

EQUALITY IMPACT ASSESSMENT

Transformation approach to combine Libraries and Neighbourhood Advice and Information Services using a 'Community Living Room' concept

Reference: EIA000346

Date: 05/02/2024



 **RESET**

 **RESHAPE**

 **RESTART**

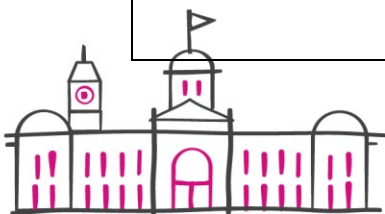
EIA Form – About your EIA

Reference number	EIA000346
Date Submitted	05/02/2024
Subject of the EIA	Transformation approach to combine Libraries and Neighbourhood Advice and Information Services using a 'Community Living Room' concept



Brief description of the policy, service or function covered by the EIA

In May 2023, Cabinet approved an Early Intervention and Prevention approach across the council, which involves a commitment to support citizens at earlier stages before vulnerabilities worsen and crisis occurs. At the heart of which is the aim to deliver better outcomes for citizens. As a part of this new corporate commitment to citizens, the council has been piloting new service models to enhance our universal provision (i.e. services available to all e.g. Libraries) by complementing it with more targeted service provision (i.e. proactive services tailored for those citizens who have reached a vulnerable stage in life). Pilots There are 2 key successful pilots which have culminated in this new proposal to develop the concept of “Community Living Rooms” across the city; 1) The redesign of the Neighbourhood Advice & Information Service (NAIS) into a more proactive, targeted and upstream offer, with a rebrand to a “Homes & Money Hub” (HaM Hub) service allowing for more targeted intervention for residents who are at-risk of homelessness and other statutory duties of care. 2) Combining the HaM Hub model (as per the above), into a place-based offer, embedding this into the Shard End Library, and re-branding this as services at “The Shard”. Building upon the success of these pilots, lessons have been taken forward into a new proposal to scale up these services into a city-wide combined NAIS and Libraries service with a proposed concept of a “Community Living Room”. Safe welcoming spaces, open to all to access help, support or improve well-being as places to be, to improve social connections, arts and culture. It is important to note Libraries are a statutory function under the 1964 Libraries and Museum Act and this EIA is not a proposal to strip away statutory duties, but rather to complement it further by combining highly impactful targeted services within their physical spaces, whilst responding to growing community needs and their changing aspirations. There are 7 statutory principles of libraries that remain untouched. The Proposal Combining Libraries with NAIS will provide a more focused and higher impact resource to the above 7 statutory principles. Due to this more focused and community-led approach, there is likely to be a £2.3m annual financial saving to the council. The proposal introduces the concept of ‘Community Living Rooms’ utilising Libraries as safe universal spaces to support citizens on a wider range of services, whilst also using data across multiple council systems to gain an understanding of which cohorts of the population are underrepresented in accessing the provision. The community living room



	<p>concept provides safe Universal spaces for targeted support based on needs analysis, with the intention to: - Reach into communities to help improve literacy skills and access to wider health and well-being support for households, including income maximisation, support to access jobs and skills and connections into community assets - Invite wider delivery partners across the public service ecosystem including DWP, Health and the voluntary and community sector commissioned resources to co-locate and deliver services - Ensure involvement of the diverse communities in the city in the future design of the services through ongoing engagement alongside a statutory duty to consult. Considering new recommendations published in an Independent Review of English Public Libraries in Jan 2024 by Baroness Liz Sanderson which recommends a better use of data, strengthening volunteer networks and taking whole family approaches, this EIA seeks to address and incorporate. The service area is also engaging with DCMS on a regular basis to ensure that learning from best practice delivery models nationally is incorporated into our thinking.</p>
Equality Assessment is in support of...	["Amended service", "Amended/refreshed strategy", "Amended function"]
How frequently will you review impact and mitigation measures identified in this EIA?	Six months
Due date of the first review	2024-07-08

Directorate, Division & Service Area

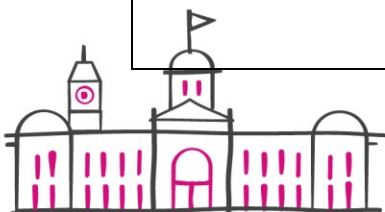
Which directorate(s) are responsible for this EIA?	["Adults Social Care"]
Division	Early Intervention and Prevention
Service area	Libraries and NAIS service
Budget Saving	Yes

Officers

Responsible officer	Kalvinder Kohli
Accountable officer	Graeme Betts

Data Sources

Data sources	["Birmingham City Observatory data and insight"]
Data source details	NAIS and Libraries data service data held by the Insight, Policy & Strategy team. Libraries Dashboard will be made available on the City Observatory.



