

EIA000916 Proposed changes to the Council's libraries and NAIS services

About your EIA

Reference Number:	EIA000916
Subject of EIA:	Proposed changes to the Council's libraries and NAIS services
Description:	<p>A full version of the EIA is contained in an appendix. Summary: The purpose of this service proposal is to implement a revised core and comprehensive offer for the provision of library services within the city based on the findings of the needs analysis and statutory public consultations undertaken (4th April 2024 – 12th December 2024) in accordance with, the Public Libraries and Museums Act 1964. It also includes the amalgamation of the Neighbourhood Advice and Information Service and community Library Services into one service taking an Early Intervention and Prevention (EI&P) approach which is a key strategic priority for the City Council, to deliver better outcomes for citizens whilst delivering annual savings of £2.285 million from the combined budget of £6.610m. Proposed changes from current service provision Libraries BCC currently run 34 Community Libraries across the city on a 3-tier system (19X tier 5 day a week, 13 x3 day a week and 2 day a week basis) Proposed new provision - - 10 XBCC Library Community Hubs operating 28 hours (4 days) per week, 1 in each constituency which will host the strengths-based Homes & Money service along with other services tailored to the needs of that community. Library of Birmingham will also provide an additional community Library Hub offer. - 13 XBCC Part time Libraries operating either 21 (3 days) or 14 hrs (2 days) per week, based on current access and usage data. There is an opportunity for full-time opening supported by internal and external partners, groups and the community. - 4X Co location Library Offer -Part-time BCC staffed library provision in a non-BCC building operating 14hrs or 21hrs per week (based on library access and usage data). Opportunity for full time opening supported by the community. - 7X Partner-led Libraries The building remains open through Partner-led service provision with no BCC funding - 1X Additional Library Vehicle which will add an additional 21 Library Stops - 1X Permanent Library closure, a Library that has been temporarily closed since Dec 2022 NAIS - Is currently largely delivered via walk-in centres in only two locations Northfield and Erdington with some co-locations at Newtown Housing Options, Sparkbrook Health Centre and Druids Heath as part of the income maximisation offer for new tenants. - Currently offers a mostly crisis response to various economic issues such as Cost of Living Support - In the new model, this will be delivered across Libraries sites and have a more proactive outreach offer using data and insight to target households at risk of falling into crisis, expanded mechanisms for communication e.g. digital and text message, enabling citizen where possible to help themselves. This means that the geographical access to this service will be improved. - Rebranded to Homes & Money Hub Further recommendation A further recommendation in section 3.4 of the cabinet report is to increase the opening days of all part-time libraries to three days per week.</p>
In support of:	["Amended function", "Amended policy", "Amended service", "Amended/refreshed strategy "]
Reviewing Frequency:	Annually

First review date:	04/12/2025
--------------------	------------

Directorate, Division & Service Area

Directorates:	["Corporate Services"]
Division:	Early Intervention and Prevention
Service Area:	Libraries and NAIS

Budget Savings

Related to budget savings?:	
Budget proposal reference number:	193

Officers

Responsible Officer Email:	deborah.r.coulson@birmingham.gov.uk
Accountable Officer Email:	Kalvinder.Kohli@birmingham.gov.uk

Data Sources

Data sources:	["Birmingham City Observatory data and insight", "Consultation results", "Quantitative data (please specify in the box below)", "Interviews", "Surveys", "Relevant research"]
Data sources Details:	• Birmingham City Observatory data and insight • Consultation results • Quantitative data-NAIS and libraries data

Initial Assessment

Impact Age:	Yes
Impact Disability:	Yes
Impact Sex:	Yes
Impact Gender Reassignment:	No
Impact Marriage and Civil Partnerships:	No
Impact Pregnancy and Maternity:	Yes
Impact Race:	Yes
Impact Religion or Beliefs:	Yes

Impact Sexual Orientation:	Yes
Impact Care Experience:	

