

EQUALITY IMPACT ASSESSMENT

The Equality Act 2010 requires all public bodies, including local authorities, to show “due regard” to the impact their policies and procedures have on people from different groups. This includes gender, race, religion, age, disability, sexual orientation, and gender identity. We also have a responsibility to foster good community relations. Although they are not a legal requirement, conducting a basic assessment will allow you to look at the possible implications of a policy or procedure, and take any mitigating action if appropriate.

Remember:

- Equality Impact Assessments (EIAs) should be carried out on **relevant** policies and procedures. Not all policies or procedures will require them. If you are unsure if one is required, please contact the Equality and Diversity Manager on 01753 875069 for advice.
- Assess any potential impacts, positive and negative, in a proportionate way and with relevance
- Make decisions that are justified, evidenced, relevant and identify any mitigating proposals
- Prioritise expenditure in an efficient and fair way
- Have a record showing that the potential impacts have been considered and that decisions are based on evidence

Equality Impact Assessment

Directorate: Customer and Community	
Service: Library Service	
Name of Officer/s completing assessment: Liz McMillan /Liz Jones	
Date of Assessment: September 2021, revised February 2022 & January 2023	
Name of service/function or policy being assessed: Slough Library Service - review of services in light of proposals to change service delivery (which included a public consultation).	
1.	<p>What are the aims, objectives, outcomes, purpose of the policy, service change, function that you are assessing?</p> <p>The library service has reviewed the way SBC delivers library services to a) ensure they are fit for purpose and continue to be compliant with statutory obligations, b) review the advantages and disadvantages seen through the change in delivery during COVID-19 lockdown and c) achieve value for money by driving out savings to support action associated with issuing of Section 114 Notice.</p> <p>The library service in Slough has four (statutory) libraries: The Curve cultural hub in the heart of Slough town centre; and three community libraries in Britwell, Cippenham and Langley. In addition, there are three satellite non-staffed (non-statutory) libraries in Chalvey Grove, Vicarage Way and Wexham children’s centres. The future delivery of children’s centres is now under review and the outcome of this will be known in quarter 1 2023/24 which may result in these satellite libraries changing. All of our libraries are free at the point of use for all users. We also offer a small Home Library Service supported by volunteers who take library books to the homes of people who are unable to come to a library. During 2020 and 2021 the service was forced (due to COVID-19 restrictions) to close all physical library buildings. The service moved on-line and directed customers to eBooks/eAudio books, on-line “click and collect” and on-line activities and events.</p> <p>Library services provide access to books, online resources, computers with Wi-Fi and Internet as well as a programme of events and activities for adults and children. Britwell and The Curve are also locality hubs which accommodate other services including Registrar Service, Learning & Skills services, Housing Demand and council customer services. The library service also provides outreach events including visits to schools.</p>

Under the Public Libraries and Museums Act 1964, local councils in England have a statutory duty to provide a 'comprehensive and efficient' library service for all people working, living, or studying full-time in the area who want to make use of it.

Review of EIA after consultation February 2022

Consultation and engagement activities were carried out over a 12-week period from 28th October to 20th January 2022.

Engagement was through an online survey, a Have Your Say newsletter sent to every household, emails sent to all library users, partners, and networks to encourage participation. In addition, there were both face-to-face and online engagement with users and stakeholders. Face-to-face engagement, reminders via SBC social media and contacts with stakeholders encouraged the participation by people who don't currently use libraries but may do in the future.

2522 people responded to the online survey, 595 to the Have your Say paper copy sent to every household and approximately 2,600 people attended engagement events.

Accessibility of the consultation:

- All documents were made accessible including pdfs and were available on the council website
- A hard copy pack of all documents was available at each library as well as on the council website
- An easy read document was created and approved by Disabilities Forum and Equalities Monitoring Officer
- A consultation video was also created and added to the website and on you tube. This video was captioned/sub-titled <https://www.youtube.com/watch?v=pT592bFZfjQ>
- Paper copies of the survey were available at each library or on request
 - 250 paper copies were printed
 - 199 copies were given out at group meetings or in libraries
 - 36 paper copies were returned

Review of EIA in January 2023

A further review of library services has taken place and a new, simplified delivery model is being proposed to Cabinet in February 2023. In light of this a desk top review of the EIA has taken place and the EIA has been updated as appropriate.

