

Equality and Safety Impact Assessment Thornhill Library

The **public sector Equality Duty** (Section 149 of the Equality Act) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people carrying out their activities.

The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people’s needs. The Council’s Equality and Safety Impact Assessment (ESIA) includes an assessment of the community safety impact assessment to comply with section 17 of the Crime and Disorder Act and will enable the council to better understand the potential impact of the budget proposals and consider mitigating action.

This ESIA includes the results from the 2015 Public Consultation, however these need to be read in conjunction with the ESIA’s which accompanied the November 2014 cabinet report as these outline the data gained from the Needs Assessment process.

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| <p>Name or Brief Description of Proposal</p> | <p><u>Library Transformation Project: Thornhill Library</u></p> <p>Southampton City Council currently provides a public library service delivered via 11 branch libraries, 1 Mobile Library and a Housebound Service to individual homes for people unable to visit a library. The service also deposits collections via a Homes Service to sheltered accommodation.</p> <p>In 2014, the Library Transformation Project was set up with the aim to transform Southampton’s Library Service into a comprehensive and efficient service, which is modern, creative, innovative, inclusive and affordable which meets the changing needs of the Southampton community.</p> <p>The project has undertaken a needs assessment (Appendix 2 of the Cabinet papers from 18/11/2014, Item 45) which considered use and provision across the city. The findings have been used, alongside local demographic data and library user information to determine a range of proposals for future provision.</p> <p>A major public consultation was undertaken between 28/11/2014 and 06/03/2015. A summary is available in the Cabinet papers for August 2015.</p> <p>It gathered views on:</p> <ul style="list-style-type: none"> • The future focus for the library service and the priorities contained within. • The decision to continue to provide a library service from six Southampton City Council managed libraries plus the online virtual library and the School Library Service. • The proposal to offer library buildings to community groups to develop independent community libraries prior to the consideration of disposing of the properties. • The council ceasing to lease/licence the properties in which Thornhill and Millbrook Libraries are located. • Bringing the temporary provision in Weston to an end and to seek to create the opportunity for the community to develop an independent library provision within a new unit being provided in the area. |
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| | <ul style="list-style-type: none"> • Ceasing the Mobile Library service. • Any alternatives or expressions of interest offered up by consultees. <p>The council's preferred option is to retain six council operated libraries (Central, Shirley, Bitterne, Woolston, Lordshill and Portswood) in the city. Also to seek to encourage community led/not for profit initiatives in those buildings that the council owns or leases but will cease to provide a service from (Weston, Millbrook, Thornhill, Cobbett Road and Burgess Road) and cease to provide the Mobile Library.</p> <p>This Equality and Safety Impact Assessment is for Thornhill Library.</p> |
| <p>Brief Service Profile</p> | <p>Thornhill Library is a small community library located in a rented space in the Hinkler Community Centre a joint/multi use community building in Thornhill.</p> <p>Thornhill Library has good access and facilities for a small library. It has a small targeted collection of materials and has three public access computers. It also has Wi-Fi. The library is operated by paid staff and volunteers – there is limited support from volunteers. The location in the main shopping parade on Hinkler Road. The local Housing Office team also have offices within the building. The building is owned and managed by Plus You Limited.</p> <p>Thornhill Library provides free and universal access to books, information, the Internet and informal learning. The library provides support for families and individuals through reading and training programmes and by promoting life skills, readiness for economic activity a digital literacy and well-being. A range of services and agencies offer training and advice sessions from the library.</p> <ul style="list-style-type: none"> • The library is currently open for 12 hours per week (Mon 2-4.30, Tues 9.30-12noon, Weds 2-4.30, Fri 9.30-12noon, Sat 10-12noon). • Visitor figures for 2013-2014 were 4640. • 678 active users (people who had used a library at least once in the twelve month period). • 298 regular users (people who had used a library six times or more in the twelve months period). • Thornhill had 54 regular users, using only one library. • 50.3% of Thornhill Library active users are under 19. • 6.3% of Thornhill Library active users are 60+ (the lowest overall percentage of all Southampton Libraries). <p>No current data regarding ethnicity and disability available for Thornhill Library. The library was closed whilst Hinkler Parade was redeveloped when the 2012 Library Satisfaction Survey (PLUS) was conducted.</p> |
| <p>Summary of Impact and Issues</p> | <p>Under the preferred proposal, there is no planned change in current provision for the 6 libraries remaining under the management of the council. However, the future outcomes for each of the following libraries is unknown. The council will seek to encourage community led/not for profit initiatives in those buildings that the city council owns or leases but will cease to provide a service from Weston, Millbrook, Thornhill, Cobbett Road and Burgess Road and cease to provide the Mobile Library. If there are no community organisations or not for profit organisations able to continue some type of provision from these buildings then they will close. The Mobile Library will cease to provide a service as this will not be offered for community use.</p> <p>The following impacts and issues have been identified, and also reflect findings from the public consultation:</p> <p>Providing a library service from six Southampton City Council managed libraries:</p> <ul style="list-style-type: none"> • Reduced physical coverage of the council managed service in local areas including those of deprivation across the city. |

- A reduced capacity within the council managed service to be able to play a role in supporting those with a literacy or digital literacy need.
- The exclusion of the Mobile Library from this option loses the role it might play to mitigate the impact of any closures or changes to services resulting from community management.

The potential impact if the library service ceased to be provided in the proposed libraries:

- Increased footfall/demand on remaining provision.
- Potentially reduced number of 'People's Network' points (delivering internet access and internet based services) however it is proposed that these would be relocated to retained libraries if there were no community lead initiatives.
- Increased travel time and cost to reach a library from some parts of the city.
- Potentially less use by some young people and hence the potential to have an impact on educational performance.
- Fewer venues means fewer places where people can get information and less space to promote events and activities in libraries.
- Some impact on those organisations dependent on, or provide access from libraries (i.e. City Limits, Quitters, nurseries and schools).

Feedback from the public consultation included concerns that any reduction in the number of libraries may impact on specific populations and groups, disadvantage some deprived communities, reduce the number of community focal points and increase the sense of isolation for people. Concerns were also raised regarding the ability of remaining libraries to cope with the increased demand for services placed upon them, the ability of volunteers to maintain libraries and the level of priority being placed on digital services and content.