Initial Assessment Summary

<p>Initial Assessment Summary:</p>	<p>To achieve the required £2.3 million savings, we are proposing a mixed delivery approach to delivering Libraries and NAIS. This will include: 1X permanent closure of a Library- Spring Hill Library, Ladywood (This Library has been closed temporarily since Dec 2022) 7X Partner-led libraries which will no longer be funded by BCC. If these Libraries fail to remain open by Partner-led provision they will close and be replaced by mobile provision. 7X libraries open 2 day per week 10x libraries open 3 days per week 10x Libraries open 28 hours per week (Community library Hubs) 1x Library of Birmingham 1x Additional Mobile Library Vehicle (BCC currently had 1, therefore this will increase to 2 Vehicles) The NAIS service will also close its 2 offices (Vineyard Road, Northfield and New Sutton Road, Erdington) and be based in the 10 Community Library Hubs. Below is the level of negative impact of the proposed changes High impact As stated in the proposed changes to Library Services we are proposing that 1 Library closure- Spring Hill Library in Ladywood. This will have a significant impact on that community, and we have already put mitigation in place to reduce the impact for that for that Library as it has been closed since December 2022. Potential High impact As described in the proposed changes for Library services 7 of our Libraries will be Partner-led Libraries. This mean BCC staff and funding will be removed, and they will be supported to run via a Partner organisation. This puts Partner-led Library provision at greater risk of not remaining open than the 27 BCC Funded Community Libraries. Our immediate mitigation if any Partner-led Library provision closes, is that activities and events will be offered in local community and voluntary organisations' sites that will be tailored to the needs of that community. A Library mobile stop will be included which can also deliver tailored support such as job skills and homes and money advice etc. To keep all 27 Libraries open we need to reduce the number of staff to achieve our £2.3 million savings. This mean we will not be able to offer as many opening hours as we do in our current model. Below is a breakdown of which Libraries will be most affected by this reduction in hours Medium Impact Balsall heath library- currently 35 hours down to 14hours Medium/Low impact Hall Green Library, Harborne Library, Kings Norton Library, Shard End Library, South Yardley Library, Sparkhill Library, Weoley Castle Library, Yardley Wood Library, all currently offer 35 hours (5 days per week) and this will be reduced to 21 hours (3 days per week) there is opportunity for full time opening supported by internal and external partners, groups and the community. Low/no impact Kingstanding Library, Perry Common Library, Sheldon Library will all have 1 day per week less with opportunity for full-time opening supported by internal and external partners, groups and the community. No impact Birchfield Library and Stirchley will have no impact as their hours will remain the same Positive impact Acocks Green Library, Druids Heath Library, Erdington Library, Handsworth library, Kings Heath Library, Mere Green Library, Northfield Library, Quinton Library, Small Heath Library and Ward End Library are all the proposed Community Library Hubs and will benefit from the Homes and Money offer together with other EI&P co-located service offers such as. All of those Libraries apart from Druids Heath that gains a day will have 1 day a week less provision, however, the intention is for BCC to work with partner internal and external organisations to offer full time opening hours. Further recommendation A further recommendation in section 3.4 of the Cabinet report is to increase the opening days of all part-time libraries to three days per week. Conclusion The EIA initial assessment summary has identified some negative impacts that would need to be addressed and a Full EIA is required.</p>
<p>Is a full EIA Required?:</p>	<p>Yes</p>

