed about the reduction in resources, space and staffing with regard to provision for children's literacy – although reduced, services for children will continue.</p> <p>Older people see the service as a lifeline – although reduced, services will continue.</p> <p>The staff at Prestwich are particularly patient and helpful with older members of the community – this will not change.</p> <p>A range of benefits of the service were highlighted, eg social aspects, support for literacy, research facilities – these will be retained.</p> <p>Some respondents were concerned about access to, layout and space available for particular aspects of the existing services, e.g. the books, the Museum and the classrooms – a stakeholder workshop will be held to discuss these issues.</p> <p>There was concern about reduced staffing levels – RFID and focussing library services on a single floor (the ground floor) will help with this issue</p> <p>Building entry/access was mentioned by several respondents – entry will remain as it is at this time.</p> <p>As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics and</p>
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	<p>vulnerable people negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.</p> <p>Radcliffe Library:</p> <p>It is proposed to reduce the staffing levels at this library, to introduce some new job descriptions and to install RFID. This will reduce the amount of library resources and staff available but it will retain the range of services provided and the existing opening hours.</p> <p>Services include core library service provision; Adult Learning provision; Council Information Point; Housebound Library Service; public access computers; councillor surgeries; partner surgeries; local history resources; reading groups; – these will be retained.</p> <p>Radcliffe library is currently open 39.5 hours per week. 2011/12 useage figures include 10,660 members (with 3,639 active members, 4,757 active members including computer use); 100,301 issues; 11,565.3 computer hours of use; 6,187 items requested; 90,000 visits in person; 24,350 enquiries.</p> <p>41 exhibitions/displays by staff in 2011/12. 40 advice sessions by outside agencies, 201 attending. CIP 2011: 18 housing benefit enquiries; 24 front office; 759 payments totalling £95,601; 91 freephone users.</p> <p>The needs analysis information for this library includes the following relating to people with protected characteristics:</p> <p><i>Gender</i> - 59.2% of active borrowers are female, 40.8% male.</p> <p><i>Age</i> - There is a proportionally younger population within 1 mile with 88% under 64 compared to 84% of the borough. Children who are Homework club users could be affected by change – recent data shows 198 children attended 39 sessions. Staff run a toddler group at this library and a weekly (term time) "Kidz club" with support from the police and other groups. The Bookstart Service (free book and baby pack) is based here, and includes resources for Travellers. There is a weekly (term time) story-time (68 in 2011/12, 1266 attending) and a rhyme time. 57 class visits (user education) in 2011/12, 1745 attending. 51 group book exchanges, 1556 attending. 31% of respondents to the CIPFA Junior Survey use the library computers, 8% use the library to meet friends, 22% to do their homework, 77% to borrow items. 99% of respondents think the library is good or ok, and 93% think it is easy to get to.</p> <p>75.7% of active members are adult, significantly higher</p>
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	<p>than the borough average of 64.1%.</p> <p><i>BAME</i> - 7% of the population within 1 mile consider themselves BAME, slightly lower than the borough average of 9%, with some pockets of high BAME concentrations. There is a junior collection for Travellers.</p> <p><i>Religion/belief</i> - within 1 mile, 76% consider themselves Christians, slightly higher than the borough average of 74%.</p> <p><i>Disability</i> - within the 2 catchments, a high proportion of the area is within the 20% most deprived nationally for health and disability. Within the 1 mile radius 57% of the area is within the most deprived quintile compared with 29% Bury average. The library is in an area that has the second highest proportion of Disability Living Allowance claimants, with 8-12% compared with the borough average of 6%, with one area above 12%. There are books in large print and talking books.</p> <p>Potential impact on people with Equality protection/vulnerable people arising from the Phase Two Stakeholder Consultation</p> <p>Respondents' concerns included a range of access/space/noise issues relating to the Civic Hall site – it has now been decided not to progress a move to the Civic Hall at this time.</p> <p>Provision for children is seen as very important by respondents: Provision of storytimes was highlighted – services for children, although reduced, will be retained. School visits and children's access to library resources should be prioritised, eg the current set-up at Radcliffe affords school visits with great, experienced and helpful staff. Children's experience of going to the library, interacting with staff and authors, is a civilising process which we should cherish. It promotes and fosters a love of literature in the young which is invaluable – school visits can continue. One respondent mentioned the pleasure of listening to groups of children sing in the library – this sort of activity can continue.</p> <p>Books are more important for older people than ebooks - the service is steadily building up use of ebooks by all age groups and books will still be available.</p> <p>The potential isolation and loneliness experienced by some older people, and the view that the library is the only place for them to meet, was highlighted – although reduced, support for activities for older people will</p>
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	<p>continue.</p> <p>Taking away computers will stop access to information about jobs and benefits, particularly since the Job Centre refers people to the library if they do not have their own computer – library computer access and support will remain.</p> <p>Reducing services comes at a time of population growth and as the town is declining – reduction in services is unavoidable and affects all areas of the borough, not just areas with vulnerable people.</p> <p>Will Adult Learning provision continue? – this provision will be retained.</p> <p>As the intention is to retain the core library service provision, the existing opening hours and the range of services currently on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, the range of services will still be available.</p> <p>The needs analysis found other issues which could involve people with protected characteristics and people needing support in general, including: A significant number of the one mile radius Lower Super Output Areas are the overall most deprived in Bury, whilst conversely within 1-2 miles, some Lower Super Output Areas are within the 20% least deprived nationally. Income shows a mixed picture of deprivation within a 1-2 mile radius. Within 1 mile some areas are within the 20% most deprived nationally, whilst within 2 miles some areas are within the 20% least deprived nationally. Education - there is a high proportion of education deprivation within 1 mile. Conversely within a 1-2 mile radius some Lower Super Output Areas are within the least deprived quintile nationally. There are high levels of population density within the 1 mile radius. Within the 1 mile radius 31% of households do not have a car, higher than the borough average of 26%. Car and public transport is relatively accessible for some areas, however for some individuals there are longer walking and cycling times. A lower proportion of people own their own home (70%) in the 1 mile catchment, compared with 76% for Bury as a whole.</p>
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	<p>Employment - there are concentrations of employment deprivation immediately surrounding and north of the library. 39% of the 1 mile catchment is within the most deprived quintile compared to 25% of Bury overall. Within 1 mile, the JSA claimant rate is 6%, higher than the borough average 4%, concentrated in the immediate vicinity of the library. Conversely there are areas within 2 miles which have 1% claimants, much lower than the borough average.</p> <p>Crime – there is a mixture of crime rates within the 2 mile radius. The 1 mile radius contains a large proportion of the most deprived quintile, whereas the 2 mile contains a range of deprivation levels.</p> <p>Living environment – 17% of the 1 mile catchment area is the deprived quintile, which is higher than the borough figure of 13%.</p> <p>Within the 1 mile catchment, JSA claimant rate is 6%, above the borough average of 4%. Conversely there are areas within the 2 mile radius which have 1%, much lower than the borough average.</p> <p>99% of CIPFA Adult respondents think it is easy to get to.</p> <p>As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.</p> <p>Unsworth Library:</p> <p>It is proposed to introduce some new job descriptions and to install RFID. This will retain the range of services provided and the existing opening hours.</p> <p>Services include core library services; Council Information Point; public access computers; Housebound Library Service; small local history collection; councillor surgeries; reading group; Council Information Point; - these will be retained.</p> <p>This library is currently open 35.5 hours per week. 2011/12 usage figures include 4,262 members (with 1,861 active members, 2,149 active members including computer use); 65,407 issues; 5,741.7 pc hours of use; 5,259 items requested; 46,650 visits in person; 7,450 enquiries. 23 displays/exhibitions by staff in 2011/12, and 33 advice sessions by outside agencies. CIP 2011: 15 housing benefit enquiries; 27 front office; 186 payments totalling £21,754; 44 freephone users.</p>
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	<p>The needs analysis information for this library includes the following relating to people with protected characteristics:</p> <p><i>Gender</i> - 63.9% of active borrowers are female, 36.1% male.</p> <p><i>Disability</i> – None of the catchment area is within the least deprived quintile for health and disability. 21% of the catchment area is within the most deprived quintile compared to 29% for the borough. Within 1 mile, 2 Lower Super Output Areas have over 12% claiming Disability Living Allowance compared to the borough average 6%. The catchment area as a whole falls within the middle quintile with 4-8%, compared to the borough average 6%. There are books in large print and talking books. There are visits and activity for a local school for pupils with special educational needs.</p> <p><i>Age</i> – 64.6% of active members are adult, compared with the borough average of 64.1%. Within 1 mile the population is proportionately older, with 81% under 64 compared with the borough average 84%. Weekly (term time) rhyme time and a story-time (93 in 2011/12, 1247 attending). 15% of respondents to the CIPFA Junior Survey use the library computers, 12% use the library to do their homework, 12% to meet friends and 69% to borrow items. 96% of respondents think the library is good or ok, and 98% think it is easy to get to. 14 class visits (user education) in 2011/12, 268 attending. 4 group book exchanges, 54 attending.</p> <p><i>BAME</i> – immediately surrounding the library there is a high proportion of BAME population, over 12%. There are concentrations of BAME population to the north of the library. Within 1 mile 7% consider themselves BAME, compared to the borough average of 9%. 80% of respondents to the CIPFA Junior Survey are White, 11% Asian, 5% Mixed, 4% Black.</p> <p><i>Religion/belief</i> – within 1 mile 6% of the population consider themselves Muslim, compared to the average 5%.</p> <p>The needs analysis found other issues which could involve people with protected characteristics and people needing support in general, including:</p> <p>There are high levels of population density surrounding the library.</p> <p>Within 1 mile 24% of households do not have a car, compared to the borough average 26%.</p> <p>A higher proportion of people own their own home (79%) within a 1 mile radius than the average 76%.</p> <p>A significant area to the east of the library is within the most deprived quintile overall nationally. Conversely there are areas within the 2 mile radius which are within</p>
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	<p>the least deprived quintile nationally.</p> <p>Income – there is a significant area to the west and north of the library which is in the least deprived quintile nationally. Conversely within the 2 catchments there are areas within the most deprived quintile nationally.</p> <p>Education – there is a concentration of education deprivation within the 1-2 mile radius, particularly to the west of the library where some areas are within the second most deprived quintile. Some areas are in the second least deprived quintile.</p> <p>Crime – there is a mixed picture within the 2 catchments. There is a distinct geographical concentration of crime. To the west are areas in the most deprived quintile, whilst some other areas are within the least deprived quintile nationally.</p> <p>Living environment – there is a mixed picture. 1% of the 1 mile radius is within the most deprived quintile, which is lower than the borough 13%. The immediate library location is within the second least deprived quintile nationally. Some Lower Super Output Areas to the south of the library are within the most deprived quintile nationally.</p> <p>Travel – the existing library is accessible although some individuals have a longer borough average walking distance. 99% of CIPFA Adult respondents think the existing library is easy to get to.</p> <p>Employment – within 1 mile 2 Lower Super Output Areas are in the most deprived quintile. 18% of the 1 mile radius is within the most deprived quintile compared to 25% for Bury overall. Conversely 1 Lower Super Output Area is within the least deprived quintile. Some areas within 1 mile are within the most deprived quintile nationally for Jobseekers Allowance claimants. Within 1 mile 1-2% are claiming the Allowance, compared with the borough average 4%. The immediate library location is within the second least deprived quintile.</p> <p>Potential impact on people with Equality protection/vulnerable people arising from the Phase Two Stakeholder Consultation</p> <p>Respondents' concerns included a range of access issues relating to the Community Centre site – it has now been decided not to progress a move to the Community Centre at this time.</p> <p>The proposal to remove Council Information Point provision was a frequent concern – this will now be retained.</p>
