

### Analysis of the actual or likely effect of the Policy or Service: Research Proposals and Details

The Council has a statutory duty (under the Public Libraries and Museums Act 1964) to provide a comprehensive and efficient library service to residents and those who work or are in full-time education in the Borough.

Proposals for future service delivery have taken account of:

- Consultation on what Rotherham people liked about libraries and what their priorities were for the future
- An assessment of local need for the service
- Localities review
- Library and Information Service Strategy 2011-15
- The service's contribution to corporate outcomes
- Key national, regional and local strategies
- The experiences of other local authorities
- Options presented by the review of customer services
- An analysis of current budgets.
- The responses to the public consultation on the Library Review
- The changes to Council Policy in terms of the 11 prioritised Areas of Deprivation.

A third of Rotherham's population live in areas which are amongst the most deprived 20% in England and 97% of the population live in the most deprived 50% of England. The main area of deprivation is Central Rotherham but there are significant outliers in Rawmarsh, Maltby and Dinnington. **See below: list of all the Libraries in Rotherham which serve the 11 areas of Deprivation**

Library site	Deprived areas served
Riverside	Canklow Eastwood Ferham/ Masbrough Town centre
Aston	Aston North
Brinsworth	
Dinnington	Dinnington Central
Greasbrough	
Kimberworth	Ferham /Masborough
Kimberworth Park	
Kiveton Park	
Maltby	Maltby South East
Mowbray Gardens	Dalton/ Thrybergh East Dene East Herringthorpe Eastwood
Rawmarsh	Rawmarsh East
Swinton	
Thorpe Hesley	
Thurcroft	
Wath	
Wickersley	

## **ASSESSMENT OF NEED**

An assessment of local need for the service has been undertaken which describes local needs in Rotherham for a Library and Information Service, including the general and specific needs of adults and children, who live, work and study full time in the borough.

The needs assessment draws on a wide range of data to establish the demographic composition of communities, the way that communities in Rotherham use their local libraries, how those libraries are managed by the Council, and library users' and non-users' views of the Library and Information Service.

Each substantive section of the assessment details a different aspect of need as follows:

- the borough: need based on social conditions and access; and
- the current service model: need as demand, service usage and performance.

It also draws on other data such as surveys of users and non-users and national performance indicators. It identifies key areas where the library service could have greatest impact and it considers resources available, including staff, buildings and stock.

**The needs assessment concludes that there is a need for access to a library service in every community in Rotherham.**

Libraries:

- Promote a love of reading and help to improve literacy.
- Provide a space where people can engage in informal learning, develop skills and improve their lives.
- Provide children and young people with a safe, inspiring place to learn, explore their creativity and find their talent.
- Support businesses and contribute to the sustainability and regeneration of our local communities.
- Are welcoming spaces, open for all to use to improve their lives and their communities.
- Offer information and reading services that can improve the health and well being of customers.
- Bridge the digital divide and are, for many people, an essential point of access to online knowledge resources.

However, every community is different. **We have therefore considered if the service could be delivered differently in some places, as appropriate, within the overall aim of delivering a modern, vibrant and efficient library service across the Borough.** For example, not every community necessarily needs to have a service run from a library building and the present library hours may not be necessarily as appropriate as they once were.

**This equality analysis has been undertaken on the proposals, which includes reference to the protected characteristics of age, disability, gender, identity, race, sexuality and religion or belief, pregnancy and maternity, marriage and civil partnership. In addition, the proposals have considered the impact on other groups e.g. the unemployed and those with literacy needs.**

**We believe that the options for consideration will continue to meet the statutory duties of the Council in respect of library services and will provide a modern, vibrant, efficient service based on the Library Strategy.**

**Consultation**

The public consultation ran from June until the end of August 2012. We held drop in sessions for the public in all our libraries across the borough and people could complete forms to let us know their views either on-line or in hard copy or by e-mail or by writing us a letter. We received responses in all these ways.

To publicise the consultation and engage we :

- Placed advertisements for the drop in sessions in the Rotherham Advertiser, Dinnington and Maltby Guardian
- Provided information as required by the media
- Took part in interviews for local radio
- Placed posters prominently advertising all drop in sessions
- Displayed other information relating to the Library Review and consultation
- Engaged proactively with staff and public to alert all to consultation during the consultation period.
- Held drop in session for Members
- Held consultation sessions with staff
- Held drop in sessions in all libraries, supported by dedicated e-mail address and website

**Main issues arising from the consultation** (summary available as appendix A)

- Total of 1760 feedback forms received along with emails and letters
- Well loved, much appreciated service, seen as hub of community
- Positive comments about current activities and demand for increased range of services, including work with children, elderly, unemployed, readers, those needing support to use ICT, access to information
- Objections to closures and/or reduced opening hours; suggestions for alternative closures and opening hours based on location/accessibility/deprivation
- Challenge to notion of “hub” sites and to difference between need and usage
- Demand for books, including e-books
- Need to reflect emerging Council policy on deprived communities in relation to the libraries that serve these communities.