Protected Characteristic – Age

Impact Age:	Yes
-------------	-----

Age Group Impacted:	["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"]
Age Impact Details:	<p>Due to the 4,000 character restriction not all information is covered below. For full details please see the attached appendix. Impact on Children Below are some of the potential negative impacts of closing/potentially closing a library. A closure is proposed for Spring Hill Library and the Partner led Libraries are at greater risk of potentially closing. 1. Educational Resources: Libraries provide essential access to books, educational materials, and digital resources and PC's that support children's learning and development. 2. Safe Space: Libraries serve as safe, supervised environments where children can spend time after school. 3. Social Interaction: Libraries host events and activities that help children develop social skills and engage with their peers, such as the Summer Reading Challenge and story time events. Libraries are also used for school trips and schools may not have the funds if their local library closed, to travel to another Library in different wards. Impact on Older Adults Below are some of the potential negative impacts of closing/potentially closing a library. A closure is proposed for Spring Hill Library and the Partner led Libraries are at greater risk of closure in the future due to no BCC funding: 4. Accessibility: Older individuals may find it difficult to travel to alternative libraries, especially if they rely on public transport, have mobility issues or limited funds to pay for transport, for example pensioners who have less income and could be potentially disadvantaged. 5. Social Interaction: Libraries often serve as community hubs where older people can socialise, attend events, and participate in activities. Closure could lead to increased isolation for older people who rely on warm welcomes or Library sessions. 6. Access to Resources: Libraries provide access to books, digital resources such as PC's and free Wifi, and information that may not be easily accessible elsewhere.</p>
Age Impact Mitigation:	<p>Due to the 4,000 character restriction not all information is covered below. For full details please see the attached appendix. Children Mitigation: • Alternative Services: Providing information on other nearby libraries and their services, including transportation options. This includes purchasing an additional mobile Library stop at Spring Hill Library, all the Partner-led Libraries, and all the Part-time Libraries. Please see table below to see nearest Libraries to Partner-led Libraries. • We will also be adding stops in areas that have no previous Library provision in areas of high needs (in the top 10 through the Index of Multiple Deprivation score). • Digital Access: Enhancing digital library services and offering support to help children and their families use these services. • Outreach Programs: Implementing mobile library services and partnerships with schools, to ensure continued access to library resources through outreach. • In areas such as Bloomsbury, Glebe Farm, we will offer monthly outreach activities for Children through the Mobile Library or community partners if their Partner-led Library were to close. • Additional engagement if a Partner-led Library were to close, we would carry out additional engagement on top of the engagement that has taken place to date, to understand their needs and concerns and how we can work with local schools to find solutions and alternatives. • Access to Community Library Hubs in each Constituency There will be a larger team working in the libraries operating as concept of Community Library 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-serve 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. Older Adult mitigation: • Alternative Services: Providing information on other nearby libraries and their services. This includes purchasing an additional mobile Library stop at Spring Hill Library, all the Partner-led Libraries, and all the Part-time Libraries. Please see table below to see nearest Libraries to Partner-led. • Mobile Library Services: Expanding the mobile library services to reach communities that have closed with the purchase of an additional library vehicle. We will also be adding stops in areas that have no previous Library provision in areas of high needs (in the top 10 through the Index of Multiple Deprivation score). • Digital Access: Enhancing digital library services and offering support to help older people use these services. For example, the Virtual Hub and the Digital Triage Tool. o Virtual Hub: The Virtual Hub empowers individuals to find their own Information, Advice & Guidance. We have designed a tool that refines content, to ensure users receive only that most relevant content to them, providing a bespoke experience that increases the likelihood of a positive outcome. Where people are in need of 1 piece of information, or many pieces, they'll be able to easily navigate the high volume of content. • The Digital Triage tool provides residents with a comprehensive self-serve offer, enabling them to more effectively engage with the array of services provided across the city both by BCC and non-BCC partners. It is designed to support a self-serve journey where possible and is supported by a service design model which incorporates advisor support and semi-supported options too.</p>

This tool will more easily connect residents to positive outcomes, while expanding our frontline support offers to enable all non-BCC organisations to provide high level advice and support.