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	<p>Several respondents stated that library computer access and support is vital to help older people and people re worklessness and that use is increasing - it is intended to retain this service.</p> <p>For older people, some respondents mentioned the social aspects of library provision – although reduced, this will be retained.</p> <p>Some respondents mentioned retaining the Toy Library Service – the Toy Library service was addressed during Phase One of the Library Review as follows: the post of Toy Library Assistant was deleted and it was agreed to share the toys out amongst all 17 libraries.</p> <p>Pupils excluded from school need access to the library including quiet space – this will still be available.</p> <p>Activities such as rhyme time need space – this will still be available.</p> <p>It was mentioned that schools use the library and need space – schools will still be able to use the library.</p> <p>One comment mentioned that people from the deprived Besses area use Unsworth Library – they will still be able to use the library.</p> <p>Although the level of provision is expected to decrease overall, services will still be available. It is therefore not anticipated that the change will affect people with protected characteristics too negatively.</p> <p>As with the analysis of the needs of people with protected characteristics, it is not anticipated that the change will affect vulnerable too negatively. For example, support for worklessness will continue, including support for people affected by the government's 'Digital By Default' agenda.</p> <p>Whitefield Library and Adult Learning Centre: It is proposed to reduce the staffing levels at this library, to introduce some new job descriptions and to install RFID. This will reduce the amount of library resources and staff available but it will retain the range of services provided and the existing opening hours.</p> <p>Services include core library services; Council Information Point; Adult Learning classrooms; public access computers; Housebound Library Service; services for Deaf/visually impaired people; small local history collection; partner surgeries (eg HMRC tax</p>
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	<p>workshops); councillor surgeries; reading groups; Police and Community Support Officers (PCSO) base; coffee morning; craft sessions; - these will be retained.</p> <p>Whitefield library is currently open 39.5 hours per week. 2011/12 useage figures include 4,736 members (with 1,802 active members, 2,498 active members including computer use); 63,009 issues; 9,802.computer hours of use; 4,332 items requested; 92,600 visits in person; 18,650 enquiries. 16 displays/exhibitions by staff in 2011/12, and 90 advice sessions by outside agencies, 399 attending. CIP 2011: 8 housing benefit enquiries; 41 front office; 906 payments totalling £79,470; 57 freephone users.</p> <p>The needs analysis information for this library includes the following relating to people with protected characteristics:</p> <p><i>Gender</i> - 67.5% of active borrowers are female, 32.5% male.</p> <p><i>Disability</i> – Several areas are within the most deprived quintile nationally for health and disability. Within a 1 mile radius 30% of the area is within the most deprived quintile compared to the Bury average 29%. Within the 1 mile radius Disability Living Allowance claimants are in line with the borough figure of 6%. There are small concentrations with a claimant rate over 12%. Any change could impact on the Sensory Unit (for customers with visual and/or hearing impairment) which is based at the library – see below. There are books in large print and talking books and a specialist collection of resources in the Sensory Unit for people with hearing and/or visual impairment, which is used by several local groups and people from across the borough.</p> <p><i>BAME</i> – to the south west of the library there is a high proportion of BAME people where 12% consider themselves BAME. Within 1 mile 9% see themselves as BAME in line with the borough average of 9%. 76% of respondents to the CIPFA Junior Survey are White, 8% Asian, 11% Mixed, 3% Black.</p> <p>There are books in Urdu.</p> <p><i>Religion/belief</i> – Within 1 mile 12% see themselves as Jewish, significantly higher than the borough average of 5%.</p> <p><i>Age</i> – 66.2% of active members are adult, compared to the 64.1% borough average. There is a marginally older population density with 83% under 64 compared with the borough average 84%. Children who are Homework club users could be affected by change – recent data shows 321 children attended 41 sessions – significantly higher than other locations. There is a weekly storytime. 76% of respondents to the CIPFA Junior Survey are</p>
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	<p>White, 8% Asian, 11% Mixed, 3% Black. There are books in Urdu. (31 in 2011/12, 199 attending). 43% of respondents to the CIPFA Junior Survey use the library computers, 35% use the library to do their homework, 21% to meet friends, and 74% to borrow items. 99% of respondents think the library is good or ok, and 94% think it is easy to get to. 13 class visits (user education) in 2011/12, 384 attending. <i>Carers</i> – Bury Carers Group use the library for monthly sessions.</p> <p>As the intention is to retain the core library service provision, the existing opening hours and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.</p> <p>The Sensory Unit is currently open 26 hours per week and comprises 2 specialist staff – a 37 hours Sensory Impairment Officer and a 9 hours Sensory Impairment Assistant.</p> <p>Equalities impact on people with protected characteristics:</p> <p><i>Disability</i> - Any change could impact on Unit users, who have visual and/or hearing impairments – for example in July 2012 there were 42 visits by people with a hearing impairment, 50 visits by people with a visual impairment and 33 other visits. Adult Care Services figures from the Joint Strategic Needs Analysis (JSNA) highlight registered individuals across Bury in 2010 – 842 seriously sight impaired; 715 partially sighted; 107 Deaf with speech; 92 Deaf without speech; 793 Hearing impaired; 17 Deafblind; 110 British Sign Language users. 44 coffee mornings were held in 2011/12, 334 attending. 49 staff visits to local groups, 336 attending. There are also customers who are served at other locations, eg at the local hospital and at local Societies' premises. Unit users have been affected by the recent closure of a similar facility at Bury Library. There are significant specialist services, resources, stock, equipment, hardware, software and training to support these customer groups. There are opportunities for volunteers to assist with, for example, social activities and driving customers to activities. There is a "try before you buy" equipment range. There is a reading group for customers with a visual impairment, averaging 9 members, ages 45-70. Strong partnership and voluntary organisation links exist with this service.</p> <p><i>Age</i> – disability can increase with age.</p> <p>Other issues which may also impact on people with</p>
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	<p>protected characteristics and people in general: Within the mile radius, there are areas of high population density.</p> <p>Within 1 mile 25% of households do not have a car, slightly lower than the borough average 26%.</p> <p>There is a mixed picture for overall deprivation. The immediate library location is in the second most deprived quintile nationally. 2 Lower Super Output Areas within 1 mile are in the least deprived quintile nationally. 2 Lower Super Output Areas are within the most deprived quintile.</p> <p>Income – there are pockets of deprivation within 1 mile, some Lower Super Output Areas being within the most deprived quintile nationally. Conversely there are some areas within the least deprived quintile nationally.</p> <p>Education – there are small pockets of deprivation which are in the most deprived quintile nationally, whilst conversely some are within the least deprived quintile.</p> <p>A higher proportion of people own their home in the 1 mile radius (78%) than for Bury as a whole (76%).</p> <p>Crime – there is a mixture of crime rates within the 2 mile radius, with areas in the most deprived quintile nationally and areas in the least deprived quintile.</p> <p>Living environment – 11% of the 1 mile catchment is within the most deprived quintile, comparatively lower than the borough quintile of 13%.</p> <p>Car, cycling and public transport show relative accessibility, but for some individuals walking time is longer than 20 minutes.</p> <p>95% of CIPFA Adult respondents think it is easy to get to.</p> <p>Employment – there are concentrations of deprivation to the west and south east of the library. Within 1 mile some areas are within the most deprived quintile. 26% of the 1 mile radius is within the most deprived quintile compared to 25% for Bury overall. Conversely there are areas within the least deprived quintile. Within the 1 mile radius there are areas where the Jobseekers Allowance claimant rate is over the borough figure of 4%.</p> <p>Potential impact on people with Equality protection/vulnerable people arising from the Phase Two Stakeholder Consultation</p> <p>Respondents' concerns included a range of access/layout issues (eg additional car park requirements for disabled people) regarding the co-location of Adult Care services – it has now been decided not to progress this at this time.</p> <p>There were a range of concerns regarding moving the</p>
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	<p>Sensory Unit within the library building – it has now been decided not to progress this at this time.</p> <p>Several respondents stated that library computer access and support for the public should remain - it is intended to retain this service.</p> <p>There were some comments about reducing children's provision – although levels of provision will reduce, services will still be available.</p> <p>As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect vulnerable people negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.</p> <p>Bury Library</p> <p>Phase 1 proposals are currently being implemented at Bury Library. RFID is being installed and potential co-locations are being investigated. As part of the Phase 2 proposals, it is proposed to introduce some new job descriptions at this library. It is proposed to reduce staffing levels at this library.</p> <p>Services include core library service provision; Council Information Point; Housebound Service; public access computers (including ICT suite); art exhibitions; partner surgeries; local/family history and archives resources; Bury Literary Salon; craft groups; reading groups; Dementia Café; - these will be retained.</p> <p>Bury Library is currently open 49 hours per week. 2011/12 useage figures include 25,837 members (with 8,729 active members, 12,653 including pc use); 244,338 issues; 47,632 computer hours used; 18,219 items requested; 269,550 visits in person; 36,950 enquiries; 45 exhibitions/displays by staff in 2011/12. 48 advice sessions by outside agencies, 372 attending. CIP 2011: 32 housing benefit enquiries; 80 front office; payments totalling £49,965; 363 freephone users.</p> <p>The needs analysis for this library includes the following relating to people with protected characteristics: <i>Gender</i> -58.6% of active borrowers are female, 41.4% male. <i>Age</i> - The 1 mile catchment area has a slightly younger population than the borough average, with 87% under</p>
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	<p>64 compared with 84%. 58.9% of active members are adult and 41.1% junior compared to the borough average of 64.1% and 35.9% respectively. 30% of respondents to the CIPFA Junior Survey use the library computers, 5% use the library to meet friends; 18% to do their homework, and 81% to borrow items. 100% think the library is good or ok, and 91% think it is easy to get to. Children who are Homework club users could be affected by any change – recent data shows 94 children attended 26 sessions. There were 21 class visits (556 attended), 50 group book exchanges (1617), 35 story-times.</p> <p><i>BAME</i> - There is a high proportion of BAME groups in some areas, and 18% within 1 mile see themselves as BAME, much higher than the borough average of 9%. 64% of respondents to the CIPFA Junior Survey are White, 28% Asian, 4% Mixed, 3% Black. There are targeted resources such as book and DVDs in Urdu at this library which would need to be retained in any change.</p> <p><i>Disability</i>- Disability Living Allowance claimants in August 2011 were 8%, higher than the average of 6% - within 1-2 miles some areas are as high as 8-12%.</p> <p><i>Religion/belief</i>- Within 1 mile, 13% are Muslim compared with the 4% borough average.</p> <p>As the intention is to retain the core library service provision, the existing opening hours and the range of services on offer, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall via the Phase 1 agreed changes, services will still be available.</p> <p>The needs analysis found other issues which could impact on people with protected characteristics and people needing support in general, including: There are high levels of population density surrounding the library within the 1 mile radius. Within the 1 mile radius 38% of households do not have a car, significantly higher than the borough average of 26% whilst the percentage of households with 2 cars, 14%, is significantly lower than the borough average 25%. A lower proportion of people own their home in the 1 mile radius (71%), than the 1-2 mile radius (81%) and Bury as a whole (76%). Several LSOAs are overall the most deprived in Bury, and within the 5% most deprived nationally, also for income and health and disability. Education - there is a high concentration of education deprivation in some areas within the 1 mile radius. Employment - within 1 mile nearly all of the area is</p>
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	<p>within the 2 most deprived quintiles for employment, whilst some are within the 1% most deprived nationally for crime. There are no areas within the 2 mile radius that are within the least deprived quintile. Job Seekers Allowance claimants are 6%, higher than the average of 4%.</p> <p>Crime – some areas are within the 1% most deprived nationally.</p> <p>Living environment – 59% of the 1 mile radius is within the deprived quintile, which is comparatively higher than the borough average of 13%. Some of the 1 mile catchment is within the 3% most deprived nationally.</p> <p>Access by car – there are some points outside 1 mile which have a reduced journey time of 0-5 minutes, reflecting good accessibility for part of the wider area. There are also corridors of accessibility by public transport that show reduced travel times, and good cycling accessibility. 98% of CIPFA Adult Survey respondents think it is easy to get to.</p> <p>As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics too negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda, as the range of services remains.</p> <p>Ramsbottom Library and Adult Learning Centre: It is proposed to reduce the staffing levels at this library, to introduce some new job descriptions and to install RFID self-service.</p> <p>Services include core library service provision; Adult Learning provision funded by the SFA; Council Information Point; Children's Centre provision; Housebound Library Service; public access computers; Heritage Museum run in partnership with Arts staff and Ramsbottom Heritage Society; art exhibitions; councillor surgeries; partner surgeries; local/family history resources; craft group; reading groups; - these will be retained.</p> <p>Ramsbottom Library is currently open 43.5 hours per week. 2011/12 useage figures include 7,852 members (with 3,296 active members, 4,040 active members including computer use);106,071 issues; 8,874.3 computer hours used; 7,926 items requested; 90,650 visits in person; 20,350 enquiries. 11 exhibitions/displays by staff in 2011/12. 79 advice</p>
