

# Cyngor Sir Powys County Council

## Impact Assessment (IA)

The integrated approach to support effective decision making



**Please read the accompanying guidance before completing the form.**

This **Impact Assessment (IA)** toolkit, incorporates a range of legislative requirements that support effective decision making and ensure compliance with all relevant legislation. **Draft versions of the assessment should be watermarked as "Draft" and retained for completeness. However, only the final version will be made publicly available. Draft versions may be provided to regulators if appropriate. In line with Council policy IAs should be retained for 7 years.**

<b>Service Area</b>	Library Service	<b>Head of Service</b>	Nina Davies	<b>Director</b>	Nigel Brinn	<b>Portfolio Holder</b>	Cllr Rachel Powell
<b>Proposal</b>	Library service transformation – Development of community hubs model; service redesign and restructure to develop good quality information, literacy and digital support across county; investigation and implementation of charitable trust / social enterprise model for delivery of library/cultural services.						
<b>Outline Summary / Description of Proposal</b>							
<p>To pilot a joint mobile outreach information project; removal of mobile library service if unsuccessful (will require specific risk assessment) (20/21)</p> <p>To build on existing community hub approach, to maximise services and opportunities offered in each location, working with wide ranging partners from all sectors and community – roll out further community hubs, 2 per year</p> <p>To map and develop a local approach to provision of Information Advice and Assistance, with Social Care (20/21)</p> <p>To restructure and implement a new structure of trained literacy, information and digital support for public across libraries, providing front door access to wide ranging services/providers, triaging demand appropriately with a strong focus on getting it right first time for residents at reduced cost to the council (21/22)</p> <p>To further investigate co-locations and town council involvement/contribution to all libraries, including larger 6. (20/21)</p> <p>To further investigate options for externalisation of service to a charitable/trust/social enterprise model (20/21)</p> <p>To further investigate and implement new income generating and fundraising schemes (20/21)</p>							

1. Version Control (services should consider the impact assessment early in the development process and continually evaluate)


Version	Author	Job Title	Date
V1	Kay Thomas	Principal Librarian	4 August 2019

2. Profile of savings delivery (if applicable)

2018-19	2019-20	2020-21	2021-22	2022-23	TOTAL
£	£	£30,000	£	£	£

3. Consultation requirements

Consultation Requirement	Consultation deadline/or justification for no consultation

<p>Public consultation required</p>	<p>An extensive public consultation has been carried out, and informed this action plan for the service as a whole. Please see the report embedded below.</p>  <p>Feedback Report The Future of Powys Libra</p> <p>However, further local consultation will be needed for changes to individual sites, with no clear deadlines as yet.</p>
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4. Impact on Other Service Areas

**Does the proposal have potential to impact on another service area? (Have you considered the implications on Health & Safety, Corporate Parenting and Data Protection?)  
PLEASE ENSURE YOU INFORM / ENGAGE ANY AFFECTED SERVICE AREAS AT THE EARLIEST OPPORTUNITY**

Housing and Community Development services, Customer services, schools service, Income and Awards, cleaning, children's and adults' services, PAVO and 3<sup>rd</sup> sector partners, ICT and Data Protection

5. How does your proposal impact on the council's strategic vision?

Council Priority	How does the proposal impact on this priority?	<u>IMPACT</u> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<u>IMPACT AFTER MITIGATION</u> Please select from drop down box below
<p><b>The Economy</b>  <b>We will develop a vibrant economy</b></p>	<p>Community hubs will continue to support the economy in the following ways:                      Drawing people into town centres, which benefit the local shops and businesses.                      Providing support for job seekers and self-employed/small businesses through the IT and information provision which offers supported access to jobseekers online and government gateways.                      Volunteer opportunities allow people to develop skills and experience to help with returning to the workplace                      Learning opportunities also build skills                      Libraries/community hubs play an important role in Universal Credit applications in Powys.                      Range of cultural activities in Welsh and English draw people into hubs, and attract them to live/stay in Powys                      69% of respondents to the library user survey 2018 stated that the library service provides economic benefit to them.                      Transfer to a charitable model will not impact on service delivery – the public should not see any difference to service (as with Freedom Leisure)</p>	<p>Neutral</p>	<p>Investigation of offering start-up businesses space to work within local community                      Work with partners to increase range of cultural and learning activities provided in community hubs                      Seek ways of extending/increasing access through working with partners and communities - removal of barriers to access</p>	<p>Unknown</p>

