

Equality Analysis (EqA)

Questionnaire

Please refer to the guidance before completing this form.

1. Details of function, policy, procedure or service:	
Libraries Review	
Revised service	
Family Services	
10 August 2015	
2. Names and roles of officers completing this assessment:	
Lead officer	Val White, Programme Director, Education & Learning
Stakeholder groups	<p>Internal:</p> <p>Commissioning Group Family Services Delivery Unit LBB Members</p> <p>Informed by engagement with:</p> <p>Library users Library non-users</p> <p>“Charteris Groups”: elderly people; children; disabled people; unemployed people; people from areas of high deprivation (identified as having specific needs from libraries by Sue Charteris in her 2009 review of Wirral Libraries).</p> <p>Voluntary and community organisations</p>
Representative from internal stakeholders	Hannah Richens, Libraries Manager, Libraries, Workforce and Community Engagement
Representative from external stakeholders	N/A
Delivery Unit Equalities Network rep	N/A
Performance Management rep	N/A
HR rep (for employment related issues)	N/A. Separate EIA completed for impact on staff.
3. Full description of function, policy, procedure or service:	
This section describes the aims and objectives of the function, policy, procedure or service	
Context	
Barnet has an extensive library service with high satisfaction ratings among users. Prior to the current library review the last review was undertaken in 2011 at which point a substantial	

transformation programme began, investing in more self-service technology for customers; expanding wi-fi; delivering improvements to some of the library buildings, including the development of two replacement buildings in Grahame Park and Church End and the creation of two community libraries.

Continuing financial constraints mean that the Council needs to explore alternative ways to deliver a library offer whilst safeguarding services for the most vulnerable. Despite recent economic growth, Barnet Council faces a significant budget gap of £98.4m over the period 2015/16 to 2019/20. Consultation in 2014 asked residents to consider a range of issues, including three options for the future of library services and showed that whilst they understood the financial challenge, the majority did not support the options proposed.

Why is it needed?

The Council has a statutory duty, under the Public Libraries and Museums Act, 1964, to provide a 'comprehensive and efficient library service for all persons desiring to make use thereof'. To be comprehensive, the service must ensure that it is accessible to all and designed to meet local need. To be efficient, it must make the best use of the assets and resources available to it.

There have been a number of developments which offer the potential for more efficient ways of delivering library services. In particular, the increased availability of 'open' library technology (self-service technology allowing libraries to open during times at which staff are not present) outside its existing Scandinavian market; much greater community involvement in library services (including volunteer-led models such as community libraries), and improved digital and online services make it possible to deliver library services in different, more cost-effective ways.

On 23 June 2014 the Council's Children, Education, Libraries and Safeguarding Committee noted the savings target of £8m allocated by the Policy and Resources Committee and agreed to complete a Commissioning Plan and savings proposals by December 2014. Each Committee has an allocated savings target and there are difficult decisions to make in all areas. The business planning process since then has considered each of the service components within the committee remit to identify possible savings as a contribution to this target and the impact these could have. The process began by investigating the financial contribution libraries could make whilst still delivering a comprehensive and efficient service. As a result of this, the paper developed in October 2014 outlined options which would deliver a saving of £2.85m between 2016 and 2020. The report in October 2014 contained a detailed options paper that set out the current library service offer and the needs of residents, the budget and staffing arrangements of the current service and the condition of library buildings.

As a result of the feedback from the consultation on a range of issues, including three options for library services, the Council has developed a new proposed model of library provision.

The purpose of this Equalities Impact Assessment is to help inform the decision regarding the proposed library model outlined in the Committee paper, considering the impact of different groups within the borough.

What are the outcomes to be achieved? What are the aims and objectives?

The Ambition for libraries is to;

- Help all children in Barnet to have the best start in life, developing essential language, literacy and learning skills and fostering a love of reading from the earliest age;
- Equip residents with new life skills, supporting people to live independently, to improve their health and wellbeing and to maximise their employment opportunities; and
- Bring people together, acting as a focal point for communities and assisting groups and individuals to support their local area.

To deliver these outcomes, a set of four objectives have been developed. The following objectives are based on those agreed for the 2011 Strategy, but have been updated to reflect feedback from consultation carried out since 2011 and the financial challenges now facing the local authority. The objectives are;

- A library service that provides children and adults with reading, literacy and learning opportunities.
- A library service that engages with communities.
- A library service that makes knowledge and information easily accessible.
- A library service that can withstand current and future financial challenges and safeguard services for vulnerable people.

There was substantial support among residents for the majority of the proposed objectives of the library service in Barnet although slightly less support for designing a library service that can withstand future financial challenges.

Key Factors

As part of the decision making process, the Council has considered a range of factors, balancing these factors to develop a new model for library services in Barnet which both delivers the financial savings but provides a comprehensive service for the residents of Barnet.

The key factors considered were;

- The **vision and objectives** of the library service;
- The **Needs of residents** (including Equalities Impact Assessment);
- The **financial** challenge the Council faces;
- Feedback from the 2014 consultation and **the views of residents** on the three proposed options as well as previous consultation and engagement;
- The local authorities' statutory duty under the Public Libraries and Museum Act (1964). This states that "It shall be the duty of every library authority to provide a **comprehensive and efficient library service** for all persons desiring to make use thereof";
- The quality and size of each of the **library buildings**;
- The most effective avenues to maximise revenue from various **sources of funding** without a negative impact on outcomes of the service;
- The potential of new **technology**;
- **Capacity of the local community** in supporting libraries through volunteering and running partnership libraries;

Future library services in Barnet

The above factors have been considered in order to design a delivery model which can achieve the desired outcomes whilst ensuring that the service is run as efficiently as possible. In developing the current proposals the following options have been considered;

- **Opening hours.** Options considered include: library closures; reductions in opening hours; the use of technology enabled opening; and technology enabled opening supported by volunteers. Consultation feedback suggested that there was little support for library closures (specific data from survey). The current proposal therefore includes a mix of:

- Sessions that are staffed by members of the library service, supplemented by volunteers (as at present).
 - Facilitated sessions where the library will be open through the use of new technology but supported by volunteers
 - Sessions where the library is open through the use of technology but unstaffed
- **Maximising income.** The Council consulted on the following options to maximise income;
- Installing commercial collection points (e.g. Amazon lockers)
 - Advertising and sponsorship
 - Increased hiring out of the library space
 - 'Barnet Libraries Supporters Scheme' available on subscription
 - Installing more vending machines
 - Hiring out of parking spaces at libraries
 - Reviewing fees and charges.

It was concluded that all these options were suitable to take forward, with some taken forward as part of phase 2 of the project and others looked at in more detail.

- **Volunteers and community run libraries.**

A number of approaches for increasing the use of volunteers in libraries have been explored.

- Volunteers to enhance service offer
- Lone working
- Volunteers to support technology enabled opening
- Friends Groups

- **Community libraries**

The review has considered options for future community run libraries in Barnet.

- Community run libraries operating within the Barnet public library network; and commissioned to run services; and
- Community run libraries operating outside the Barnet public library.

In order to maintain the present network of libraries within current financial constraints, the proposal suggests four library sites will be operated and managed by local community or voluntary sector groups. These have been called 'Partnership Libraries.' Partnership libraries will get the benefit of professional support and stock, combined with the advantages community groups can offer in engaging local residents and responding to local needs.