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	<p>sessions by outside agencies, 675 attending. CIP 2011: 36 housing benefit enquiries; 62 front office; 1,944 payments totalling £193,254; 56 freephone users.</p> <p>The needs analysis information for this library includes the following relating to people with protected characteristics:</p> <p><i>Gender</i> - 64.4% of active borrowers are female, 35.6 % male.</p> <p><i>Age</i> - The 1 mile catchment has a proportionally younger population with 87% under 64 compared with the borough average of 84%. 67.3% of active members are adult compared with the borough average of 64.1%. This library helps run the Children's Centre function for Ramsbottom - baby massage, signing, parenting classes and rhyme times are supported, along with paediatric first aid sessions. Registrars offer birth registration here. 32 story-times held in 2011/12, 1630 attending. 16% of respondents to the CIPFA Junior Survey use the library computers, 6% use the library to meet friends, 10% to do their homework and 78% to borrow items. 99% of respondents think the library is good or ok, and 95% think it is easy to get to.</p> <p><i>BAME</i> - There is a high proportion, greater than 12%, of BAME people to the west of the library. 5% of the population in the 1 mile radius consider themselves BAME, lower than the borough average 9%. 87% of respondents to the CIPFA Junior Survey are White, 6% Asian, 5% Mixed, 1% Black. There is a small collection of dual language books.</p> <p><i>Disability</i> - There is a significant area to the south-east of the library that is within the second most deprived quintile for disability and health. Within the 1 mile radius 0% of the area is within the most deprived quintile compared to 29% for the borough as a whole. Overall there is a relatively low proportion of Disability Living Allowance claimants, with no areas within the 2 highest categories of 8-12% or over 12%. There are books in large print and talking books.</p> <p><i>Religion/belief</i> - Within the 1 mile radius 81% consider themselves Christians.</p> <p><i>Carers</i> - there is a monthly Carers group and advice sessions are held.</p> <p>As the intention is to retain the core library service provision, the existing opening hours and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.</p>
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	<p>The needs analysis found other issues which could impact on people with protected characteristics and people needing support in general, including:</p> <p>Within the 1 mile radius, there are high levels of population density surrounding the library.</p> <p>Within the 1 mile radius 20% of households do not have a car, significantly lower than the borough average of 26%.</p> <p>A higher proportion of people (83%) own their home than the borough average (76%).</p> <p>None of the area within a 2 mile radius is in the overall most deprived quintile. An LSOA to the South-west of the library is in the 1% least deprived nationally.</p> <p>Income – there are significant areas within the least deprived quintile. Conversely an area to the North-east of the library is within the second most deprived quintile.</p> <p>Education – there are no areas within the 2 most deprived quintiles, with some areas in the least deprived quintile nationally.</p> <p>Employment – there are no areas within the 2 mile radius that are within the most deprived quintile. There are some areas well below the borough average for Jobseekers Allowance claimants.</p> <p>Crime – there is a mixture of crime rates within the 2 mile radius, with some areas in the least deprived quintile and some in the 10% most deprived nationally.</p> <p>Living environment – there is a concentration of deprivation in the area immediately surrounding the library which is within the most deprived quintile. To the west of the library there are areas within the least deprived quintile nationally.</p> <p>There is varying accessibility across the transport methods with some individuals having reduced journey times and some having increased journey times.</p> <p>97% of CIPFA Adult respondents think it is easy to get to.</p> <p>Potential impact on people with Equality protection/vulnerable people arising from the Phase Two Stakeholder Consultation</p> <p>The consultation included mention of Adult Learning provision on Wednesdays at Ramsbottom (currently the library staff at Ramsbottom support Adult Learning staff with provision on Wednesdays when the library is closed). As part of the library staff posts reduction there will no longer be libraries staff availability on Wednesdays, which means that although the Adult Learning provision will be retained at this library, either Adult Learning staff will need to attend on Wednesdays, or the class times may vary.</p>
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	<p>As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics too negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda. Although staffing levels will reduce, the range of services remains.</p> <p>Tottington Library</p> <p>It is proposed to reduce the staffing levels at this library, to introduce some new job descriptions and to install RFID self-service.</p> <p>Services include core library service provision; Council Information Point; Children's Centre provision; Housebound Library Service; public access computers; councillor surgeries; partner surgeries; local/family history resources; base for Police and Adult Care staff; reading groups - these will be retained.</p> <p>Tottington Library is currently open 37.5 hours per week. 2011/12 usage figures include 3,844 members (with 1,131 active members, 2,094 active members including computer use); 59,476 issues; 2,776.7 computer hours use; 4,693 items requested; 45,750 visits in person; 11,450 enquiries. There were 42 displays/exhibitions by staff in 2011/12., with 21 advice sessions held by outside agencies. CIP 2011: 24 housing benefit enquiries; 54 front office; 508 payments totalling £56,321; 15 freephone users.</p> <p>The needs analysis information for this library includes the following relating to people with protected characteristics:</p> <p><i>Age</i> – 37.3% of active members are junior, compared with the borough average of 35.9%. The 1 mile catchment has a proportionally older population 82% under 64 compared with the borough average 84%. This library helps run the Children's Centre function for the Tottington area, including baby signing and massage. Children who are Homework club users could be affected by any change – recent data shows 79 children attended 17 sessions. Children's Services share part of the facility. There is a Teen Room set up with the help of a local school. 16% of respondents to the CIPFA Junior Survey use the library computers, 12% use the library to meet friends, 16% to do their homework, 73% to borrow items. 100% of respondents</p>
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	<p>think the library is good or ok, and 98% think it is easy to get to. 78 story-times held in 2011/12, 1136 attending.</p> <p><i>BAME</i> – Within 1 mile 3% consider themselves BAME, significantly lower than the borough average of 9%. There is a high proportion of BAME population to the north and south east of the library. 90% of respondents to the CIPFA Junior Survey are White, 4% Asian, 3% Mixed, 3% Black.</p> <p><i>Religion/belief</i> – within 1 mile 84% consider themselves Christians, significantly higher than the borough average of 74%.</p> <p><i>Gender</i> - 65.3% of active borrowers are female, 34.7% male.</p> <p><i>Disability</i> – The immediate location of the library is within the second most deprived quintile nationally. Within the 2 mile radius there are no areas within the least deprived quintile nationally. However within 1 mile 0% is within the most deprived quintile compared to the average 29%. Within 1 mile 4% were claiming Disability Living Allowance compared with the average 6% - however 2 LSOAs fall into the second most deprived quintile nationally. There are books in large print and talking books. There is a regular Dementia café.</p> <p><i>Carers</i> – a Carers group meets here.</p> <p>As the intention is to retain the core library service provision, the existing opening hours and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.</p> <p>The needs analysis found other issues which may also impact on people with protected characteristics and people in general: Some areas within the catchment show high population density. Within 1 mile 16% of households do not have a car, compared with the borough average of 26%. Home ownership – figures across the 2 catchments and Bury as a whole are broadly similar. Higher levels of those with a mortgage can be seen in the Tottington catchments (1 mile 61%, 2 mile 57%) than Bury as a whole (45%). Some areas are within the least deprived quintile overall nationally. Conversely some are within the 10% most deprived nationally. Conversely within the 2 catchments some areas are within the 10% most deprived nationally.</p> <p><i>Income</i> – a significant area is within the least deprived</p>
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	<p>quintile nationally. Conversely there is an area to the east of the library in the most deprived quintile.</p> <p>Education – there is a low concentration of education deprivation within the 1 mile radius, except for an area to the west of the library.</p> <p>Employment – there is a mixed picture within the 2 mile radius. The immediate library location is in the second most deprived quintile. To the west and north-west are areas which are the least deprived. There are also areas within the most deprived quintile. There is a low proportion of Jobseekers Allowance claimants within 1 mile, 2% compared with the borough 4%. There is a concentration of claimants to the south east of the library.</p> <p>Crime – there are some areas within the 2 mile radius which are in the most deprived quintile. Some areas are in the least deprived quintile nationally.</p> <p>Living environment – 0% of the 1 mile catchment is within the most deprived quintile, compared with the borough figure of 13%. One LSOA to the south east of the library is the most deprived in Bury and within the 10% most deprived nationally.</p> <p>Travel shows the library is accessible, however some individuals have a longer walking time.</p> <p>99% of CIPFA Adult respondents think it is easy to get to.</p> <p>As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda. Although staffing levels will reduce, the range of services remains.</p> <p>Moorside Community Centre and Library</p> <p>It is proposed to reduce the staffing levels at this library and to introduce some new job descriptions.</p> <p>Services include core library service provision; Council Information Point; public access computers; partner surgeries; base for local Tenants and Residents Association (TRA); support for community funding bids; family history support; creative writing group; hearing aid battery service; NHS clinics; luncheon club; craft groups; reading groups; - these will be retained.</p> <p>Moorside Library is currently open 20 hours per week.. 2011/12 usage figures include 504 members (with 208</p>
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	<p>active members, 269 active members including computer use); 5,992 issues; 1,585.6 computer hours use; items requested 577; 21,700 visits in person; 2,550 enquiries. 9 displays/exhibitions by staff in 2011/12. 75 advice sessions by outside agencies in 2011/12, 2111 attending. CIP 2011: 28 front office enquiries; 494 freephone users.</p> <p>The needs analysis information for this library includes the following relating to people with protected characteristics:</p> <p><i>Gender</i> - 57.4% of active borrowers are female, 42.6% male.</p> <p><i>Age</i> - The age profile in the 1 mile catchment area matches the borough profile of 84% of the population under the age of 64.</p> <p>61.5% of active members are junior, significantly higher than the borough average of 35.9%. A weekly homework club attracting 4 children is held. 30% of CIPFA Junior Survey respondents use the library computers, 13% use the library to meet friends, 13% to do their homework, 80% to borrow items. 100% of respondents think the library is good or ok, and 100% think the library is easy to get to. 3 class visits (user education) in 2011/12, 86 attending. 37 story-times, 861 attending. 2 school visits by staff, 240 attending.</p> <p><i>BAME</i> - There are distinct concentrations of BAME groups in the area. 10% within the 1 mile catchment consider themselves BAME, slightly higher than the borough 9% average. 54% of the CIPFA Junior Survey respondents are White, 25% Asian, 18% Mixed, 45 Black. There are books in Urdu.</p> <p><i>Religion/belief</i> - Within the 1-2 mile catchment, 8% consider themselves Muslim, higher than the borough percentage of 4%.</p> <p>Provision operates from a church site so any changes could affect people with religious/belief characteristics.</p> <p><i>Disability</i> - within the 1 mile catchment there is a high proportion within the most deprived nationally for health and disability. 70% of the 1 mile area is within the most deprived quintile compared to 29% of Bury. Within the 1 mile catchment 8% claim Disability Living Allowance compared with the borough 6% - with some parts of the 1-2 mile catchment between 8-12%. The Service works with Adult Care staff to support people with learning difficulties, e.g. a monthly luncheon club is held, run with the help of the TRA. Library staff also run cookery skills sessions for this group, and the Midway Group meets Mon-Fri 8.30-3.30pm. There are books in large print and talking books.</p> <p>As the intention is to retain the core library service</p>
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	<p>provision, the advertised opening hours (including Sundays and where possible the extended opening hours) and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.</p> <p>The needs analysis found other issues which may also impact on people with protected characteristics and people in general:</p> <p>Within the 1 mile radius 33% of households do not have a car, significantly higher than the borough average of 26%.</p> <p>A lower percentage of people own their own home in the 1 mile radius (71%) than Bury as a whole (76%).</p> <p>There is a significant area to the south and east of the library where LSOAs are the overall most deprived in Bury and within the 5% most deprived nationally.</p> <p>Income – there is a significant area to the east of the library within the most deprived in Bury and within the 5% most deprived nationally.</p> <p>There is a high concentration of education deprivation within the 1 mile radius. Conversely in the 2 mile catchment one LSOA is within the least deprived education quintile.</p> <p>Employment – 53% of the 1 mile radius is within the most deprived quintile compared to 25% for Bury overall. Within the 1 mile catchment there is a high concentration of Jobseekers Allowance (particularly to the South and South-East of the library), at 6% compared to the borough 4%.</p> <p>Crime – some areas are within the most deprived 1% nationally.</p> <p>Living environment – 25% of the 1 mile catchment is in the most deprived quintile, higher than the borough average of 13%.</p> <p>Some areas have a reduced journey time by car and some a reduced journey time by bus, whilst some have a longer cycling/walking journey time.</p> <p>Within 1 mile, there are high levels of population density.</p> <p>92% of CIPFA Adult respondents think it is easy to get to.</p> <p>As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics negatively. For example, support for worklessness and help for</p>
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benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda. Although staffing levels will reduce, the range of services remains.