Feedback from the public consultation, on the personal impact of the council's preferred option on respondents is as follows:

- 18% (898 of 5016) anticipated they would be impacted a great deal.
- 26% anticipated they would be impacted to some extent.
- 32% anticipated not very much personal impact.
- 24% of respondents anticipated no impact at all.

Of the respondents, some groups were significantly more likely to have anticipated a great deal/some extent of personal impact. These included:

- Regular library service users
- Respondents aged 25-34 or 85+
- Those in full-time education, unemployed or training
- Those permanently sick or disabled
- Those looking after the home
- Those with dependent children
- Those with a disability
- Those who are carers
- Those from Black and Minority Ethnic communities.

Of the respondents who anticipated some level of personal impact, 24% (783 respondents) agreed that they would have to stop using libraries.

It is important to note that a significant number of these respondents were also users of other non-affected libraries in the city and also felt that they might be able to travel to another library using the bus or their own transport or use the online web based service. More details of these figures can be found in Appendix 1. A total of

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| | <p>11 individuals, who identified Thornhill as their most used library, said they will have to stop using libraries.</p> <p>For libraries which would not remain under the management of Southampton City Council:</p> <ul style="list-style-type: none"> • The council will seek to secure management of libraries by community groups or not for profit organisations. • Equality of access to library services will be an important part of the evaluation of bids from community groups and in any subsequent service descriptions. • The council would seek to develop service descriptions for community run libraries to ensure equality of access to library service - this will be a requirement of the agreement with the council. |
| Potential Positive Impacts | <p>The preferred option will retain:</p> <ul style="list-style-type: none"> • Six libraries and online web services that processed 78% of all items borrowed by regular users across the service during 2013/14. • The libraries that had 93% of all the People's Network computer sessions used in 2013/4. • A good geographical coverage across the city, with city council managed libraries in the city centre, two on the west, one in the north and two on the east of the city. • Libraries which are located so as to be easily accessible by foot, on public transport and by car. • Libraries which will enable 99% of households in the city to be within 1.5 miles of a city council managed library. |
| Responsible Service Manager | David Baldwin |
| Date | 30 th July 2015 |

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| Approved by Senior Manager | Mike Harris |
| Signature | |
| Date | 30 th July 2015 |

Potential Impact

| Impact Assessment | Details of Impact | Possible Solutions & Mitigating Actions (Many of the mitigating actions will apply to several of the groups identified.) |
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| <p>Age</p> | <p>Older People 14.7% of Burgess Road active users are 60+.</p> <p>85+ This age category was identified by Opinion Research Service (ORS) as being particularly affected. There was 1 response received from a person 85+ who anticipated that they would be impacted a great deal/to some extent.</p> <p>65+ 7 of the 7 responses to the question 'If the council's preferred option for library services was implemented, to what extent would this impact on you personally?' indicated they would be impacted a great deal/to some extent.</p> <p>Respondents were asked if the proposal had a personal impact, whether they could use a listed range of alternatives. Respondents could tick multiple options. Of responses from respondents 65+:</p> <ul style="list-style-type: none"> •1 of 6 agree or strongly agree they would be able to reach another library using their own transport •5 of 6 agree or strongly agree they would be able to reach another library using public transport •1 of 4 agree or strongly agree they would be able to self -serve using the online library •0 of 4 agree or strongly agree they would be able to go online and use the virtual library e.g. ebooks •2 of 5 agree or strongly agree that the housebound service could reduce the impact of the proposed changes. •1 of 2 agree or strongly agree that library book collections from other locations could reduce the impact of the proposed changes • 3 of 7 agree or strongly agree that they would stop using libraries if the preferred option was implemented. | <p>Maintain current provision for the 6 libraries remaining under the management of the council.</p> <p>Southampton City Council will seek to encourage community groups and not for profit organisations to manage libraries that the council is unable to continue to manage. This will include the provision of a package of support as outlined in the Cabinet papers.</p> <p><u>Where community organisations or not for profit organisations are identified:</u></p> <p>Equality of access to library services will be an important part of the evaluation of bids from community groups/not for profit organisations and in any subsequent service descriptions.</p> <p>Library stock will still be under the ownership of the council and updated accordingly therefore the stock will continue to reflect the needs of the local community.</p> <p><u>Where no community organisations or not for profit organisations come forward:</u></p> <p>If there are no community organisations or not for profit organisations able to continue some type of provision from these buildings, they will close. This will result in a reduction in access to locally based libraries.</p> <p><u>Potential mitigation includes:</u></p> <p>Concessionary bus passes are available for all individuals over pensionable age which may mitigate the cost of additional travel costs to access libraries.</p> <p>Provide assistance in libraries completing applications for a Smart Card to give concessionary bus travel including taking the photographs required.</p> |