Protected Characteristics

Protected Characteristic – Age	
Does this proposal impact people due to their age as per the Equality Act 2010?	Yes
What age groups are impacted by your proposal?	["0-9 years", "10-19 years", "20-29 years", "30-39 years", "40-49 years", "50-59 years", "60-69 years", "70-79 years", "80-89 years", "90 years or over"]



Please describe the impact to the age characteristic

Plans are that will be an increase from the current 2 main NAIS walk in sites to a minimum of 11 which will include both walk in and appointments.

Visits to the current NAIS offer between the dates 5/10/23 to 22/4/24 revealed the following:

12.86% of visitors were between 45-49

10.21% of visitors were between 50-54

9.84% of visitors were between 55-59

10.11% of visitors were between 60-64

12.39% of visitors were between 65-69

Overall, the potential impact will be positive, in that the co-location of the council's resources, into a minimum of 11 Libraries - 'Community Living Room' concepts, increases the NAIS footprint across the City from the two main walk in sites, and will enable longer opening hours, where residents are able to help themselves, with a little navigational support this will be made available.

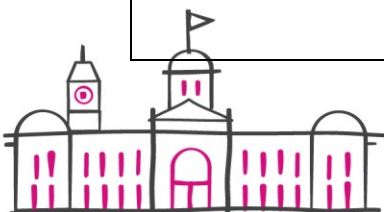
Potential negative impact:

It must be acknowledged that accurate data is currently not held on the age of people using the libraries. This is a weakness therefore in being able to accurately determine impacts. We plan to add this category to library cards issued and renewed in the 'Community Living Room' concepts.

It has been long acknowledged that the already existing budget pressures has resulted in an inability to maintain the physical asset base to the standard required to operate in a way that meets the needs of citizens. There is therefore already an existing negative impact in terms of physical access and the availability of the service offer.

- Given the added budget pressures and the need to deliver greater savings than in previous years, it is inevitable that the libraries provision is likely to have a reduced site footprint. Considerations for adequate physical space will need to occur to ensure that the floor space configurations and confidentiality requirements are all met.

-The potential negative impact on this is existing library users who could find that their local library provision is moved to a different location increasing their distance to travel.



	<p>-If a Library closes and the nearest provision requires greater travel, then potentially people who are on low incomes may not have the means to afford travel . For example, pensioners who have less income could be disproportionately disadvantaged.</p> <p>-Primary-aged children will potentially be impacted if their local ward Library, which they made school trips to, is closed. Schools may not have the funds to provide coaches or other transport to other wards.</p> <p>-By changing the library provision from 35 community Libraries to a minimum of 11 'Community Living Room' concept sites, there will be a reduced statutory site footprint. Potentially, less capacity to circulate books into the 11 concept of 'Community Living Room' provision OR a dependency on community-led Libraries to maintain the space to store books, meaning the range of books on offer as part of the library catalogue may be reduced. This potentially will affect both Adult's and children's book ranges on offer.</p> <p>-By changing the library provision from 35 community Libraries to a minimum of 11 concept of 'Community Living Room' hubs, there will be fewer PCs for people to access. This will potentially affect certain age groups for example those under 25's and NEETs who benefit from using the free Wi-Fi and facilities. It could also potentially affect older people who don't have the facilities (PC and Wi-Fi) or skills and need advice and support to access the PC .</p>
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How will you mitigate against any negative impact to the age characteristic?

Longer opening hours and greater access locations for NAIS services has been an issue for citizens which has been fed back via various forms of engagement. The proposed delivery model takes this feedback into account:

- An enhanced early help and support offer to residents alongside the universal offer of “things to do, and places to be”, enable young families to connect to a range of support and activities such as Story Time, and cultural events, to support working-age adults and young people into paid work through to social connection for those vulnerable due to age and vulnerability.

- Ensuring Primary schools in the City access to the core library offered within a reasonable distance, either through the increased mobile library provision, promotion of the virtual library a co-located, community library or library services at home.