- **Alternative Delivery Models**

As part of the original options paper, published in October 2014, a range of options were outlined for public consultation. The models considered were:

- Libraries run directly by the Council
- Libraries run by an educational body
- Libraries delivered through a shared service with another council
- Libraries run by a staff owned mutual

- Libraries run by a charitable provider
- Libraries run by a commercial provider

The Council will continue to explore the opportunity to develop an alternative model for the management of library services as part of a later phase of the library service review once the future model for the service is agreed by the council. Until this point the service will continue to be delivered directly by the Council.

Proposed new model

To deliver the vision for a future library service in Barnet, taking into consideration the feedback from residents through the latest consultation, it is proposed to maintain a network of 14 libraries as well as the digital and home and library services. The Council will also continue to provide a financial grant to the community libraries at Friern Barnet and Garden Suburb.

The proposed future model will deliver savings of £2.277m by 2019/20, contributing towards the Council's £98.4m budget gap. The savings are made up of a £1.731m reduction in the libraries revenue budget and £0.546m increase in income through improved use of the library estate.

This section outlines the proposed future model for library services in Barnet.

Summary of the proposals:

- To deliver the vision for a future library service in Barnet, taking into consideration the feedback from residents through the consultation, it is proposed to maintain a network of 14 libraries as well as the retain the digital, and home and library service
- The library offer will be based on 4 localities
 - West: Grahame Park, Golders Green, Hendon, Childs Hill
 - East: Chipping Barnet, Osidge, East Barnet
 - North: Edgware, Burnt Oak, Mill Hill
 - Central: Church End, East Finchley, North Finchley, South Friern
- Libraries will be categorised as Core, Core Plus and Partnership. Each locality will have a Core Plus library and one or two Core libraries, with each having a service offer specific to their categorisation..
- Core libraries will provide access to core range of book stock, including items in highest demand, with a focus on children and older adults as well as access to community space for hire. Core libraries will be located in key residential areas and will be based at Burnt Oak, East Finchley, Golders Green, Hendon, North Finchley and Osidge.
- Core Plus libraries will provide access to an extended range of stock as well as greater space for study and community use and more extensive hours. Core Plus libraries will be those with the highest footfall, located in town centres and in the highest population areas or areas of high deprivation. These sites will be situated near retail or transport hubs. Core Plus libraries will be based at Chipping Barnet, Church End, Grahame Park and Edgware.
- Partnership Libraries will be developed jointly with local communities and remain part of

the library network, with the Council providing stock and management support. Partnership libraries will be located in Childs Hill, East Barnet, Mill Hill and South Friern.

- In total Barnet's libraries are currently 634.5 hours per week, increasing to 904 opening hours per week. The library will operate three different types of sessions as part of opening hours. These are:
 - Sessions staffed by members of the library service, supported by volunteers.
 - Facilitated sessions where the library is open through the use of new technology supported by volunteers.
 - Sessions where the library is open through the use of technology unstaffed.
- Investing in new technology will allow libraries to both open longer as well as provide information digitally 24 hours a day. The use of technology which allows libraries to be opened unstaffed, will be implemented at all Core and Core Plus libraries. Alternative arrangements will be put into place at Burnt Oak where the library is co-located with the Council's Customer Service Centre.
- The new model will harness the capacity and support of local communities in Barnet to expand the volunteer offer at libraries and working together with community and voluntary groups to develop partnership libraries. Volunteers will play a key role to develop facilitated opening hours with the use of new technology, such as the Open+™ system used in the Edgware pilot.
- The majority of the library buildings will in future be managed as part of the Council's corporate asset strategy, overseen by the Council's Asset, Regeneration and Growth Committee. The Library service will be a 'user' of the building and have a defined footprint within the building. This will allow the Council to ensure it maximises income from the library buildings whilst continuing to support the library service.
- The Council will continue to seek to maximise income through use of library space, amending current fees and charges and exploring new revenue streams such as sponsorship and advertising and developing friends of / supports groups.
- The library service will continue to offer:
 - A mobile library service. The home library service, which provides access to books and information for people whose mobility is restricted due to age, disability or illness;
 - The Local Studies and Archives service, which offers access to local historical materials alongside online resources;
 - e-books, e-audio and other online resources and learning materials;
 - The Schools Libraries Resource Service, which provides professional advice and support to school libraries as well as loans to support the National Curriculum; and
 - The Early Years' service, which provides activities in libraries for under-5s and their parents and helps administer the national Bookstart scheme

Funding for Friern Barnet and Garden Suburb community libraries.

Who is it aimed at? Who is likely to benefit?

The Council's statutory duty applies to all those who live, work or study in the borough. This

duty applies to those persons whose residence or place of work is within the borough or those who are undergoing full time education within the borough.

Consultation shows that the current restrictions on opening hours are perceived as a barrier to access for certain groups, including young people and working people. Proposals to extend opening hours in Core and Core Plus libraries in the early morning and evenings will benefit those who cannot access the library in the day time. Proposals to expand the digital library offer will also have a positive impact by allowing 24 hour access to a greater number of electronic library resources.

Proposals to deliver two new library buildings in Grahame Park and Church End will benefit all users by providing modern fit for purpose, fully accessible sites. Re-configuration of existing library buildings provides an opportunity to address outstanding accessibility issues. This will be of particular benefit to groups such as disabled people, older people and parents/ carers with children.

Opportunities to get involved with the service through volunteering and through partnership libraries is likely to benefit local people beyond the current library user population, as experience elsewhere in the country has suggested that this broadens the range of voluntary and community activity taking place within libraries.

Identify the ways people can find out about and benefit from the proposals.

A public consultation will take place on the proposed future model for library services in Barnet. A 10 week consultation will take place from October 2015 to January 2016 and will set out the proposed future model for library services in Barnet.

The consultation document, and a survey based on the proposals will be available online (at <http://engagebarnet.gov.uk>) and in print from libraries. Paper copies of the survey and consultation documents will also be available in mobile libraries and to home library users. The survey will be made available on request in different formats, including large print and easy read.

A range of measures will be taken to ensure that the consultation documents and survey reach those who traditionally do not engage with consultation, including presentation to community groups and organisations.

Consider any processes they need to go through or criteria that we apply to determine eligibility.

Any member of the public is able to access a library building during staffed opening times. To borrow items, library users must join the library. This is a simple process which can be carried out in person or online, with support available at library buildings. To use online resources residents simply have to be a member of the library and get a unique pin number. This can be undertaken in a library, via telephone or on the Council's My Account website.

The home library service is available to residents whose mobility is limited because of age, disability or illness. Users register using a short membership application form.

To use technology enabled opening hours users must opt into the scheme and receive some user education on correct practice and procedure. Children (under 16) are not eligible to register for technology enabled opening and must be accompanied by an adult during this period.

Technology enabled opening supported by volunteers will apply the same access criteria but will offer support to those who might have difficulty using the library or feel safer with volunteer

support. Technology enabled opening has been piloted at Edgware Library. It is proposed that the access arrangements established during the pilot are continued if the scheme is rolled out more widely.

How have needs based on age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, marriage and civil partnership and carers been taken account of?

The Needs Assessment looks at the demographic makeup of the Borough as well as how libraries are used. The Equalities Impact Assessment draws on the analysis in the Needs Assessment and consultation and sets out identified specific needs of each of the above groups, outlining where proposals might impact on each group and proposed actions to mitigate the impact. It also analyses the needs of unemployed people and people from areas of high deprivation as these are groups identified as having specific requirements from a public library service.