<p><b>Health and Care</b>  <b>We will lead the way in effective, integrated rural health and care</b></p>	<p>The community hubs will continue to offer wide-ranging support to health and care, including provision of up-to-date information for individuals, families and carers.</p> <p>The library service is Dementia Friendly and offers literature in support of this to those living with Dementia and their carers.</p> <p>Libraries are part of the national Book Prescription schemes for adults and children, and works closely with Powys Health Promotion unit to widely disseminate campaign information to libraries across the county (e.g. measles vaccinations, or stop smoking campaigns).</p> <p>Books on Prescription Reading Well for Mental Health list launched in Wales June 2019 – supports SEP objective about improving access to mental health services</p> <p>Information is provided around both physical and mental health conditions, and parenting.</p> <p>The library service offers a “carer’s card” with specific benefits for carers, and which recognises some of the issues that they face in accessing the service.</p> <p>Public libraries have enabled people to access online cognitive behaviour courses prescribed for them.</p> <p>Activities in community hubs will have a positive impact on health and wellbeing, e.g. rhythm and rhyme sessions for parents and babies encourages bonding as well as a social network for peer support. Dementia reading aloud sessions have proven benefit, and groups such as book groups, knit and natter and poetry groups offer mental stimulus and social</p>	<p>Neutral</p>	<p>Introduce provision of gateway to Information, Advice and Assistance, working with Social Care</p> <p>Mobile hub strategy could provide means to maintain local service delivery in smaller communities across Powys, but is strongly dependent on willingness and priorities of both internal and external services to achieve this, and to offset costs. Health partners keen to be involved with transformational proposals. (good/very good)</p> <p>To continue to participate in the North Powys Wellbeing Hub development project (Newtown).</p> <p>Seek ways of extending/increasing access through working with partners and communities - removal of barriers to access</p>	<p>Good</p>
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	<p>interaction to boost overall wellbeing. 83% of adult respondents to the library service user survey 2018 stated that visiting the library makes them feel better.</p> <p>The library is seen as a safe, friendly and neutral environment in the community, (97% of respondents agreed), which contributes to the SEP objective to eliminate violence, harassment and abuse – it is important that community hubs maintain this ethos of equality for all regardless of protected characteristics.</p> <p>Transfer to a charitable model will not impact on provision for the public.</p>			

<p><b>Learning and skills</b>  <b>We will strengthen learning and skills</b></p>	<p>Community hubs will continue to support the strategic equality plan aim of closing the gap in attainment, through provision of quality resources for learners of all ages and abilities, and help with accessing and using those resources, including independent study space and providing a location for 1-1 tuition and courses. 68% of respondents in the adult library user survey 2018 said that the library has helped them to learn something new, and 76% said that they had developed new ideas and interests.</p> <p>Being free at the point of delivery, the library service ensures that no-one need be deprived of opportunity through poverty.</p> <p>The library service’s existing resources fund does not meet Welsh Public Library Standards requirements for provision of up-to-date stock for residents, which will include resources to support learning.</p> <p>“Access to Research” is an online service available through public library computers only, providing access to a huge UK collection of academic articles and papers (the terms of the agreement means that it is not available remotely via the library web pages). This is heavily used by researchers in Powys. Ancestry.com and FindmyPast local and family history online resources are similarly freely available from library computers only (not from home computers).</p> <p>Volunteer opportunities allow people to learn, practice and share skills locally in their community.</p> <p>Literacy development (including digital literacy) - Staff and volunteers provide sessions such as 1-1 computer support, coding, family learning through storytimes, lego clubs, homework support etc.</p>	<p>Neutral</p>	<p>Work with partners to further develop offer in Welsh and English (existing partners offering learning opportunities include Mudiad, Mentrau Iaith, Welsh for Adults, Adult Learners Wales, Aberystwyth University lifelong learning department). (Community Hub developments)</p> <p>Explore the potential for distance learning and online learning using library facilities/equipment (MOOCs)</p> <p>Develop closer links with N&amp;PT college group to improve offer (particularly y Gaer).</p> <p>Seek ways of extending/increasing access through working with partners – removal of barriers to access</p> <p>Seek ways to boost resources for learning</p>	<p>Unknown</p>
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	<p>Literacy in Welsh and English is developed for all ages e.g. through rhythm and rhyme and storytimes to book clubs and poetry groups and reading aloud for adults sessions. Pre-school family sessions in particular help to develop school readiness and communication skills.</p> <p>Demand for support for development of digital skills is high</p> <p>Transfer to a charitable model will not impact on provision for the public</p>			



<p><b>Residents and Communities</b>  <b>We will support our residents and communities</b></p>	<p>Community hubs will support residents to live fulfilled lives and to feel part of their community. 80% of respondents in the most recent adult library user survey said that their local library makes them feel part of their community, 97% find their library an enjoyable, safe and friendly environment, 83% said it makes them feel better, and 88% said that their library makes a difference to their lives.</p> <p>Volunteer opportunities provide a good way for people to be active in their communities.</p> <p>Community hubs will support the PCC SEP objective to improve living conditions in cohesive communities, and advance equality and opportunity through being open to everyone on an equitable basis (irrespective of protected characteristics), and free at the point of delivery. Libraries are already viewed as safe and neutral community venues where people will receive help. Meeting and engaging with others in a neutral venue fosters good relations in the community.</p> <p>Consultations are distributed through libraries, often with drop in sessions, contributing to the SEP objective to increase democratic participation.</p> <p>Transfer to a charitable model will not impact on provision for the public.</p> <p>Any libraries which have been transferred to the community to run will require ongoing support from the library service (stock, facilities, volunteer recruitment, training and support)</p>	<p>Neutral</p>	<p>Mobile library customers in particular are the more elderly and vulnerable, living in more isolated areas and frequently without their own transport; 70% of mobile library customers are aged 60+, and 58% of those who have given their gender are female. Redesign of the service to a joint model will need to ensure that vulnerable people do not lose out – work with partners needed to ensure that everyone who wants a service receives it in alternate ways.</p> <p>Further development of community hubs should lead to wider range of services/facilities available in community.</p> <p>Seek ways of extending/increasing access through working with partners - removal of barriers to access</p> <p>Cease fine payments, as barrier to access for those living in poverty and who do not use the service for fear of incurring monetary fines for late return of books.</p>	<p>Unknown</p>
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Source of Outline Evidence to support judgements
Adult library user survey data, Oct 2018 Results of public consultation, Feb-April 2019 List of services provided by branch libraries Library management system membership and usage data "Connected and ambitions libraries" Welsh Public Library Standards framework 6, 2017 – 2020 Libraries – bridging the digital divide. Libraries Wales 2016 Analysis of library membership postcodes 2019 Analysis of library usage by road zones 2013