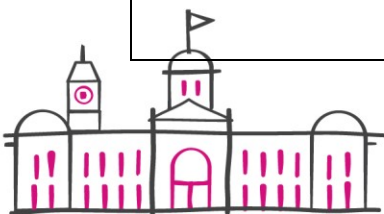
- By offering a mixed model approach we will be reaching a wider age demographic, by offering the 11 ‘concept of Community Living Room’ hubs, together with the increased mobile offer visiting more wards across the city, by seeking colocation, community-led sites and an improved virtual library hub that can be accessed by all age groups.

- Any potential gaps in book and PC provision will be identified and work undertaken within the local area to identify community partners and locations suitable to offer core library services, ensuring adequate access to services. Two of the proposed ‘Community Living Room’ concepts are in the top 3 NEET areas in Birmingham.

- There will be a larger team working in the Libraries operating as concept of ‘Community Living Room’ hubs than a current community library. Staff will be trained to provide strengths-based targeted support to build people resilience for example in digital inclusion or accessing services and community assets. Staff will enable people to self-service more effectively on the kiosks and access the library catalogue and will also connect them to community activity if social isolation is the reason for coming to the library space.

- Support from citizen groups such as the vulnerable adult's citizens panel can act as a sounding board for the proposals and co-design and contribute to the consultation and engagement.

- The proposed 11 'Community Living Room' concepts and their locations – one per constituency, is a starting point, the engagement with stakeholders, alongside the needs analysis, data and insight will inform the final configuration



	<p>and footprint of the core statutory offer. It is recognised, however, that this will need to be within the confines of the budget and the council's current financial position.</p> <ul style="list-style-type: none"> - Proactive contact and input from local Members, and by sharing the information with the Members regularly about the library operations. Establishing platforms for Members (sounding boards) to share their opinions and feedback. - Where possible the new service delivery will seek to capture improved data on the concept of 'Community Living Room' hubs usage, by installing footfall counters at each site, similar to what is installed at Library of Birmingham. We also plan to improve demographic information held on Library membership cards. - Where possible, the new service delivery model will seek to capture diversity data on who is accessing or not accessing the services, this will form part of the quarterly performance monitoring so that mitigations can be put in place. There will also be an expectation that community-led provision will provide similar data.
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Protected Characteristic – Disability

Does this proposal impact those people with a disability as per the Equality Act 2010?	Yes
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Please describe the impact to the disability characteristic

Visits to the current NAIS offer between the dates 5/10/23 to 22/4/24 revealed the following:

- 25.40% of citizens using the service registered a disability (albeit there was a large number of blanks in the data)
- Of those who were disabled 55.55% were from single households
- Of those disabled, 16.88% were in the 65-69 age bracket

Data is not currently held on the age of people using the Libraries.

The overall impact will be positive, and the future model will be Disability Discrimination Act compliant by design.

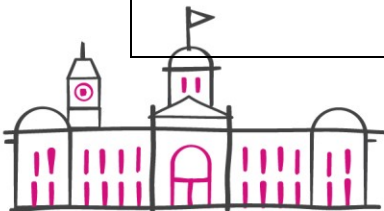
Potential negative impact:

- The potential negative impact of this on disabled library users could find that their local library provision is moved to a different location, increasing their distance to travel to a 'Community Living Room' concept hub.

- If a Library closes in a ward and the 'Community Living Room' concept hub in their constituency requires greater travel, then potentially people who are on low incomes may not have the means to afford travel to these hubs. Disabled people may be more impacted if they have less income as they may not have the means to pay for increased travel.

- By changing the library provision from 35 community Libraries to a minimum of 11 concept of 'Community Living Room' hubs there will be fewer PCs for people to access. This potentially could affect certain disabled groups for example those who are on low incomes and rely on the free Wi-Fi and PC facilities.

- By changing the library provision from 35 community Libraries to a minimum of 11 'Community Living Room' concepts, Disabled people and those with Mental Health conditions, and physical and learning disabilities, rely on the support, familiarity, and assistance of local library staff who they have been going to for many years.



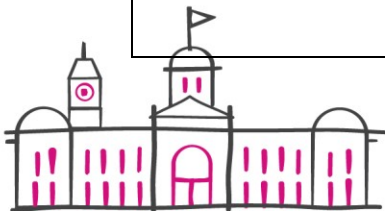
How will you mitigate against any negative impact to the disability characteristic?