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| | <p>Young People: 50.3% of Thornhill's active users are under 19.</p> <p>Under 18's feedback:</p> <ul style="list-style-type: none"> • 14 of 43 responses said that they would stop using libraries if the council was to close-down the library that they use. • 14 of 43 responses said they would use a school library more. • 9 of 43 responses said they would use a different library with their own transport. • 5 of 43 responses said that they would use a different library with public transport. • 3 of 43 responses said that they would use the online library more. <p>Those who use Thornhill Library would have greater distance to travel and the cost and safety implications of travelling on their own may impact on their use of libraries if this library were to close.</p> <p>There is a high independent use of Thornhill Library by children and young people, children from the adjacent housing use the library after school, during school holidays and on Saturday mornings</p> | <p>Explore increasing the number of book deposits at community venues across the city.</p> <p>Improve access to online services (virtual library e.g. ebooks) and increase digital inclusion – digital literacy training needs and access to computers may be an issue for some older people.</p> <p>Promote the courses running in libraries to help people to get online and become effective internet users.</p> <p>Library staff and volunteer digital champions available in libraries to help people benefit from all the online resources available and to be able to renew and reserve books on line.</p> <p>Install new Hearing Loops in all libraries remaining in City Council control</p> <p>Further develop the Housebound Service to deliver materials to the least mobile older people staffed by volunteers. Explore increasing the service to sheltered homes. The amount of materials and number of establishments served could be increased.</p> <p>The percentage of 0-11 years old in the catchment and the percentage of school pupils up to KS2 deemed low performers, was included as a demographic indicator in determining needs/priorities for libraries which will continue to be managed by Southampton City Council.</p> <p>Southampton City Council will seek to encourage community groups and not for profit organisations to manage libraries that the council is unable to continue to manage. This will include the provision of a package of support as outlined in the Cabinet papers.</p> <p><u>Where community organisations or not for profit organisations are identified:</u></p> <p>Equality of access to library services will be an important part of the evaluation of bids from community groups/not for profit organisations and in any subsequent service descriptions.</p> <p>Library stock will still be under the ownership of the council and updated accordingly</p> |
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| | <p>Potentially less use by some young people and hence a potential to have an impact on educational performance.</p> <p>Potential reduction in access for those whose local library would not continue to be managed by Southampton City Council.</p> <p>Potential greater distance to travel and the cost and safety implications of travelling on their own may impact on their use of libraries.</p> <p>Potential reduction of activities for children and young people (i.e. storytimes, rhymetimes School Holiday Activities, Reading Groups).</p> <p>The Mobile Library currently serves 40 nurseries. The inclusion of the Mobile Library in the proposal - as a library which would no longer be managed by the council - will have an impact on the range of activities and visits to venues for pre-school children. This will reduce the library service's contribution to early years work, literacy and school attainment across the city.</p> | <p>therefore the stock will continue to reflect the needs of the local community.</p> <p><u>Where no community organisations or not for profit organisations come forward:</u></p> <p>If there are no community organisations or not for profit organisations able to continue some type of provision from these buildings, they will close. This will result in a reduction in access to locally based libraries and users will need to travel further to participate in activities.</p> <p><u>Potential mitigation includes:</u></p> <p>Improve access to online services and increase digital inclusion –digital literacy training needs and access to computers may be an issue for the very young.</p> <p>Promote the courses running in libraries to help people to get online and become effective internet users.</p> <p>Library staff and volunteer digital champions available in libraries to help people benefit from all the online resources available and to be able to renew and reserve books on line.</p> <p>The council would seek to explore continuing running activities in its managed Libraries. It will develop service descriptions in community/not for profit - run libraries around the delivery of activities for children and young people.</p> <p>Explore increasing the number of book deposits at community venues across the city including nurseries, community centres, playgroups etc. to mitigate the impact a potential reduction in libraries would have on these identified groups.</p> <p>Consideration should be given to ensuring that opening hours of the libraries which will continue to be managed by the council facilitate greater use by children and young people outside of school and college.</p> <p>Children at school will have access to a school library if one exists in the school. Access will be limited to the school day and term time only.</p> <p>School Library Service is a traded service which schools choose to buy into. The service would seek to maintain and improve</p> |
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| | | <p>school libraries in subscribing schools through the provision of books, ebooks, training and advice. This service would have an important role in helping roll out the Universal Library membership of all Year R-KS3 city wide.</p> |
| <p>Disability</p> | <p>No user data is available regarding disability.</p> <p>A potential reduction in libraries will reduce availability for all users but may have a disproportionate impact on library users who have who have or have acquired a range of disabilities. Libraries reach higher than average levels of people with a disability in Southampton including those with multiple disabilities and mental health issues.</p> <p>3 of 4 respondents to the question 'If the council's preferred option for library services was implemented, to what extent would this impact on you personally? anticipated that they would be impacted a great deal/to some extent.</p> <p>Respondents were asked if the proposal had a personal impact and whether they could use a listed range of alternatives. Respondents could tick multiple options. Of responses from respondents who identified themselves as having a disability:</p> <ul style="list-style-type: none"> • 1 of 3 agree or strongly agree they would be able to reach another library using their own transport. • 0 of 3 agree or strongly agreed they would be able to reach another library using public transport. • 0 of 2 agree or strongly agreed they would be able to self -serve using the online library. • 0 of 2 agree or strongly agreed they would be able to go online and use the virtual library e.g. ebooks. • 0 of 3 agree or strongly agreed that the housebound service could reduce the impact of the proposed changes. • 1 of 3 agree or strongly agreed that library book collections from other locations could reduce the impact of the proposed changes. • 2 of 4 agree or strongly agreed that they would stop using libraries if the preferred option was implemented. <p>Access – this would include physical access and ability to travel to library buildings and access within the buildings themselves. In terms of mobility related disabilities, those whose local library would not continue to be managed by the council would have greater distance to travel and the cost of travelling may impact on their use of libraries. This may</p> | <p>The percentage of adults receiving adult social care in the catchment has been included as a demographic indicator in determining needs/priorities for libraries which will continue to be managed by Southampton City Council.</p> <p>Southampton City Council will seek to encourage community groups and not for profit organisations to manage libraries that the council is unable to continue to manage. This will include the provision of a package of support as outlined in the Cabinet papers.</p> <p><u>Where community organisations or not for profit organisations are identified:</u></p> <p>Equality of access to library services will be an important part of the evaluation of bids from community groups/not for profit organisations and in any subsequent service descriptions.</p> <p>Inclusion training and the provision of resources and technologies for supporting disabled people's specific needs would need to be considered in any service description with the council and community/not for profit, run libraries.</p> <p><u>Where no community organisations or not for profit organisations come forward:</u></p> <p>If there are no community organisations or not for profit organisations able to continue some type of provision from these buildings then they will close.</p> <p><u>Potential mitigation includes:</u></p> <p>No generic mitigating actions have been identified regarding individual access, familiarity and barriers. However at a future stage the Council will seek to contact all regular users who only use those libraries affected to identify any alternative provisions or potential mitigations.</p> <p>Concessionary bus passes are available for eligible disabled residents under pensionable age and passes are available for eligible carers who may need to accompany an individual, which may mitigate the cost of</p> |