Protected Characteristic – Disability

Impact Disability:	Yes
Disability Impact Details:	<p>Due to the 4,000 character restriction not all information is covered below. For full details please see the attached appendix. Potential negative impacts: Below are some of the potential negative impacts of closing/potentially closing a library. A closure is proposed for Spring Hill Library and the Partner led Libraries are at greater risk of closure in the future due to no BCC funding: Access to Resources: Libraries provide accessible resources, such as large print books, audiobooks, and assistive technologies. The closure or reduced opening hours could limit access to these essential resources, impacting individuals with visual, auditory, or other disabilities. Safe and Inclusive Spaces: Libraries serve as safe and inclusive environments where individuals with disabilities can study, work, and socialise. The closure or reduced opening hours might reduce the availability of such spaces, potentially increasing feelings of isolation and exclusion. Support Services: Libraries offer various support services and staff who people have built up trust with, including help with reading, writing, and using technology. The loss of these services and staff could disproportionately affect individuals with disabilities who rely on them for assistance. Digital Divide: The library provides access to computers and the internet, its closure could disproportionately affect individuals with disabilities who do not have these resources at home, making it harder for them to access online services and information. Economic Impact: Libraries offer free or low-cost access to educational materials and other resources that can help individuals with disabilities manage their finances and access necessary services. The closure could increase expenses for accessing similar resources elsewhere. Educational Opportunities: Libraries provide educational programs and workshops that can benefit individuals with disabilities, such as literacy programs, job search assistance, and technology training. The closure could limit these opportunities, affecting their ability to improve their skills and employment prospects.</p>
Disability Impact Mitigation:	<p>Due to the 4,000 character restriction not all information is covered below. For full details please see the attached appendix. To mitigate these impacts, consider the following strategies:</p> <ul style="list-style-type: none"> • Alternative Access: Ensure that alternative means of accessing resources and services are available, such as online resources or partnerships with other community organisations. • Mobile Library Services: Expanding the mobile library services to reach communities that have closed with the purchase of an additional library vehicle, we will also be adding stops in areas that have no previous Library provision in areas of high needs (in the top 10 through the Index of Multiple Deprivation score). • Community Engagement: Engage with individuals with disabilities to understand their needs, concerns, and involve them in finding solutions. • Support Services: Provide information on where similar support services can be accessed. • Digital Solutions: Offer digital literacy programs to help bridge the digital divide and ensure that online resources are accessible to all. • In areas such as Bartley Green, Frankley which has a higher proportion of disabled people, we will offer monthly outreach activities through the Mobile Library or community partners if their Partner-led Library were to close. • Additional engagement if a Partner-led Library were to close, we would carry out additional engagement on top of the engagement that has taken place to date to understand their needs and concerns and how we can work with disabled people to find alternatives. • Access to Community Library Hubs in each Constituency There will be a larger team working in the libraries operating as concept of Community Library 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 and will also connect them to community activity if social isolation is the reason for coming to the library space.

Protected Characteristic – Sex

Impact Sex:	Yes
Sex Groups Impacted:	["Female"]
Sex Impact Details:	The Council does not have any information indicating that those potential impacts will affect women differently to men, other than the greater use of libraries by women when parenting young children; a responsibility which falls disproportionately to women.
Sex Impact Mitigation:	Due to the 4,000 character restriction not all information is covered below. For full details please see the attached appendix. Alternative Access: Ensure that alternative means of accessing resources and services are available, such as online resources or partnerships with other community organisations. • Mobile Library Services: Expanding the mobile library services to reach communities that have closed with the purchase of an additional library vehicle. We will also be adding stops in areas that have no previous Library provision in areas of high needs (in the top 10 through the Index of Multiple Deprivation score) • Community Engagement: Engage with the community to understand their needs, concerns, and involve them in finding solutions. • Support Services: Provide information on where similar support services can be accessed. • Digital Solutions: Offer digital literacy programs to help bridge the digital divide and ensure that online resources are accessible to all.

Protected Characteristic – Gender Reassignment

Impact Gender Reassignment:	No
Gender Reassignment Impact Details:	Overall, while library closures or reduced can impact various community groups, the specific impact on people due to gender reassignment is generally considered low or negligible
Gender Reassignment Impact Mitigation:	

Protected Characteristic – Marriage and Civil Partnership

Impact Marriage and Civil Partnership:	No
Marriage and Civil Partnership Groups Impacted:	
Marriage and Civil Partnership Impact Details:	Overall, while library closures can impact various community groups, the specific impact on people being married or in a civil partnership is generally considered low or negligible
Marriage and Civil Partnership Impact Mitigation:	