Data Sources

The review and new proposal have been informed by a comprehensive Needs Assessment (Appendix B) and consultation. Sources which have informed the analysis are;

- transaction data and management information from the library service
- performance data compiled by the Chartered Institute of Public Finance and Accountancy (CIPFA) and benchmarked against comparable local authorities
- data from the 2011 Census, the Department for Work and Pensions, HMRC, and the Indices of Multiple Deprivation
- Data modelling of the demographic breakdown on library uses based on library transaction data and census data (explanation below)
- travel time and accessibility data from Transport for London
- information on the condition of the library estate
- extensive public consultation carried out to develop the 2011 Libraries Strategy, public consultation on Council spending plans carried out in 2013, focus groups undertaken to inform options paper in summer 2014 and the recent full consultation process from November 2014 to February 2015.
- user feedback, satisfaction surveys carried out in 2009 and 2013 (with adults and children respectively)
- qualitative research from the Museums, Libraries and Archives Association and Arts Council England and on the special needs of particular demographic groups where relevant.

Available data and modelling

The library service does not collect data on many of the demographic characteristics protected under the Equality Act 2010 (this would be considered disproportionate given the purpose of the service). In cases where information is collected, such as date of birth, the data has gaps which mean it is not a reliable source of evidence about usage of the service by different groups.

For the purposes of this review, and so that the Council can use recent data to consider

whether the service meets users' needs and ensure that it has been able to comply with its duties under the Equality Act, transaction data from the financial year 2013-14 has been anonymised, weighted, and matched to data at small area level from the 2011 Census. This is then used to predict the proportion of transactional activity in each library which is being carried out by people with relevant protected characteristics. This has been used to produce an overall profile of users of the book-borrowing service and this has then been compared to the demographic profile of the Borough. The Needs Assessment makes use of detailed libraries insight data from 2014 to inform the analysis and is referred to throughout the EIA and Needs Assessment as 'modelled data'. This data is based on transactions from the year 2013-14, using this to compare library user profiles against library catchment area profiles, in order to build a sophisticated model of need across the borough. The data is referred to throughout both the EIA as 'modelled data'.

Library data illustrates that between 2013-14 and 2014-15 there was a 1% reduction in the percentage of borrowers and a 5% overall reduction in loans from library sites. With relatively small changes to library usage and a small 1.6% population increase between 2013-14 and 2014-15, conclusions drawn from the detailed insight analysis outlined above, are unlikely to have changed significantly and so 2013-2014 data has been kept as a baseline.

Data Analysis

A number of pieces of analysis have been carried out to identify the impact of the changes to the network – i.e. any significant reductions in space, opening hours or community involvement in groups of libraries under the proposed future model for Barnet's library services.

To show the impact on users, the proportion of transactions carried out by each protected group at affected libraries has been modelled as a proportion of all library activity carried out by that group. Statistically significant differences from the mean have been identified to show where impact may be disproportionately high, other more limited variations have also been noted. As described above, this analysis uses transaction data weighted using Census information and the findings should be treated as indicative and as a starting point for further investigation and monitoring.

The impact on users has also been determined by identifying the proposed changes in opening hours and library footprint and how this might impact on the needs of particular demographic groups.

Analysis also took into account information from Transport for London and the Census 2011 data, as well as GLA projections based on 2011 Census data, to identify the number of people living in areas of the Borough which, within the reconfigured library networks, would not have access to a local authority-run library within 30 minutes' travel time by public transport. Within the proposed model no libraries will close and therefore there would be no change in distances travelled for residents who want to use libraries.

Although there are no closures of physical library sites, there is a proposed change to the service offer at some sites. As detailed in the product catalogue (Appendix C) there is a different service offer in Core, Core Plus and Partnership libraries. This will mean in some libraries services previously available will no longer be available. To mitigate the impact of these changes, the locality model has been designed to ensure a geographical spread of services across the borough. In addition the Council is proposing to remove the charge for book reservations, enabling residents to reserve any book in the library stock for free from any static library site.

Finally, for all groups, the analysis includes any consultation feedback or other research relevant to the proposals. For the impact on the general population, including non-users,

information was collected through the citizen's panel survey as part of the latest consultation which ran between November 2014 and February 2015.

Overall impact

Proposal:

It is proposed that no libraries will close and therefore there is no change for residents travel times to libraries. This means that a total of 746 people in Barnet (0.22% of the Borough's population) do not have access to a library within 30 minutes' travel time by public transport (as is currently the case). Therefore, over 99% of residents have access to a library within 30 minutes, whilst 85% have access to a library within 20 minutes and 50% within 15 minutes (Based on TfL's strategic modelling).

A number of libraries will be reduced in size, there is a reduction across the network in total library footprint from 92,214 sq ft to a minimum of 46,715 sq ft. The Core Plus libraries will see a smaller reduction in library space, whilst Core and Partnership libraries will see a more significant reduction. As buildings are reconfigured non-public areas will be kept to a minimum to mitigate the reductions in library footprint.

Libraries are currently open for 634.5 hours across the borough; this will increase to 904 hours (made up of a range of sessions, including 188 staffed hours, 60 technology enabled hours supported by volunteers, 596 technology enabled hours (unstaffed). Partnership libraries will be open for a minimum of 60 hours per week between them. These changes represent an increase in opening hours of 42%. In regard to staffed sessions, Core Plus libraries will have 23.5 hours per week, whilst Core Libraries will have 15.5 hours per week. This means that in Core Plus libraries staffed opening hours will reduce of 52% (194.4 hours to 94 hours), whilst Core libraries will see a reduction in staffed hours by 66% (275.5 hours to 94 hours). Overall staffed libraries hours will reduce by approximately 70%, whilst opening hours supported by staff or volunteers will reduce by approximately 50%.

The overall increase in opening hours will be a benefit to library users who prefer to access libraries in the evening or early mornings and are happy to access library services unsupported (working age adults, especially those employed). It will also be a benefit to those non-users who do not access the library because it is not open at times that suit them. The expansion of the digital service will also be a significant benefit for library users who require access to a wider range of online resources.

The reduction in staffed opening hours will have the biggest impact on those who may require support to access the static library sites or utilise the library during technology enabled opening. The reduction in staffed hours will mean less support available in the library to get advice, information and to utilise the resources in the library. Consultation feedback suggests this is most likely to impact on older people, people with disabilities and the unemployed. The use of volunteers as part of the facilitated open library, training and information sessions about technology enabled libraries, use of the home and library service and the development of virtual enquiry will help mitigate the impact on these groups.

Another group who will be impacted by the changes will be under 16's who access library services but are not supported by an adult (18+). The 24 hour a day, seven day a week digital library service, working closely with schools to allow visits and outreach to continue as well exploring alternative locations where study space is available for children and young people will mitigate the impact of the changes.

Core Plus libraries account for 36% of transactional library activity, whilst Core Libraries account for 45% and Partnership libraries for 20% respectively. This means that the reduction in opening hours at Partnership Libraries will impact on 20 per cent of those who use libraries,

whilst the reduction in library footprint and staffed hours at Core Libraries will have the biggest impact on residents, as these libraries equate to close to half of all library activity.

The table below details any differential impact on each equality strand, before looking at implications on particular libraries or categories of libraries.

The qualitative data, unless otherwise stated, is drawn from the four major consultation exercises carried out in Barnet with regard to libraries, in 2011, 2013, 2014 and most recently 2014/15. The Quantitative data is drawn from a range of sources and is outlined in more detail in the Needs Assessment (Appendix B to the main report).

