

Equality Impact Analysis Record Form 2024 v5 – Derbyshire County Council

Introduction and context

Policy/ Service under development/ review	Library Service				
Department/ Corporate	PLACE				
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Date analysis commenced:	23/02/24	Date completed:		Date approved:	

Part 1. About the service/ policy or function and the reason for the EIA

What is the purpose of the service, policy or function?
<p>The purpose of Derbyshire’s Library Service is to provide a sustainable, comprehensive and efficient public library service, as required by the Public Libraries and Museums Act 1964.</p> <p>The Library Service provides access to information and resources to support those living, working and studying in Derbyshire. Access to services and resources is currently delivered through 45 static libraries, 2 mobile libraries, a Home Library Service and a digital library service providing access to e-Resources, an online catalogue and online sources of information. The acquisition of new books and resources is funded through the Library Service Materials Fund. Free access to Public Access PC’s and Wi-Fi is also provided to communities through the Libraries.</p> <p>The Service currently has 107,186 registered users of which 77,192 are classed as actively borrowing physical resources (April 2024). Last year 2,866,606 items, physical and digital, were issued (2023/24) and there 1,273,854 visits (to static & mobile libraries) were recorded. Physical items account for 63.1 % of issues while eResources (ebooks, eaudiobooks, magazines & newspapers) now account for 36.9% (2023/24). The Public Access PCs were used by the public for 56,227 sessions covering a total of 91,743 hours (2023/24). The number of</p>

people currently employed by the Library Service is 189 people, the equivalent of 81 FTE's. The Home Library Service currently serves 1,380 customers countywide (March 2024) and the Mobile Library Service was visited 5,788 times at 231 stops last year. (2023/24).

Statistics were correct at the time this report was written.

Are there any proposals to change these?

Yes.

The last Library Strategy was published over 6 years ago, in 2018, so it is now appropriate to develop a refreshed, sustainable plan enabling the Library Service to change and adapt to the needs of the communities it serves and to operate efficiently within the funding available.

The updated Library Strategy outlines proposed changes to the provision and delivery of services which will require consultation and engagement, with both the public and staff, but the underlying commitment is to remain accessible to all residents who need to make use of the service.

The Strategy is based on the following principles:

A Strategic Approach to Location and Investment – the existing spread of physical library provision will be retained, but where sites may be more efficiently provided, we will actively seek out opportunities to relocate or co-locate within each community. We will work to make better use of all our existing buildings, including our largest site, Chesterfield Library. We will continue to partner with communities to make best use of community capacity both formally through community managed libraries, and informally with volunteers.

A Responsive Service Offer – we will provide family focused, modern services supported by trained staff and extended through working with partners and volunteers, with a dynamic range of outreach and community-based provision, including home delivery and mobile library services.

Accessible Opening Hours – we will retain a spread of opening hours which enables communities to access library services. Reductions in hours will be necessary to meet the available financial envelope, but we will ensure that libraries are available in their communities at times where they are most used and needed.

These principles have been determined to meet and respond to the needs of Derbyshire’s communities, particularly those who experience challenging circumstances, are isolated from services, (including because of rurality), and have less access to opportunities.

The proposals outlined in the Strategy, which will be subject to consultation, are to

- Retain the existing spread of physical library provision but explore opportunities for co-location or relocation where there are benefits for the library service and the communities they serve
- Work to make better, more effective and efficient use of existing buildings, and reduce long term property liabilities and maintenance costs
- Continue to build community partnerships and capacity, both formally and informally, through community managed libraries and volunteering opportunities
- Provide family focused, modern services delivered by trained staff and extended through working with partners and volunteers
- Act as a gateway to other Derbyshire County Council Services
- Offer a dynamic and flexible range of outreach and community-based provision, including home delivery and mobile stops
- Reduce opening hours across all libraries by c.10% but retain a spread of opening hours countywide including Saturdays
- Work with communities to make services available in their communities at the times they are needed
- Roll out self-service technology across the library network to enhance access to services
- Continue investment in digital resources as well as physical stock
- Pilot the use of electric vehicles for home delivery services
- Achieve savings of £285,000 in 2024-25 and £625,000 from 2025 to 2029

The potential reductions in opening hours are as follows:

	Current Hours	Hours after c.10% reduction
Tier 1	51	45
Tier 2	46	42
Tier 3	30	28
Tier 4	18	16
Estimated Saving		£245k

Tier 1: Chesterfield

Tier 2:
Swadlincote, Ilkeston, Alfreton, Long Eaton, Buxton, Ripley, Dronfield, Glossop, Ashbourne, Belper, Heanor, Matlock, Bolsover, Bakewell

Tier 3
Shirebrook, Staveley, Sandiacre, Newbold, South Normanton, Clay Cross, Wirksworth, New Mills, Eckington, Chapel-en-le-Frith, Borrowash