Brandlesholme Community Centre and Library

It is proposed to reduce the staffing levels at this library and to introduce some new job descriptions.

Services include core library service provision; Council Information Point; public access computers; partner surgeries; base for Adult Care staff; base for Parents Support Adviser; base for local TRA/residents groups; support for community funding bids; family history support; craft groups; health support; reading group; police sessions; base for nursery business; - these will be retained.

Brandlesholme Library is currently open 20 hours per week. Usage figures for 2011/12 are 448 library members (with 166 active members, 279 active members including computer use); 5,913 issues; 3,662.8 computer hours use; 422 item requests; 20,150 visits in person; 10,150 enquiries. 22 displays/exhibitions by staff in 2011/12. 70 advice sessions by outside agencies in 2011/12, 456 attending. CIP 2011: 2 housing benefit enquiries; 38 front office; 63 freephone users.

The needs analysis information for this library includes the following relating to people with protected characteristics:

Gender - 68.3% of active borrowers are female, 31.7% male.

Age - A nursery group is based at this library and therefore this group of young children and their parents/carers could be affected by any change. The local Children's Centre puts on activities here. There is a weekly (term-time) story-time (38 in 2011/12, 349 attending), a monthly junior craft group and a weekly youth club with 46 members (providing opportunities for volunteers). A weekly homework club attracting 6 children is held. 42.8% of active members are juniors – a higher proportion of the borough average of 35.9%. 77% of CIPFA Junior Survey respondents use library computers, 50% use the library to meet friends, 57% to do homework, 53% to borrow items. 4 class visits (user education) in 2011/12, 40 attending. 100% of CIPFA Junior respondents think the library is good or ok. 1 school visit by staff, 26 attending.

BAME – Within the 1 mile radius there is a low BAME population at 6% compared with the borough average

	<p>9%. 77% of CIPFA Junior Survey respondents are White, 13% Asian, 7% Black.</p> <p>Religion/belief - Christians are a higher proportion than the borough average of 74% at 82%.</p> <p><i>Disability</i> – Within the 1-2 mile catchment there is a high proportion of deprivation to the south east of the library. Within the 1 mile radius 15% of the area is within the most deprived quintile compared to 29% of Bury. Within the 1 mile radius, Disability Living Allowance claimants are in line with the borough average of 6%. Within the 1 and 2 mile radius, there are no areas in the top two quintiles. There are books in large print and talking books.</p> <p>As the intention is to retain the core library service provision, the advertised opening hours (and where possible the extended opening hours) and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.</p> <p>Other issues which may also impact on people with protected characteristics and people in general: Within the 1 mile radius 22% of households do not have a car, lower than the borough average of 26%. The proportion of people who own their own home in the 1 mile radius (82%) is higher than the borough as a whole (75%). There is a significant area to the west of the library in the most overall deprived quintile nationally, with conversely some areas within the least deprived quintile nationally. Income – some areas are in the most deprived quintile nationally whilst some are in the least deprived quintile. Education - there is a low concentration of education deprivation within a 1 mile radius. Conversely to the south east of the library some areas are in the most deprived quintile nationally. Employment - Job Seekers Allowance claimants exceed the borough average of 4% in some areas. Crime – there are areas within the 2 mile radius which are in the least deprived quintile, whilst some other areas are within the most deprived quintile nationally. Living environment – 11% of the 1 mile catchment is within the deprived quintile, comparatively lower than the borough figure of 13%. Some areas to the south east are within the most deprived quintile nationally, whilst the library is located in the least deprived quintile nationally. Within the 2 mile radius all residents who drive can</p>
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	<p>access the library within 5-10 minutes. Walking is 0-5 minutes for the 1 mile radius, 20 minutes+ for 1-2 miles, whilst cycling shows the relative accessibility of this library as it is 0-5 minutes for 1 mile, but 5-10 minutes for a large surrounding area. 86% of households in the 1-2 miles have over a 20 minute journey when using public transport. 100% of CIPFA Junior respondents think the library is easy to get to. There is a high population density in some areas.</p> <p>As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics and vulnerable people negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.</p> <p>Topping Fold Library</p> <p>It is proposed to reduce the staffing levels at this library and to introduce some new job descriptions.</p> <p>Services include core library service provision; Council Information Point; public access computers; partner surgeries; base for the Topping Fold Steering Group; base for Barnbrook group run by Adult Care Services; staff support for community funding bids; admin base for library support for Porch+ food parcels; tool loan scheme; garden project; health sessions; craft groups; reading groups; – these will be retained.</p> <p>Topping Fold Library is currently open 11 hours per week. 2011/12 useage figures include 330 members (with 127 active members, 178 active members including computer use); 5,119 issues; 1,484.3 computer hours use; 1,006 items requested; 21,250 visits in person; 8,750 enquiries. 8 displays/exhibitions by staff in 2011/12. 106 advice sessions by outside organisations in 2011/12, 356 attendees. CIP 2011: 5 housing benefit enquiries; 16 front office; 12 payments totalling £1,336; 411 freephone users.</p> <p>The needs analysis information for this library includes the following relating to people with protected characteristics:</p> <p><i>Gender</i> - 61.9% of active borrowers are female, 38.1% male.</p> <p><i>Age</i> – the 1 mile radius has a proportionally younger population with 88% under 64 compared with the</p>
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	<p>borough 84%. 62% of respondents to the CIPFA Junior Survey use the library computers, 22% use the library to do their homework, 29% to meet friends and 54% to borrow items. 99% of respondents think the library is good or ok, and 89% think the library is easy to get to. 4 group book exchanges in 2011/12, 29 attending. 3 story-times, 17 attending. There is support for childminders, 9 attendees. There is a youth Chill Out group with 45 members and a Teen Club with 15 members (providing opportunities for volunteers). 64.6% of active members are adult, in line with the borough average 64.1%. There is a weekly over 60s club.</p> <p><i>Disability</i> – Within the 1 mile radius there is a high proportion of the area where LSOAs are within the 5% most deprived nationally for health and disability. Within the 1 mile radius 80% of the area is in the most deprived quintile compared with 29% for Bury. Within 1 mile 9% are claiming Disability Living Allowance, significantly higher compared to the average 6%. Some areas have a claimant percentage of over 12%. Libraries staff and the TRA support Adult Care Services who use this library for day sessions, including gardening, art and craft sessions, ICT and computer games, film days, with some of their most vulnerable customers, ie people with learning difficulties, who could be affected by any change – the kitchen facilities were specifically installed to support this group with healthy eating and enable the group to contribute to community events eg making cakes for lunch activities. Staff are working to include individuals in the building's Planning Group. Gardening sessions are held for adults with mental health issues, including patients from a local psychiatric unit, and ex offenders. There are books in large print and talking books.</p> <p><i>BAME</i> – 19% of the 1 mile radius consider themselves BAME, much higher than the borough 9%. 83% of the respondents of the CIPFA Junior Survey are White, 4% Asian, 9% Mixed and 5% Black.</p> <p><i>Religion/belief</i> – within 1 mile 14% consider themselves Muslim, significantly higher than the borough 4%.</p> <p>As the intention is to retain the core library service provision, the existing advertised opening hours (and where possible the extended opening hours) and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.</p> <p>Other issues which may also impact on people with</p>
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	<p>protected characteristics and people in general: There are high levels of population density surrounding the library.</p> <p>Within 1 mile 43% of households do not have a car, significantly higher than the borough average 26%. 63% of people within 1 mile own their own home, compared with the borough 75%.</p> <p>There is a significant area where the LSOAs are the most deprived overall in Bury, and within the 5% most deprived nationally. Conversely some areas are within the 10% least deprived nationally.</p> <p>Income – there is a significant area to the west of the library within the most deprived LSOAs in Bury, and within the 5% most deprived nationally. Conversely there are areas within the 10% least deprived nationally.</p> <p>Education – within 1 mile there is a high concentration of education deprivation, particularly to the west of the library. Conversely within 2 miles some areas are within the least deprived quintile.</p> <p>Employment – within the 2 mile radius there are no areas within the least deprived quintile. Within 1 mile nearly all of the area is within the 2 most deprived quintiles. 70% of the 1 mile radius is within the most deprived quintile compared with 25% for Bury overall. Within 1 mile Jobseekers Allowance claimants are 8% compared with the borough average 4%, particularly concentrated to the west of the library. There is a Work Club on Thursdays run by library staff.</p> <p>Crime – there is a mixture of crime rates. Some areas are within the 1% most deprived nationally, some are within the least deprived quintile.</p> <p>Living environment – 50% of the 1 mile catchment is within the most deprived quintile, higher than the borough average of 13%, with one LSOA being the most deprived in Bury and within the 3% most deprived nationally.</p> <p>Travel shows the library to be accessible, but some individuals have increased walking time. 96% of CIPFA Adult respondents think it is easy to get to.</p> <p>As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics and vulnerable people negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.</p>
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Coronation Road Community Centre and Library

It is proposed to reduce the staffing levels at this library and to introduce some new job descriptions.

Services include core library service provision; Council Information Point; public access computers; staff support for community funding bids; councillor surgeries; base for local TRA; base for BANG (local lodges project; volunteer-led activity e.g. photography; partner surgeries; Parent Support Group; reading group; creative writing group; health support; – these will be retained.