Mitigation against any negative impact will be made through Disability Discrimination Act compliant by design and offering the following:

- Reducing the number of sites, whilst increasing the numbers of staff on site will enable staff to provide a bespoke service to regular local customers for example printing large print for dyslexic customers.
- Enhanced virtual offer (e-books, data basis, events online) in our Virtual Library offer
- Increased mobile library offer – more opportunity for the mobile to visit; community settings, residential homes, and areas not on good transport networks. Also includes ability to order books and have them delivered nearer to home.
- Library Services at Home –this service delivers books to housebound customers anywhere in the city.
- Improved access to EI&P services through ‘Community Living Room’ concept partners and improved information, advice and guidance, targeted health and well-being events, and opportunities for civic participation. Through longer opening hours and better building conditions and increased access to partner organisations.
- Improved accessibility through investment in concept of ‘Community Living Room’ hubs for example taking into account break-out space for our neurodiverse community and designing the flow of the space, signage and facilities are planned with a neurodiverse perspective, taking on the advice of experts through experience. Lessons from the two aforementioned pilots form the crux of the thinking behind the combination of the NAIS and Library services.

Any potential gaps in book and PC provision will be identified and work undertaken within the local area to identify community partners and locations suitable to offer core library services, ensuring adequate access to services. There will be a larger team working in the Community Living Room hubs than a current community library. Staff will be trained to provide strengths-based targeted support to build people's resilience for example in digital inclusion or accessing services and community assets. Staff will enable people to self-service more effectively on the kiosks and access the library catalogue. Staff will also be able to provide more targeted and specialised support to disabled people with greater understanding and ability to connect to localised community assets and services.

Support from citizen groups such as the vulnerable adults



	<p>citizens panel, between them they represent through lived experience (working-age disabled adults, mental health, substance misuse, domestic abuse, history of offending, neurodiversity).The group can act as a act as a sounding board for the proposals and co design and contribute to the consultation and engagement.</p> <p>Lessons from the two aforementioned pilots form the crux of the thinking behind the combination of the NAIS and Library services.</p> <p>We intend to continue the Virtual Library which can be accessed by ‘reader functions’ on tablets and smartphones.</p> <p>Physical access will also be improved by the increase in the mobile Library particularly in parts of the city that currently do not have a library service. The mobile offer will also be expanded to include homes and money support to support vulnerable citizens and their carers with income maximisation support. Libraries at home will also continue to be part of the proposed service moving forward.</p> <p>Furthermore, in a pilot conducted out of the NAIS/H&M Hub service in the summer of 2023, using proactive means to encourage vulnerable residents to use the income maximisation service, 17 out of 39 individuals supported in a 6-week period were disabled.</p> <p>The proposed 11 hubs and their locations – one per constituency, the engagement with stakeholders, alongside the needs analysis, data an insight will inform the final configuration and footprint of the core statutory offer. It is recognised however, that this will need to be within the confines of the budget and the councils current financial position.</p>
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Protected Characteristic – Sex	
Does this proposal impact citizens based on their sex as per the Equality Act 2010?	Yes
What sexes will be impacted by this proposal?	["Male","Female","Non-binary"]



Please describe the impact to the sex characteristic

Visits to the current NAIS offer between the dates 5/10/23 to 22/4/24 revealed the following:

- 30.07% were female
- 32.17% were male

N.B: a large proportion of blanks in the dataset

- Of the female users, 39.35% were from single adult households, 27.37% had a dependent child, 30.26% were White British and the most frequent age group seen was between 35-49.

- Of the male users, 53.37% were from single adult households, 16.02% had a dependent child, 31.24% were White British and the most frequent age group seen was 65-69.

Data is not currently held on the age of people using the Libraries.

The service proposal supports gender equality as a human right, and that everyone enjoys inclusive access to the service offered.

Potential negative impact:

- BCC domestic abuse presentation data shows that there are higher rates of Domestic Abuse presentation in some wards of the city, alongside numbers of children who are the subject of care proceedings because of Domestic Abuse. The majority of victims are women and their children. Libraries may have been a safe space for women and children to spend time therefore closure of a local Ward Library may potentially provide fewer places for victims to seek help.

- Single-parent families, particularly women, who have caring responsibilities will be impacted as they won't have the financial resources to travel to other parts of the constituency if their ward Library is closed.



How will you mitigate against any negative impact to the sex characteristic?

The service proposal supports gender equality as a human right, and that everyone enjoys inclusive access to the service offers. Through our partner agencies there is an opportunity to co-locate specialist support resources including for victims of domestic abuse, information, and health and wellbeing resources for single working age men experiencing isolation.

Through the proposed service delivery model, working alongside our partner agencies and the Children Trust there is an opportunity to co-locate specialist support resources including support for victims of domestic abuse, information, and health and wellbeing resources. NB This includes support for male victims.