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| | <p>be an impact for people with or who acquire an age related disability, for other physical disabilities and learning disabilities.</p> <p>There may also be impacts for those who are blind or partially sighted or have mental health problems.</p> <p>Familiarity - with locations and staff are important factors for a number of groups of people with disabilities who rely staff for additional support. For those whose local library would not continue to be managed by Southampton City Council library there may be an impact which may affect their use of libraries.</p> <p>Children with disabilities: Some disabled children and their families may find that they can no longer visit the library they are used to using and there are a reduced number of libraries across the city. This may aggravate the barriers that already exist for them to access library services.</p> <p>Mental health: Some people may experience more isolation if they have to travel further to a library service and it requires visiting a new place which could increase anxiety and impact their use of libraries.</p> <p>People who are blind or partially sighted people which can often be onset in older age, may be able to travel independently to a library and access the library on a known and practiced route both externally and internally as they are familiar with the library layout but they may be adversely affected if they needed to switch their library use to a different library.</p> <p>The proposal that the Mobile Library would no longer be managed by the council will reduce the availability for users to an accessible library service. The vehicle has a lift enabling disabled people to access the service.</p> | <p>additional travel costs to access libraries.</p> <p>Continue to provide assistance completing applications for a Smart Card to give concessionary bus travel including taking the photographs required.</p> <p>Seek to encourage participation on the courses run by libraries to help people to get online and become effective internet users.</p> <p>Library staff and volunteer digital champions available in libraries to help people benefit from all the online resources available and to be able to renew and reserve books on line.</p> <p>Explore increasing the number of book deposits at community venues across the city.</p> <p>Library users with sensory impairments may be more likely to utilise digital access to the Library Service. This will also include: audio and e audio materials, access and support in applying for services and benefits online in libraries e.g. Universal Credit.</p> <p>Development of the Housebound Service to deliver materials to disabled people staffed by volunteers. There is existing capacity and the potential to recruit further volunteers to serve more readers.</p> <p><u>In council managed provision:</u></p> <p>The council would seek to explore the development of investments in technologies which could include facilities to develop Video/teleconference, online reading groups which may provide alternative ways of accessing and participating in reading and social communities for a range of people across the city.</p> <p>Explore new Hearing Loops in all libraries remaining in council control.</p> |
| <p>Gender Reassignment</p> | <p>There are no specific impacts anticipated for this category and none identified from the public consultation.</p> <p>There is no monitoring of registered library users in this area of diversity/protected characteristic.</p> | <p>Southampton City Council will seek to encourage community groups and not for profit organisations to manage libraries that the council is unable to continue to manage. This will include the provision of a package of support as outlined in the Cabinet papers.</p> <p><u>Where community organisations or not for profit organisations are identified:</u></p> <p>Equality of access to library services will be</p> |

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| | | <p>an important part of the evaluation of bids from community groups/not for profit organisations and in any subsequent service descriptions.</p> <p><u>Where community organisations or not for profit organisations are not identified:</u></p> <p>For libraries where no community/not for profit provider is identified, activities will cease - this will require people to travel further to be able to participate.</p> <p><u>Potential mitigation includes:</u></p> <p>The Council will seek to contact all regular users who only use those libraries affected to identify any alternative provisions or potential mitigations.</p> <p>Encourage participation on the in libraries to help people to get online and become effective internet users.</p> <p>Library staff and volunteer digital champions available in libraries to help people benefit from all the online resources available and to be able to renew and reserve books on line.</p> <p>Explore increasing the number of book deposits at community venues across the city including nurseries, community centres, playgroups etc. to mitigate the impact a potential reduction in libraries would have on these identified groups.</p> <p>Other mitigations from sections above may also apply.</p> |
| <p>Marriage and Civil Partnership</p> | <p>There are no specific impacts anticipated for this category and none identified from the public consultation.</p> <p>There is no monitoring of registered library users in this area of diversity/protected characteristic.</p> | <p>Southampton City Council will seek to encourage community groups and not for profit organisations to manage libraries that the council is unable to continue to manage. This will include the provision of a package of support as outlined in the Cabinet papers.</p> <p><u>Where community organisations or not for profit organisations are identified:</u></p> <p>Equality of access to library services will be an important part of the evaluation of bids from community groups/not for profit organisations and in any subsequent service descriptions.</p> <p><u>Where community organisations or not for profit organisations are identified:</u></p> |

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| | | <p>The Council will seek to contact all regular users who only use those libraries affected to identify any alternative provisions or potential mitigations.</p> <p><u>Potential mitigation includes:</u></p> <p>For libraries where no community/not for profit provider is identified, activities will cease - this will require people to travel further to be able to participate</p> <p>Encourage participation on courses in libraries to help people to get online and become effective internet users.</p> <p>Library staff and volunteer digital champions available in libraries to help people benefit from all the online resources available and to be able to renew and reserve books on line.</p> <p>Explore increasing the number of book deposits at community venues across the city including nurseries, community centres, playgroups etc. to mitigate the impact a potential reduction in libraries may have on these identified groups.</p> <p>Other mitigations from sections above may also apply.</p> |
| <p>Pregnancy and Maternity</p> | <p>Although there is no monitoring of diversity of registered library users in this area of diversity, it is recognised that pregnant women may find access to libraries more difficult in later stages of pregnancy and mothers are often responsible for looking after babies and young children.</p> <p>This could make access more difficult especially if mothers are lone parents and experience economic or social deprivation.</p> <p>No specific difficulties were highlighted in responses to the public consultation. At a number of comments were received in respect the importance of introducing children to books from a young age, and a number of childcare and early years providers expressed concerns about the negative impact of the Mobile Library no longer operating.</p> | <p>Southampton City Council will seek to encourage community groups and not for profit organisations to manage libraries that the council is unable to continue to manage. This will include the provision of a package of support as outlined in the Cabinet papers.</p> <p><u>Where community organisations or not for profit organisations are identified:</u></p> <p>Equality of access to library services will be an important part of the evaluation of bids from community groups/ not for profit organisations and in any subsequent service descriptions.</p> <p><u>Where community organisations or not for profit organisations are identified:</u></p> <p>For libraries where no community/not for profit provider is identified, activities will cease - this will require people to travel further to be able to participate</p> <p>The Council will seek to contact all regular users who only use those libraries affected to identify any alternative provisions or potential mitigations.</p> |