1. How are the equality strands affected?			
Equality Strand	Affected?	Explain how affected	What action has been taken already to mitigate this? What action do you plan to take to mitigate this?
1. Age	Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/>	<p>General considerations:</p> <p>All adults</p> <p>The library service's strategic objectives continue to promote its reading and learning opportunities for adults: this has been identified as a key area for the service.</p> <p>Impact on this group will be minimal, as adults (16+) will be able to use libraries in all library sessions (staffed, unstaffed and facilitated).</p> <p>Older people</p> <p>Latest projections suggest that by 2030 the number of people aged 65 and over is projected to increase by 34.5%, over three times greater than other age groups. The growth in the number of over 85's is even more significant, increasing by two-thirds (66.6%) by 2030. It is anticipated that the increase in the number of over 85's will mean more residents with mobility issues who are unable to access physical libraries.</p> <p>Older People made up a third (33.1% of adults 18 and above) of respondents to the main questionnaire as part of the latest consultation, although they account for 13.1% of library users, similar to the borough profile (13.8%).</p> <p>Older people were particularly unsupportive of plans to use technology to extend opening hours or replace staff, due to worries about staff availability, especially in regard to support with IT. Older people may also be concerned by an increase in the use of volunteers as they see this as a potential decline in the quality of service.</p> <p>However, older people will benefit from the current proposal through increased</p>	<p>Older people</p> <p>Care to be taken to communicate and explain any changes in use of volunteers and technology enabled opening hours</p> <p>Ensure volunteers are trained to support older people with using technology/self-service machines.</p> <p>Train older people to use technology enabled library sessions and self-service technology. Also explore use of buddying schemes allowing older people to use technology, especially for over 75s.</p> <p>Continued home and mobile service offer to support those who cannot access a physical library.</p>

	<p>access to information, online facilities, and accessible buildings. All these are priorities for this group. The continuation of the home and mobile library service will support older people who cannot access a physical library.</p> <p>According to a Communications Market Report by OfCom (2014), whilst two-thirds of those aged 65-74 have access to the internet at home, only a third of those aged 75+ do so,. Those who can access the internet will be able to use the digital library 24 hours a day. This group is also more likely to be able to use self-service technology at local libraries. Hence, it is those over 75 who are likely to be most affected.</p> <p>As older people are more likely to be concerned about reductions in staffing levels, a reduction in staffed hours of 70% will potentially have a negative impact on this group. It is most likely this will have a more significant impact on those over 75, as this group is generally less technologically adept and is also more likely to be isolated.</p> <p>Whilst there will be an impact on older people due to reduced staff opening hours, the impact on older people will not be significant as modelled data indicates that none of the proposed core libraries are significantly overused by 65+ users, although the high response rate from older people in the consultation demonstrates the importance to this cohort.</p> <p>The reduction in opening hours at Childs Hill could have a disproportionate impact on over 65s according to modelled data, as it is estimated that 24.1% of those who use this particular library are over 65, compared 13.1% usage for the borough as a whole.</p> <p>Children and young people</p> <p>Compared to resident population, modelled data suggests residents aged 6-9 years old use libraries significantly more than average (14.5% of 6-9 year olds compared to 5.2% of the borough population). Modelled data also suggests 14.5% of 0-5 year olds use libraries compared to 8.8% of the borough population and 10-15 year olds make up 11.4% of library users compared to 7% of the boroughs population.</p>	<p>Children and young people</p> <p>Schools to be briefed on 'open' library technology to allow visits and outreach to continue during unstaffed hours (e.g. staff signed up to Open+ system).</p> <p>Ensure children and young people are aware of how to access digital library.</p> <p>Work with partnership libraries to ensure there is an offer for 10-15 year olds to study and learn.</p> <p>Explore alternative locations where study space is already available for children and young people.</p> <p>Monitor levels of activity aimed at both children and young people to ensure new service model is meeting their needs.</p> <p>Advertise staffed and facilitated opening hours clearly across each</p>
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	<p>In the consultation qualitative focus groups with parents of children aged 0-15 and with young people themselves as well as a targeted ‘young people’s’ questionnaire ensured that this user group’s voice was heard.</p> <p>Young people were generally unsupportive of library closures or plans to make libraries smaller, but were supportive of plans for generating income and using technology to extend opening hours, as long as this didn’t restrict their future library access.</p> <p>For safeguarding reasons it is proposed that unaccompanied children will not be able to use libraries when they are not staffed. This will apply to the technology enabled opening sessions and those sessions supported by volunteers. They are therefore likely to see a net reduction in times when they can access the library.</p> <p>The number of hours that a resident under 16 can access a library unaccompanied will reduce from 643.5 to a minimum of approximately 248 hours in the proposed model. The reduction in floor space will also impact on young people’s ability to access study space.</p> <p>For children who currently access services unaccompanied by an adult, there will be fewer hours they can attend the library. Modelled data suggests this might have a particular impact at Edgware (44.3% of users are under 16) and Grahame Park (55.1% of users are under 16) libraries which are both significantly over used by children under 16, compared to the percentage of this age group in the general population (21%). However, if accompanied by an adult this group will benefit from extended opening hours.</p> <p>It is estimated that the majority of children under 10 years old access the library accompanied by an adult, the impact on this group will be felt predominantly by 10-15 year olds. Modelled data suggests this group account for 11.4% of library users. This is partly mitigated by the expansion of the digital library, which will be available 24/7 and the fact the majority of Barnet’s secondary schools have libraries where students can study. Therefore the reduction in hours and study space are most likely to impact on 10-15 year old cohort, especially GCSE students who are studying for exams and do not have study space at home.</p> <p>Modelled data indicates that the following libraries are overused by 10-15 year</p>	<p>locality so those who need support know when they can get support.</p> <p>Advertise range of activities available to children and young people and their families in Barnet.</p> <p>Continued traded service to schools, supporting the delivery of literacy and learning support.</p> <p>Introduction of children’s fines will be widely advertised to ensure there is not a disproportionate effect on low income families.</p>
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		<p>olds: Golders Green (16.2% of users), Burnt Oak (16% of users), Edgware (14.3% of users), and Grahame Park (13.6% of users). The proposed locality model will ensure that opening hours are designed to maximise access to libraries across a geographical area. This will mitigate some of the impact of reduced staffed hours on the 10-15 year old age group.</p> <p>The reduction in footprint may also have an impact on the number of activities offered to children and young people. This could be of particular concern to libraries overused by 0-5 year olds. 20.1% of library users at South Friern are under 5, compared to 8.7% in the local area and 8.8% of the borough's population.</p> <p>Plans to introduce small fines for children's books may disproportionately affect children from low income families for example in Grahame Park, Burnt Oak and Childs Hill.</p> <p>Working age adults</p> <p>Working age adults are underrepresented according to modelled data (44.9% of library users compared to 62.8% of the borough population) and will benefit from extending opening hours in the evening and early morning using technology enabled opening hours, especially those in employment who have expressed desire for more evening opening hours.</p> <p>This may be of a particular advantage to users of Church End library, which has higher levels of working age adult users compared to other libraries (49.1% compared to 62.8% of the borough population). Other areas with higher than average levels of working age adults are Hendon library (53.8%) and Golders Green (47.3%), who will not have the benefit from technology enabled opening hours extending opening hour in the evening.</p>	
<p>2. Disability</p>	<p>Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/></p>	<p>General considerations</p> <p>Modelled data suggests that disabled residents account for roughly 14% of library usage, with 6.5% of transactions being carried out by people whose day to day activities are limited 'a lot', and 7.5% by people whose day to day activities are</p>	<p>Access measures such as easy read symbols to be used to ensure people with learning disabilities</p>