2. **Who implements or delivers the policy, service, or function?**

	<p>Library services are funded, delivered and managed by a dedicated team within Slough Borough Council.</p> <p>The service is part of the Locality and Neighbourhoods Group under the Customer and Community Directorate.</p> <p>The Service Manager is the Locality Hubs and Library Services Manager who is supported by an Operational Lead and a Children’s and Young People’s Officer. This is the library services management team.</p> <p>The operational delivery is made through a number of Supervisors, Assistant Supervisors, library customer service assistants and volunteers.</p> <p>Early Years Teams based at the Children’s Centres support the delivery of the three satellite (non-statutory) libraries in Chalvey Grove, Vicarage Way and Wexham.</p> <p><u>Review of EIA after consultation February 2022</u></p> <p>A strategic service plan (incorporating the responses to the consultation, and the implementation of the agreed recommendations) has been created and will be presented to Cabinet with a recommendation to approve it. The delivery of the new strategic service plan will be led by the Libraries management team. Any changes to the staff teams will be consulted on separately and will include a separate EIA. Any staff consultation on proposed changes will involve library staff, HR and Unions and following organisational consultation policy guidelines.</p> <p><u>Review of EIA in January 2023</u></p> <p>No change to this section.</p>
3.	<p>Who will be affected by this proposal?</p> <p>The proposal to review and reconfigure how we deliver the library service in Slough will have the potential to affect all residents of the borough as the service is universal and free at the point of use.</p>

Sloughs total resident population is 149,539.

Total library membership in the borough is 40,000 people and of this, 21,000 are active borrowers (borrowing at least once a year and including on-line borrowing). The total membership accounts for 27% of the resident population and active borrowers account for 14% of the total resident population.

Slough currently has 4 libraries the lowest number per population of our CIPFA “Most Similar Group” of 12 other local authorities with the most similar demographics to us. Reducing that number could have a negative impact on residents’ ability to access library services.

These proposals could impact on residents, current library users and potential users of the service who will all fall into one or more of the protected characteristics groups.

Affected groups could include

- all residents of Slough,
- library staff,
- other council and hub staff,
- current library users,
- partner organisations and stakeholders including schools, Early Years provision, and post-16 education, learning and skills services.

Library Users data

Age

A high percentage of library users are children and young people. 70% of all resources borrowed across all sites are from the Children’s library. All of the attendees of activities such as story reading and, Baby and Rhyme sessions are carers with babies and pre-school children.

Older residents attend libraries to reduce social isolation, borrow books and attend events such as seated exercise sessions and reading

groups.

The breakdown of active library users by age:

	% of active library users	Number of active library users
Child (0 – 10 y/o)	20.6%	4,394
Child (11 – 13 y/o)	9.2%	1,970
Young person (14 – 17 y/o)	7.6%	1,630
Adult (18 – 59 y/o)	58.7%	12,480
Senior citizen (60+)	3.6%	777

Sex

A slightly higher percentage of library members are female rather than male.

	Numbers of members	% of members
Female	10,945	55%
Male	8,868	45%

Gender reassignment and gender self-identification

The Library Service does not hold comprehensive data on gender reassignment or gender self-identification from membership records as this is not a legal requirement to hold this information. However, this is a universal offer supporting the needs of the total population by offering a range of free services.

There is no accurate information on the number of lesbian, gay, bisexual, or transgender (LGBT) people in Slough. Several estimates for the nationwide percentage of lesbian, gay and bisexual individuals exist, with the Office for National Statistics estimating approximately 2% of the total UK population (2016). The LGBT Foundation places it higher at between 5% and 7%. The Office for National Statistics has concluded that there is a need for greater information about LGBT individuals and is currently consulting about how best to generate this information.

Sexual orientation

The Library Service does not hold comprehensive data on sexual orientation from membership records as this is not a legal requirement to hold this information. However, this is a universal offer supporting the needs of the total population by offering a range of free services.

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January 2023 update – 2021 Census update:

Sexual Orientation	Slough 2021		England 2021	
	Count	%	Count	%
Straight or Heterosexual	104,943	88.2%	104,943	89.4%
LGB+ orientation (total)	2,313	1.9%	2,313	3.2%
Gay or Lesbian	806	0.7%	806	1.5%
Bisexual	1,095	0.9%	1,095	1.3%
Pansexual	335	0.3%	335	0.2%
Asexual	29	0.0%	29	0.1%
Queer	7	0.0%	7	0.0%
All other sexual orientations	41	0.0%	41	0.0%
Not answered	11,677	9.8%	11,677	7.5%

Disability

The Library Service does not hold full and comprehensive data on the disability needs of its customers. However, this is a universal offer supporting the needs of the total population by offering a range of free services.