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| | <p>Activities for pre-school children in the form of storytimes and rhymetimes will reduce as the number of libraries which would continue to be managed by Southampton City Council reduces. This will reduce the number of free sessions available across the city where children and their carers can meet with other children and adults engage with books and in activities which support their learning and development.</p> | <p><u>Potential mitigation includes:</u></p> <p>Explore increasing the number of book deposits at community venues across the city including nurseries, community centres, playgroups etc. to mitigate the impact a potential reduction in libraries may have on these identified groups.</p> <p>The council would seek to develop investments in technologies which could include facilities to develop video/teleconference, online reading groups which may provide alternative ways of accessing and participating in reading and social communities for a range of people across the city.</p> <p>Southampton City Council would seek to explore continuing running activities in the council managed libraries and to develop service descriptions in community/not for profit run libraries around the delivery of activities such as rhyme and storytime, children's materials and library spaces, homework clubs, family learning and other educational reader development initiatives.</p> <p>Other mitigations from sections above may also apply.</p> |
| <p>Race</p> | <p>A potential reduction in libraries will reduce availability for all users. Some areas of the city have higher proportions of residents from Black and Minority Ethnic Communities (BME). This means the location of a library service could have a greater impact on this group.</p> <p>No user data is available regarding race for Thornhill Library.</p> <p>There was 1 response from a person who identified themselves as BME and who uses Thornhill Library to the question If the council's preferred option for library services was implemented, to what extent would this impact on you personally. This person would stop using libraries if the proposal was implemented</p> <p>The small size of this response makes it difficult to assess impact. The respondent said that he/she would be able to travel to another library, could use self-serve but not online service, and would be able to use the housebound service but not benefit from collections of books in community locations. The respondent would stop using libraries if</p> | <p>The percentage of BME residents in catchment has been included as a demographic indicator in determining needs/priorities for libraries which will continue to be managed by Southampton City Council.</p> <p>The needs assessment has taken into account people from BME communities.</p> <p>Southampton City Council will seek to encourage community groups and not for profit organisations to manage libraries that the council is unable to continue to manage. This will include the provision of a package of support as outlined in the Cabinet papers.</p> <p><u>Where community organisations or not for profit organisations are identified:</u></p> <p>Equality of access to library services will be an important part of the evaluation of bids from community groups/not for profit organisations and in any subsequent service descriptions.</p> |

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| | <p>the proposal was implemented.</p> | <p>Inclusion training and the provision of resources supporting the specific needs of race and language groups would need to be considered in any service description with the council and community/ not for profit, run libraries.</p> <p><u>Where community organisations or not for profit organisations are not identified:</u></p> <p>If there are no community organisations or not for profit organisations able to continue some type of provision from these buildings then they will close.</p> <p>The Council will seek to contact all regular users who only use those libraries affected to identify any alternative provisions or potential mitigations.</p> <p><u>Potential mitigation includes:</u></p> <p>The council would seek to develop deposit collections of materials at local community centres.</p> <p>Library stock will still be under the ownership of the council and updated accordingly therefore the stock will continue to reflect the needs of the local community.</p> <p>Encourage participation on courses in libraries to help people to get online and become effective internet users.</p> <p>Library staff and volunteer digital champions available in libraries to help people benefit from all the online resources available and to be able to renew and reserve books on line.</p> |
| <p>Religion or Belief</p> | <p>There are no specific impacts anticipated for this category and none identified from the public consultation There is no monitoring of diversity of registered library users in this area of diversity.</p> <p>It is however recognised that for a number of faith groups and communities, libraries are regarded as safe places for women and children.</p> <p>A reduction in the number of libraries of libraries which would continue to be managed by Southampton City Council would reduce the availability of these safe</p> | <p>Council managed provision will continue to provide safe places.</p> <p>Southampton City Council will seek to encourage community groups and not for profit organisations to manage libraries that the council is unable to continue to manage. This will include the provision of a package of support as outlined in the Cabinet papers.</p> <p><u>Where community organisations or not for profit organisations are identified:</u></p> <p>Equality of access to library services will be an important part of the evaluation of bids from community groups/not for profit</p> |

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| | <p>venues across the city.</p> | <p>organisations and in any subsequent service descriptions.</p> <p>Inclusion training and the provision of resources supporting the specific needs of race and language groups would need to be considered in any service description with the council and community/ not for profit, run libraries.</p> <p>The council would seek to develop service description in community run libraries to ensure equality of access to library service. This will be a requirement of the agreement with the council. This will include safe places.</p> <p><u>Where community organisations or not for profit organisations are not identified:</u></p> <p>If there are no community organisations or not for profit organisations able to continue some type of provision from these buildings then they will close.</p> <p>The Council will seek to contact all regular users who only use those libraries affected to identify any alternative provisions or potential mitigations.</p> <p><u>Potential mitigation includes:</u></p> <p>The council would seek to develop deposit collections of materials at local community centres.</p> <p>Library stock will still be under the ownership of the council and updated accordingly therefore the stock will continue to reflect the needs of the local community.</p> <p>Encourage participation on courses in libraries to help people to get online and become effective internet users.</p> <p>Library staff and volunteer digital champions available in libraries to help people benefit from all the online resources available and to be able to renew and reserve books on line.</p> |
| <p>Sex</p> | <p>A reduction in libraries will reduce availability for all users but may have a disproportionate impact on females as more females than males are active users (57% Female 43% Male).</p> <p>Responses to the question, 'If the council's preferred option for library services was</p> | <p>Southampton City Council will seek to encourage community groups and not for profit organisations to manage libraries that the council is unable to continue to manage. This will include the provision of a package of support as outlined in the Cabinet papers.</p> <p><u>Where community organisations or not for</u></p> |