	<p>limited 'a little'. People whose day to day activities are limited 'a lot' make significantly higher use of libraries in Burnt Oak, Childs Hill and Grahame Park, and relatively low use of the libraries in Church End, Hendon and Mill Hill.</p> <p>In the 2014-15 consultation disabled people made up 9.9% of respondents to the main questionnaire and 14.4% of Citizen's Panel respondents (unweighted), compared to 11.7% of the boroughs population.</p> <p>Consultation responses both to the main questionnaire and at targeted focus groups in 2014/15 revealed that disabled residents had some specific views around potential changes to the service:</p> <ul style="list-style-type: none"> ▪ A high proportion of disabled respondents strongly disagreed with plans to reduce staffed opening hours. ▪ A high proportion of disabled respondents also strongly disagree with proposals to technology enabled opening hours as either a replacement to staff or using technology to extend opening hours. ▪ Focus groups echoed these concerns with those with physical disabilities most concerned about their ability to use new technology. <p>People with disabilities also generally welcomed improvements in access, including better buildings and increased opening hours, although there is a risk that people with disabilities may struggle to use libraries without volunteer or staff support. Respondents have stressed the importance of working toilet facilities and user-friendly furniture (Barnet, 2011). More generally, access is seen as a potentially significant issue for disabled users by both users themselves and by others (Barnet, 2011, 2014).</p> <p>People with sensory impairments may find it more difficult to navigate technology enabled opening hours. However, there are alternative routes which this group has identified as more convenient for access to literary resources, including library e-books, content available directly from the Royal National Institute for Blind People (RNIB), and the home library service.</p>	<p>can use open libraries.</p> <p>Ensure volunteers are trained to support people with a range of disabilities to access the library during facilitated opening hours.</p> <p>Advertise staffed and facilitated opening hours clearly across each locality so those who need support know when they can get support.</p> <p>Development of an enhanced volunteer offer should mitigate many issues. However, it will be important to offer reassurance to vulnerable residents that volunteers have been thoroughly trained, including safeguarding training.</p> <p>Monitor take-up of service by disabled people, including home library service, to be monitored to identify any developing issues.</p> <p>Disabled people directly invited to feedback</p>
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	<p>People with sensory impairments had some concerns about the skills of volunteers and sought reassurance that volunteers would be properly trained, including safeguarding training.</p> <p>Looking at library usage as a whole, users whose daily activities are limited ‘a lot’ use libraries comparatively to the percentage of the borough population (6.6% of library users compared to 6.5% of borough population) according to modelled data.</p> <p>Core libraries</p> <p>An overall increase in opening hours at Core libraries could have a positive impact on people with disabilities and their carers if they are able to access Open+ libraries and using self-service technology. The role of library staff was identified in the consultation as being important in supporting disabled users, and those with learning difficulties, to use technology reliant services.</p> <p>For those who cannot use Open+ libraries or do not feel confident to use libraries in these sessions, there will be a negative impact with the reduction in staffed opening hours. According to modelled data, this will be particularly pronounced at libraries in Burnt Oak, which is overused by people whose day-day activities are limited ‘a lot’ (7.8% of library users compared to 6.6% of borough profile) and at Osidge which is overused by users with activities limited ‘a little’ (8.1% compared to 7.4% of the boroughs population).</p> <p>A reduced library footprint under this offer may impact on people with learning disabilities who reported in consultation that they valued the space libraries offered again, this will likely have the most impact at Burnt Oak and Osidge. The proposed locality model also ensures that opening hours are designed to maximise access to libraries across a geographical area.</p> <p>Core Plus</p> <p>Longer opening hours through Open+ will benefit disabled library users. People with learning disabilities and people with mental health issues both focused on</p>	<p>specifically on ‘open’ library pilot.</p> <p>Consider options for improved access proposed by and for people with sensory impairments.</p> <p>Training for people with disabilities to use the library during technology enabled sessions.</p> <p>Use of mobile library service can support groups with disabilities. However, people with disabilities have reported they were unaware of the mobile library, therefore it is important to improve marketing of this service to people with disabilities.</p> <p>More publicity of home and mobile library services via disabled people’s support groups and/or social care contact routes to ensure users are aware of the service.</p> <p>For those who can only access Partnership or Core Libraries (with smaller stock selection)</p>
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		<p>libraries' role in reducing isolation and will benefit from the continuation of rounded provision in these libraries.</p> <p>However, people with disabilities and learning difficulties will be less able to use the library during technology enabled sessions and the number of staffing hours is proposed to reduce by over 50%. The impact may particularly significant at Chipping Barnet library, which is overused by users with activities limited 'a lot' (7.1%) and 'a little' (8.1%) according to modelled data.</p> <p>Partnership</p> <p>The reduced offer at Partnership libraries may impact people with disabilities or learning difficulties as, if they can't travel far, they will only have access to a limited range of resources. People whose disability limits their activity 'a lot' are significantly overrepresented in current usage of the Childs Hill library (7.4% of library users compared to 6.6% of the borough population) according to modelled data, and therefore may be impacted most by these proposals.. However, the proposed locality model will ensures that opening hours are designed to maximise access to libraries across a geographical area. Overall this group will see a minimal adverse impact from the changes, with mitigating actions outlined in the right hand column of this table.</p>	<p>residents will be able to reserve stock from across the library network for free.</p>
<p>3. Gender reassignment</p>	<p>Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/></p>	<p>General considerations</p> <p>The library service does not collect user data on gender reassignment and this data is not available from the 2011 Census. Respondents to the 2014/15 consultation were not asked about their gender identity.</p> <p>GIRES, the Gender Identify Research and Education Society, estimate that 0.6-1% of the population may experience gender dysphoria (a medical term used to describe the negative feelings associated with the sense that a person's gender identity doesn't match up with the body they were born in). If this proportion held locally it would suggest that 750-1000 library users might be affected.</p> <p>National research suggests that people affected by gender dysphoria, particularly children and young people, often have difficulties because of a lack of relevant information about issues which affect them and improved access to information is</p>	<p>Ensure digital offer and future stock purchases take this group's needs into account.</p>

		<p>therefore likely to have a particular benefit for this group.</p> <p>Improved access to information (longer opening hours and more digital information) should have a positive impact on this group.</p>	
<p>4. Pregnancy and maternity</p>	<p>Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/></p>	<p>General considerations</p> <p>Physical access to library buildings, internal and external, is important for parents who often need to use cars to transport children. As the proposed model retains all of the current static library sites across the borough there is limited impact on pregnant women and women with small children in terms of accessing library buildings. .</p> <p>Parents say that they are more likely to use online services and will benefit from increased provision of e-resources from the digital library. Parents were also more supportive of any potential increases in opening hours and are likely to benefit from this change.</p> <p>Reduced footprint and less available space to run events may affect new parents taking their children to targeted events.</p>	<p>Communicate availability of e-resources to improve take-up.</p> <p>Encourage community libraries to provide parent-focused events.</p> <p>Events for young children and their parents will still be a priority in the new model.</p> <p>Where events have been reduced, libraries will provide more information about early years support available at other locations such as Children’s Centres.</p>
<p>5. Race / Ethnicity</p>	<p>Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/></p>	<p>General considerations</p> <p>The majority of library users are white (66.2% compared to 64.1% of the borough population) so this group is more likely to be affected by proposals. In general there is an underrepresentation of ethnic minority groups who are library users compared to the wider ethnic profile of the borough, and the data suggests there is no ethnic group who are significantly over-represented in library users compared to the borough’s population.</p> <p>Targeted consultation showed that BAME residents support the idea that libraries should be maintained as physical spaces. Improvements to the estate should</p>	<p>Particular care to be taken when organising sessions for voluntary and community groups interested in running libraries, to ensure that these are accessible to and attended by appropriate community representatives given the</p>