By offering a mixed model approach we will be reaching a wider age demographic, by offering a minimum of 11 'Community Living Room' concept hubs, together with the increased mobile offer visiting more wards across the city, by co location colocation, community-led sites, and an improved virtual library hub that can be accessed by all age groups. Ensuring Primary schools in the City access to the core library offered within a reasonable distance, either, increased mobile library provision, promotion of the virtual library a co-located, community library or library services at home.

The proposed 11 Community Living Room' concepts and their locations – one per constituency is a starting point, the engagement with stakeholders, alongside the needs analysis, data an insight will inform the final configuration and footprint of the core statutory offer. It is recognised, however, that this will need to be within the confines of the budget and the council's current financial position.

Where possible 'Community Living Rooms' concepts will seek to capture diversity data on who is accessing or not accessing the services, this will form part of the quarterly performance monitoring so that mitigations can be put in place. There will also be an expectation that community-led provision will provide similar data.



Protected Characteristic - Gender Reassignment

<p>Does this proposal impact people who are proposing to undergo, undergoing or have undergone a process to reassign one's sex as per the Equality Act 2010?</p>	<p>Yes</p>
<p>Please describe the impact to the gender reassignment characteristic</p>	<p>Data in relation to gender reassignment for citizens is not currently available, however, there are currently estimates there are approximately 9124 trans people in Birmingham.</p> <p>The reduction in Library service provision means that there will potentially be less capacity for activities and groups that can take place in 'Community Living Room' concept sites. This means that activity will need to be prioritised based on ward needs and groups with smaller representations such as transgender, non-binary, or gender fluid may be neglected.</p>
<p>How will you mitigate against any negative impact to the gender reassignment characteristic?</p>	<p>The proposed service is inclusive of citizens who are transgender, non-binary, or gender fluid. We do not collect gender reassignment data currently in Library and NAIS services. We will continue to educate staff and our partners in relation to the trans community and will build upon links in the wider community to enable connection to community services and support groups with expertise in gender reassignment .</p> <p>Where possible 'Community Living Room' concepts will seek to capture diversity data on who is accessing or not accessing the services, this will form part of the quarterly performance monitoring so that mitigations can be put in place. There will also be an expectation that community-led provision will provide similar data.</p>

Protected Characteristic - Marriage and Civil Partnership

<p>Does this proposal impact people who are married or in a civil partnership as per the Equality Act 2010?</p>	<p>Yes</p>
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<p>What legal marital or registered civil partnership status will be impacted by this proposal?</p>	<p>["Single", "Never married and never registered a civil partnership", "Married: Same sex", "Married: Opposite sex", "In a registered civil partnership: Opposite sex", "In a registered civil partnership: Same sex", "Separated, but still married", "Separated, but still in a registered civil partnership", "Divorced", "Formerly in a civil partnership now legally dissolved", "Widowed", "Surviving partner from civil partnership"]</p>
<p>Please describe the impact to the marriage and civil partnership characteristic</p>	<p>The Proposed Service is inclusive of Marriage and Civil Partnerships.</p> <p>Both Libraries and NAIS do not currently collect this data on its users.</p>
<p>How will you mitigate against any negative impact to the marriage and civil partnership characteristic?</p>	<p>The proposed 11 'Community Living Room' concepts and their locations – one per constituency is a starting point, the engagement with stakeholders, alongside the needs analysis, data and insight will inform the final configuration and footprint of the core statutory offer. It is recognised, however, that this will need to be within the confines of the budget and the council's current financial position.</p> <p>Where possible, 'Community Living Rooms' concepts, will seek to capture diversity data on who is accessing or not accessing the services, this will form part of the quarterly performance monitoring so that mitigations can be put in place. There will also be an expectation that community led provision will provide similar data.</p>

Protected Characteristic - Pregnancy and Maternity

<p>Does this proposal impact people covered by the Equality Act 2010 under the protected characteristic of pregnancy and maternity?</p>	<p>Yes</p>
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Please describe the impact to the pregnancy and maternity characteristic

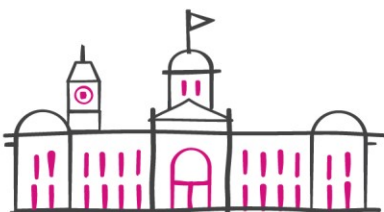
We do not capture pregnancy and maternity data for the Library or NAIS users.