Tier 4
Etwall, Clowne, Duffield, Creswell, Brimington, Whaley Bridge, Killamarsh, Melbourne, Hadfield, Holmewood, Gamesley, Whitwell, Wingerworth, Pinxton, Hayfield, Tideswell, Old Whittington, Somercotes, Woodville

If all savings are to be made by opening hours reductions (c10%), a possible pattern of opening hours (to be localised for each community) is presented below:

	Mon	Tue	Wed	Thu	Fri	Sat	% Change
Tier 1	9.00 - 18.00	9.00 - 17.00	9.00 - 13.00	9.00 - 18.00	9.00 - 17.00	9.00 - 16.00	-12%
Tier 2	9.00 - 18.00	9.00 - 13.00	9.00 - 17.00	9.00 - 18.00	9.00 - 17.00	9.00 - 13.00	-9%
Tier 3	9.00 - 13.00	9.00 - 13.00	9.00 - 17.00	Closed	9.00 - 17.00	9.00 - 13.00	-7%
Tier 4	9.00 - 13.00	Closed	9.00 - 13.00	13.00 - 17.00	Closed	9.00 - 13.00	-11%

All current sites, excluding the Community Managed Libraries, will be considered for more efficient use which could include remodelling, relocation or co-location. Several sites have been identified, however, as having greater potential which could be realised more quickly. These are Alfreton, Ashbourne, Bakewell, Bolsover, Buxton, Chesterfield, Dronfield, Eckington, Ilkeston, Matlock, Shirebrook and Whaley Bridge.

These draft changes would impact all sites across the library estate, it is proposed that they will be implemented in a phased programme matching the savings requirements each year from 2025-26 to 2028-29

The implementation of the new strategy is estimated to save £625,000 over 4 years while maintaining the Council’s Statutory duty to provide a “comprehensive and efficient” Library Service. The proposed plans will be presented to Cabinet on 25 July 2024.

Part 2. Supporting evidence about impact

What is presently known about how the current service or policy impacts upon people with a protected characteristic, people from disadvantaged communities, armed forces personnel and other groups outlined in the Council's guidance for EIAs?

A comprehensive Needs Analysis, including a Customer Segmentation Report using data drawn from the sources listed below, has been carried out to create a picture of current usage of library services in Derbyshire. This data has been used to inform the plans outlined in the proposed Library Strategy and this EIA.

The key findings outlined in the Need Analysis are

- Derbyshire is a large county with a mix of built-up areas and large sparsely populated areas. The needs of residents, the challenges they face and the barriers to accessing services vary considerably between town & rural settlements.
- Derbyshire's population is set to increase at a slightly higher rate than that of the UK. The population is also ageing reinforcing the need to make services available for the elderly.
- The dependent population is also higher than the UK as a whole and support for dependents, and those caring for them, needs to be considered when looking at service provision.
- The proportion of residents classifying themselves as black and minority (BME) is relatively low compared to the rest of England but there is significant growth in numbers in certain areas of the county.
- 2% of Derbyshire's population have a main language that is not English.
- 2.5% of the Population identify as LGBTQ+.
- 22 areas within Derbyshire fall within the 10% most deprived areas across England. Most of these areas are on eastern side of county in the former coalfields with pockets in Amber Valley, High Peak & North East Derbyshire.
- With regards to social mobility the East Midlands has more of the factors that hold people back and less of the factors that help people move forward. Occupation, education & home ownership are identified as important factors and the groups most adversely affected are children, young people, women and the disabled.
- 15% of children in Derbyshire live in income deprived households and 12% of older people now live in low-income households.
- Child poverty is also a key issue in Derbyshire, with the level being 21.8%, compared with 19.8% nationally, again with wide variation.
- When it comes to higher level qualifications, Derbyshire's average educational attainment rate is lower than that for England. The proportion of population aged 16 and over who have no academic or professional qualification is also slightly higher than in England.
- Fifteen wards in the county have been identified as having acute literacy needs and locally 119,000 working age adults (24%) have literacy or numeracy needs.