In the 2011 Census, 9,322 Slough residents between the ages of 16-64 reported living with a physical disability. Over 1,350 people were also reported to be living with a severe mental health problem. There are an estimated 2,590 people living with sight loss in Slough and

2,696 adults under the age of 65 live with a moderate to severe hearing impairments (more have a profound impairment). Hearing impairments in younger adults in Slough is expected to increase by 20% over the next ten years. Just over 4% of over 65s in Slough have been recorded by their GPs as living with dementia.

January 2023 update – 2021 Census update:
Not yet released by SBC Insight team.

In April 2021 it was estimated ([here](#)) that the un-employment rate for disabled people across the UK was 8.4% (compared to 4.6% for non-disabled) whilst for economic inactivity the rate for disabled people was 42.9% compared to only 14.9% for non-disabled people. This indicates that unemployment, economic inactivity and associated lack of disposable income for items like books, magazines, newspapers and Internet access (all services provided free by libraries) will disproportionately affect people with disabilities. It is fair to assume that reducing or removing access to these services in our libraries will negatively impact residents with disabilities.

In recognition of this the library service provides a range of resources to support residents with disability needs. This includes large print books, Talking Books and on-line resources with the ability to zoom into enlarge print size. We also offer targeted resources including Books on Prescription and “Reading Well” collections that support general health and wellbeing (self-help).

Marriage and Civil Partnership

The Library Service does not hold comprehensive data on the status of its users from membership records as this is not a legal requirement. However, this is a universal offer supporting the needs of the total population by offering a range of free services.

Pregnancy and maternity

The Library Service does not hold comprehensive data on the pregnancy/maternity status of its users from membership records as this is not a legal requirement. However, this is a universal offer supporting the needs of the total population by offering a range of free services. Anecdotal observations suggest that parents-to-be and new parents are a high proportion of those who use the service in particular Baby Rhyme Time sessions.

Race

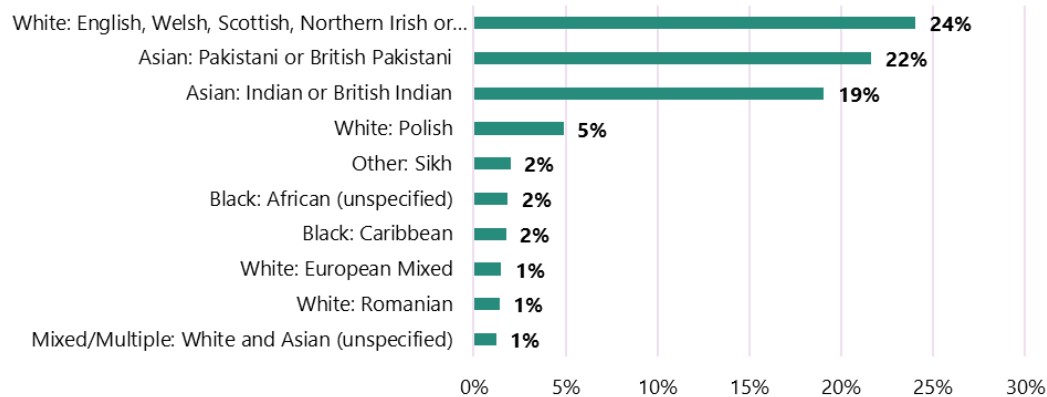
The Library Service does not hold comprehensive data on the ethnic status of its users from membership records as this is not a legal

requirement. However, from observations of attendance at activities, feedback from library staff and anecdotal observations the majority of those using the service are Asian British, followed by White British and White other. This mirrors the general ethnic breakdown of Slough's resident population.