Potential negative impact:

- Maternity and parent and toddler groups may use the library space to connect and seek support from one another. If parents and parent-to-be local ward library provision closes, potentially parents may have further to travel to the nearest 'Community Living room' concept hub.

- Parents on maternity leave or choosing to be stay-at-home parents potentially may not have the means to travel to 'Community Living Rooms' concepts which may be further away than their current local library provision.

- By changing the library provision from 35 community Libraries to a minimum of 11 'Community Living Room' concept sites, there will be a reduced statutory site footprint. Potentially, less capacity to circulate books into the 'concept of community living room' provision OR a dependency on community-led Libraries to maintain the space to store books, meaning the range of books on offer as part of the library catalogue may be reduced. This potentially could affect pregnant women wanting to access books on maternity care.



How will you mitigate against any negative impact to the pregnancy and maternity characteristic?

The proposed service is inclusive of pregnancy and maternity. Birmingham is a young city, the intention is through the co-location of specialist agencies and income maximisation, information advice, guidance and connections provided will support improved health and well-being through pregnancy, maternity through to parenthood.

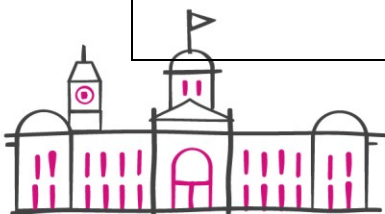
There will also be a connection between domestic abuse support services and the Network of Family Hubs that is evolving in the city. Where there is current provision for new mothers and babies through informal group meetings within libraries, we will undertake targeted engagement as part of the consultation process for the proposed delivery model to ensure that their needs and requirements are built in.

Where it is identified that a Library building could be an asset transferred to a community-led provision this will be part of the dialogue. Work will also be gathered on other pregnancy and maternity services where local community assets could be connected within the community living room Constituency.

By offering a mixed model approach we will be reaching wider communities, by offering a minimum of 11 Community Living Room concepts hubs, together with the increased mobile offer visiting more wards across the city, by seeking colocation, community-led sites, and an improved virtual library hub that can be accessed by all groups including pregnancy and maternity.

By Linking with services for example family hubs and using a spoke approach more services can be offered by partner agencies. The proposed 11 'Community Living Room' concept hubs and their locations – one per constituency is a starting point, the engagement with stakeholders, alongside the needs analysis, data and insight will inform the final configuration and footprint of the core statutory offer. It is recognised, however, that this will need to be within the confines of the budget and the council's current financial position.

Where possible, 'Community Living Room' concepts will seek to capture diversity data on who is accessing or not accessing the services, this will form part of the quarterly performance monitoring so that mitigations can be put in



	place. There will also be an expectation that community-led provision will provide similar data.
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Protected Characteristic - Ethnicity and Race

Does this proposal impact people due to their race as per the Equality Act 2010?	Yes
What ethnic groups would be impacted by this proposal?	["White British", "Other White", "Bangladeshi", "Chinese", "Indian", "Pakistani", "Other Asian", "African", "Caribbean", "Black British", "Other Black", "Arab", "Latin American", "Irish", "Gypsy or Irish Traveller", "Roma", "Central and Eastern Europe", "Western and Southern Europe"]



Please describe the impact to the ethnicity and race characteristic

Visits to the current NAIS offer between the dates 5/10/23 to 22/4/24 revealed the following: Despite blanks in the data: White British residents are the most frequent demographic of users of NAIS of White British users, 57.62% are from single adult households, 13.67% are aged between 60-64 and 16.60% are aged 65-69.

We do not currently capture the ethnicity data of Library users.

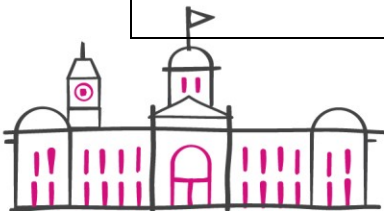
Potential negative impact :

Closure of library sites may have a potential negative impact on certain ethnic groups where a concept of 'Community Living Room' site is located in a site that is at a greater distance than their current Library provision.

Potential impact for groups where there is a language barrier, or newly arrived groups, who have been accessing the Library to connect. They may not understand that the Library service is closing and therefore not know where other hubs are located or how to access services.

By changing the library provision from 35 community Libraries to a minimum of 11 'Community Living Room' concept sites, there will be a reduced statutory site footprint. Potentially, less capacity to circulate books into the concept of 'Community Living Room' provision OR a dependency on community-led Libraries to maintain the space to store books, meaning the range of books on offer as part of the library catalogue may be reduced, potentially affecting the range of books on offer in different languages as part of the core Library catalogue. This will potentially affect communities and ethnicity English is not the first language.