Coronation Road Library is currently open 21.5 hours per week. Useage figures for 2011/12 are 488 members (with 227 active members, 317 active members including computer use); 6,813 issues; 2,557.2 computer hours use; 392 item requests; 19,150 visits in person; 3,650 enquiries. 6 displays/exhibitions by staff in 2011/12. 19 advice sessions held by outside agencies in 2011/12, 85 attending. CIP 2011: 3 housing benefit enquiries; 29 front office; 104 freephone users.

The needs analysis information for this library includes the following relating to people with protected characteristics:

Gender - 59.8% of active borrowers are female, 40.2% male.

Age - 59% of active members are juniors, compared with the borough average of 35.9%. A twice weekly homework club with 6 children is held. There is support for childminders. There is a weekly children's activity group and story-time (42 in 2011/12, 491 attending). 59% of CIPFA Junior Survey respondents use the library computers, 17% use the library to meet friends, 17% to do their homework and 72% to borrow items. 100% think the library is good or ok, and 100% think the library is easy to get to. 2 class visits in 2011/12, 55 attending. 13 group book exchanges, 103 attending. Within 1 mile 86% are under 64, higher than the borough average of 84%. There is a weekly lunch club for older people, including bingo.

BAME - There is a low proportion of BAME groups within 1 mile – 5% compared with the borough average of 9%. 80% of CIPFA Junior Survey respondents are White, 3% Asian, 13% Mixed, 3% Black.

Religion/belief – within 1 mile 80% consider themselves Christian, higher than the borough average of 74%.

Disability – The library is located within an area which is within the most deprived quintile, and nowhere within 2