	<p>benefit this group. BAME residents have also expressed higher levels of support for change, particularly increased volunteering and use of self-service technology. These particular changes to the service may have a particular benefit for this group. Non-white respondents in the main questionnaire were more supportive of using volunteers to enhance the services provided by paid staff (29% strongly agreed compared to 19% of white respondents). Focus groups (9 residents) also suggest that BAME residents were supportive of later opening hours and technology enabled libraries.</p> <p>There is some evidence in the Needs Assessment which suggests that Gypsies and Travellers may use the library service significantly less than other demographic groups, although numbers are very small (0.035% against a Borough average of 0.037%). This group is a very small demographic of the population of Barnet.</p> <p>Core</p> <p>According to modelled data Burnt Oak library is situated in a ward with one of the highest levels of BAME users (50.7% of users), although as there is no change to the opening hours of the library there should be no impact on this group.</p> <p>The overall maintenance of opening hours at Burnt Oak will limit the impact on this group.</p> <p>Core Plus</p> <p>The new library at Grahame Park will benefit BME users who make up a majority (59.9%) of the population in Colindale. The percentage of library users at Grahame Park matches the ward demographic according to modelled data, with 58.7% of library users being non-white. This group will also benefit from technology enabled library sessions that will increase opening hours at all Core Plus libraries.</p> <p>Partnership</p>	<p>makeup of the library user base.</p> <p>Outreach with Gypsies and Travellers to identify whether there are any barriers to use of the service and suitable mitigation measures if barriers are identified. Early years and play activities can be a successful route for engagement with Gypsy and Traveller communities and may provide opportunities here.</p>
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		<p>During the consultation period, members of the Gypsy and Traveller Focus group were in support of a community library model and felt this would be more inclusive giving members of their communities' opportunities to be involved in the running of libraries.</p>	
<p>6. Religion or belief</p>	<p>Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/></p>	<p>General considerations</p> <p>Modelled data suggests that the proportion of use by Jewish people is higher than would be expected given the makeup of the Borough's population (17.5% of library users compared to 15.2% of the boroughs population), while Muslim residents use libraries slightly less than would be expected given the makeup of the Borough's population (9.2% compared to 10.3% of the boroughs population). In response to the main questionnaire, 21.5% of respondents were Jewish and only 2.3% were Muslim.</p> <p>This finding contrasts with the national Taking Part survey, which monitors the uptake of cultural events among different demographic groups. This survey shows that there are differences in participation between religious groups and that Muslims are significantly more likely to use libraries than other religious groups (DCMS survey, cited in MLA, 2010).</p> <p>The modelled data also suggests that some libraries are used more than would be expected by people from particular religious groups. Muslim residents are relatively heavy users of Burnt Oak (16.5%) and Childs Hill (15%) libraries. This closely matches the wards which according to the 2011 census have the highest Muslim population, Colindale (19.3%), Burnt Oak (18.4%) and Childs Hill (14.2%).</p> <p>Barnet has the highest number of Jewish residents in the country. Jewish residents are heavier users of Edgware (32.1%), Golders Green (40.4%), Hendon (26.3%) and Mill Hill (21.3%) according to modelled data. This matches the wards with the highest Jewish population, Garden Suburb (38.2%) Golders Green (37.1%), Edgware (32.6%), Hendon (31.4%) and Finchley Church End (31.2%).</p> <p>Core plus Extended opening hours under this offer would benefit Jewish residents who are heavy users of Edgware library according to modelled data as they would be able</p>	<p>Engage further with the Muslim community as part of the consultation to understand potential differential use of library service by Muslim residents.</p> <p>Ensure technology enabled library sessions are communicated effectively to Muslim and Jewish communities where they over-use library services.</p> <p>Ensure the Jewish community are engaged in discussions around community libraries, especially in regard to Mill Hill library where there is a higher than average percentage of library uses who are Jewish.</p> <p>Review the mobile library to identify any potential</p>

		<p>to use libraries on a Sunday. As Jewish users may not use libraries on Saturday due to religious commitments, there is a risk that those who require support from staff might be negatively impacted by the longest staffed opening hours at Core libraries being on Saturdays. The proposed locality model, however, also ensures that opening hours are designed to maximise access to libraries across a geographical area.</p> <p>Partnership Modelled data suggests Mill Hill library has a higher percentage of Jewish library users (21.3%) than the borough population of 15.2%. Therefore the potential reduction in opening hours and footprint may impact on this group more significantly. The proposed locality model also ensures that opening hours are designed to maximise access to libraries across a geographical area.</p>	<p>gaps in coverage.</p> <p>A spread of opening hours across days of the week in each locality ensures the service accommodates those with religious commitments.</p>
<p>7. Gender / sex</p>	<p>Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/></p>	<p>General considerations</p> <p>The modelled data suggests that library usage by men and women broadly mirrors the profile of the borough overall, with approximately 47.9% usage by men and 52.1% usage by women (compared to estimates that 51.5% of the borough are female and 48.5% male).</p> <p>In the 2014/15 consultation, women were over represented as a proportion of respondents to the main questionnaire making up 64.4% of respondents. However, there was limited difference in responses between male and female respondents although men were more likely than women to agree with increased use of self-service technology.</p> <p>Men are also slightly more likely to strongly agree with an increase in use of technology in libraries to extend opening hours and replace staff, whereas women are more likely to raise concerns around security using unstaffed libraries (24% women, 15% men) as part of the main questionnaire.</p> <p>Some gender differences also emerged in responses to the 2011 consultation. The most significant of these were:</p> <ul style="list-style-type: none"> ▪ Men were more likely than women to agree with increased use of self- 	<p>Detailed user analysis will be undertaken at the end of Open Plus Pilot project. As part of this undertake further consultation to understand why females are not using Edgware library as part of the Open Plus Pilot.</p> <p>The use of volunteers to support facilitated technology enabled library sessions, will help people feel safer about the use of unstaffed libraries.</p>