Ethnic breakdown of Slough resident population		
Asian/Asian British: Bangladeshi	549	0.6% of population
Asian/Asian British: Chinese	797	0.6% of population
Asian/Asian British: Indian	21,922	15.6% of population
Asian/Asian British: Other Asian	7,560	5.4% of population
Asian/Asian British: Pakistani	24,869	17.7% of population
Black/African/Caribbean/Black British: African	7,548	5.4% of population
Black/African/Caribbean/Black British: Caribbean	3,096	2.2% of population
Black/African/Caribbean/Black British: Other	1,471	1.0% of population
Mixed/multiple ethnic groups: White and Asian	4,429	1.0% of population
Mixed/multiple ethnic groups: White and Black African	607	0.4% of population
Mixed/multiple ethnic groups: White and Black Caribbean	1,667	1.2% of population
Mixed/multiple ethnic groups: Other Mixed	1,055	0.8% of population
Other ethnic group: Arab	928	0.7% of population
Other ethnic group: Any other ethnic group	2,654	1.9% of population
White: English/Welsh/Scottish/Northern Irish/British	48,401	34.5% of population
White: Gypsy or Irish Traveller	220	0.2% of population
White: Irish 1,607 1.1%	1,607	1.1% of population
White: Other White 13,825 9.9%	13,825	9.9% of population

January 2023 update – 2021 Census update:

Ten Largest Ethnic Groups in Slough in 2021



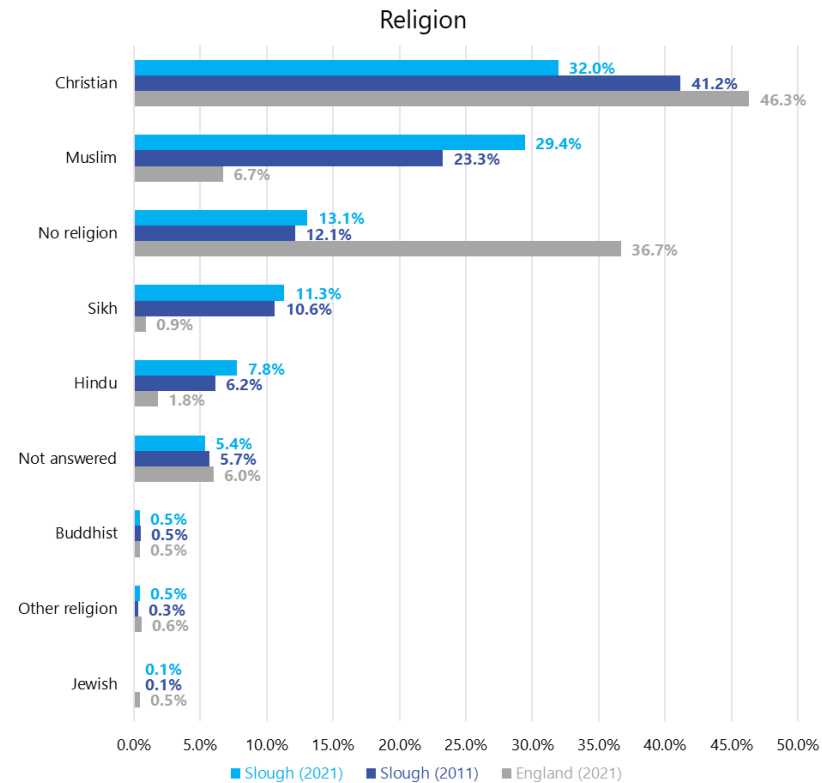
Religion and Belief

The Library Service does not hold comprehensive data on the pregnancy/maternity status of its users from membership records as this is not a legal requirement. However, this is a universal offer supporting the needs of the total population by offering a range of free services.

Religious belief breakdown of Slough resident population		
Buddhist	743	0.6% of population
Christian	57,726	43.6% of population
Hindu	8,643	6.5% of population
Jewish	87	0.1% of population
Muslim	32,655	24.7% of population
Sikh	14,889	11.3% of population

Other religion	482	0.4% of population
No religion	17,024	12.9% of population

January 2023 update – 2021 Census update:



Review of EIA after consultation February 2022

All of the identified groups have been engaged with throughout the public consultation period to ensure their views on the proposed library changes are considered. No group or individual made an alternative proposal for how services could be delivered in the future.

Keeping all 4 libraries open will mean that there will be a library within walking distance for all identified groups. The top choice for 34% of respondents was to have a library within walking distance. This would have the least impact on any particular group and reduced hours when staff were available would mean moderate impact to the user experience. However, this will be mitigated by maintaining staffed hours for 12-month periods and communicating these clearly and consistently to help all groups understand when staff will be available to support them if needed.