	<p>miles belongs to the least deprived category. Within 1 mile, 8% were claiming Disability Living Allowance, compared to the borough average 6%. Within the 2 catchments there are significant areas with a claimant percentage of over 12%. There are books in large print and talking books.</p> <p><i>Carers</i> – a Carers group meets here weekly.</p> <p>As the intention is to retain the core library service provision, the advertised opening hours (and where possible the extended opening hours) and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.</p> <p>Other issues which may also impact on people with protected characteristics and people in general: Within 1 mile, 27% of households do not have a car, slightly higher than the borough average of 26%. Within 1 mile, 78% own their own home, compared with the borough average 75%. The 2 catchments have a higher proportion of those within the most deprived and second most deprived quintiles than Bury overall. Income – a higher proportion of those within the most deprived quintile is evident within the 2 catchments compared to levels across Bury, whilst conversely within the 2 catchments are areas within the least deprived quintile. Education – there is a high concentration of education deprivation within 1 mile. Conversely within 2 miles, there is an area in the 10% least deprived quintile nationally. Employment – within 1 mile, the Jobseekers Allowance claimant rate is 5%, higher than the borough 4%, with a particular concentration to the south east of the library. There is a Work Club on Tuesdays run by library staff. Crime – there are areas within 2 miles which are in the least deprived quintile. However there are some areas within the 1% most deprived nationally. Living environment – 11% of the 1 mile catchment is within the most deprived quintile, lower than the borough average 13%. Some areas to the south east of the library are in the most deprived quintile nationally. Some areas are within the least deprived quintile nationally. There are high levels of population density surrounding the library. There are reduced car and cycling journey times for</p>
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	<p>some people. 82% of households have over a 20 minute journey using public transport. Some individuals have 20 minutes + walking time.</p> <p>As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics and vulnerable people negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.</p> <p>Dumers Lane Community Centre and Library It is proposed to reduce the staffing levels at this library and to introduce some new job descriptions.</p> <p>Services include core library service provision; Council Information Point; public access computers; base for local TRA; base for Adult Care staff; base for domestic abuse worker (young people); weekly 50+ group; councillor surgeries; partner surgeries; craft groups; creative writing group; health sessions; staff support for community funding bids; – these will be retained.</p> <p>Dumers Lane Library is currently open 18 hours per week. Useage figures for 2011/12 are 189 members (with 99 active members, 142 active members including computer use); 2,644 issues; 2,270.7 computer hours use; 245 item requests; 16,850 visits in person; 13,150 enquiries. 33 displays/exhibitions by staff in 2011/12. 19 advice sessions by outside agencies in 2011/12, 102 attending. CIP 2011: 51 front office enquiries; 60 freephone users.</p> <p>The needs analysis information for this library includes the following relating to people with protected characteristics: <i>Gender</i> - 56.6% of active borrowers are female, 43.4% male. <i>Age</i> - 57.6% of active members are junior, significantly higher than the borough average of 35.9%. A homework club is held twice weekly with 9 children, and also a weekly youth club with 29 members (providing opportunities for volunteers). 11 story-times held in 2011/12, 62 attending. The 1 mile catchment has a slightly younger population with 85% of the population under 64 compared with the borough average 84%. There is a 50+ club. <i>BAME</i> – there is a high proportion BAME population</p>
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	<p>immediately to the north of the library. Within 1 mile, 8% consider themselves BAME, compared to the borough average 9%.</p> <p><i>Religion/belief</i> – Within 1 mile, 77% of individuals consider themselves Christian, higher than the borough average 74%.</p> <p><i>Disability</i> – Within the 2 catchments there is a high proportion to the west of the library within the 10% most deprived nationally. Within 1 mile 31% of the area is within the most deprived quintile compared to the borough average 29%. Within the 1 mile catchment 7% of the population were claiming Disability Living Allowance, higher than the borough average of 6%. Within the 2 catchments there are significant areas, particularly to the west of the library, with a claimant percentage between 8-12%. There are books in large print and talking books.</p> <p>As the intention is to retain the core library service provision, the advertised opening hours (and where possible the extended opening hours) and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.</p> <p>Other issues which may also impact on people with protected characteristics and people in general: There are high levels of population density surrounding the library.</p> <p>An area to the west of the library is in the overall most deprived quintile nationally. Within the 2 radiuses there are some areas within the least deprived quintile nationally.</p> <p>Income – there is an area to the west of the library in the most deprived quintile nationally. Conversely within the 2 catchments are some areas within the least deprived quintile nationally.</p> <p>Education – there is a high concentration of education deprivation to the west of the library. Conversely within the 2 catchments are areas within the least deprived quintile nationally.</p> <p>Employment – within the 2 mile catchment there are few areas within the least deprived quintile. Within 1 mile the Jobseekers Allowance claimant rate is 5%, slightly higher than the borough average of 4%. There is a Work Club on Tuesdays run by library staff.</p> <p>Crime – there are areas within the 2 mile radius within the least deprived quintile. However some areas are within the most deprived quintile nationally.</p> <p>Living environment – 17% of the 1 mile catchment is</p>
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	<p>within the deprived quintile, higher than the borough average 13%. 27% of the 1 mile radius do not have a car, slightly higher than the borough average 26%. Within 1 mile, a slightly higher proportion own their homes (76%) than the borough average (75%). Car, public transport and cycling journey times show that the library is accessible. Some individuals have a walking journey of 20 minutes +.</p> <p>As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics and vulnerable people negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.</p> <p>South Cross Street Community Library It is proposed to introduce some new job descriptions.</p> <p>Services include book loans; inter-library loans; information provision; public access computers; base for Asian Women's Group; councillor surgeries; Work Club targeted at Asian Women; craft groups; partner surgeries; resources include books in Urdu; – these will be retained.</p> <p>South Cross Street Library is currently open 12 hours per week. 2011/12 useage figures include 279 members (279 active); 2,437 issues; 493.328 pc hours used; 0 items requested; 6,650 visits in person; 2,950 enquiries. 28 advice sessions by outside agencies in 2011/12, 158 attending.</p> <p>The needs analysis information for this library includes the following relating to people with protected characteristics: <i>Age</i> - 46.6% of active users are junior, compared with the borough average of 35.9%. 70% of respondents to the CIPFA Junior Survey use the library computers, 7% use the library to meet friends, 37% to do their homework and 50% to borrow items. 100% of respondents think the library is good or ok, and 97% think the library is easy to get to. The 1 mile catchment area has a proportionally younger population with 88% under 64 compared with the borough average of 84%. <i>BAME</i> - Within the 1 mile radius, 22% consider themselves BAME, significantly higher than the borough average of 9%. 21% of the respondents to the CIPFA Junior Survey are White, 79% Asian. There are books in</p>
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	<p>Urdu. An active Asian Women's Group uses the premises and has recently achieved significant external funding to refurbish the premises – they could be affected by changes.</p> <p><i>Religion/belief</i> - Within the 1 mile radius 16% of individuals consider themselves Muslim, significantly higher than the borough figure of 4%.</p> <p><i>Disability</i> - Within the 1 mile radius there is a high proportion of the area within the 5% most deprived nationally for disability and health. Within the 1 mile radius 75% of the area is within the most deprived quintile compared to 29% of Bury. Within 1 mile 9% claim Disability Living Allowance compared with the borough 6%, and within 1 and 2 miles some areas have a claimant percentage of over 12%. There are books in large print.</p> <p>As the intention is to retain the existing library service provision, the existing opening hours and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.</p> <p>Other issues which may also impact on people with protected characteristics and people in general: There are high levels of population density surrounding the library.</p> <p>Within the 1 mile radius 42% of households do not have a car, significantly higher than the borough average 26%.</p> <p>The proportion of people who own their own home in the 1 mile radius (65%) is lower than Bury as a whole (75%).</p> <p>Some LSOAs are the most deprived overall in Bury and within the 5% most deprived nationally.</p> <p>Income – there are significant areas within the most deprived LSOAs in Bury, and the 5% most deprived nationally. Conversely there are areas within the 10% least deprived nationally.</p> <p>Education – there is a high concentration of education deprivation within 1 mile. Conversely there are areas within the least deprived quintile.</p> <p>Employment – within the 1 mile radius nearly all of the area is within the 2 most deprived quintiles. 53% of the 1 mile radius is within the most deprived quintile compared to 25% for Bury overall. Within 1 mile Jobseekers Allowance claimants are 8%, higher than the borough average 4%, particularly concentrated to the east of the library.</p> <p>Crime – there is a mixed picture, but some areas are</p>
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	<p>within the 1% most deprived nationally. Living environment – some areas are the most deprived in Bury and are within the 3% most deprived nationally. 59% of the 1 mile catchment is within the deprived quintile, much higher than the borough figure of 13%. Travel shows some reduced journey times but some individuals have longer walking time. 97% of CIPFA Adult respondents think it is easy to get to.</p> <p>As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, existing services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics and vulnerable people negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.</p> <p>Ainsworth Library It is proposed to introduce some new job descriptions.</p> <p>Services include core library service provision; public access computers; councillor surgeries; partner surgeries; Archives and Local History group; – these will be retained.</p> <p>Ainsworth Library is currently open 12 hours per week. Usage figures for 2011/12 are 221 library members (with 112 active members, 128 active members including computer use); 4,512 issues; 498.9 computer use hours; 618 item requests; 6,350 visits in person; 2,150 enquiries. 5 sessions by outside agencies in 2011/12, 25 attending.</p> <p>The needs analysis information for this library includes the following relating to people with protected characteristics: <i>Gender</i> - 67.3% of active borrowers are female, 32.7% male and any change has the potential therefore to affect women more than men. <i>Age</i> - The library has a proportionately older population with 78% of the population under the age of 64 compared with the borough average of 84%. 37.5% of active members are juniors compared with the borough average of 35.9%. 70% of CIPFA Junior Survey respondents use the library computers, 5% use the library to meet friends, 30% to do homework, 25% to borrow items. 100% think the library is good or ok, 94% think it is easy to get to. 1 class visit in 2011/12 (user education), 20 attending.</p>
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	<p><i>BAME</i> - There are small areas having BAME levels of 12%, higher than the borough average of 3%. The CIPFA Junior Survey respondents recorded as 6% Asian, 94% White.</p> <p><i>Religion/belief</i> - Within the 1 mile radius 84% of people identify themselves as Christians, significantly higher than the borough average of 74%.</p> <p><i>Disability</i> - In August 2011 6% of the 1 mile catchment were claiming Disability Living Allowance, in line with the borough average, whilst some areas are over 12%. There are books in large print and talking books.</p> <p>As the intention is to retain the core library service provision, the existing opening hours and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.</p> <p>Other issues which may also impact on people with protected characteristics and people in general via the options:</p> <p>The population includes people in both the most and least overall deprived quintiles.</p> <p>Education - there is a low concentration of deprivation within the 1 mile radius.</p> <p>Income - there are areas in the most and least deprived quintiles nationally.</p> <p>Car ownership is significantly higher than the borough average.</p> <p>Home ownership (89%) in the 1 mile radius is significantly higher than Bury as a whole (75%).</p> <p>Employment - there are pockets of employment deprivation. Some LSOAs are in the 10% most deprived crime quintile nationally, whilst one LSOA is the least deprived in Bury. Jobseekers Allowance claimants are lower than the borough average of 4% in some areas, whilst in some areas claimants exceed 4%.</p> <p>Living environment figures show that some areas are in the least deprived quintile nationally, with 0% of the 1 mile catchment area within the deprived quintile.</p> <p>However an area to the east of the library is in the most deprived quintile nationally.</p> <p>Some areas are within the lowest category of population density.</p> <p>Crime - some areas are in the least deprived quintile nationally, whilst some are in the 10% most deprived nationally.</p> <p>Travel - car and cycling journeys show that the library is accessible - however there are longer journeys by public transport and walking for some people.</p>