Protected Characteristic – Pregnancy and Maternity

Impact Pregnancy and Maternity:	Yes
Pregnancy and Maternity Impact Details:	Due to the 4,000 character restriction not all information is covered below. For full details please see the attached appendix. Potential negative impacts: Below are some potential impacts that might affect individuals who are pregnant or receiving maternity services to consider: Access to Information and Resources: Libraries provide access to important information on pregnancy, childbirth, and parenting., The closure could limit access to these resources, which are vital for expectant parents. Support Networks: Libraries can serve as community hubs where pregnant individuals and new parents can connect with support groups and attend baby classes or children's story time sessions. The closure might reduce opportunities for building these essential support networks. Educational Opportunities: Libraries provide educational resources and programs that can benefit expectant parents, such as childbirth education classes or parenting workshops. The closure could limit these opportunities, affecting their preparedness for parenthood. Yes
Pregnancy and Maternity Impact Mitigation:	Due to the 4,000 character restriction not all information is covered below. For full details please see the attached appendix. To mitigate these impacts, consider the following strategies: • Alternative Access: Ensure that alternative means of accessing resources and services are available, such as online resources or partnerships with other community organisations. 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 Mobile Library Services: Expanding the mobile library services to reach communities that have closed with the purchase of an additional library vehicle, we will also be adding stops in areas that have no previous Library provision in areas of high needs (in the top 10 through the Index of Multiple Deprivation score) Community Engagement: Engage with the community to understand their needs, concerns and involve them in finding solutions. Support Services: Provide information on where similar support services can be accessed. Digital Solutions: Offer digital literacy programs to help bridge the digital divide and ensure that online resources are accessible to all. connections provided will support improved health and well-being through pregnancy, maternity through to parenthood. For example, the Virtual Hub and the Digital Triage Tool. • Virtual Hub: The Virtual Hub empowers individuals to find their own Information, Advice & Guidance. We have designed a tool that refines content, to ensure users receive only that most relevant content to them, providing a bespoke experience that increases the likelihood of a positive outcome. Where you're in need a 1 piece of information, or many pieces, you'll be able to easily navigate the high volume of content • The Digital Triage tool provides residents with a comprehensive self-serve offer enabling them to more effectively engage with the array of services provided across the city both by BCC and non-BCC partners. It is designed to support a self-serve journey where possible and is supported by a service design model which incorporates advisor support and semi-supported options too. This tool will more easily connect residents to positive outcomes, while expanding our frontline support offers to enable all non-BCC organisations to provide high level advice and support.

Protected Characteristic – Ethnicity and Race

Impact Ethnicity and Race:	Yes
Ethnicity and Race Groups Impacted:	
Ethnicity and Race Impact Details:	Due to the 4,000 character restriction not all information is covered below. For full details please see the attached appendix. Potential negative impacts: Below are some potential impacts that might affect individuals who are on ethnicity and race to consider: Impact on Ethnic Minority Communities: Access to Resources: Libraries provide access to books, educational materials, and digital resources that may be particularly valuable for ethnic

	<p>minority communities, including materials in different languages. For example, Sparkhill has a high proportion of Pakistanis (63.4%) and Hall Green (40%) Community libraries for example host partner agencies to promote access to ESOL classes, culturally sensitive health and wellbeing resources. Cultural Hub: Libraries often serve as cultural hubs where ethnic minority communities can access culturally relevant programs and services or be connected to services nearby. Positive Impacts of introducing Community Library Hubs in each constituency: 1. Enhanced Access to Services: Community library hubs can provide a range of services under one roof, making it easier for residents to access information, cultural activities, and support services. 2. Community Wellbeing: Community Library hubs can strengthen community ties by offering spaces for social interaction, learning, and cultural engagement. 3. Tailored Community offer using ethnicity data and insight on the ward profile the services on offer will represent the needs and wants of the community.</p>
Ethnicity and Race Impact Mitigation:	<p>Due to the 4,000 character restriction not all information is covered below. For full details please see the attached appendix. Mitigation Strategies: Alternative Services: Providing information on other nearby libraries and their services, including transportation options. Mobile Library Services: Expanding the mobile library services to reach communities that have closed with the purchase of an additional library vehicle, we will also be adding stops in areas that have no previous Library provision in areas of high needs (in the top 10 through the Index of Multiple Deprivation score) Digital Access: Enhancing digital library services and offering support to help ethnic minority communities use these services. For example, the Virtual Hub and the Digital Triage Tool.</p>