Additional equalities data was collected as part of the equalities monitoring section in the online survey:

Of the 2522 who completed the online survey 93.02% live in Slough and 86.05% are already library members.

59.08% of those responding to the online survey walk to the library with 32.81% travelling by car. One of the top requests for the library service to provide was a library in a location within walking distance.

Gender

62.58% respondents were female and 31.38% male

Age

15.32% are over aged 60 with 64.42% aged between 25 and 59.

15.44% of respondents were under 24.

Parents and carers of children under 13 completed the survey on their behalf. Other forms of engagement were carried out to seek the views of children and young people.

Disabilities

8.76% of respondents declared a disability and 6% preferred not to say.

85.24% responded to say they did not have a disability.

Ethnicity

Of those who responded to this question the top 3 were

Indian 19.65%

White British 16.85%

Asian British 15.68%

	<p><u>Religion</u> The top 3 responses were Christian 28% Muslim 18.77% Hindu 15.19% 12.72% had no religion and 13.89% preferred not to say</p> <p><u>Language</u> 92% said English was the language they are most comfortable using Other languages mentioned in the comments were Punjabi, Urdu, Polish, French, Portuguese, and Arabic</p> <p><u>Review of EIA January 2023</u> No change to this section.</p>
4.	<p>What are any likely positive impacts for the group/s identified in (3) above?</p> <p><u>Publication's budget</u> If the Publication budget is reduced there will still be a mix of hard copy and on-line resources available for all users. During Covid-19 restrictions the numbers of items borrowed on-line increased by 300% showing that there is a demand for this type of borrowing.</p> <p><u>Changes to hours the libraries are open/hours that libraries are staffed by library customer service assistants</u> If the hours when library staff are available at libraries do change/reduce we will still have a 24/7 on-line offer which proved popular with users over Covid-19 lockdown. Anecdotal feedback has been that some users (unidentified protected characteristics) prefer the anonymity of using on-line resources and reduced interaction with staff rather than coming into a building and interacting with staff. This change may also present further volunteering opportunities for residents to take advantage of which could improve confidence, skills and wellbeing.</p> <p><u>Review of EIA after consultation February 2022</u> Moderate Impacts</p>

	<ul style="list-style-type: none"> ✓ Positive impact would be still having a local library in each location within walking distance with times throughout the week at every location where staff are available to offer support. ✓ Publication's budget will be in line with other nearest neighbours and will be able to provide a mix of resources physical and online ✓ The consultation has provided more detailed information on what people use libraries for, and what services they want to use, and why people do not use the service. ✓ This information will help to tailor services in the right way in future. ✓ It has provided equalities information in response to specific questions which gives us greater understanding on those with specific characteristics who use library services (see section 3) <p><u>Review of EIA January 2023</u></p> <p>No significant change to this section. Although the hours the library buildings are open is being reduced slightly, we are keeping libraries open at the most popular times. Every Saturday will see at least 2 libraries (50%) open.</p>
5.	<p>What are the likely negative impacts for the group/s identified in (3) above?</p> <p><u>Age</u></p> <p>Children and young people make up the highest percentage of our library users both for book borrowing and attending events/activities. Reducing the publications budget could limit the number and range of books/eResources for children and young people. Reducing opening hours could limit the times young people are able to access physical library buildings, especially if self-service alternatives are used that may not be available for children/young people to access. Many of our activities and events are aimed at children and young people and there may be a reduction in the number of events available and/or they may be restricted to one or two libraries rather than being offered from all libraries across the borough.</p> <p>Anecdotal feedback from library staff suggest that older residents often go to a local library as a way of informally socialising with others, reducing their social isolation, and improving their social networks, health, and wellbeing. Feedback from adults using library-based activities (e.g., reading groups, seated exercises) support this staff feedback. Reducing the hours when library staff are available for people to talk to and get advice from could increase feelings of loneliness and social isolation. This would also reduce the availability of staff to work with older users to help reduce digital isolation – currently staff offer hands-on support and guidance to residents who are not</p>

confident using or accessing Internet in general and a range of council self-serve service as part of the “digital by default” transformation.

Sex

A higher percentage of females than males are library users so any reductions in service may have a disproportionate impact on female users.