- Reading for pleasure, the development of reading habits and support from parents and carers have been shown to be prime motivators in the development of children's literacy. However, research has shown the number of children aged between 8-18 enjoying reading in free time, reading daily or receiving encouragement has fallen.
- Not everyone has access to the benefits of the internet and digital technology. Rural areas are impacted by poor broadband connectivity. 20% Derbyshire residents don't use internet or need help to use it with older people, those with a disability and those with low incomes being affected the most. 39% of adult population lack essential digital skills for work, 21% lack essential digital skills for everyday living, 18.7% no laptop/pc, 14.1% no smartphone, 7.6% have no internet at home.
- More residents locally (20.1%) have a long-term illness or disability than nationally (17.3%). The health and well-being of residents varies across the county, but health related issues are particularly significant in some areas, including Shirebrook North in Bolsover, Rother in Chesterfield and Clay Cross South.
- Unemployment in Derbyshire is below the national average, but employment rates vary across the county suggesting that help for the unemployed and job seekers should be targeted.
- The above average rise in economic inactivity levels since the pandemic is placing extra stress on the Derbyshire economy. It is important that those disengaged from the labour market are encouraged or supported to return. Libraries can play an important part in this.
- The number of households in Derbyshire is increasing which means the size and location of new residential developments need to be taken into account when planning the provision of services.
- The number of lone pensioner households and the number of single person households across all ages are also increasing at a higher rate than the national average which can result in increased isolation.
- Current research indicates that 100% of Derbyshire's residents would be able to access libraries if they had access to a car and 92.6% could access services via public transport within the 20-25 mins deemed reasonable.
- However, 17.2% of households do not have access to a car and access to public transport can be difficult for those with young children, the elderly, those living with long term health conditions and the disabled.
- Library services are used across all age categories, the under 18's, 18-59 year olds and 60+ users so providing library services for all age groups is essential.
- Under 18's represent the largest group of users and account for increasing proportion of loans (41%) so maintaining services for children and families is important. Providing access at suitable times for those of working age needs to be addressed as does catering for the needs of an increasing aging population.
- The suspension of services during the pandemic had a huge impact upon take up of library services. Since the pandemic issue and visitor numbers have been increasing steadily year on year but they are still well below pre-pandemic levels. The number of active and registered users has also continued to rise and use of library spaces by community groups and other organisations is increasing but still below pre-pandemic levels.

- The post-pandemic period has also seen a change in borrowing patterns with an increased take-up of e-lending services (36% of all issues 2023) and an increasing proportion of physical issues being taken up by children's and young people's stock. Fewer people are visiting libraries post-pandemic, but those people are borrowing more items.
- Mobile library visits have decreased due to the impact of the pandemic, the reliability of the ageing vehicles, the choice of locations for stops and the lack of flexibility to be able to adapt routes to meet changing demands. The numbers receiving the home library service is also declining but the increasingly elderly population and the need to deliver outreach services in a different way could impact upon future demand.
- The demand for e-lending services is clear but this needs to be combined with access to physical resources in order to cater for the digitally excluded. Use of Public Access Computers has fallen but analysis of those who use the computers show it is those groups with the greatest need. There is also continuing demand for Wi-Fi and printing facilities.
- Research has also shown that a proportion of users use more than one library, but this varies from library to library. Communities where large proportion use other libraries may be less impacted than communities where the local library is the only library used by the majority of users.
- Customer segmentation has shown in areas with the greatest need for library services there is less take up than in other more affluent areas. Groups who use library services currently, tend to be well-educated, better off financially and have access to other resources but choose to use library services. In deprived areas, where residents may be less able to afford alternatives and there is greater need, for resources and services that support health and well-being, literacy, essential and digital skills, take up of library services is lower.
- However, despite there being less take up in deprived areas overall, there are 17 (out of 45) libraries where the Financially Stretched category forms the largest proportion of a library's users.
- E-lending users are mainly those with higher income levels while communities with access to fewer financial resources don't use e-resources to the same degree.
- Despite overall computer usage in libraries having fallen those who use the computers are those in most need and least able to afford alternatives. There is a need to provide continuing access to technology in libraries or elsewhere.
- Relocating services can have a positive impact upon visitor numbers and people joining the library service. Visits to Killamarsh Library increased by 23.5% in the 6 months following the relocation of the library with memberships increasing by 255% over the same period.

The information in the Needs Analysis, combined with the results of the planned public and staff consultations, will also be used to update both this EIA and the proposed plans for the Library Service.

Please detail the sources for the above information

The data sources used were:

Library Management System

Sirsi Dynix (Library Management System)

Blue Cloud Analytics

Suppliers

Overdrive – supplier of eresources

Bolinda – supplier of eresources

Ulverscroft – supplier of eresources

Statistical Sources

Mid-year population estimates (for small areas), 2020, Office for National Statistics (ONS) (NOMIS) © Crown Copyright, and Rural Urban Classification 2011, Department for Environment, Food and Rural Affairs © Crown Copyright

Population projections, 2018 based, ONS (NOMIS) © Crown Copyright

Census 2021, Table TS007, and Census 2011, Table KS102EW, ONS (NOMIS) © Crown Copyright

Census 2021, Table TS039, ONS (NOMIS) © Crown Copyright

Census 2021, Table TS045, ONS (NOMIS) © Crown Copyright

Census 2021, Table TS021, ONS © Crown Copyright

Census 2021, Table TS024, ONS (NOMIS) © Crown Copyright

Census 2021, Table TS077, ONS (NOMIS) © Crown Copyright

English Indices of Deprivation, 2019, Ministry of Housing, Communities and Local Government © Crown Copyright

Social mobility in the UK, State of the nation, 2017, Social Mobility Commission © Crown Copyright

Social mobility in the UK, State of the nation, 2023, Social Mobility Commission © Crown Copyright

Stat-Xplore - Children in Low Income Families (under 20 years), 2021-22, Department for Work and Pensions © Crown Copyright