Protected Characteristic – Religion

Impact Religion:	Yes
Religion Groups Impacted:	["No religion", "Christian", "Buddhist", "Hindu", "Jewish", "Muslim", "Sikh"]
Religion Impact Details:	<p>Due to the 4,000 character restriction not all information is covered below. For full details please see the attached appendix. Potential negative impacts: Below are some potential impacts for people based on religion if the library were to close, potentially close or significantly reduce its opening hours/provision Access to Resources: Libraries provide access to books, educational materials, and digital resources that may be particularly valuable for ethnic minority communities, including materials in different languages. For example, in Spark Hill and Hall Green have a high number (over 50%) of Muslim people living in the ward. Cultural Hub: Libraries often serve as cultural hubs where ethnic minority communities can access culturally relevant programs and services. For example, in Spark Hill and Hall Green have a high number (over 50%) of Muslim people living in the ward. Safe Space: Libraries offer a safe and inclusive environment where individuals from diverse backgrounds can gather and engage in community activities.</p>
Religion Impact Mitigation:	<p>Due to the 4,000 character restriction not all information is covered below. For full details please see the attached appendix. Alternative Services: Providing information on other nearby libraries and their services, including transportation options. Mobile Library Services: Expanding the mobile library services to reach communities that have closed with the purchase of an additional library vehicle. We will also be adding stops in areas that have no previous Library provision in areas of high needs (in the top 10 through the Index of Multiple Deprivation score) Digital Access: Enhancing digital library services and offering support to help ethnic minority communities use these services. Outreach Programs: Implementing mobile library services or partnerships with community organisations to ensure continued access to library resources. Community Feedback: Engaging with ethnic minority communities to understand their needs and concerns if the library was to close. For example, Bloomsbury (Nechells) that have a high number (Over 40%) of Muslims in the Ward, and Boldmere and Walmely have a high proportion (over 50%) of Christians in the ward. Stakeholder Involvement: Working with local organisations that support ethnic minority communities to find solutions and alternatives.</p>

Protected Characteristic – Sexual Orientation

Impact Sexual Orientation:	Yes
Sexual Orientation Groups Impacted:	["Straight or heterosexual", "Gay or lesbian", "Bisexual", "Pansexual", "Asexual", "Queer", "All other sexual orientations"]
Sexual Orientation Impact Details:	<p>Due to the 4,000 character restriction not all information is covered below. For full details please see the attached appendix. Potential negative impacts: Below are some potential impacts at might affect individuals based on their sexual orientation. If a library was to close, potentially close or have reduced days. Access to LGBTQ+ Resources: Libraries often provide access to books, information, and support materials specifically for LGBTQ+ individuals. The closure could limit access to these important resources, which can be crucial for personal development and support. Safe Spaces: Libraries can serve as safe and inclusive spaces for LGBTQ+ individuals to gather, learn, and socialize. The closure might reduce the availability of such safe spaces, potentially increasing feelings of isolation. Support Networks: Libraries can host events, support groups, and community meetings that cater to the LGBTQ+ community. The loss of these events could negatively impact the ability of LGBTQ+ individuals to build and maintain support networks. Educational Opportunities: Libraries provide educational programs such as health and wellness seminars, legal advice sessions, and cultural events. The closure could limit these opportunities, affecting their access to valuable information and support. Digital Divide: If the library provides access to computers and the internet, its closure could disproportionately affect LGBTQ+ individuals who do not have these resources at home, making it harder for them to access online support and information.</p>
Sexual Orientation Impact Mitigation:	<p>Due to the 4,000 character restriction not all information is covered below. For full details please see the attached appendix. Potential negative impacts: Below are some potential impacts at might affect individuals based on their sexual orientation. If a library was to close, potentially close or have reduced days. Access to LGBTQ+ Resources: Libraries often provide access to books, information, and support materials specifically for LGBTQ+ individuals. The closure could limit access to these important resources, which can be crucial for personal development and support. Safe Spaces: Libraries can serve as safe and inclusive spaces for LGBTQ+ individuals to gather, learn, and socialize. The closure might reduce the availability of such safe spaces, potentially increasing feelings of isolation. Support Networks: Libraries can host events, support groups, and community meetings that cater to the LGBTQ+ community. The loss of these events could negatively impact the ability of LGBTQ+ individuals to build and maintain support networks. Educational Opportunities: Libraries provide educational programs such as health and wellness seminars, legal advice sessions, and cultural events. The closure could limit these opportunities, affecting their access to valuable information and support. Digital Divide: If the library provides access to computers and the internet, its closure could disproportionately affect LGBTQ+ individuals who do not have these resources at home, making it harder for them to access online support and information.</p>

Protected Characteristic – Care Experience

Impact Care Experience:	Yes
Care Experience Impact Details:	
Care Experience	<p>Due to the 4,000 character restriction not all information is covered below. For full details please see the attached appendix. To mitigate these impacts, consider the following strategies: • Alternative Access: We will ensure that alternative means of accessing</p>