		<p>service technology.</p> <ul style="list-style-type: none"> ▪ Men were more likely to access online resources while women were more likely to borrow books. ▪ Women were more likely than men to cite parking as a problem. ▪ Women were more likely than men to request longer opening hours. 	
8. Sexual orientation	Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/>	<p>General considerations</p> <p>The service does not hold data on this characteristic and few consultation responses have been received from lesbian, gay or bisexual (LGB) people. If the number of LGB people using libraries were similar to their rate within the general population they would make up approximately 6% of library users (2,990 active borrowers).</p> <p>A small proportion (5%) of respondents to the main questionnaire in the 2014/15 consultation identified themselves as 'non-heterosexual'. Whilst this response rate is too low to draw out specific findings, non-heterosexual respondents were more likely to agree with using volunteers to enhance the service provided by paid staff and to agree with the redevelopment of library sites.</p> <p>Evidence from elsewhere suggests that this group benefits from increased access to information and that it is necessary to provide appropriate materials. The library service already provides some tailored materials.</p>	<p>Ensure digital offer and future stock purchases take this group's needs into account.</p> <p>The library service stocks materials tailored to LGB people. Research carried out elsewhere (Voice Counts, a 2010 consultation carried out in Hertfordshire) identified a need for libraries to continue to provide specific media relating to LGB people and access to relevant information.</p>
9. Marital Status	Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/>	<p>No specific differential impact identified for the general principles of change to the service.</p>	<p>Monitoring for marital status among service users is likely to be experienced as intrusive, so to ensure that any barriers are identified in this area, the deliberative events planned as part of the Council's consultation should be commissioned</p>

			so as to recruit people with different marital statuses.
<p>10. Other key groups?</p>	<p>Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/></p>	<p>Unemployed people</p> <p>Unemployed people are one of the groups identified as having particular requirements from libraries by Sue Charteris’s inquiry into the Wirral libraries strategy (Charteris, 2009).</p> <p>The number of unemployed people (those receiving Job Seekers Allowance or out of work benefits) using libraries matches the profile of this group in the wider population. Unemployed people in Barnet are in favour of online services but may not know about alternative ways of accessing services, such as job clubs or e-books.</p> <p>There is potential that reduced staffed opening hours at some libraries will have an impact on those areas with the highest levels of unemployment. Although the broader increase in opening hours should benefit this group. The highest percentage of the population receiving out of work benefits is in Burnt Oak (15%), Underhill (12%) and Golders Green, Childs Hill and West Hendon (all 11%).</p> <p>Core</p> <p>Improved opening hours as part of this offer will positively impact unemployed people as they will have more access to libraries and their services including computers. However, a reduction in support from staff may have a negative impact if unemployed people feel uncomfortable using unstaffed libraries. A reduction in the number of computers available in libraries could also have a negative impact on this group. This could have a more significant impact on Burnt Oak, due to the higher percentage of residents receiving out of work benefits.</p> <p>Core Plus</p> <p>According to the modelled data Grahame Park library has the highest percentage of job seekers allowance claimants (3.3%) and claimants of out of work benefits (13.6%) according to modelled data and therefore this group will benefit from a new state-of-the-art library with good access and technology enabled opening</p>	<p>Unemployed people</p> <p>Ensure the sign up process for Open+ is clear, simple and is publicised to unemployed people.</p> <p>Ensure training for those who cannot, or feel uncomfortable, using technology enabled libraries or self-service technology.</p> <p>Areas of deprivation</p> <p>Explore use of the mobile library to access some areas of deprivation.</p> <p>Engage with disadvantaged groups early on in relation to community libraries.</p> <p>Ensure the sign up for use of technology enabled sessions is clear, simple and is publicised to unemployed people.</p>

		<p>ensuring the library is open 7 days a week.</p> <p>People from areas of high deprivation</p> <p>Whilst Barnet has relatively low levels of deprivation, there are exceptions to this. Burnt Oak is located in the top 20% of deprived areas nationally. The Colindale replacement site for the Grahame Park library is also currently in the top 20% of deprived areas although regeneration plans mean this is likely to change. Moreover, Colindale and Burnt Oak also have the highest levels of child poverty (37% and 36% respectively). Both these areas also have the lowest average household incomes of all Barnet wards at £30,125 (Colindale) and £25,930 (Burnt Oak) compared to the Barnet average of £41,658.</p> <p>Childs Hill, Osidge and South Friern are all close to areas which are in the most deprived 30% nationally and East Finchley is near two areas in the most deprived 20%.</p> <p>Increased opening hours may have a positive impact on service users living in more deprived areas of the borough where fewer people have access to other sources of books and information generally, or who don't have access to a computer at home so rely on the libraries to access this facility. There is a risk that reduced staffing hours will have a negative impact on those who cannot use self-service technology or rely on support to access libraries. A reduced library footprint, including a reduction in the number of computers could also have a negative impact on those who do not have access to computers at home.</p> <p>A reduced library footprint and the subsequent reduction in the number of events that can be run may also negatively impact users from disadvantaged backgrounds as they may not be able to afford to pay for groups/ activities available outside libraries.</p> <p>Plans to introduce small fines for children's books may disproportionately affect children from low income families for example in Grahame Park, Burnt Oak and</p>	
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		<p>Childs Hill.</p> <p>Core</p> <p>Increased opening hours will positively impact users from more deprived households. However, a reduction in library footprint and computer space, as well as a reduction in staffed hours, could negatively impact on users of libraries in Burnt Oak and to a less extent East Finchley, which are in, or close to areas of deprivation.</p> <p>Core Plus</p> <p>People from deprived households will benefit from the extended opening hours that this offer provides. Partnership</p> <p>Under this new proposal, Childs Hill a library which has high usage by deprived residents, would become a partnership library. This could mean a reduction in the number of opening hours at this library, and therefore access for deprived residents.</p> <p>Students in full time education</p> <p>There were 28,910 students in Barnet at the time of the 2011 Census.</p> <p>Under these proposals a strategic partnership is sought with a local education provider. This may result in services more tailored to the needs of students in full time education.</p> <p>Potential reductions in study space as part of reductions in the size of the library footprint might prove problematic for this group.</p>	
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<p>2. What will be the impact of delivery of any proposals on satisfaction ratings amongst different groups of residents?</p>
<p>Satisfaction ratings may initially drop among service users and the public as the upcoming decision will be a difficult one. Ultimately, the proposals will aim to provide a renewed library service with an increased satisfaction rating.</p>
<p>3. How does the proposal enhance Barnet’s reputation as a good place to work and live?</p>
<p>The proposal develops an innovative model for library provision which will strike the appropriate balance between maintaining the level of service and finding the efficiencies needed. The proposal will keep all libraries in Barnet open, ensuring almost 100% of Barnet residents are within 30 minutes of a library.</p> <p>The proposal will use technology to increase opening hours at libraries from 620.9 hours to 904 hours, allowing residents to access libraries at more convenient times (e.g. after work and at weekends). This will make libraries more accessible to those who currently do not access libraries due to the constraints of the working day.</p>
<p>4. How will members of Barnet’s diverse communities feel more confident about the council and the manner in which it conducts its business?</p>
<p>The consultation exercise was carried out to a high level of transparency by an independent, trusted facilitator, Opinion Research Services (ORS), via a robust process which will seek to assure people of the validity of the findings.</p> <p>The Council has taken into account the responses from the consultation questionnaire and focus groups, which were targeted to ensure they covered the diverse communities of Barnet, to develop the proposal outlined in this paper.</p> <p>The prospect of community involvement in running libraries – even if simply as a volunteer – has a positive impact on residents’ engagement with other services.</p>
<p>5. What measures and methods have been designed to monitor the application of the policy or service, the achievement of intended outcomes and the identification of any unintended or adverse impact?</p>
<p>The consultation built in a mid-point review to monitor uptake and enable targeted work with any underrepresented groups. This was undertaken, with children and young people and residents in the west of the borough targeted in the latter stages of the consultation. This EIA outlines the potential impact and mitigations in regard to different demographic groups in the borough.</p> <p>The upcoming consultation will also monitor uptake from across Barnet communities, ensuring all residents can engage with the process.</p>
<p>6. How will the new proposals enable the council to promote good relations between different communities?</p>
<p>By designing a library service suitable for all and able to run efficiently enough to safeguard services for the most vulnerable, the Council will ensure that the needs of all stakeholders are met and promote good relations between them.</p>
<p>7. How have residents with different needs been consulted on the anticipated impact</p>

of this proposal? How have any comments influenced the final proposal?