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| | <p>implemented, to what extent would this impact on you personally?’</p> <p>17 of the 18 responses from female respondents, and 7 of the 7 from male respondents anticipated that they would be impacted a great deal/to some extent.</p> <p>Respondents were asked if the proposal had a personal impact and whether they could use a listed range of alternatives. Respondents could tick multiple options.</p> <p>Of these responses:</p> <ul style="list-style-type: none"> • 3 of 17 female and 2 of 7 male responses agree or strongly agree they would be able to reach another library using their own transport. • 13 of 17 female and 4 of 7 male responses agree or strongly agree they would be able to reach another library using public transport. • 8 of 17 female and 1 of 5 male responses agree or strongly agree they would be able to self-serve using the online library. • 6 of 17 female and 0 of 5 male responses agree or strongly agreed they would be able to go online and use the virtual library e.g. ebooks. • 3 of 15 female and 2 of 6 male responses agree or strongly agree that the housebound service could reduce the impact of the proposed changes. • 7 of 16 female and 2 of 7 male responses agree or strongly agree that library book collections from other locations could reduce the impact of the proposed changes. • 7 of 18 female and 3 of 7 male responses agree or strongly agree that they would stop using libraries if the preferred option was implemented. <p>When other factors are also taken into consideration such as caring responsibilities, dependent children, socio-economic disadvantage and ageing this is believed to be an area for consideration because:</p> <p>Women are more likely to be carers either of children or of adults and to be responsible for accompanying children or the person they care for to the library. If they need to transfer their library use to a different library to the one currently used this could present difficulties in terms of travel and access and costs.</p> <p>Lone parents are more likely to be women and if they are experiencing socio- economic deprivation this could aggravate their ability to pay for public transport and access library</p> | <p><u>profit organisations are identified:</u></p> <p>Equality of access to library services will be an important part of the evaluation of bids from community groups/ not for profit organisations and in any subsequent service descriptions</p> <p>The council would seek to explore continuing running activities in its managed libraries and to develop service descriptions in community/not for profit, run libraries around the delivery of activities such as rhyme and storytime, children’s materials and library spaces, homework clubs, family learning and other educational reader development initiatives.</p> <p><u>Where community organisations or not for profit organisations are not identified:</u></p> <p>For libraries where no community/not for profit provider is identified, activities will cease - this will require people to travel further to be able to participate.</p> <p><u>Potential mitigation includes:</u></p> <p>Concessionary bus passes are available for eligible disabled residents under pensionable age and passes are available for eligible carers who may need to accompany an individual, which may mitigate the cost of additional travel costs to access libraries.</p> <p>No mitigating actions have been identified for people on low-income for any additional travel costs to access libraries.</p> <p>Although the predominant activity of both genders is to borrow books, men are more likely than women to use the library solely for computer use, so the development of the virtual library services could have a positive effect for men and help to improve access to library services.</p> <p>Explore increasing the number of book deposits at community venues across the city including nurseries, community centres, playgroups etc. to mitigate the impact a potential reduction in libraries may have on these identified groups.</p> <p>Southampton City Council would seek to explore continuing running activities in the council managed libraries and to develop service descriptions in community/not for profit run libraries around the delivery of</p> |
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| | <p>services. Libraries may be an important source of reading for children from poorer families.</p> <p>Activities for pre-school children in the form of storytimes and rhymetimes will reduce as the number of libraries which would continue to be managed by Southampton City Council reduces. This will reduce the number of free sessions available across the city where children and their carers can meet with other children and adults engage with books and in activities which support their leaning and development.</p> | <p>activities such as rhyme and storytime, children’s materials and library spaces, homework clubs, family learning and other educational reader development initiatives.</p> <p>Encourage participation on courses in libraries to help people to get online and become effective internet users.</p> <p>Library staff and volunteer digital champions available in libraries to help people benefit from all the online resources available and to be able to renew and reserve books on line.</p> |
| <p>Sexual Orientation</p> | <p>There are no specific impacts anticipated for this category and none identified from the public consultation.</p> <p>There is no monitoring of registered library users in this area of diversity/protected characteristic.</p> | <p>Southampton City Council will seek to encourage community groups and not for profit organisations to manage libraries that the council is unable to continue to manage. This will include the provision of a package of support as outlined in the Cabinet papers.</p> <p><u>Where community organisations or not for profit organisations are identified:</u></p> <p>Equality of access to library services will be an important part of the evaluation of bids from community groups/not for profit organisations and in any subsequent service descriptions.</p> <p>Inclusion training and the provision of resources supporting the specific needs of users would need to be considered in any service description with the council and community/ not for profit, run libraries.</p> <p>The council would seek to develop service description in community run libraries to ensure equality of access to library service. This will be a requirement of the agreement with the council.</p> <p><u>Where community organisations or not for profit organisations are not identified:</u></p> <p>If there are no community organisations or not for profit organisations able to continue some type of provision from these buildings then they will close.</p> <p>The Council will seek to contact all regular users who only use those libraries affected to identify any alternative provisions or potential mitigations.</p> <p><u>Potential mitigation includes:</u></p> <p>The council would seek to develop deposit</p> |

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| | | <p>collections of materials at local community centres.</p> <p>Library stock will still be under the ownership of the council and updated accordingly therefore the stock will continue to reflect the needs of the local community.</p> <p>Encourage participation on courses in libraries to help people to get online and become effective internet users.</p> <p>Library staff and volunteer digital champions available in libraries to help people benefit from all the online resources available and to be able to renew and reserve books on line.</p> <p>Other mitigations from sections above may also apply.</p> |
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Other Significant Impacts

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| <p>Community Safety</p> | <p>Libraries offer a place where people who might otherwise fall into anti-social behaviour can use their time productively. A number of libraries are located in priority communities where levels of anti-social behaviour are high in places. The reduced availability will limit the ability of the service to act as a diversion in this way.</p> <p>A high proportion of the children who use Burgess Road Library in the evenings.</p> <p>Libraries are registered and identified as Safe Places as part of a citywide scheme where businesses and services identify themselves as Safe Places and staff will offer additional support to vulnerable people who require assistance. A reduction in the number of libraries managed by the council may reduce the availability of Safe Places in specific areas.</p> <p>Unoccupied buildings will be a focus for anti-social behaviour.</p> | <p>Southampton City Council will seek to encourage community groups and not for profit organisations to manage libraries that the council is unable to continue to manage. This will include the provision of a package of support as outlined in the Cabinet papers.</p> <p><u>Where community organisations or not for profit organisations are identified:</u></p> <p>The issue of safety could be addressed in the service description for the community libraries.</p> <p><u>Where community organisations or not for profit organisations are not identified</u></p> <p>If there are no community organisations or not for profit organisations able to continue some type of provision from these buildings then they will close.</p> <p><u>Potential Mitigation</u></p> <p>Work with the Southampton Safe City Partnership on potential community safety issues.</p> |
| <p>Poverty</p> | <p>Southampton ranked 81st most deprived local authorities. There are 9 Lower super output areas (LSOA) in Southampton which are in the 10% most deprived in country.</p> | <p>The Index of Multiple of Multiple Deprivation (IMD) has been included as a demographic indicator in determining needs/priorities for libraries which will continue to be managed</p> |