Gender reassignment and gender self-identification

Although we have no data specifically on library usage by residents who have had/are having gender reassignment, the reduction in publications budget could have a disproportionate impact on these users and those who don't identify as gender-binary. A reduced publication budget would limit the range of publications available and would focus on mainstream items. This would reduce the opportunity of stocking resources by, or for people in this group.

Sexual orientation

Although we have no data specifically about sexual orientation of library users or the general resident population, the reduction in publications budget could have a disproportionate impact on LGBT+ users and potential users. A reduced publication budget would limit the range of publications available and would focus on mainstream items. This would reduce the opportunity of stocking resources by, or for people in this group.

Disability

A reduction in the publications budget could affect users and potential users with disabilities as this would limit the number and range of large print, Talking Books and eResources (books where print size can be increased and audio books) available. It may also reduce the number and range of health and wellbeing resources being stocked to allow users to follow a “self-help” route to improve/maintain their own health.

Whilst some users/residents with disability may use on-line libraries/Home Library Service rather than physical buildings (e.g., those with limited mobility), others may find the loss of or reduced opening hours of library buildings more difficult. Residents with early stages of dementia, are neuro-atypical, have some mental health conditions etc. may be able to (and get benefits from) use a familiar library at times when they are less busy. If libraries are closed at quiet times this may disadvantage this group although we have no current library usage data on this issue.

Pregnancy and maternity

Several activities at libraries are specifically aimed at parents/carers of babies (e.g., Baby Rhyme Time, story times etc) to help babies get a first introduction to books and allow socialisation for both them and their parents. Spend on books/publications for babies is relatively high because the items are used often and suffer more wear and tear than books for older users. Free access to a range of books supports early years development. This means that reductions to the publication fund, reduced opening hours for libraries and reduced staff resource to deliver activities would have a specific impact on this group.

New parents also use libraries to collect Bookstart packs for babies. Reduction in opening hours and hours when staff are available could limit the opportunities for parents to collect this resource.

Race

Almost 1/3rd (27%) of our total resident population do not have English as their main language (2011 Census). Reducing the publications budget would limit the range of publications available to allow focus on mainstream items meaning there may be a reduction in publications in languages other than English. Reducing the hours when staff are available to help and guide those who are not confident in reading English may also negatively impact this group.

Review of EIA after consultation February 2022

- ✓ For most of the groups there will be no further impacts other than those already identified for each of the groups.
- ✓ Reductions in Publications budget will still mean there may be reduced access to some areas of publications for some groups. This will be monitored to ensure no group is severely disadvantaged.
- ✓ Reduction in opening and staffed hours will mean that some groups may have difficulty accessing at times that suit them. This will be minimised by clearly communicating when staff will be available and to maintain these times for a minimum of 12-months at a time to reduce confusion by having frequent changes.
- ✓ Staff will be impacted by the staff reductions and a separate staff consultation will be carried out.
- ✓ New opening hours will be based on the consultation responses with Saturdays, evenings and afternoons most popular.

Review of EIA January 2023

No significant change to this section. Although the hours the library buildings are open is being reduced slightly, we are keeping libraries open at the most popular times. Every Saturday will see at least 2 libraries (50%) open.

6.	<p>Have the impacts identified in (4) and (5) above been assessed using up to date and reliable evidence and data? Data used is from Office for National Statistics (ONS) and Chartered Institute of Public Finance and Accountancy (CIPFA). ONS data is from 2011 Census. CIPFA data (most similar groups) is from 2019 report using 2018 data.</p> <p>Where Slough library usage data has been used this has been taken from the library management system.</p> <p>Further, more detailed analysis about impacts of service changes will be carried out after the 12-week public consultation which will include collection of equalities data and asking residents for their assessment of the proposals.</p> <p><u>Review of EIA after consultation February 2022</u></p> <p>The consultation was extensive and included an online and paper survey, face-to-face and online engagement with a individuals, groups and stakeholders (including children and young people, disability forum, carers support groups and groups specifically for older residents) to gather their views and feedback.</p> <p>Question 16 in the online survey was a free text box asking for respondents to add any comments they felt the council needed to take into consideration. 712 comments were received.</p> <p>The general themes of the comments were that users preferred the library to be local, problems anticipated if users had to travel by other means, the value of libraries post lockdown as a way of reducing loneliness and improving wellbeing and valuing libraries as a safe community space.</p> <p>The general theme of comments received from children and young people highlighted that they want libraries to be calm, quiet and peaceful, and that Covid has restricted their ability to go to the library.</p> <p>15 drop-ins and online events were held and over 30 groups were engaged with via face-to-face workshops and online meetings with over 300 adults and 1995 children and young people. 374 handwritten comments from children and young people were received, and 14</p>