6. How does your proposal impact on the Welsh Government’s well-being goals?

Well-being Goal	How does proposal contribute to this goal?	<u>IMPACT</u> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<u>IMPACT AFTER MITIGATION</u> Please select from drop down box below
<p><b>A prosperous Wales:</b>                      An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.</p>	<p>Branch libraries already provide an efficient use of resources through the same materials and facilities being shared and used over and over by a multitude of users. This will be enhanced through shared service provision in community hubs – sharing of skills and knowledge</p> <p>Contributions to the local economy and skills/learning as outlined above, plus work experience and volunteer opportunities in libraries develop skills for employability.</p> <p>Transfer to a charitable model should not negatively impact on contribution to this goal.</p>	Good	Development of work spaces in community hubs where possible, to support people to work locally and improve work life balance, manage caring responsibilities and reduce travelling	Unknown

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<p><b>A resilient Wales:</b>                      A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).</p>	<p>The library network has a direct impact on social and economic resilience, as residents are able to freely access wide-ranging resources and facilities locally, including directly interact with the council services in their local community, and seek advice or information from a member of staff face-to-face. This will continue in a community hub model.</p> <p>The proposals should have minimal impact on this goal. Any libraries identified for transfer to community delivery will continue to be supported with resources and training.</p> <p>Transfer to a charitable model should not negatively impact on contribution to this goal.</p>	<p>Neutral</p>	<p>Community and mobile hub strategy could improve means to maintain local service delivery in small communities across Powys, but is strongly dependent on willingness and priorities of both internal and external services to achieve this, and to share costs of provision. (good)</p>	<p>Unknown</p>

Well-being Goal	How does proposal contribute to this goal?	<u>IMPACT</u> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<u>IMPACT AFTER MITIGATION</u> Please select from drop down box below
<p><b>A healthier Wales:</b>                      A society in which people’s physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.</p> <p><b>Public Health (Wales) Act, 2017:</b>                      Part 6 of the Act requires for public bodies to undertake a health impact assessment to assess the likely effect of a proposed action or decision on the physical or mental health of the people of Wales.</p>	<p>Libraries/community hubs would continue to make the following contributions to this goal:</p> <ul style="list-style-type: none"> <li>• Visits to the library improve the health and wellbeing of residents, and reading boosts mental health, along with social interaction.</li> <li>• Reading for pleasure for 6 minutes per day lowers stress by 68% (Univ of Sussex research)</li> <li>• Social interaction which boosts wellbeing</li> <li>• Wide range of activities supporting wellbeing e.g. dementia singing, poetry, tai chi</li> <li>• Ready access to book prescription schemes and health information.</li> <li>• 57% of respondents to the adult library user survey Nov 18 reported that the library had helped them with information about health matters, and 83% said that going to the library makes them feel better.</li> </ul> <p>These outcomes should be maintained or enhanced in a community hub model.                      Transfer to a charitable model should not negatively impact on contribution to this goal.</p>	<p>Neutral</p>	<p>Transformation of mobile libraries in particular will affect a high % of very elderly and disabled customers, which will need to be addressed in alternative ways e.g. volunteers, befriending, other services which visit people’s homes</p> <p>Community and mobile hub strategy could provide means to maintain local service delivery in small communities across Powys, but is strongly dependent on willingness and priorities of both internal and external services to achieve this, and to offset/share costs. Health partners interested in development. (good / very good)</p>	<p>Unknown</p>