Census 2021, Table TS067, ONS (NOMIS) © Crown Copyright

Literacy score – mapping literacy need across England, 2016/17, National Literacy Trust in partnership with Experian

Annual Literacy Survey, 2023, National Literacy Trust

Mapping Local Essential Skill Needs, published in 2024 and based on data from 2011 to 2018, Learning at Work Institute

Broadband Coverage and Speed Test Statistics, February 2024, thinkbroadband

A survey by Citizens Online to inform Derbyshire's Public Health Digital Inclusion Strategy, January 2023

Internet users UK, 2020, ONS © Crown Copyright

Consumer Digital Index, 2020, Lloyds Bank

Consumer Digital Index, 2019, Lloyds Bank

Census 2021, TS038, ONS (NOMIS) © Crown Copyright

Claimant count by sex and age, February 2024, ONS (NOMIS) © Crown Copyright

Annual Population Survey, October 2022 to September 2023, ONS (NOMIS) © Crown Copyright
Household projections for local authorities, 2018-based, ONS © Crown Copyright
Analysis by DCC, Place department, 2024
Census 2021, Table TS045, ONS (NOMIS) © Crown Copyright

Modelling

Acorn, CACI, via DCC Public Health – used for modelling and mapping

Is consultation planned/ has consultation take place? If Yes, what is this telling us about the likely impact on the protected characteristic and other communities/ groups etc.?

Consultation with both staff and the public is planned. The results of these consultations will be used to update this EIA and any proposed plans being put before cabinet in December 2024. Care will be taken to ensure those groups with protected characteristics are also involved with the consultation.

- Consultation asking for feedback on proposals due to run from August to October 2024.
- Both physical and digital options will be available for people to submit feedback and care will be taken to ensure customers with limited access to services also have the opportunity to contribute.
- Copies will be available in alternative formats upon request.
- HLS & Mobiles will circulate copies of the relevant documentation and questionnaires as well as static libraries and other community venues & organisations.
- DCC Forums e.g., the BME Forum, Youth Forum, Learning Disability Partnership Board and the 50+ Forums will also be given the opportunity to comment on the plans.
- The consultation will be widely publicised both physically and online in Libraries and other community venues and in local media.
- Subject to the outcome of the public consultation any staffing implications will be the subject of further consultation with staff and Trade Unions

Comments will be incorporated into the revised Strategy which will be presented to Cabinet in December 2024 for agreement and implementation.

If there is insufficient information to determine likely impact, what information is needed and how will it be obtained in the future?

A Needs Analysis has been carried out by the Corporate Services and Transformation, Strategy & Policy Team at DCC in conjunction with the Library Service. This included a customer segmentation exercise involving modelling and mapping needs countywide and comparing them with service provision. The results of this analysis will be used in conjunction with the results of the planned consultation to inform plans for the provision of Library Services going forward.

Part 3. Analysing and assessing the impact by equality Protected Characteristic group

Use the information, customer feedback and other evidence to determine upon whom the policy/ service and any proposed changes will impact upon and how, highlighting where these have a negative, positive or no impact, including where this could constitute unfair treatment, limit access, or result in additional inequality or disadvantage, hardship, or exclusion.

For any identified negative potential impact, you must provide details of any action or options which could mitigate against this, and in serious cases, you should highlight where the Council would be advised not to proceed with a new or changing policy or service, including any proposals which are being considered.

Please use your action plan towards the rear of this document to record the action and the monitoring that will take place to deliver or identify appropriate mitigation.

<i>Protected Characteristic or Group</i>	<i>Positive impact</i>	<i>Negative impact</i>	<i>No impact</i>
All protected characteristics			
Age		<ul style="list-style-type: none"> • Limited access to services, especially for people in work or at school. • Greater social isolation and negative impact on health & well-being of customers affected by reduced access to services and activities. 	

Protected Characteristic or Group	Positive impact	Negative impact	No impact
		<ul style="list-style-type: none"> • Reduced access to local services and limited access to alternatives for the elderly especially if transport needed. • Reduced access to warm spaces and safe environments in which to take shelter. • Less access to activities designed to reduce social isolation for elderly and new parents amongst others. • Less access to activities and resources to support early learning & literacy for children. • New parents affected by reduced access to services offering support and opportunities to reduce isolation. • Limited access to parents' collections, health & well-being information and activities that support children's early development. • Reduced access to study space for students. 	
Disability		<ul style="list-style-type: none"> • Reduced access to local services and limited access to alternatives especially if transport needed. • Less access to Safe Places to take shelter or report hate crimes. 	