	<p>emails to the dedicated library consultation email account were received.</p> <p><u>Review of EIA January 2023</u></p> <p>No significant change to this section. The review has used information from the consultation, evidence from library staff over the last 12-months and evidence from library staff about usage pre-Covid.</p>
7.	<p>Have you engaged or consulted with any identified groups or individuals if necessary and what were the results?</p> <p>These service changes will be consulted on during a 12-week public engagement exercise. This public consultation will seek current library user's views and the views of people who do not currently use libraries but may do in the future. The consultation will include an on-line and hard copy survey, several face-to-face focus groups at each library (carried out at different times of day) and on-line sessions for residents and stakeholder groups.</p> <p>Information collected from this consultation will be analysed and included in the final recommendations so decision makers can fully understand the impact on different parts of our community.</p> <p>If changes have an impact on staff there will then be a separate consultation exercise with staff affected, other council services and unions. The results of this consultation exercise will be analysed and included in the final implementation plan.</p> <p><u>Review of EIA after consultation February 2022</u></p> <p>The Service consulted with all identified groups through a targeted programme of drop-ins sessions, online events and workshops with groups including primary and secondary schools, older people's groups, faith groups, disability forum, carers groups, men's health groups, women only groups, library users and non-users and staff.</p> <p>There will be a separate consultation with staff on any changes.</p> <p><u>Review of EIA January 2023</u></p> <p>No significant change to this section.</p>
8.	<p>Have you considered the impact the policy might have on local community relations?</p> <p>As part of the public consultation, we are ensuring that we actively seek the views of community, voluntary and third sector organisations</p>

	<p>that represent different community groups. We will be encouraging members of these groups to take part in the consultation. In addition, there will be face-to-face and on-line stakeholder engagement sessions to understand the impact of the proposals on community relations.</p> <p><u>Review of EIA after consultation February 2022</u></p> <p>Consultation carried out with an engagement plan that considered views of all community groups, in addition to sharing the survey and consultation documents by email with a wide network of both internal and external groups and individuals.</p> <p><u>Review of EIA January 2023</u></p> <p>No significant change to this section. Discussions are taking place with other SBC services to identify opportunities to co-locate front facing services at library buildings in future to improve community relationships.</p>
9.	<p>What plans do you have in place, or are developing, that will mitigate any likely identified negative impacts?</p> <p>Each option being considered has a detailed mitigations plan associated with it. The mitigations include:</p> <ul style="list-style-type: none"> • Seeking the views of residents and stakeholders about alternative proposals to ensure the service is fit for the future and delivers excellent value for money. • Ensuring that there is a robust and transparent process for deciding on the ratio of physical vs on-line resources purchased through the publications fund. • Ensuring there is a robust and transparent process for purchasing hard copy and eResources to mitigate the impact of publications available to users in a protected group (e.g., English language vs non-English language, children/young people vs adults etc.) • Ensuring there is a robust and transparent process for deciding what activities and events will be hosted by libraries and library staff. • Explore alternative venues for hosting library events and services (e.g., Children’s Centres, schools, pop-up community locations etc) and also opportunities for libraries to co-locate in alternative venues and other services to co-locate in library buildings. • Develop a strong volunteer recruitment and retention scheme to support the delivery of events and services including Home Library Service. • Explore the further use of technology to allow library buildings to be accessible without staff needing to be on-site (e.g., Open+) • Develop a multi-media communications strategy to advertise opening hours, staffing hours and where and when activities will be happening. • Ensure that on-line resources remain available 24/7. • Actively seek out and make bids for external funding streams that will allow libraries to deliver specific projects. • Explore opportunities for sharing skills and knowledge with staff from other services/organisations to allow residents to still receive support even if not from specialist library staff. Also, explore opportunities for library staff to adopt new skills and knowledge to allow them to work efficiently with possible co-located services.