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	<p>CIPFA Adult Survey – 99% of respondents think the library is easy to get to.</p> <p>As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics and vulnerable people negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.</p> <p>Castle Sport and Leisure Library It is proposed to reduce the staffing levels at this library and to introduce some new job descriptions. The existing RFID system will be upgraded.</p> <p>Services include core library service provision; public access computers; partner surgeries; – these will be retained.</p> <p>The council has plans to relocate the Library and Leisure Centre at a later date, subject to proposals for a new supermarket on the current site being successful.</p> <p>Castle Library has had (partial) self-issue for several years, enabling customers access for 101.5 hours per week (one of only 3 libraries open 45 hours or more per week) for significantly fewer staff hours. Usage figures for 2011/12 are 904 members (with 304 active members, 356 active members including computer use); 14,617 issues; 2,925.5 computer hours use; 622 items requested; 31,850 visits in person; 9,100 enquiries. 82 advice sessions by outside agencies in 2011/12, 503 attending.</p> <p>The needs analysis information for this library includes the following relating to people with protected characteristics: <i>Age</i> - 42.8% of active members are junior, compared with the borough average of 35.9%. 41% of CIPFA Junior Survey respondents use the library computers, 12% use the library to meet friends, 31% use the library to do homework and 55% borrow items. 93% of respondents think the library is good or ok, and 93% think the library is easy to get to. The area within 1 mile has a proportionally younger population with 87% under 64 compared with the borough average of 84%. <i>BAME</i> – BAME groups are 17% within 1 mile, a significant figure compared with the borough average (9%). 66% of CIPFA Junior Survey respondents are</p>
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	<p>White, 11% Asian, 12% Black, 9% Mixed.</p> <p>Religion/belief – Within 1 mile, Muslim individuals at 12% are significant compared with the borough average of 4%.</p> <p><i>Gender</i> - 68.9% of active borrowers are female, 31.1% male.</p> <p><i>Carers</i> - For people with restricted time to visit, eg some people with a caring responsibility, Castle represents far longer access time in hours per week than other libraries.</p> <p><i>Disability</i> – Within the 1 mile radius there is a high proportion of the area within the 5% most deprived nationally. Within 1 mile 62% of the area is within the most deprived quintile compared to 29% for the Bury average. Disability Living Allowance claimants within 1 mile are 7%, higher than the borough average of 6%, with some areas in the 1-2 miles 8-12%, a significant figure. There are books in large print and talking books.</p> <p>As the intention is to retain the core library service provision, the existing opening hours (including Sunday opening) and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available, including at Bury Library which is also in the town centre.</p> <p>Other issues which may also impact on people with protected characteristics and people in general: There are high levels of population density surrounding the library. Some people are within the 5% overall most deprived quintile nationally. Some areas however are in the 10% least deprived quintile nationally. Income – there is a significant area to the east of the library in the most deprived LSOAs in Bury and in the 5% most deprived nationally. Conversely within the 2 catchments are areas within the 10% least deprived nationally. Within the 1 mile radius, 35% of households do not have a car, significantly higher than the borough average of 26%. In the 1 mile radius, the proportion of people who own their home is in line with the borough average (75%). Education - deprivation is high within the 1 mile catchment. Conversely within 2 miles some areas are within the least deprived quintile. Nearly all the 1 mile catchment is in the 2 most deprived quintiles. There is a mixture of crime rates within the 2 mile radius – some are within the least deprived quintile,</p>
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	<p>whilst some are within the 1% most deprived nationally. Living environment – 59% of the population within 1 mile is within the deprived quintile, higher than the borough average of 13%. To the east of the library is the most deprived LSOA in Bury, which is within the 3% most deprived nationally.</p> <p>Car and cycling travel times make the library accessible but the 1-2 miles has some people with 20+ minutes walking time.</p> <p>Employment – there are no areas within the 2 mile radius that are within the least deprived quintile. Within the 1 mile radius nearly all of the area is within the two most deprived quintiles. 53% of the 1 mile radius is within the most deprived quintile compared to the borough average of 25%. Within 1 mile, Job Seekers Allowance claimants are 6%, higher than the borough average of 4%, and particularly concentrated to the east of the library.</p> <p>90% of CIPFA Adult respondents think it is easy to get to.</p> <p>As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics and vulnerable people negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.</p> <p>New Kershaw Centre Library</p> <p>It is proposed to introduce some new job descriptions.</p> <p>Services include core library service provision; public access computers; craft group; partner surgeries; – these will be retained.</p> <p>New Kershaw Library is currently open 11.5 hours per week. 2011/12 useage figures include 223 members (with 99 active members, 107 active members including computer use); 3,182 issues; 139.3 pc hours use; 426 item requests; 6,950 visits in person; 2,650 enquiries. 27 displays/exhibitions by staff in 2011/12.</p> <p>The needs analysis information for this library includes the following relating to people with protected characteristics:</p> <p><i>Gender</i> - 64.9% of active borrowers are female, 42.6% male.</p> <p><i>Age</i> - The population is comparatively younger, at 88% of the population under 64 compared with 84% for the</p>
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	<p>borough.</p> <p>41.1% of active members are junior, compared with the borough average of 35.9%. 82% of the CIPFA Junior Survey respondents use the library computers, 32% use the library to meet friends, 61% to do their homework and 57% to borrow items. 100% of respondents think the library is good or ok, and 96% think it is easy to get to. 6 class visits (user education) held in 2011/12, 191 attending; 1 school visit by staff, 35 attending.</p> <p><i>Disability</i> - within the 1 mile radius there is a high proportion of the area within the 5% most deprived nationally for health and disability. Within the 1 mile radius 76% of the area is within the most deprived quintile compared to the Bury average of 29%. 9% in the 1 mile radius were claiming Disability Living Allowance, significantly higher than the borough average of 6%. In the 1-2 mile radius there are significant areas over 12%. There are books in large print and talking books.</p> <p><i>BAME</i> - A high percentage of the population consider themselves BAME, at 21% of the 1 mile catchment, much higher than the borough 9%. 90% of the CIPFA Junior Survey respondents are White, 10% Mixed.</p> <p><i>Religion/belief</i> - Within the 1 mile radius 15% consider themselves Muslim, significantly higher than the borough average 4%.</p> <p>As the intention is to retain the core library service provision, the existing opening hours and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.</p> <p>Other issues which may also impact on people with protected characteristics and people in general: A significant area immediately surrounding the library has LSOAs which are overall the most deprived in Bury and within the 5% most deprived nationally. Conversely within the 2 mile catchment there are areas which are within the 10% least deprived nationally.</p> <p>Income – to the east of the library some LSOAs are the most deprived in Bury and are within the 5% most deprived nationally. Conversely within 2 miles there are pockets within the least 10% deprived nationally. There are high levels of population density in some areas within the 1-2 mile catchment.</p> <p>Within the 1 mile radius 43% of households do not have a car, significantly higher than the borough average of 26%.</p> <p>A significantly lower percentage own their homes in the</p>
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	<p>1 mile radius (63%) than Bury as a whole (75%).</p> <p>Education - there is a high concentration of education deprivation within the 1 mile radius. Conversely within 2 miles there are pockets within the least deprived quintile.</p> <p>Employment – within the 1 mile radius nearly all of the area is within the 2 most deprived quintiles, whilst there are no areas in the 2 mile catchment within the least deprived quintile. 53% of the 1 mile radius is within the most deprived quintile compared with 25% for Bury overall. There is a high concentration of Jobseekers Allowance within the 1 mile radius, where the rate is 8%, significantly higher than the borough average 4%, with a particular concentration to the East of the library.</p> <p>Crime – some LSOAs are within the 1% most deprived quintile nationally, whilst within 2 miles some are within the least deprived quintile. 50% of the 1 mile catchment is within the deprived quintile, compared to 13% for the borough.</p> <p>Living environment – an area east of the library is the most deprived LSOA in Bury and within the 3% most deprived nationally.</p> <p>Car, cycling and public transport travel times include some shortened journey times, whilst walking is 20 minutes + for some individuals.</p> <p>97% of CIPFA Adult respondents think it is easy to get to.</p> <p>As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics and vulnerable people negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.</p> <p>Sedgley Park Community Library</p> <p>It is proposed to retain the existing arrangements, i.e. Sedgley Library is based in a church foyer and is currently staffed by volunteers.</p> <p>Services include book loans, inter-library loans; information provision; afternoon tea; - these will be retained.</p> <p>Sedgley Library is currently open 7.5 hours per week. 2011/12 useage figures include 262 members (with 262 active members); 2,376 issues; (no public computers); 14 items requested; 3,650 visits in person; 1,900 enquiries.</p>
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	<p>The needs analysis information for this library includes the following relating to people with protected characteristics:</p> <p><i>Age</i> - The area within the 1 mile catchment area has a proportionally younger population with 87% under 64 compared with the borough average of 84%. 38.9% active members are junior, compared with the borough average of 35.9%. 19% of the respondents to the CIPFA Junior Survey use the library to meet friends, 6% to do homework, 81% to borrow items. 100% of respondents think the library is good or ok, and 100% think it is easy to get to.</p> <p><i>BAME</i> - 15% of the population within the 1 mile radius consider themselves BAME, much higher than the borough average of 9%. 75% of respondents to the CIPFA Junior Survey are White, 25% Asian.</p> <p><i>Religion/belief</i> - within the 1 mile radius 22% consider themselves Jewish, significantly higher than the borough average of 5%. Provision operates from a church site so any changes could affect people with religious/belief characteristics.</p> <p><i>Disability</i> - The 1 mile catchment has a high proportion of the area within the most deprived quintile nationally for disability and health. Within the 1 mile radius, there were 6% claiming Disability Living Allowance in line with the borough average – however some LSOAs are 8-12%. There are books in large print.</p> <p>As the intention is to retain the existing service provision, the existing opening hours (including Sunday opening) and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.</p> <p>Other issues which may also impact on people with protected characteristics and people in general: There are areas with high levels of population density within the 1 mile radius. There are pockets of deprivation across the area. 3 LSOAs are in the overall most deprived quintile nationally. Conversely there are areas which are within the least deprived nationally. Income – there are pockets of deprivation across the area. Conversely within the 2 radiuses is an area in the least deprived nationally. Within the 1 mile radius 25% of households do not have a car, slightly lower than the borough average 26%. The proportion of people who own their own home in</p>
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	<p>the 1 mile radius (80%) is higher than the borough average of 75%.</p> <p>Education – there is a low proportion of deprivation within the 1 mile radius, some areas in the least deprived quintile nationally.</p> <p>Employment – there are no areas within the 2 mile radius that are within the least deprived quintile. Within 1 mile several LSOAs are within the most deprived quintiles – 27% of the 1 mile radius is within the most deprived quintile compared with 25% for Bury overall. There are pockets where Jobseekers Allowance claimants exceed the borough average of 4%.</p> <p>Crime – there are no areas within the least deprived quintile, and some LSOAs are within the 10% most deprived nationally.</p> <p>Living environment – 0% of the 1 mile catchment is within the most deprived quintile, significantly lower than the borough average of 13%.</p> <p>Overall the transport reveals relative accessibility. Some individuals have increased walking times.</p> <p>98% of CIPFA Adult respondents think it is easy to get to.</p> <p>As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, existing services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics and vulnerable people negatively.</p>
<p>If you identified any negative effects (see questions 3a) or discrimination what measures have you put in place to remove or mitigate them?</p>	<p>The Service has attempted to mitigate the impact of potential change, as follows:</p> <ul style="list-style-type: none"> - By listening to the respondents of the Plan for Change initial consultation, the proposals include the retention of all 17 service points within existing communities and townships. - Particularly deprived areas of the borough with an existing library will retain access to a local library. - Access to a local library is considered easier for disabled/older people than having to travel to another township. - Retention of a spread of core services across the borough. - 100% of the borough's households remain within 2 miles of a library. - Retention of existing opening hours. - Retention of the borough-wide free lending request service. - Reduction in staffing levels is unavoidable and may lead to some additional queuing for staff help; however the range of services remains and staff support will still be available. Closure of libraries or opening hours