Account has been taken of Council policy on areas of deprivation in the borough which prioritised the deprived communities: *see table above*

Future proposals include satisfaction surveys which will be carried out periodically to ascertain user satisfaction with specific library sites. Equality monitoring with disaggregated data will be carried out to measure satisfaction and impact of the proposed option. This will help us to monitor the future impact of our service on communities/groups according to their protected characteristic. If this data shows any disproportionality of service outcome with any of the equality strands then measures will be adopted to help mitigate that disparity and work towards achieving equality in service delivery.

In addition we invite regular feedback from our users from all libraries. The verbal comments are collated by staff and analysed by management to take action. This helps us to identify concerns before they become an issue

## **PROPOSED FUTURE SERVICE PROVISION**

Library	Current hours	Original proposed hours	Revised proposed hours	Revised option
Riverside	52.5	55	55	"Flagship" provision for borough. Support for deprived communities
Aston	44.5	49	46	Work towards joint delivery of library and customer services. Support for deprived communities
Brinsworth	26.5	26	26	Explore potential for new build/community management model with Parish Council
Dinnington	49.5	49	46	Work towards joint delivery of library and customer services. Support for deprived communities Review in 12 months to assess impact of new opening hours
Greasbrough	40	32	32	Review in 12 months to assess impact of Kimberworth Park closure
Kimberworth	16.5	Close	20	Increase hours to support Kimberworth Park and deprived communities
Kimberworth Park	17.5	Close	Close	Additional provision from mobile library, Booklink and at Kimberworth
Kiveton Park	35.5	32 seasonal	32 seasonal	Same number of hours all year, seasonal pattern
Maltby	50	40	46	Work together with Customer services to improve services locally. Support for deprived communities
Mowbray Gardens	32	40	40	Support for deprived communities
Rawmarsh	32	46.5	46	Work towards joint delivery of library and customer services. Support for deprived communities
Swinton	44	40	40	Work towards joint delivery of library and customer services
Thorpe Hesley	26	26	26	Retain current number of opening hours
Thurcroft	26.5	26 term time	20 all year	Hours distributed across full year in response to consultation
Wath	46	49	46	Retain current number of opening hours
Wickersley	45	40	40	Review in 12 months to assess impact of new opening hours

Whilst the physical library building based in Kimberworth Park will close under this proposal, it must be emphasised that the library service to the Kimberworth Park area will continue. We will continue to work with the local community and local partners to enable the delivery of the library service in other ways as appropriate e.g. Mobile Library; Home delivery; use of other nearby Libraries e.g. Greasbrough, Kimberworth; use of other venues in the Kimberworth Park area as appropriate.

**We believe that the options for consideration will continue to meet the statutory duties of the Council in respect of its library services and provide a modern vibrant library service based on the Library Strategy.**

### **We anticipate a limited impact on service users**

**The proposal which includes the reduction of a library at Kimberworth Park**, was based on its location, usage which has decreased, value for money E.G. Mowbray Gardens cost per visit is £2.34p. Kimberworth Park cost per visit is £3.44p and also considering libraries serving the 11 areas of deprivation in Rotherham. (see above table)

Active membership is reducing at Kimberworth Park Library

08 – 09 738 active members

10 – 11 603 active members

There will be other service options available for Kimberworth Park such as a Mobile Library stop near to the current library site and a home delivery service to the people that cannot easily access the mobile vehicle. However we will monitor the service at regular intervals to ensure equality in service delivery.

We do not anticipate any barriers in service delivery. We believe that Libraries show equality towards all groups of protected characteristic - Race, Ethnicity, Gender, and Disability. Age, – Data in the assessment of need shows that people from all the above groups currently use the library service and our proposed service changes will have limited impact on them.

Our Mission Statement - ***Our Mission: "Everyone who lives, learns, works and plays in Rotherham can enjoy using the Library Service which is right for them - wherever, however and whenever they need."***

### **Improving the service:**

The majority of the proposal for changes in Service Delivery came from the Library and Information Service Strategy e.g. seasonal opening times, co-location of services. Although there are some slight reductions in opening times, some of the libraries will increase opening times. These proposals were based on statistical information collated in libraries over the past 3 years and from the needs assessment.

### **Stock procurement and provision**

**We consider that the reduction for stock procurement will have a limited impact on our customers and is based on the proposed service model.** Our Stock Policy ensures the stock we currently hold is up to date and relevant. We will continue to purchase new material and will ensure that there is a wide range of material available. This is supported by the Library Request Service, which is offered to all customers and means we circulate stock to provide requested items free of charge, **"Customers said "a good choice of stock" was important to them during the Adult Library and Information Survey in 2009 and the consultation undertaken for the Library and Information Strategy in 2010.**

### **Staffing Implications**

There will be changes to staffing to enable us to implement the new service model and enable savings of around £500,000 arising out of the Review. It is likely that the changes will include new roles and responsibilities.

A relatively small number of staff will be directly affected by this and we will be using current vacancies and consideration of Voluntary Severance requests to help cushion the impact.

We have considered the loss of function of certain roles and will consider how they might be consolidated elsewhere in the new structure

**Because of this we believe there will be limited impact on staff with regards to post reductions.**

**What effect will the Policy/Service have on community relations?**

No direct issues relating to community cohesion have been identified. As Riverside House Library is closest in terms of proximity to BME users, it does demonstrate diversity in usage of its premises. Consequently we do not anticipate any cohesion issues arising out of this review. However, we will continue to monitor users and invite periodic feedback.