Previous library strategy consultation and other relevant engagement:

Consultation for the Strategic Review of the London Borough of Barnet Library Service (January 2011)

- A consultation was undertaken to inform the 2011 strategic review. Initiated in 2010, its key objective was to establish how to modernise and develop libraries in the borough within a reduced budget. The consultation comprised three different strands:
 - 6 group discussions in November 2010 convened by Alpha Research with people who live, work or study in the borough. Each group formed a representative sample of people from across the borough, with good spread by demographics and library usage. All discussions involved at least 8 respondents.
 - Consultations from October to December 2010 with various community and voluntary organisations and their members, convened by CommUNITY Barnet. The consultations involved 27 different targeted groups with protected characteristics. Focus groups and ballot box presentations were the predominant methods used, with some short informal workshops also held.
 - A general population online survey, designed and hosted by the London Borough of Barnet on their website, running from October to December 2010, received 1670 responses (non-user responses supplemented by 60 telephone interviews conducted by Alpha Research). An additional online survey for young people, running from November to December 2010, received 58 responses.

Priorities and Spending Review Engagement (October - December 2013)

- In September 2013 the London Borough of Barnet commissioned OPM to consult with local residents, service users, and businesses to help inform the Priorities and Spending Review for 2015-2020.
- The consultation involved 3 Citizens' Panel workshops (a total of 78 residents) and 16 focus groups (a total of 137 residents) that were held between October and December 2013. The workshops included a reflective sample of the local population while the focus groups were targeted at specific service users, businesses and some protected characteristic groups.
- The objectives of the research were to:
 - understand residents' views at the formative stage of the Priorities and Spending Review
 - communicate to participants the need for the council to conduct the Priorities and Spending Review set in the context of the Government's continued austerity programme and rising demand for council services.
 - gain an in-depth understanding of stakeholders' priorities and how they would want the council to approach the Priorities and Spending Review over the next five years
- While none of the groups discussed libraries in detail they were mentioned in all 3 Citizens' Panel workshops, most of the social care user groups, young people's group, and BAME group. There was a clear view across the groups that discussed libraries that they need to widen their offer.

Priorities and Spending Review Call for Evidence (March - June 2014)

- A Barnet Challenge online Call for Evidence was conducted by OPM from March to June 2014 as part of the Priorities and Spending Review consultation. The aim of the survey was to hear the views of organisations, businesses and residents on the future of Barnet, how the council can ensure that public services best meet the needs of the borough, how the council can change and how organisations and individuals can play a part in meeting Barnet's challenges during this time.

- Evidence was sought on two main topic areas:
 - ideas on the future of public services in Barnet, and how organisations and individuals can play a role in providing some of these services
 - ideas on how the Council could be more entrepreneurial and generate more income
- 20 responses were received from individual residents, 7 from organisations.

Consultation, research and engagement at the formative stage to inform the development of the Library Options Paper to be considered by the Children, Education, Libraries and Safeguarding Committee on 28 October 2014 (August - September 2014)

As part of the evidence-led review of its library service, the Council commissioned a series of focus groups to discuss the current library service and what residents expect from library services in the future. The consultation was designed, facilitated and reported on by OPM, an independent research organisation:

- 11 focus groups (a total of 88 residents) were held during August and September 2014 - one-off 1.5 hour group discussions aiming to capture the views of users and non-users of library services.
- The focus groups were selected to ensure a representative sample across groups identified as having particular needs in the Charteris Review and groups with protected characteristics. Further details can be found below.

Recruitment ensured a range across the following criteria:

- Age
- Gender
- Households: single, couples and families
- Ethnicity and religion
- Socio-economic areas
- Geographical areas

Groups identified as having particular needs in the Charteris Review and with protected characteristics were also targeted in the individual focus groups as listed below:

- General population users
- General population non-users
- General population users and non-users (mixed group)
- Older people (over 65s)
- Range of BAME residents
- People with learning disabilities
- People with disabilities
- People with mental health issues
- Unemployed people
- Low income households/people living in areas of high deprivation
- Young people

In addition, four in-depth interviews were carried out with people with sensory impairments by an independent facilitator and added to the main report as a separate section.

Full Consultation on three proposed options, lasting from 10 November 2014 to 22 February 2015, a total of 15 weeks.

The consultation took the form of a public survey, divided into three sections, which ask for:

- views on each of the component proposals which made up the options, on the options themselves, and on any other ideas they had for the future of the service (respondents had the option to complete this section only);
- views on the current library service and how this could be enhanced for both users and current non-users of the service;
- equality monitoring information (optional)

The key consultation mechanisms included:

- an open public survey, available online and in paper versions and in an Easy Read format (paper copies available from libraries for a 12 week period)
- a survey of the Citizens' Panel
- 12 focus groups, including one for non-users and one for infrequent users
- a variety of in-person public consultation events including drop-ins at every library and three public meetings
- engagement with stakeholder groups such as the Barnet Seniors' Assembly and Barnet Centre for Independent Living.

In total, London Borough of Barnet received over 3,800 responses to the consultation through its various strands. Broadly, this broke down to; around 3,000 responses to questionnaires, over 300 attendees at drop-in sessions at libraries, over 100 attendees at focus groups, and around 170 attending LBB meetings.

The feedback from this consultation, alongside more detailed design work has informed the proposals outlined in this paper, to be considered by the CELS Committee in September 2015. All the feedback, including respondents' alternative ideas for the future of the service, was analysed by Opinion Research Services (ORS), an independent research organisation that produced a full and comprehensive report for the Council outlining findings in July 2015. The full ORS report is included as Appendix H, which outlines the feedback. The Options Appraisal paper outlines how the consultation feedback, including feedback from different demographics, has impacted on the proposed future model for library services in Barnet.

Overall Assessment

8. Overall impact		
Positive Impact <input type="checkbox"/>	Negative Impact or Impact Not Known ¹ <input checked="" type="checkbox"/>	No Impact <input type="checkbox"/>

9. Scale of Impact		
Positive impact: Minimal <input type="checkbox"/> Significant <input type="checkbox"/>	Negative Impact or Impact Not Known Minimal <input checked="" type="checkbox"/> Significant <input type="checkbox"/>	

10. Outcome			
No change to decision <input type="checkbox"/>	Adjustment needed to decision <input type="checkbox"/>	Continue with decision (<i>despite adverse impact / missed opportunity</i>) <input checked="" type="checkbox"/>	If significant negative impact - Stop / rethink <input type="checkbox"/>

11. Please give full explanation for how the overall assessment and outcome was decided
<p>At this stage the decision for the Children's, Education, Libraries and Safeguarding Committee is to approve for public consultation a proposed future model for library services in Barnet, taking into account a range of key factors, including views of residents, Needs Assessment and Equalities Impact assessment.</p> <p>Mitigation measures have been identified for the majority of adverse impacts and the Equalities Impact Assessment will be updated following further public consultation for the final decision on the future model of library services in Barnet.</p>

¹ 'Impact Not Known' – tick this box if there is no up-to-date data or information to show the effects or outcomes of the function, policy, procedure or service on all of the equality strands.