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<p><b>A Wales of cohesive communities:</b>                      Attractive, viable, safe and well-connected Communities.</p>	<p>Community hubs will contribute to stronger, resilient communities.                      90% of respondents in the most recent adult library user survey said that their local library makes them feel part of their community, 99% find their library an enjoyable, safe and friendly environment, 91% said it makes them feel better, and 97% said that their library makes a difference to their lives.                      Transfer to a charitable model should not negatively impact on contribution to this goal.</p>	<p>Neutral</p>	<p>Ways will need to be investigated to ensure that smaller communities visited by the mobile library do not lose out on benefits e.g. through befriending schemes, partnering with other services which deliver into communities</p>	<p>Unknown</p>
<p><b>A globally responsible Wales:</b>                      A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.  <b>Human Rights - is about being proactive (see guidance)</b>  <b>UN Convention on the Rights of the Child:</b>                      The Convention gives rights to everyone under the age of 18, which include the right to be treated fairly and to be protected from discrimination; that organisations act for the best interest of the child; the right to life, survival and development; and the right to be heard.</p>	<p>Community Hubs will continue to act as an access point to information and communication with the wider world.                      Community hubs will continue to provide a range of opportunities for young people, and to be a safe place for children to meet, whilst resources will help them to learn about the wider world.                      Transfer to a charitable model should not negatively impact on contribution to this goal.                      Public libraries across the UK support the children’s promise <i>“Public Libraries welcome children from the very earliest months of life, helping parents and carers to support them as they grow and learn”.</i></p>	<p>Neutral</p>	<p>Extend hours through partnership working to overcome barriers to access e.g. weekend opening could be trialled</p>	<p>Unknown</p>
<p><b>A Wales of vibrant culture and thriving Welsh language:</b> A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.</p>				

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<p><i>Opportunities for persons to use the Welsh language, and treating the Welsh language no less favourable than the English language</i></p>	<p>These opportunities will be provided through range of stock and resources, including Welsh speaking staff – these benefits were highlighted through the public consultation process around libraries. Partners also deliver in libraries as community venues e.g Welsh classes, Welsh medium children’s activities, Welsh language book clubs – this will continue in a community hub model.</p> <p>Transfer to a charitable model should not negatively impact on contribution to this goal, as long as Welsh speaking staff/volunteers are retained/prioritised at recruitment</p>	<p>Neutral</p>	<p>Continue to work with partners and communities to develop opportunities</p>	<p>Unknown</p>
<p><i>Opportunities to promote the Welsh language</i></p>	<p>Community hubs will promote the Welsh language by range of stock and associated activities in the Welsh language e.g. storytimes, Welsh classes, author visits. Partners also deliver in community venues e.g Welsh classes, Welsh medium children’s activities, Welsh language book clubs.</p> <p>Transfer to a charitable model should not negatively impact on contribution to this goal, as long as Welsh speaking staff/volunteers are retained/prioritised at recruitment</p>	<p>Neutral</p>	<p>Continue to work with partners and communities to develop opportunities</p>	<p>Unknown</p>

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<p><i>Welsh Language impact on staff</i></p>	<p>If staff are made redundant through this project, this could impact on Welsh speaking staff, and opportunities for the public to speak to staff in their language of choice. (Welsh speaking levels of staff as at 12 Nov 2018, not all staff have given this information):                      Level 0 – 19 staff                      Level 1 – 25                      Level 2 – 14                      Level 3 – 7                      Level 4 – 5                      Level 5 – 7</p>	<p>Unknown</p>	<p>Redeployment opportunities within the library service would be extremely limited, possibly within PCC as a whole. The need to have Welsh speaking staff is more crucial with the new Welsh Language Standards, but distances within Powys make redeployment more problematic.</p>	<p>Unknown</p>
<p><i>People are encouraged to do sport, art and recreation.</i></p>	<p>Community hubs will offer a wide range of opportunities for cultural, educational and recreational activities- 20,286 people attended cultural activities in libraries in 2018/19. The range of activities and events offered, which meet a wide variety of strategic outcomes such as digital inclusion, literacy, health and wellbeing and support for the Welsh language, has been impressive in the context of reduced opening hours, and has been supported by partner organisations and volunteers. Such activities are required as core entitlements under the Welsh Public Library Standards and provide the cultural offer under the UK wide Universal Offers provided by library services.                       Transfer to a charitable model should not negatively impact on contribution to this goal.</p>	<p>Neutral</p>	<p>Continue to work with partners, volunteers and communities to develop opportunities</p>	<p>Unknown</p>
<p><b>A more equal Wales:</b> A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).</p>				



<p><i>Age</i></p>	<p>The age breakdown of 68,596 registered library members shows the following in Nov 2018:</p> <table border="0"> <tr><td>0-4 years</td><td>1524</td></tr> <tr><td>5 – 10 years</td><td>5510</td></tr> <tr><td>11-13 years</td><td>4209</td></tr> <tr><td>14-17 years</td><td>4466</td></tr> <tr><td>18-59 years</td><td>31218</td></tr> <tr><td>60+ years</td><td>21029</td></tr> <tr><td>Not given</td><td>640</td></tr> </table> <p>This equates to:</p> <table border="0"> <tr><td>Under 18</td><td>22%</td></tr> <tr><td>18 – 59</td><td>46%</td></tr> <tr><td>60 +</td><td>31%</td></tr> <tr><td>Not given</td><td>1%</td></tr> </table> <p>The adult public library user survey in Nov 2018, showed 16.5% of respondents 75 years +, and 29% between 65-74 years.</p> <p>It is anticipated that users of community hubs will be similarly aged, particularly to begin with.</p> <p>Responses to service surveys generally show that the most frequent users of libraries are the very young, elderly and unemployed people, frequently the most vulnerable in our communities. The public highlighted a lack of public transport, ICT and financial resources as significant barriers to accessing services in other ways or in larger towns during the library service consultation, and felt that the provision of staffed branch libraries was critical to an equality of access for all.</p> <p>Public consultation over the future of libraries Feb-April 19 sought views from all age groups, with responses from schools, the youth forum and older</p>	0-4 years	1524	5 – 10 years	5510	11-13 years	4209	14-17 years	4466	18-59 years	31218	60+ years	21029	Not given	640	Under 18	22%	18 – 59	46%	60 +	31%	Not given	1%	<p>Unknown</p>	<p>Pursue developments with partners, volunteers etc to provide resources/set up activities to attract underrepresented age groups on a site-by-site basis.</p> <p>Mitigation will be needed for mobile library customers if they are no longer able to reach the mobile hub e.g. befrienders, other services who visit residents at home may deliver books and/or read aloud to customers</p> <p>Older people are less likely to want or be able to use online services - opportunity for “get online” type projects to support here – talk to PAVO and others.</p> <p>Community and mobile hub strategy could provide means to maintain local service delivery in small communities across Powys, but is strongly dependent on willingness and priorities of both internal and external services to achieve this, and to share costs. (good)</p> <p>Consideration needs to be given to the feedback from the Youth Forum.</p>	<p>Unknown</p>
0-4 years	1524																									
5 – 10 years	5510																									
11-13 years	4209																									
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Under 18	22%																									
18 – 59	46%																									
60 +	31%																									
Not given	1%																									