Protected Characteristic or Group	Positive impact	Negative impact	No impact
		<ul style="list-style-type: none"> • Restricted access to specialist resources such as audio and large print, dyslexia books • Greater risk of loneliness and social isolation and a negative impact on health & well-being of customers affected by reduced access to services and activities. • Quality of service could be impacted if volunteers do not receive appropriate Equality, Diversity and Inclusion Training. 	
Gender re-assignment		<ul style="list-style-type: none"> • Less access signposting to relevant organisations and sources of support. • Less access to relevant stock. • Reduced access to Safe Places and places to report hate crimes. • Quality of service could be impacted if volunteers do not receive appropriate Equality, Diversity and Inclusion Training 	
Marriage & civil partnership¹			<ul style="list-style-type: none"> • No disproportionate impact
Pregnancy & maternity		<ul style="list-style-type: none"> • Less access to specialist knowledge & signposting to relevant organisations and sources of support. 	

¹ Under EA 2010 – someone in a CP must not be treated less favourably than a married person

Protected Characteristic or Group	Positive impact	Negative impact	No impact
		<ul style="list-style-type: none"> Limited access to parents' collections, health & well-being information and activities that support children's early development. 	
Race & ethnicity	<ul style="list-style-type: none"> Changes may result in better targeting of resources to ensure appropriate resources are located closer to relevant communities 	<ul style="list-style-type: none"> Access to Foreign & Dual language resources may be restricted. Mobile visits to one of Derbyshire's traveller sites may be impacted. Reduced access to Safe Places and places to report hate crimes. Less access to specialist knowledge & signposting to relevant organisations and sources of support. Quality of service could be impacted if volunteers do not receive appropriate Equality, Diversity and Inclusion Training. 	
Religion/ belief²		<ul style="list-style-type: none"> Less access to Safe Places and places to report hate crimes. 	
Sex or gender³		<ul style="list-style-type: none"> Job losses would have greater impact on women as larger 	

² Under EA 2010 – must also consider non-religious belief

³ Sex and gender can be used at different times depending upon whether you are referring to the EA 2010 and the different duties which exist

Protected Characteristic or Group	Positive impact	Negative impact	No impact
		<p>number of employees are women.</p> <ul style="list-style-type: none"> • Changes to opening hours & the loss of early years and children's activities likely to have a greater impact upon women who represent the majority of carers and those looking after young children. • Reduced access to local services within walking distance for those with no car & difficulties accessing public transport and limited access to alternatives. 	
Sexual orientation		<ul style="list-style-type: none"> • Reduced access to signposting to relevant organisations and sources of support. • Less access to relevant stock, Safe Places and places to report hate crimes. • Quality of service could be impacted if volunteers do not receive appropriate Equality, Diversity and Inclusion Training. 	
Human Rights		<ul style="list-style-type: none"> • Reduced access to signposting to relevant organisations and sources of support. • Less access to relevant stock, Safe Places and places to report hate crimes. 	

<i>Protected Characteristic or Group</i>	<i>Positive impact</i>	<i>Negative impact</i>	<i>No impact</i>
Armed Forces personnel/ households		<ul style="list-style-type: none"> • Less access to specialist knowledge & signposting to relevant organisations and sources of mental health support. • Greater social isolation and negative impact on health & well-being of customers affected by reduced access to services and activities. 	
Users of British Sign Languages			<ul style="list-style-type: none"> • No disproportionate impact
DCC Employees	<ul style="list-style-type: none"> • Co-location or relocation could lead to more opportunities for partnership working, joint working and sharing of costs 	<ul style="list-style-type: none"> • Potential job losses • Financial implications associated with job losses or reduction in working hours • Changes to working hours may impact more on staff with childcare or caring responsibilities • Changes in roles & responsibilities • Changes to terms and conditions of employment • Negative impact upon morale and mental health and well-being • Impact upon working relationship with other departments and the delivery of joint services and projects • Staff in other departments affected by loss of work spaces IT 	

Protected Characteristic or Group	Positive impact	Negative impact	No impact
		collection points, and reduced access to printing, photocopying and Wi-Fi facilities	
Community and Voluntary sector organisations working with protected characteristic groups	<ul style="list-style-type: none"> • Co-location or Relocation could lead to more opportunities for partnership working, joint working, redistribution of resources and sharing of costs • Freedom and flexibility to expand, develop and deliver community based services working in conjunction with community based organisations and using alternative community spaces and delivery options 	<ul style="list-style-type: none"> • Loss of space used to meet with clients or to deliver/promote services • Reduced access to services may lead to greater social isolation and have negative impact on health & well being of clients 	
Socio-economic/ financial inclusion/ deprived communities/ Thriving communities		<ul style="list-style-type: none"> • Reduced access to local services and limited access to alternatives especially if there are financial implications e.g. having to pay for transport • Those considered digitally excluded impacted by reduced access to IT facilities, the internet and digital skills support. 	