Impact Mitigation:	resources and services are available, such as online resources or partnerships with other community organisations. • Mobile Library Services: Expanding the mobile library services to reach communities that have closed with the purchase of an additional library vehicle, We will also be adding stops in areas that have no previous Library provision in areas of high needs (in the top 10 through the Index of Multiple Deprivation score) • Community Engagement: Engage with care-experienced individuals to understand their needs, concerns and involve them in finding solutions. • Support Services: Provide information on where similar support services can be accessed. • Digital Solutions: Offer digital literacy programs to help bridge the digital divide and ensure that online resources are accessible to all. For example; the Virtual Hub and Digital Triage Tool. • The Digital Triage tool provides residents with a comprehensive self-serve offer enabling them to more effectively engage with the array of services provided across the City both by BCC and non-BCC partners. It is designed to support a self-serve journey where possible, and is supported by a service design model which incorporates advisor support and semi-supported options too. This tool will more easily connect residents to positive outcomes, while expanding our frontline support offers to enable all non-BCC organisations to provide high level advice and support. • The Virtual Hub empowers individuals to find their own Information, Advice & Guidance. We have designed a tool that refines content, to ensure users receive only that most relevant content to them, providing a bespoke experience that increases the likelihood of a positive outcome. Where you're in need a 1 piece of information, or many pieces, you'll be able to easily navigate the high volume of content.
--------------------	--

Other

Any other risks or impacts:	Socio-Economic Concerns -Due to the 4,000 character restriction not all information is covered below. For full details please see the attached appendix.
-----------------------------	--

Full Assessment Summary

Full Assessment Summary:	<p>Due to the 4,000 character restriction not all information is covered below. For full details please see the attached appendix. As outlined in this document, the greatest risk and impact on people would occur if there are library closures. Currently, only one library closure is proposed, and this library has been closed since December 2022. Mitigation measures have been implemented to counter any negative impact, including a mobile library stop.. The next area of concern would be if any of the proposed partner-led libraries were to close. The intention is for these libraries to remain open through partners funding the running and staffing of the libraries. However, if they are unable to do so, the library may subsequently close. The risk to people with certain protected characteristics depends on which partner-led library is unable to remain open. The groups at highest risk have been outlined in the document, and mitigation for each of these groups has been identified. For example:</p> <ul style="list-style-type: none"> • Alternative Access: Ensure that alternative means of accessing resources and services are available, such as online resources or partnerships with other community organisations and promoting services such as Library Services at Home. • Mobile Library Services: Expand mobile library services to reach communities affected by closures, including the purchase of an additional library vehicle. Additional stops will be added in areas with no previous library provision, particularly in high-need areas (top 10 through the Index of Multiple Deprivation score). • Community Engagement: Engage with the community to understand their needs and concerns, and involve them in finding solutions. • Support Services: Provide information on where similar support services can be accessed. • Digital Solutions: Offer digital literacy programs to help bridge the digital divide and ensure that online resources are accessible to all. For example, the Virtual Hub and digital triage tool: <ul style="list-style-type: none"> o The Digital Triage tool provides residents with a comprehensive self-serve option, enabling them to more effectively engage with the array of services provided across the city by both BCC and non-BCC partners. It supports a self-serve journey where possible, with advisor support and semi-supported options available. This tool will more easily connect residents to positive outcomes while expanding our frontline support offers to enable all non-BCC organizations to provide high-level advice and support. o The Virtual Hub empowers individuals to find their own information, advice, and guidance. It refines content to ensure users receive only the most relevant information, providing a bespoke experience that increases the likelihood of a positive outcome. Whether needing one piece of
--------------------------	---

	<p>information or many, users can easily navigate the high volume of content. To conclude, potential barriers and negative and positive impacts have been identified for some people within the proposals for libraries, which have been addressed in this document. The main challenge is if partner-led libraries were to close, in which case the EIA would be considered. The current proposal will proceed.</p>
--	--

Monitoring

<p>Monitoring Details:</p>	<p>Once the Cabinet report is agreed by cabinet implementation of the vision and delivery plan will take place. 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 Partner-led Libraries and Libraries of reduced provision, it will highlight areas of responsibility and time frames to ensure mitigations are put in place and adverse impacts are dealt with accordingly. 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>Monitoring Officer Email:</p>	<p>deborah.r.coulson@birmingham.gov.uk</p>