	<p>people. The Older Person's forum was approached, and the survey distributed by email to Age Cymru, Family information service, schools and other organisations. People of varying ages attended the drop-in sessions in Feb 2019.</p> <p>Changes to the mobile library service in particular would impact on the older population; early analysis of user survey results 2018 shows that 59% of users are aged 75+.</p> <p>A survey of junior library members (7 - 16 years) was carried out in Oct 2016. (This will be updated in autumn 2019.)  94% of respondents aged 7-11 years find their library to be a safe and enjoyable place to visit, and 61% feel it makes a difference to their lives. An overall rating of 9.1 out of 10 was given for the library service with this age group.  With 11-16 year olds, 88% find the library safe and enjoyable, 55% said it makes a difference to their lives, and an overall rating of 8.5 out of 10 was achieved.</p> <p>At this initial stage of development, there would appear to be no particular negative impact on residents of any age; however, this will need to be analysed more closely on a site by site basis e.g. in terms of opening hours and accessibility.</p> <p>Staff data by age (data from Nov 2018):  21 - 30: 3.87%  31 - 40: 12.65%  41 - 50: 15.27%  51 - 60: 45.91%  61 - 65: 18.62%  65+: 3.66%</p> <p>Any redundancies are likely to affect older staff more.</p>			
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<p><i>Disability</i></p>	<p>Public consultation (libraries) 2019: 23% of respondents stated that they are living with a long term disability or condition, with 37% citing mobility issues, 30% hearing, 28% mental health conditions, 15% stamina and 13% had visual impairments.</p> <p>Library service surveys frequently receive responses around mobility issues, and the inability of such residents to travel to bigger towns to access libraries. In the adult public library user survey, Nov 2018, 30.5% of respondents stated that they have a long term disability or condition, with 29% of those citing mobility issues, 24% hearing, 20.5% mental health issues, 21% problems with stamina, breathing and fatigue. 9.5% cited each of vision, 11% dexterity, and 10% memory issues. 26.5% chose other disabilities.</p> <p>Early analysis of responses from mobile library users shows a particularly high level of disabled users – 56% living with a long term disability, with mobility most cited difficulty – changes to the mobile library service could therefore impact negatively.</p> <p>Venues for community hubs will need to be chosen carefully with consideration for disabled access. All libraries are currently accessible and could therefore provide a good venue.</p>	<p>Unknown</p>	<p>Mitigation will be needed for mobile library customers if they are no longer able to reach the mobile hub e.g. befrienders, other services who visit residents at home may deliver books and/or read aloud to customers</p> <p>Explore working with access groups, disability support groups, Carers groups and Disability Powys on choosing suitable locations for community hubs (unknown potential)</p> <p>Community and mobile hub strategy could provide means to maintain local service delivery for disabled people in small communities across Powys, but is strongly dependent on willingness and priorities of both internal and external services to achieve this, and to offset costs.</p>	<p>Unknown</p>

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<i>Gender reassignment</i>	No specific impact has been identified for people with protected characteristics – the impact is considered to be the same as for the population as a whole. Libraries are seen as neutral, welcoming venues where everyone is welcome on an equal basis.	Unknown		Unknown
<i>Marriage or civil partnership</i>	No specific impact has been identified for people with protected characteristics – the impact is considered to be the same as for the population as a whole	Unknown		Unknown
<i>Race</i>	In the adult library user survey Nov 2015, 89% gave their ethnicity as white, 2% other, and 9% declined to answer. No specific impact has been identified, except where language skills create a barrier. Polish/English stock is provided in Welshpool library to meet specific demand. Efforts are made to borrow materials in other languages from other library authorities across the UK, when requested. Libraries are seen as neutral, welcoming venues where everyone is welcome on an equal basis.	Unknown	Explore provision of ESOL classes/resources with partners (Adult Learners' Wales), where need identified	Unknown
<i>Religion or belief</i>	No specific impact has been identified for people with protected characteristics – the impact is considered to be the same as for the population as a whole. Libraries are seen as neutral, welcoming venues where everyone is welcome on an equal basis.	Unknown		Unknown