Protected Characteristic or Group	Positive impact	Negative impact	No impact
		<ul style="list-style-type: none"> • Reduced access to resources and information for those seeking employment or registering for benefits. • Fewer opportunities to access essential skills and digital skills support. • Reduced access to printing and photocopying facilities needed for everyday life as well as when seeking employment. • Greater risk of loneliness and social isolation and a negative impact on health & well-being of customers affected by reduced access to services and activities. 	
Carers (Unpaid and paid)		<ul style="list-style-type: none"> • Reduced access to services and resources may affect those with caring responsibilities who have limited free time. • Increased costs and logistical difficulties getting resources for themselves and those they care for if services relocated or access reduced. • Greater social isolation and negative impact on health & well-being of customers affected by 	

Protected Characteristic or Group	Positive impact	Negative impact	No impact
		reduced access to services and activities.	
Isolated rural communities		<ul style="list-style-type: none"> • May be impacted by changes to mobile library stops. • Relocation or co-location could lead to having to travel further to access static libraries and travel may be limited by the lack of public transport facilities. • Reduced access to Wi-Fi provided at static libraries could impact rural communities where accessing digital services is difficult due to the quality of internet speeds in their area. • Greater social isolation and negative impact on health & well-being of customers affected by reduced access to services and activities. 	

Part 4. Summary of main findings

No disproportionate impact has been identified for the following groups/protected characteristics:

- Marriage or civil partnership
- Users of BSL

Possible negative impacts have been identified for the following groups/protected characteristics

- Age

- Disability
- Pregnancy and maternity
- Religion or belief
- Race and ethnicity
- Sex and gender
- Sexual orientation
- Gender reassignment
- Human rights
- DCC employees
- Community and voluntary organisations
- Socio-economic/ financial inclusion/ deprived communities/ Thriving communities
- Isolated rural communities
- Carers
- Armed forces

Possible positive impacts have been identified for

- Race and ethnicity
- Community and voluntary organisations

Issues identified include

- Meeting the different needs of urban and rural communities
- Tackling the challenges associated with a large, geographically diverse county
- Providing access to appropriate resources and services for an ageing population
- Catering for the needs of dependents and those who care for them
- Provision for those for whose main language isn't English
- Services to support education and career prospects
- Literacy and essential skills support
- Support for the digitally excluded including access to wi-fi, the internet, computers and digital skills support
- Support for children and wider family literacy
- Resources for parents/carers to support their children's learning
- Provision of resources reflecting the diverse nature of today's society
- Access and signposting to services and organisations supporting the long-term sick, disabled and the elderly

- Services to tackle social isolation experienced by the elderly, single person households and parents/carers with young children
- Meeting the needs of those with no access to a car or who find using public transport difficult
- Meeting the needs of those affected negatively by changes to the transport or library network.
- Providing access out of hours for those that work
- Maintaining a mixed profile offering both physical and digital resources so those considered digitally excluded still have access
- Impact of new housing developments and pressure they place on local resources

Are there any recommendations for changes to proposals?

Not at this time but this will need to be reviewed following the consultation with the public, staff and Trade Unions.

Part 5. Proposed Equality Action Plan

Please complete this Action Plan to outline any mitigation you intend to take.

Issue identified	Action required to reduce impact/mitigate	Timescale and responsibility	Monitoring and review arrangements
Reduced access to stock & services as a result of reductions in opening hours.	Communities will be consulted on proposed patterns of opening hours to maximise their effectiveness. Notices providing details of other nearby libraries opening times will be posted to highlight alternatives. All libraries will be open on Saturday mornings and Tier 1 and 2 libraries will open to 18.00 two nights a week. The use of self-service technology will also be investigated as a means of extending opening hours. Digital services & investment in e-resources will provide alternative access 24/7 to books, audio books, newspapers	Consultation July – Sept 2024. Further consultation as required. Head of Service & Library Management Team Investment in Digital resources	Self-service technology will be evaluated to assess it as a means of extending opening hours in some branches.

Issue identified	Action required to reduce impact/ mitigate	Timescale and responsibility	Monitoring and review arrangements
	and magazines. These services will be promoted to raise awareness and encourage take up. The request service will also be available to enable items to be delivered to their nearest library.	Library Management Team & Stock & Business Manager	Digital Resources reviewed annually and evidence based decisions made regarding future investment
Reduced access to staff specialist knowledge & signposting to relevant organisations and sources of support.	The Ask Library Enquiry Service is available via email, telephone (during opening hours) and answerphone (out of hours) to provide information, answers to enquiries and signposting to support.	Provision of Ask Library Service ongoing Area & Library Managers	Annual review as part of service planning
Out of hours access for those in work	Communities will be consulted on proposed patterns of opening hours to maximise their effectiveness. All libraries will be open on Saturday mornings and Tier 1 and 2 libraries will open to 18.00 two nights a week. Digital services & investment in e-resources will provide alternative access to resources 24/7. These services will be promoted to raise awareness and encourage take up.	Consultation July – Sept 2024. Further consultation as required. Library Management Team Investment in Digital resources Library Management Team & Stock & Business Manager	Digital Resources reviewed annually and evidence based decisions made regarding future investment
Services are distributed across a large geographical area creating logistical	The geographical spread of static libraries, mobile stops and routes will be considered when planning any changes to service provision. Transport networks	Review of current mobile routes (date tbc)	Changes to transport networks will be monitored to assess impact and see if changes to outreach services or