	<p><u>Review of EIA after consultation February 2022</u></p> <p>The 12-week consultation has been completed with a robust engagement plan. All the responses and feedback gathered from the online survey, drop-ins, face to face and online meetings have been considered and have informed the recommendations. A strategic service plan will use the consultation data to ensure the service priorities will focus on identified need. These plans include a commitment to co-design services with users and steps will be taken to reduce negative impacts as much as is possible.</p> <p><u>Review of EIA January 2023</u></p> <p>No significant change to this section.</p>
10.	<p>What plans do you have in place to monitor the impact of the proposals once they have been implemented? (The full impact of the decision may only be known after the proposals have been implemented).</p> <p>Continue to collect user data via library management system and feed this to CIPFA as requested to allow us to review our services and their impact in comparison to our most similar local authority library services.</p> <p>We will develop a process (on-line surveys, staff feedback and consultation events) to regularly collect feedback from users, residents, staff and stakeholders. This “light touch” EIA process will take place annually.</p> <p><u>Review of EIA after consultation February 2022</u></p> <p>In addition to comments in previous sections, the Service will</p> <ul style="list-style-type: none"> ✓ Use of the consultation responses to shape the service delivery plan ✓ Any changes to opening hours will be monitored and will be reviewed 12 months after implementation ✓ An annual light touch review of the EIA will be carried out following any implementation of changes ✓ An EIA will be completed for any staff consultation <p><u>Review of EIA January 2023</u></p> <p>The opening hours proposed in March 2022 were, in hindsight, problematic both in terms of staffing implications and confusing for customers. The new model does not have any staff implications and is simpler for customers to understand.</p>

What course of action does this EIA suggest you take? More than one of the following may apply	
Outcome 1: No major change required. The EIA has not identified any potential for discrimination or adverse impact and all opportunities to promote equality have been taken	✓
Outcome 2: Adjust the policy to remove barriers identified by the EIA or better promote equality. Are you satisfied that the proposed adjustments will remove the barriers identified? (Complete action plan).	
Outcome 3: Continue the policy despite potential for adverse impact or missed opportunities to promote equality identified. You will need to ensure that the EIA clearly sets out the justifications for continuing with it. You should consider whether there are sufficient plans to reduce the negative impact and/or plans to monitor the actual impact (see questions below). (Complete action plan).	
Outcome 4: Stop and rethink the policy when the EIA shows actual or potential unlawful discrimination. (Complete action plan).	

Action Plan and Timetable for Implementation

At this stage a timetabled Action Plan should be developed to address any concerns/issues related to equality in the existing or proposed policy/service or function. This plan will need to be integrated into the appropriate Service/Business Plan.

Action	Target Groups	Lead Responsibility	Outcomes/Success Criteria	Target Date	Progress to Date
Complete needs assessment using library data and demographics	All residents including library users and non-users	Liz Jones/Liz McMillan	Completed and used to shape consultation and options paper	Sept 2021	Completed
Carry out public consultation to help shape outcomes and library review and	All residents including library users and non-	Liz Jones/Liz McMillan	Completed and clear picture of needs of library users and non-users	December 2021	Completed Consultation complete 20 th

enable full assessment of impact on Slough Community	users and targeted groups with protected characteristics				January 2022. Comprehensive engagement plan for all residents and targeted groups
Hold series of face-to-face consultation drop ins at each library and online events and with stakeholder groups and staff to provide feedback – communications plan	All residents including library users and non-users and targeted groups with protected characteristics	Liz McMillan	Completed with good numbers attending and actively engaging. Feedback analysed and included in final needs assessment and recommendations for SBC decision makers.	February 2022	Completed Comprehensive engagement plan with users, non-users and targeted groups.
Update EIA following consultation	As above	Liz McMillan/ Liz Jones	EIA reflects the findings from the consultation and mitigates negative impacts on protected groups.	January 2022	Completed
Carry out annual “light touch” EIA with service users to monitor the impact of changes	Library users including targets groups with protected	Liz McMillan/Patsy To/ Alison Beer	Ongoing impacts of changes are understood and used to fine tune and/or further review service delivery.	From Sept 2023	Open

	characteristics		Because the March 22 model was not fully implemented, this action has been rolled forward to the take the new model into account.		
Develop a library outcomes and strategic plan	Internal staff, Directors, Cllrs, all residents	Liz McMillan/Liz Jones	New strategic plan linking clearly to Slough future priorities for library service.	March 2022	Completed