Well-being Goal	How does proposal contribute to this goal?	<u>IMPACT</u> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<u>IMPACT AFTER MITIGATION</u> Please select from drop down box below
Sex	<p>The membership database shows that 25537 registered library members are male (37%), and 39057 are female (57%). Not all of the 68,596 members have given this information. (Nov 2018)</p> <p>The analysis of the public consultation exercise, Feb-April 2019, also reflects that more females use the library service than males;                      69% female                      23% male                      1% other (gender neutral/fluid/binary)</p> <p>Majority use by females is confirmed again by the adult library user survey data from 2018:                      68% responses female                      32% male.</p> <p>Mobile library service data from the adult user survey 2018 shows that 76% of users are female.</p> <p>Library Staff data as at Nov 2018:                      Male: 8%                      Female: 92%</p> <p>Any library closures or redundancies through restructuring or remodelling would impact more on females in the community and in the workforce.</p>	Neutral	<p>Community and mobile hub strategy could provide means to maintain local service delivery in small communities across Powys, but is strongly dependent on willingness and priorities of both internal and external services to achieve this, and to offset costs. (good)</p>	Unknown

Well-being Goal	How does proposal contribute to this goal?	<b>IMPACT</b> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<b>IMPACT AFTER MITIGATION</b> Please select from drop down box below
<i>Sexual Orientation</i>	No specific impact has been identified for people with protected characteristics – the impact is considered to be the same as for the population as a whole. Libraries are seen as neutral, welcoming venues where everyone is welcome on an equal basis.	Unknown		Unknown
<i>Pregnancy and Maternity</i>	No specific data, although anecdotal evidence in comments to surveys state that new parents enjoy coming to the library with their babies whilst on maternity leave. Parents who cannot drive also state that they find the local library or mobile library a lifeline.  Proposals should not impact.	Neutral	Community and mobile hub strategy could provide means to maintain local service delivery in small communities across Powys, but is strongly dependent on willingness and priorities of both internal and external services to achieve this, and to offset costs. (good)  Community hubs should offer potential for more opportunities for families (social, learning, volunteering etc)	Unknown

Source of Outline Evidence to support judgements
Adult library user survey data, Nov 2018. Mobile library user survey data Oct 2018 Results of public consultation, Feb – April 2019 List of services provided by branch libraries “Connected and Ambitious Libraries” Welsh Public Library Standards framework 6 2017-2020 Libraries – bridging the digital divide. Libraries Wales 2016 Impact of public libraries on the lives of older people. Society of Chief Librarians (Wales) 2014 Public Libraries: health, wellbeing and social benefits report. Society of Chief Librarians Wales, 2012 Trent staff data Welsh Public Library Standards return 2017/18

7. How does your proposal impact on the council’s other key guiding principles?

Principle	How does the proposal impact on this principle?	<u>IMPACT</u> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<u>IMPACT AFTER MITIGATION</u> Please select from drop down box below
<b>Sustainable Development Principle (5 ways of working)</b>				
<p><b>Long Term:</b> Looking to the long term so that we do not compromise the ability of future generations to meet their own needs.</p>	<p>It is important that budgetary pressures do not override the opportunity to develop long term planning and ability to maintain/increase contribution to the wellbeing goals for the future. The development of community hubs is seen as a long term co-production style solution, sharing resources and costs widely.</p> <p>Opportunities to link with other PCC reviews and strategies in the longer term, with opportunities to improve services and outcomes for residents, must be explored</p> <p>Investigations of externalisation and alternative income streams are aimed at enhancing long term sustainability and reducing costs.</p>	Neutral	<p>Community hub strategy could provide means to maintain local service delivery in small communities across Powys, but is strongly dependent on willingness and priorities of both internal and external services to achieve this.</p>	Unknown

Principle	How does the proposal impact on this principle?	<u>IMPACT</u> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<u>IMPACT AFTER MITIGATION</u> Please select from drop down box below
<p><b>Collaboration:</b> <i>Working with others in a collaborative way to find shared sustainable solutions.</i></p>	<p>The library service has a long history of working with partners to be able to deliver more, both within PCC and in the 3<sup>rd</sup> sector. This will be further developed in these proposals.</p>	<p>Neutral</p>	<p>Community hub strategy could provide means to maintain local service delivery in small communities across Powys, but is strongly dependent on willingness and priorities of both internal and external services to achieve this, and to offset costs. Strong interest from range of 3<sup>rd</sup> sector and health partners, particularly in mobile wellbeing hubs. The proposals should enhance collaborative work.</p>	<p>Good</p>
<p><b>Involvement (including Communication and Engagement):</b> <i>Involving a diversity of the population in the decisions that affect them.</i></p>	<p>The library service has undertaken extensive public engagement Feb – April 2019 (feedback report embedded in section 3 above).</p> <p>The Principal librarian also sits on some of the Regional Partnership Boards (Age Well, Disability) and is involved in the Social Value Forum, both of which include citizen representatives.</p> <p>The service works closely with corporate communications and engagement staff.</p> <p>Further involvement will be needed on a local level to agree and progress plans, and will be planned with the Corporate communications and engagement officers.</p>	<p>Neutral</p>	<p>Community hub strategy could provide means to maintain local service delivery in small communities across Powys, but is strongly dependent on willingness and priorities of both internal and external services to achieve this, and to share costs. Strong interest from range of 3<sup>rd</sup> sector and health partners, particularly in mobile wellbeing hubs.</p>	<p>Unknown</p>