Issue identified	Action required to reduce impact/ mitigate	Timescale and responsibility	Monitoring and review arrangements
problems for those needing access.	will also be taken into account to maximise access when looking at the relocation of services. Outreach services will serve areas where access to static services is logistically difficult. Investment in new electric vehicles will improve the efficiency and reliability of the mobile service.	Library Management Team	alternative community provision need to be made. Mobile library routes and stops will be reviewed on a 6 monthly basis and revisions made where necessary to ensure they continue to meet the needs of communities across the county.
The relocation of services may lead to increased costs and logistical difficulties for people who may have to travel further to access services. It will also impact on those who don't have transport, have difficulty accessing public transport or can't afford to travel.	Public consultations regarding any relocations will be carried out before any changes are made. Access and frequency of public transport as well as travelling times and distance to travel will be taken into account when considering the relocation of services. Outreach services will serve areas where accessing static services is logistically difficult. Areas of high deprivation will be taken into account when deciding locations for static libraries and outreach services to maintain access. Alternative community spaces and delivery methods will be investigated which may improve access in some locations.	Consultations as and when required. Library Management Team & Property.	Results of consultations with communities will be used to inform decisions. Transport network information and timetables will be used to inform any decisions. Issues figures and visitor data will be monitored to assess effectiveness of locations and identify if changes needed.
Reduced access to stock and services for groups that may have financial and logistical difficulties accessing services such as the elderly, long term sick and disabled, carers, families with young children or those without transport	Transport networks, travelling time and distance will be taken into account when considering the relocation of services. Promotion of the outreach services, in particular the Home Library Service, will be used encourage groups such as older people, long term sick and disabled,	Library Management Team	Take up of outreach services will be monitored and evidence used to target promotion.

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	carers, to use this alternative method of accessing services.		
Reduction in hours/staffing leading to fewer activities and opportunities to tackle social isolation and negative impacts on health & well being experienced by the elderly, single person households and parents/carers with young children	The Library Service, in conjunction with community organisations and local residents and volunteers, will continue to provide a programme of activities designed to tackle social isolation and improve health & well being in its libraries. Communities will be consulted on the timing of regular events during opening hours to maximise accessibility. Using library spaces outside opening hours for community events will be explored with partners, community organisations and local residents. The Home Library Service will also maintain its regular visits to the housebound.	Library Management Team and Partners	Activity programmes will be reviewed annually as part of service planning
Need to ensure resources provided reflect today's diverse society and continue to meet the needs of the communities they serve. This includes access to specialist materials and languages.	The library service will continue to offer an inclusive service ensuring its resources reflect the positive values of a diverse society. Consultation with community groups and other community information will be used to ensure resources reach their target audience and are located in the most effective locations. The stock suggestions service will continue to respond to requests from the public.	Library Management Team & Stock and Business Manager	Community information and data will be annually during service planning to inform the acquisition and distribution of resources.
Need to cater for those for whom English is not their main language	Consultation with community groups and other community information provided by the Data Observatory will be used to ensure resources reach their target	Library Management Team & Stock and Business Manager	Community information and data will be annually during service planning to inform the acquisition and distribution of resources.

Issue identified	Action required to reduce impact/ mitigate	Timescale and responsibility	Monitoring and review arrangements
	audience and are located in the most effective locations. Request service will continue to supply material in other languages where possible. Material publicising library services will continue to be provided in other languages.		
Need to preserve access to specialist resources such as large print, audio books, and books for the print impaired.	The library service will continue to offer an inclusive service ensuring its resources are provided in a variety of accessible formats. Consultation with community groups and other community information will be used to ensure resources reach their target audience and are located in the most effective locations. The service will continue promote and support use of the Reading Sight website. Material publicising library services will continue to be provided in other formats on request.	Library Management Team & Library Managers and Partners	Annual review as part of service planning.
Rural communities and traveller sites may be impacted by changes to mobile routes and stops	Communities will be consulted regarding the location of, or any changes to, Mobile library routes and stops. Alternative community spaces and delivery methods may be explored and alternative provision through the Home Library Service will be promoted.	Library Management Team	Mobile routes and stops will be reviewed on a 6 monthly basis and revisions made where necessary to ensure they continue to effectively meet the needs of communities across the county.
Quality of service could be impacted if volunteers do not receive appropriate Equality, Diversity and Inclusion Training	Equality, Diversity and Inclusion Training will be provided for all staff and DCC volunteers working within Libraries. Other Community Organisations and their volunteers will be expected to sign	Library Management Team, Library Managers and Library staff.	EDI included in inductions, training needs monitored and refresher training provided as needed. Annual review to ensure training up to date.