By changing the Library provision from 35 community Libraries to a minimum of 11 concept of 'Community Living Room hubs there may be fewer PC's for people to access. This will affect certain age groups for example those under 25's who benefit from using the free wifi and facilities. It could also potentially groups of ethnicities where people come to gain computer and IT skills.



How will you mitigate against any negative impact to the ethnicity and race characteristic?

By changing the library provision from 35 community Libraries to a minimum of 11 'Community Living Room' concepts there will be an increase in the number of staff on site helping and assisting people with their Library queries on a local level. Staff will be familiar with their local communities can help and support with cultural queries or those where English is not their first language.

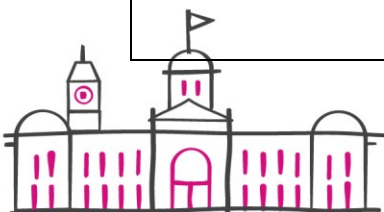
Early Intervention and Prevention have developed a cultural competency Framework that will be imbedded within the future service model.

Using ward profile data on the community, work will be done to ensure the mixed model approach offering reflects the ethnic and racial needs of the community. More opportunities will be given to reach all ethnic and racial groups in a range of languages. By offering the 11 concept of 'Community Living Room' hubs together with the increased mobile offer visiting more wards across the city and by seeking colocation and community-led sites and an improved virtual library hub that can be accessed by a range of languages used in Birmingham.

Any potential gaps in book and PC provision will be identified and work undertaken within the local area to identify community partners and locations suitable to offer core library services, ensuring adequate access to services.

There will be a larger team working in the concept of 'Community Living Room' hubs than a current community library. Staff will be trained to provide strengths-based targeted support to build people resilience for example in digital inclusion or accessing services and community assets. Staff will enable people to self-service more effectively on the kiosks and access the library catalogue and will also connect them to community activity if community connection is the reason for coming to the library space.

Birmingham is a majority-minority city, the proposed delivery model for each of the 'Community Living Room' concepts will be responsive to the needs and aspirations of the local population. Data from the City Observatory and current service utilisation data alongside co-design opportunities with local residents will help shape the service offers, additionally, the community-led provision has the advantage of responding at a hyper local level.



	<p>The proposed 11 'Community Living Room' concepts and their locations – one per constituency is a starting point, the engagement with stakeholders, alongside the needs analysis, data an insight will inform the final configuration and footprint of the core statutory offer. It is recognised however, that this will need to be within the confines of the budget and the councils current financial position.</p> <p>Where possible, 'Community Living Room' concepts will seek to capture diversity data on who is accessing or not accessing the services, this will form part of the quarterly performance monitoring so that mitigations can be put in place. There will also be an expectation that community-led provision will provide similar data.</p>
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Protected Characteristic - Religion or Beliefs

Does this proposal impact people's religion or beliefs as per the Equality Act 2010?	Yes
What religions could be impacted by this proposal?	["No religion","Christian","Buddhist","Hindu","Jewish","Muslim","Sikh"]



Please describe the impact to the religion or beliefs characteristic

The proposed service is intended to be inclusive of all religions and beliefs.

Potential negative impact :

- Closure of library sites may have a negative impact on certain religious groups where a concept of 'Community Living Room' site is located in a ward that is at a greater distance than their current Library provision.

- The ward identified for the concept of 'Community Living Room' may have a predominantly different religious or belief demographic from the previous Library site where potentially, people may feel uncomfortable or unsafe traveling to.

- By changing the library provision from 35 community Libraries to a minimum of 11 concept of 'Community Living Room' sites, there will be a reduced statutory site footprint. Potentially, less capacity to circulate books into the concept of 'Community Living Room' provision OR a dependency on community-led Libraries to maintain the space to store books, meaning the range of books on offer as part of the library catalogue may be reduced. This could mean the range of books on culture and beliefs in the Library catalogue may be reduced. This may affect certain religions or culture that are not as predominant in the concept of 'Community Living Room's wards

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How will you mitigate against any negative impact to the religion or beliefs characteristic?

By changing the library provision from 35 community Libraries to a minimum of 11 'Community Living Room' concepts there will be an increase in the number of staff on-site helping and assisting people with their Library queries on a local level. Staff will be familiar with their local communities can help and support with cultural queries.