# Cyngor Sir Powys County Council

## Impact Assessment (IA)

The integrated approach to support effective decision making



Principle	How does the proposal impact on this principle?	<u>IMPACT</u> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<u>IMPACT AFTER MITIGATION</u> Please select from drop down box below
<p><b>Prevention:</b> Understanding the root causes of issues to prevent them from occurring.</p>	<p>The public consistently highlight that public libraries already offer preventative medicine and save the authority and the health service money in that way. It is important that this contribution is recognised by the authority in the decision making process. These proposals should not impact on this work.</p>	<p>Neutral</p>	<p>Community hub strategy could provide means to maintain local service delivery in small communities across Powys, but is strongly dependent on willingness and priorities of both internal and external services to achieve this. Strong interest from range of 3<sup>rd</sup> sector and health partners, particularly in mobile wellbeing hubs.</p> <p>Future work on community wellbeing hubs and the North Powys Rural Regional Centre should enhance preventative work; also development of delivery of Information Advice and assistance through libraries/community hubs. Opportunities to enhance preventative activities are legion, and outcomes have the potential to be very good.</p>	<p>Very Good</p>
<p><b>Integration:</b> Taking an integrated approach so that public bodies look at all the well-being goals in deciding on their well-being objectives.</p>	<p>Branch and mobile libraries impact positively for residents under the wellbeing objectives and Vision 2025 priorities. The proposals should enhance an integrated approach.</p>	<p>Neutral</p>	<p>Community hub strategy could provide means to maintain local service delivery in small communities across Powys, but is strongly dependent on willingness and priorities of both internal and external services to achieve this, and to share costs of provision. Strong interest from range of 3<sup>rd</sup> sector and health partners, particularly in mobile wellbeing hubs.</p>	<p>Good</p>
<p><b>Preventing Poverty:</b> Prevention, including helping people into work and mitigating the impact of poverty.</p>	<p>Branch and mobile libraries impact very positively on this principle, through provision of free access at the point of delivery to information, knowledge and resources; also support for job seekers. These proposals should not impact on this aim.</p>	<p>Neutral</p>	<p>Community hub strategy could provide means to maintain local service delivery in small communities across Powys, but is strongly dependent on willingness and priorities of both internal and external services to achieve this, and to share costs. Strong interest from range of 3<sup>rd</sup> sector and health partners, particularly in mobile wellbeing hubs.</p>	<p>Unknown</p>

Principle	How does the proposal impact on this principle?	<u>IMPACT</u> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<u>IMPACT AFTER MITIGATION</u> Please select from drop down box below
<p><b>Unpaid Carers:</b>                      Ensuring that unpaid carers views are sought and taken into account</p>	<p>Carers are able to use a specific “carers’ card” which recognises some of their barriers/issues in being to access library services. In consultations, carers have commented that local provision is critical for them, as they cannot leave the people that they look after for very long.                      Book Prescription schemes provide information about various conditions/health issues for individuals, families and carers.                      These proposals should not impact on these benefits</p>	<p>Neutral</p>	<p>Community hub strategy could provide means to maintain local service delivery in small communities across Powys, but is strongly dependent on willingness and priorities of both internal and external services to achieve this. Strong interest from range of 3<sup>rd</sup> sector and health partners, particularly in mobile wellbeing hubs. Credu Carers will be included in discussions.                      Provision of Information Advice and Assistance in community hubs will enhance support for carers.</p>	<p>Unknown</p>
<p><b>Safeguarding:</b>                      Preventing and responding to abuse and neglect of children, young people and adults with health and social care needs who can’t protect themselves.</p>	<p>All libraries support the vulnerable and those on the fringes of communities, and community hubs will continue to do so.                      Safeguarding policies are in place for children and vulnerable adults, for reporting concerns – branch and mobile library staff know their local customers well, and frequently pick up on issues.</p>	<p>Neutral</p>	<p>Community hub strategy could provide means to maintain local service delivery in small communities across Powys, but is strongly dependent on willingness and priorities of both internal and external services to achieve this. Strong interest from range of 3<sup>rd</sup> sector, social care and health partners, particularly in mobile wellbeing hubs.                      Safe Places scheme to be explored.</p>	<p>Unknown</p>