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	up to the Derbyshire County Councils Equality, Diversity and Inclusion Policy.		
Reduced opening hours may mean less access to Safe Places for vulnerable groups to keep warm, seek sanctuary or report hate crimes	All libraries will remain operational and their opening hours promoted widely so people know when they are available as Safe Places. The Ask Library Enquiry service and information on the Library / Councils websites will signpost to alternatives sources of support and ways of seeking help. Safe Places App will be promoted and up to date information about locations and opening hours included on it.	Library Management Team	Information re Safe Places reviewed regularly and updates provided as needed. Updating Safe Place information included in the checklist of key operational tasks.
Reduced opening hours may mean less opportunities and fewer activities used to promote early learning, family literacy and support for parents/carers	Working in conjunction with partners, schools, community organisations and volunteers activities promoting early years support, reading for pleasure and family literacy will continue to be offered in libraries. The Summer Reading Challenge will also be delivered in all libraries countywide. Using library spaces outside opening hours for community events will also be explored with partners, community organisations and local residents.	Library Management Team and Partners	Activity programmes will be reviewed annually as part of service planning
Access to literacy and essential skills provision may be restricted as a result of changes to opening hours or the relocation of services	Working in conjunction with partners, community organisations and volunteers access to literacy and essential skills provision will continue to be offered in libraries. Using library spaces outside opening hours for such activities will also	Library Management Team and Partners	Activity programmes will be reviewed annually as part of service planning

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	be explored with partners and community organisations.		
Support for those considered digitally excluded may be impacted by changes to opening hours or the relocation of services leading to reduced access to Wi-Fi, IT facilities and digital skills support	Access to Wi-Fi and IT facilities will continue to be provided during opening hours. Working in conjunction with partners, community organisations and volunteers digital skills provision will continue to be offered in some libraries. Signposting to alternative digital skills support will also be provided.	Library Management Team & Partners	
Reduced access to Wi-Fi provided at static libraries could impact rural communities where broadband speeds are poor	Wi-Fi will still be available during the hours libraries are open and poor connectivity and broadband speeds in rural areas are currently being addressed under wider National & County Council projects.	Library Management Team & Partners	
Reduced opening hours or the relocation of services may impact access to printing and photocopying facilities	Printing and photocopying resources will continue to be provided in all libraries. Opening hours will be widely publicised as well as the nearest alternative source of provision when that library is closed.	Library Management Team	
New housing developments need access to services	Plans for new housing developments will be monitored and potential needs assessed. Where necessary outreach services will be provided, and alternative community spaces and delivery methods may be explored to meet the needs of residents.	Library Management Team and Planning	Plans for new developments will be monitored and any S106 funding needed to support the provision of services to residents will be applied for and utilised.
Reductions or changes in working hours and potential job losses will impact staff	Staff and Trade Unions will be consulted regarding changes to working hours and any potential job losses. HR policies will	Library Management Team and HR	

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	be followed, and support provided via the Employee Assistance Programme.		
Changing roles and responsibilities may impact upon the terms and conditions of employment for some staff	Staff will be kept informed and before any changes are implemented staff and Trade Unions will be consulted regarding possible impacts. Where necessary job evaluations and updated role descriptions will be made available. HR policies and procedures will be followed, and appropriate support and protections put in place.	Library Management Team and HR	
Proposed changes may have a negative impact upon morale and mental health and well-being of staff	Regular communication and updates for staff will be put in place to keep staff informed. Support from HR and the Employee Assistance Programme will be made available to staff.	Library Management Team, Library Managers	
Community organisations may be affected by reduced access to spaces used to meet clients or to deliver/promote services	Community organisations will still be able to use libraries during their revised opening hours. There may also be the option to use space at other times as appropriate. Community organisations will be consulted about changes to opening hours and contacted to discuss other possibilities to minimise any impact.	Library Management Team	
Working relationship with other departments may be affected impacting upon the delivery of joint services and projects	Partners in other departments and community organisations will be notified of any changes and discussions held to minimise the impact and identify alternative methods of ensuring the continued delivery of joint projects. Community organisations and partners	Library Management Team	

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	will still be able to libraries as a base during their revised opening hours but may also have the option to use the space at other times.		

Date and outcome of any Cabinet/ Cabinet Member or Council Report to which this was attached and their decision:

Papers outlining the proposals for the revised strategy are due to go before Cabinet on the 25 July 2024. Following the outcome of that meeting consultation will be carried out with the public and staff during August – October 2024. The results of those consultations will be used to update this EIA and inform the final strategy being presented to Cabinet in December 2024.

Checklist for EIA

Action/ checks	Date	Name
1 st draft agreed by		
Consultation completed and analysed		
2 nd draft agreed		
Forwarded to Policy & Research for comments/ advice		
Comments received from Policy & Research		
Forwarded to HR for comments/ advice		

Comments received from HR		
Forwarded to Legal Services for comments/ advice		
Comments received from Legal Services		
EIA revised in light of above (if applicable)		
Signed off by DMT/ Senior Officer/ CMT		
Authorised for Cabinet or another committee		
Uploaded to Derbyshire Democracy site – date of meeting		
Decision noted		
Final copy forwarded to Policy for uploading to website		
Monitoring and review after 6/12 months		