Early Intervention and Prevention have developed a Cultural competency Framework that will be embedded within the future service model.

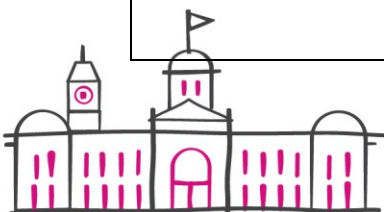
By offering the mixed delivery model, 11 'Community Living Room' concept hubs together with the increased mobile offer visiting more wards across the city, by seeking colocation, community-led sites and improved virtual library hubs that can be accessed by in a range of religious groups in Birmingham. We also seek colocation sites such as faith and community settings that represent the ward data.

The proposed 11 'Community Living Room' concepts and their locations – one per constituency is a starting point, the engagement with stakeholders, alongside the needs analysis, data an insight will inform the final configuration and footprint of the core statutory offer. It is recognised however, that this will need to be within the confines of the budget and the council's current financial position.

Any potential gaps in book and PC provision will be identified and work undertaken within the local area to identify community partners and locations suitable to offer core library services, ensuring adequate access to services.

There will be a larger team working in the concept of 'Community Living Room' hubs than the current community library. Staff will be trained to provide strengths-based targeted support to build people's resilience for example in digital inclusion or accessing services and community assets. Staff will enable people to self-service more effectively on the kiosks and access the library catalogue and will also connect them to community activity if community connection is the reason for coming to the library space.

-Where possible, 'Community Living Room' concepts will seek to capture diversity data on who is accessing or not accessing the services, this will form part of the quarterly performance monitoring so that mitigations can be put in place. There will also be an expectation that community led provision will provide



	similar data.
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Protected Characteristic - Sexual Orientation

Does this proposal impact people's sexual orientation as per the Equality Act 2010?	Yes
What sexual orientations may be impacted by this proposal?	["Straight or heterosexual", "Gay or lesbian", "Bisexual", "Pansexual", "Asexual", "Queer", "All other sexual orientations"]
Please describe the impact to the sexual orientation characteristic	<p>Potential negative impact :</p> <p>The reduction in Library sites means potentially there will be a limited amount of activity and groups that can take place in 'Community Living Room' concept hubs . This means that activity will need to be prioritised based on ward needs analysis. Groups with less data and smaller representations such as LGBTQ+ may be disproportionately affected. Libraries and NAIS do not currently collect data on people's sexual orientation so LGBTQ+ could potentially feel their voice has not been heard and services and opportunities have not been identified that would meet their needs.</p>



How will you mitigate against any negative impact to the sexual orientation characteristic?

The proposed service will be inclusive of people's sexual orientation.

More opportunities will be given to reach all LGBTQ+ groups. By offering the 11 'Community Living Room' concept hubs together with the increased mobile offer visiting more wards across the city and by seeking colocation and community-led sites and improved virtual library hubs that can be accessed by LGBTQ+ groups, increasing the scope of offers available to a wider range of protected characteristics.

The proposed 11 'Community Living Room' concept hubs and their locations – one per constituency is a starting point, the engagement with stakeholders, alongside the needs analysis, data and insight will inform the final configuration and footprint of the core statutory offer. It is recognised, however, that this will need to be within the confines of the budget and the council's current financial position.

Where possible, 'Community Living Room' concepts will seek to capture diversity data on who is accessing or not accessing the services, this will form part of the quarterly performance monitoring so that mitigations can be put in place. There will also be an expectation that community-led provision will provide similar data.



Monitoring

<p>How will you ensure any adverse impact and mitigation measures are monitored?</p>	<p>Once the case for change, vision and delivery plan are finalised upon completion of the Public Consultations, a further EIA will be undertaken as part of the implementation process to identify impacts and support decision-making.</p> <p>Due to lack of recorded data in many areas of protected characteristics of citizens, a review will be required to identify how recorded data in these areas can be improved. An equality impact log will be undertaken for Libraries, it will highlight areas of responsibility and time frames to ensure mitigations are put in place and adverse impacts are dealt with accordingly.</p> <p>The proposed services will be data and insight-driven and therefore there will be a continual opportunity to identify and address any adverse impacts, whilst also learning from what is working well, and where impacts have been positive. Locally the community hubs and community-led provision will be expected to obtain regular feedback from citizens and encourage residents to participate in co-design activity to improve and enhance the service offer.</p>
<p>Officer responsible for monitoring impact and mitigation</p>	<p>Deborah Coulson</p>