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<p><b>Impact on Powys County Council Workforce</b></p>	<p>Staff data by age (data from Nov 2018):                  21 - 30: 3.87%                  31 – 40: 12.65%                  41 – 50: 15.27%                  51 – 60: 45.91%                  61 – 65: 18.62%                  65+: 3.66%</p> <p>Any redundancies would be likely to affect older staff more.                  The majority of staff are female and work part time:                  Full time: 12%                  Part time: 88%</p> <p>Staff gender (Nov 2018):                  Male: 8%                  Female: 92%</p> <p>Any redundancies could impact on Welsh speaking staff, and opportunities for the public to speak to staff in their language. (Welsh speaking levels of staff as at 12 Nov 2018, not all staff have given this information):                  Level 0 – 19 staff                  Level 1 – 25                  Level 2 – 14                  Level 3 – 7                  Level 4 – 5                  Level 5 – 7</p> <p>Also cleaning service staff will be impacted.</p>	<p>Unknown</p>	<p>Explore interest in voluntary redundancy and flexible retirement opportunities                  Redeployment opportunities non-existent within library service, and very limited within PCC                  Distances also prohibitive to redeployment opportunities</p> <p>Further investigation of externalisation / trust models is needed and will impact on staff – insufficient detail known at this point to accurately predict impacts.                  Powys Dance and Leisure centre staff have both successfully transferred to external organisations, so good knowledge and experience is available to support further investigation.</p>	<p>Unknown</p>
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**Source of Outline Evidence to support judgements**

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## Impact Assessment (IA)

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Principle	How does the proposal impact on this principle?	IMPACT Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	IMPACT AFTER MITIGATION Please select from drop down box below
Adult library user survey data, Nov 2018 Mobile library user survey data Oct 2018 Results of public consultation, Feb-April 2019 List of services provided by branch libraries "Connected and Ambitious Libraries" Welsh Public Library Standards framework 6 2017-2020 Libraries – bridging the digital divide. Libraries Wales 2016 Impact of public libraries on the lives of older people. Society of Chief Librarians (Wales) 2014 Public Libraries: health, wellbeing and social benefits report. Society of Chief Librarians Wales, 2012 Trent staff data Welsh Public Library Standards return 2017/18				

8. What is the impact of this proposal on our communities?

Severity of Impact on Communities	Scale of impact	Overall Impact
Low	Low	Low
Mitigation		
Partnership working and Community/wellbeing hub strategy could provide means to maintain local service delivery in small communities across Powys, but is strongly dependent on willingness and priorities of both internal and external services to achieve this, and to share costs.		

9. How likely are you to successfully implement the proposed change?

Impact on Service / Council	Risk to delivery of the proposal	Inherent Risk
High	High	High
Mitigation		

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Partnership work, Community/wellbeing hub strategy and investigation of external/charitable models provides means to maintain local service delivery in small communities across Powys, but is strongly dependent on willingness and priorities of both internal and external services to achieve this.

Risk Identified	Inherent Risk Rating	Mitigation	Residual Risk Rating
Public opposition to change, leading to legal challenge of decisions and judicial review process, loss of PCC reputation, and inability to achieve savings as required under MTFS whilst legal challenge is undertaken (likely to be a lengthy process)	High	Commitment to partnership working needed. Significant opportunities for larger PCC financial savings together with improved customer service and wellbeing outcomes, through joint working in a community hub setting e.g. on Social care hubs, small business hubs, customer services review, office accommodation and agile working initiatives	High
Lack of real commitment to partnership working, within PCC, Health Board and 3 <sup>rd</sup> sector/community partners may lead to failure and local closures	High	Commitment needed	Medium
Investigation of charitable options may reveal limited saving, and/or establishment of an external charitable model may fail, leading to closures	High	Thorough research and business planning needed	Medium
Impact on statutory service delivery to the customer/community, under the Welsh Public Library Standards framework – potential for WG intervention and loss of library authority status	High	secure commitment from internal and external partners to develop collaborative working	Medium
<b>Overall judgement (to be included in project risk register)</b>			
<b>Very High Risk</b>	<b>High Risk</b>	<b>Medium Risk</b>	<b>Low Risk</b>
	X		

### 10. Overall Summary and Judgement of this Impact Assessment?

Outline Assessment (to be inserted in cabinet report)	Cabinet Report Reference:
<p>This is a transformational strategy which truly reflects the views of the public, as gathered through very robust public consultation Feb-April 2019. As such, it has a high level of support from existing partners and communities. It reflects the aspirations of Vision 2025 and the Health and Care strategy. However, it also carries a real risk of failure, as it has high interdependency on partners from all sectors to genuinely collaborate, and relies on being able to effect real change.</p> <p>(Library service transformation – Development of community hubs model; service redesign and restructure to develop good quality information, literacy and digital support across county; investigation and implementation of charitable trust / social enterprise model for delivery of library/cultural services.)</p>	

### 11. Is there additional evidence to support the Impact Assessment (IA)?

What additional evidence and data has informed the development of your proposal?

12. On-going monitoring arrangements?

<b>What arrangements will be put in place to monitor the impact over time?</b>
Monitoring will take place on a locality by locality basis.
<b>Please state when this Impact Assessment will be reviewed.</b>

13. Sign Off

Position	Name	Signature	Date
Impact Assessment Lead:	Kay Thomas		08/08/2019
Head of Service:	Nina Davies		
Director:	Nigel Brinn		
Portfolio Holder:	CLlr Rachel Powell		

14. Governance

Decision to be made by	Choose an item.	Date required

**FORM ENDS**