	<p>reduction would equally impact on staff levels.</p> <ul style="list-style-type: none"> - Reduction in staff levels may on occasion mean no staff cover is readily available during sickness/leave periods – the service has an additional hours budget to assist with these difficulties. - The procurement of Radio Frequency Identification (RFID) technology will ensure as far as possible that people with disabilities are able to use the equipment, and staff assistance will be available to train customers in its use at installation. - RFID introduction will mean less staff time spent on clerical routines and more time to assist customers with other requirements. - The service will still be run and managed by Bury Council staff. - Vacant/temporary posts have been held against the introduction of RFID. - The Housebound Library Service is retained and will be available to customers (including those with caring responsibilities) who cannot access the remaining provision (subject to availability). - Continued support and/or spaces for significant non-library 'sister' and other services, e.g. Adult Learning, Childrens Centres. - Reduction in some service levels is partly mitigated for some people by the introduction of e book provision, e audio book provision and by increasing access to information online. As the government will be promoting the removal of current barriers to e book lending, it is anticipated that (currently limited for a range of technical and commercial reasons) e books availability for public loan via library services will significantly increase in future years. - Continued support and space for particular groups, eg Sensory Unit customers, Jewish community. - Any change has the potential to affect wider communities considered deprived in a range of ways, e.g. via worklessness and poverty. Retention of the Bury Library Computer suite, library computers, information and support, and ongoing work at some libraries (eg work clubs and Porch + food parcels) will ensure continuation of support for such vulnerable groups. - Where data is available, the Service will monitor future useage by people with protected characteristics. - The Service will encourage VERs, deletion of vacant posts, redeployment etc wherever feasible to mitigate the impact on staff of at least some post deletions. - Corporate processes will be followed to formally consult with staff regarding the proposals.
Have you identified any further ways that	

<p>you can advance equality of opportunity and/or foster good relations? If so, please give details.</p>	
<p>What steps do you intend to take now in respect of the implementation of your policy/service plan?</p>	<p>Report being presented to the Council for a decision to be made by the Council as to whether the Plan for Change proposals it contains are to be progressed.</p>

6. MONITORING AND REVIEW

If you intend to proceed with your policy/service plan, please detail what monitoring arrangements (if appropriate) you will put in place to monitor the ongoing effects. Please also state when the policy/service plan will be reviewed.

Regular reporting arrangements are in place to ensure the Review stays on track and this includes risk analysis which could highlight any potential equality issues.

COPIES OF THIS EQUALITY ANALYSIS FORM SHOULD BE ATTACHED TO ANY REPORTS/SERVICE PLANS AND ALSO SENT TO THE EQUALITY INBOX (equality@bury.gov.uk) FOR PUBLICATION.

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