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| | <p>Thornhill is one of the city's most deprived areas.</p> <p>Unemployed People</p> <p>Responses from unemployed respondents to the question 'If the council's preferred option for library services was implemented, to what extent would this impact on you personally?'</p> <p>There was 1 response to the public consultation from a Thornhill Library users who identified themselves as unemployed. This person said they would stop using libraries if the proposal is implemented.</p> <p>The location of library services is acute for this group of people as the cost of travelling to another library could be a barrier to accessing the service.</p> <p>Libraries are mainly a free service and any reduction in their availability is likely to be more keenly felt by people on low income. In particular, libraries offer a place where children can spend their time at no cost to their parents.</p> <p>The loss of free internet access may disproportionately impact on people with low incomes. The availability of free books and internet access is of greater importance when income levels are low.</p> <p>The proposed model would reduce the number of access points to books and free internet access in areas across the city including areas of deprivation. This will impact all library users but would have a disproportionate impact on people with low income and reduce access to learning, support, online access for job applications and other benefit applications.</p> | <p>by Southampton City Council.</p> <p>Southampton City Council will seek to encourage community groups and not for profit organisations to manage libraries that the council is unable to continue to manage. This will include the provision of a package of support as outlined in the Cabinet papers.</p> <p><u>Where community organisations or not for profit organisations are identified:</u></p> <p>Equality of access to library services will be an important part of the evaluation of bids from community groups/ not for profit organisations and in any subsequent service descriptions.</p> <p>The peoples network computers are part of the Community Package for community independent libraries.</p> <p><u>Where community organisations or not for profit organisations are not identified:</u></p> <p>If there are no community organisations or not for profit organisations able to continue some type of provision from these buildings then they will close.</p> <p>No mitigating actions have been identified for people on low-income for any additional travel costs to access libraries. Although under the proposed option 99% of households in Southampton will be within 1.5 miles of a library.</p> <p><u>Potential Mitigation includes:</u></p> <p>The mitigation offered by better access to online services may be reduced for people on low income –digital literacy training needs and access to computers may be an issue for many people on low income and is reflected by the high use made of library public access computers and the demand for help and support from library staff to fill in on line applications.</p> <p>If the libraries are not managed by community/not for profit groups and that the service from the 5 buildings ceases completely then the IT provision would be relocated to other retained libraries to ensure that at least the number of 'People's Network' sessions across the service do not decrease.</p> |
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| <p>Educational Attainment</p> | <p>Schools and Nurseries:</p> <p>In addition to the impact a reduction in the number of libraries managed by the council may have on individual children, there may be a corresponding impact on schools and nurseries in these areas.</p> <p>This would relate to the local availability of materials and computers to support and supplement learning outside of school, school and nursery visits, library membership initiatives.</p> <p>Though many schools have school libraries these are often particularly in Primary schools small in size and all are only available during term times and school hours.</p> <p>Full-time education:</p> <p>The proposed model would reduce the number of access points to books and free internet access in areas across the city (including areas of deprivation). This may have impact on some residents in full-time education and training.</p> <p>Full Time Education</p> <p>There were no responses from people who identified themselves as unemployed and who use Thornhill Library to the question If the council's preferred option for library services was implemented, to what extent would this impact on you personally. The size of this response makes it difficult to analyse further the impact.</p> | <p>The percentage of 0-11 years old in the catchment has been included as a demographic indicator in determining needs/priorities for libraries which will continue to be managed by Southampton City Council.</p> <p>The percentage of school pupils up to KS2 deemed low performers has been included as a demographic indicator in determining needs/priorities for libraries which will continue to be managed by Southampton City Council</p> <p>Southampton City Council will seek to encourage community groups and not for profit organisations to manage libraries that the council is unable to continue to manage. This will include the provision of a package of support as outlined in the Cabinet papers.</p> <p><u>Where community organisations or not for profit organisations are identified:</u></p> <p>Equality of access to library services will be an important part of the evaluation of bids from community groups/ not for profit organisations and in any subsequent service descriptions</p> <p><u>Where community organisations or not for profit organisations are not identified:</u></p> <p>If there are no community organisations or not for profit organisations able to continue some type of provision from these buildings then they will close.</p> <p><u>Potential Mitigations could include:</u></p> <p>Library Opening Hours: consideration should be given to ensuring that opening hours of the libraries which will continue to be managed by the council to facilitate greater use by children and young people outside of school and college.</p> <p>School Library Service is a traded service which schools choose to buy into. The service would seek to maintain and improve school libraries in subscribing schools through the provision of books, ebooks training and advice.</p> <p>This service would have an important role in helping roll out the Universal Library</p> |
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| | | <p>membership of all Year R-KS3 City wide.</p> <p>If the libraries are not managed by community/not for profit groups and that the service from the 5 buildings ceases completely then the IT provision would be relocated to other retained libraries to ensure that the number of 'People's Network' sessions across the service does not decrease.</p> <p>Improve access to online services and increase digital inclusion –digital literacy training needs and access to computers may be an issue for the very young.</p> <p>Promote the courses running in libraries to help people to get online and become effective internet users.</p> <p>Library staff and volunteer digital champions available in libraries to help people benefit from all the online resources available and to be able to renew and reserve books on line.</p> <p>The council would seek to explore continuing running activities in its managed Libraries. It will develop service descriptions in community/not for profit - run libraries around the delivery of activities for children and young people.</p> <p>Explore increasing the number of book deposits at community venues across the city including nurseries, community centres, playgroups etc. to mitigate the impact a potential reduction in libraries would have on these identified groups.</p> |
| <p>Digital Access/Digital Inclusion</p> | <p>While the internet has great potential to help tackle social exclusion those who could benefit the most from being online are currently among the least likely to be connected. A fifth of UK households do not have internet services. This rises to more than a third of households in the lowest socio-economic groups and to nearly 70% of households with people aged over 75. However locally Southampton has higher than national levels of IT access with 88% of the population using the internet at least once a week.</p> <p>The shift to digital forms of interaction-channel shift or digital first- has presented particular challenges for people who are online. The library service is the largest,</p> | <p>Southampton City Council will seek to encourage community groups and not for profit organisations to manage libraries that the council is unable to continue to manage. This will include the provision of a package of support as outlined in the Cabinet papers.</p> <p><u>Where community organisations or not for profit organisations are identified:</u></p> <p>Equality of access to library services will be an important part of the evaluation of bids from community groups/ not for profit organisations and in any subsequent service descriptions.</p> <p>The community package includes provision</p> |

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| | <p>busiest provider of free public computer access in the city.</p> <p>The proposed model of 3 core libraries and 3 district libraries would considerably reduce the number of access points to free internet access, advice and support from library staff across the city including areas of deprivation in the city.</p> <p>This will impact all library users but would have a disproportionate impact on people with low digital literacy skills, low income and reduce access to learning, support, online access for job applications and other benefit applications.</p> | <p>of the people's network computers.</p> <p><u>Where community organisations or not for profit organisations are not identified:</u></p> <p>If the libraries are not managed by community/not for profit groups and that the service from the 5 buildings ceases completely then the IT provision would be relocated to other retained libraries to ensure that the number of 'People's Network' sessions across the service does not decrease.</p> <p><u>Potential Mitigations include:</u></p> <p>Increasing digital inclusion will be a key focus for the service in the future. Programmes will be developed which will reach out to people citywide.</p> <p>The council would seek to develop investments in technologies which could include facilities to develop video/teleconference, online reading groups which may provide alternative ways of accessing and participating in reading and social communities for a range of people across the city.</p> |
| <p>People with dependent children</p> | <p>9 of 9 responses from respondents with dependent children- to the question 'If the council's preferred option for library services was implemented, to what extent would this impact on you?' - anticipated that they would be impacted a great deal/to some extent.</p> <p>Respondents were asked if the proposal had a personal impact, whether they could use a listed range of alternatives. Respondents could tick multiple options. Of responses from respondents with dependent children:</p> <ul style="list-style-type: none"> • 2 of 9 agree or strongly agree they would be able to reach another library using their own transport • 7 of 9 agree or strongly agreed they would be able to reach another library using public transport. • 5 of 9 agree or strongly agree they would be able to self -serve using the online library. • 3 of 9 agree or strongly agree they would be able to go online and use the virtual library e.g. ebooks • 1 of 7 agree or strongly agree that the housebound service could reduce the impact of the proposed changes. • 3 of 9 agree or strongly agree that library book collections from other locations could | <p>Southampton City Council will seek to encourage community groups and not for profit organisations to manage libraries that the council is unable to continue to manage. This will include the provision of a package of support as outlined in the Cabinet papers.</p> <p><u>Where community organisations or not for profit organisations are identified:</u></p> <p>Equality of access to library services will be an important part of the evaluation of bids from community groups/not for profit organisations and in any subsequent service descriptions.</p> <p>Library stock will still be under the ownership of the council and updated accordingly therefore the stock will continue to reflect the needs of the local community.</p> <p><u>Where no community organisations or not for profit organisations come forward:</u></p> <p>If there are no community organisations or not for profit organisations able to continue some type of provision from these buildings, they will close. This will result in a reduction</p> |

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| | <p>reduce the impact of the proposed changes</p> <ul style="list-style-type: none"> • 4 of 9 agree or strongly agree that they would stop using libraries if the preferred option was implemented. | <p>in access to locally based libraries.</p> <p><u>Potential Mitigations</u></p> <p>Mitigations cited previously for children under 18 would be appropriate for this identified group.</p> |
| <p>Carers</p> | <p>6 of 6 responses from respondents who are carers- to the question 'If the council's preferred option for library services was implemented, to what extent would this impact on you?' - anticipated that they would be impacted a great deal/to some extent.</p> <p>Respondents were asked if the proposal had a personal impact, whether they could use a listed range of alternatives. Respondents could tick multiple options. Of responses from respondents who are carers:</p> <ul style="list-style-type: none"> • 0 of 6 responses agree or strongly agreed they would be able to reach another library using their own transport. • 5 of 6 responses agree or strongly agreed they would be able to reach another library using public transport. • 3 of 6 responses agree or strongly agree they would be able to self -serve using the online library. • 1 of 6 responses agree or strongly agree they would be able to go online and use the virtual library e.g. ebooks. • 3 of 6 responses agree or strongly agree that the housebound service could reduce the impact of the proposed changes. • 2 of 6 responses agree or strongly agree that library book collections from other locations could reduce the impact of the proposed changes • 2 of 6 responses agree or strongly agree that they would stop using libraries if the preferred option was implemented. | <p>Southampton City Council will seek to encourage community groups and not for profit organisations to manage libraries that the council is unable to continue to manage. This will include the provision of a package of support as outlined in the Cabinet papers.</p> <p><u>Where community organisations or not for profit organisations are identified:</u></p> <p>Equality of access to library services will be an important part of the evaluation of bids from community groups/not for profit organisations and in any subsequent service descriptions.</p> <p>Library stock will still be under the ownership of the council and updated accordingly therefore the stock will continue to reflect the needs of the local community.</p> <p><u>Where no community organisations or not for profit organisations come forward:</u></p> <p>If there are no community organisations or not for profit organisations able to continue some type of provision from these buildings, they will close. This will result in a reduction in access to locally based libraries.</p> <p><u>Potential Mitigations include:</u></p> <p>Development of the Housebound Service to deliver materials to the least mobile people staffed by volunteers. There is existing capacity and the potential to recruit further volunteers to serve more readers. A promotion campaign to advertise the benefits of this service will be mounted.</p> <p>Many other mitigations from sections above may also apply.</p> |
| <p>Looking after the home or family</p> | <p>There were 3 response from people who identified themselves as looking after the home or family and who use Thornhill Library to the question If the council's preferred option for library services was implemented, to what extent would this impact on you personally. The size of this response makes it difficult to analyse further the impact. 1 of the 3 said they would stop using libraries if</p> | <p>Southampton City Council will seek to encourage community groups and not for profit organisations to manage libraries that the council is unable to continue to manage. This will include the provision of a package of support as outlined in the Cabinet papers.</p> <p><u>Where community organisations or not for profit</u></p> |

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| | <p>the proposal is implemented</p> | <p><u>organisations are identified:</u></p> <p>Equality of access to library services will be an important part of the evaluation of bids from community groups/not for profit organisations and in any subsequent service descriptions.</p> <p>Library stock will still be under the ownership of the council and updated accordingly therefore the stock will continue to reflect the needs of the local community.</p> <p><u>Where no community organisations or not for profit organisations come forward:</u></p> <p>If there are no community organisations or not for profit organisations able to continue some type of provision from these buildings, they will close. This will result in a reduction in access to locally based libraries.</p> <p><u>Potential Mitigations Include:</u></p> <p>Development of the Housebound Service to deliver materials to the least mobile people staffed by volunteers. There is existing capacity and the potential to recruit further volunteers to serve more readers. A promotion campaign to advertise the benefits of this service will be mounted.</p> <p>Many other mitigations from sections above may also apply.</p> |
| <p>Co-dependant groups/organisations</p> | <p>Feedback was received from a local organisation raising concerns regarding the impact of reduced or end of access to computers, especially for jobseekers claiming benefits who have commitment to undertake and evidence extensive job search activity. ORS REPORT Fig 83</p> | |