

Equality Impact Assessment

Directorate: Children's Education Directorate	
Service: Slough Library Services	
Name of Officer/s completing assessment: Neil Hoskinson	
Date of Assessment: December 2024	
Name of service/function or policy being assessed: Slough Library Service – proposal to consult with residents on changes to service delivery	
1.	<p>What are the aims, objectives, outcomes, purpose of the policy, service change, function that you are assessing?</p> <p>Under the Public Libraries and Museums Act 1964, local councils in England have a statutory duty to provide a 'comprehensive and efficient' library service for all people working, living, or studying full-time in the area who want to make use of it.</p> <p>Guidance and case law has determined that if any changes are made to how a library service is delivered, the council must follow a fair process, and this includes considering local needs and working with the public when devising a new way of delivering services. The statutory duty referred to above is not prescriptive in how local authorities should provide their library services or when they should be open.</p> <p>To conduct a comprehensive consultation and engagement process on proposals to make changes to how the library service is delivered from access through 4 library buildings, an online e-resource service and a small Library at Home changing to delivery through 2 libraries The Curve and Britwell, explore ways to expand the online and outreach offer and Library at home service, and maintain the library services staff resources and publications budget</p> <p>The library service is consulting on a proposal to close both Cippenham and Langley libraries and therefore this Equality Impact Assessment considers the impact these closures will have on those with protected characteristics. It will also consider</p>

how any identified impacts can be mitigated through the provision of alternative services or by helping those with protected characteristics to engage in alternative library venues.

Following consultation and analysis of the feedback the EIA will be updated with specific detail.

To agree to conduct a public engagement exercise with residents and library users to consult on the impact of proposals to change the current delivery model and current statutory provision by reducing the number of library buildings from 4 to 2, and explore alternate ways of ensuring libraries are accessible, including developing a new outreach offer. In addition, the engagement exercise will consult on maintaining the current library staffing and publications budget. This mix of approaches will ensure that services are relevant, address local need by targeting resources to where they are needed most and offer the opportunity to collaborate with partners at a local level to explore outreach possibilities.

In the public consultation in 2021/2022 residents were able to feedback about library closures at Cippenham and Langley, and revised opening hours, and enabled individuals and groups to outline the impact this may have had on them.

In the public consultation in 2021/2022 a total of 5,717 people were consulted with 2522 people responded to the online survey, 595 to the Have your Say paper copy sent to every household and approximately 2,600 people attended engagement events including children and young people and their families, adults and older people

At present, operating hours in Cippenham and Langley libraries are limited and footfall and borrowing has fallen since 2022. Anecdotally library users struggle to know when the library is open contributing to falling footfall and borrowing. The proposed change would optimise opening hours and staffing at the remaining 2 libraries in Britwell and The Curve.

The library service in Slough has four (statutory) libraries: The Curve cultural hub in the heart of Slough town centre; and three locality libraries in Britwell, Cippenham and Langley. The library service provides access to physical and online resources for adults and children, and provision of events and activities for adults and children, free access to WiFi, and computers, digital support and we also offer a small Library at Home Library Service supported by volunteers who take library books to the homes of people who are unable to come to a library.

Britwell library is mainly self serve and library staffed one Saturday a month. Cippenham and Langley libraries are open between 3 and 4 days in the week and 2 Saturdays a month. The Curve is open 6 days a week. All of our libraries are free at the point of use for all users.

Library services provide access to books, online resources, computers with Wi-Fi and Internet as well as a programme of regular and holiday events and activities for adults and children. Britwell and The Curve are also locality hubs which accommodate other services including Registrar Service, Adult Learning & Skills services, Norden Farm Arts Council funded programmed events in the Venue Housing Demand and council customer services. The library service is provided both building based and online with a limited provision of e-resources and outreach events .

Slough Library Service undertook a review and public consultation in 2021/2022 with residents on the way SBC delivered library services. The recommendations to keep all four libraries open with reduced opening and staffed hours, and reduce the publications budget were approved at Cabinet in March 2022, along with a Library service 5 year strategic plan 2023-2027. These changes were reviewed and confirmed in July 2023 by Cabinet.

While the preferred option from the public consultation in 2021/2022 was to keep all libraries open and reduce opening and staffed hours from 203 to 103 hours a week , and reduce the publications budget from £220,000 to £90,000 , options around the closure of Cippenham and Langley libraries were also consulted on, with mitigations considered.

The council has sought to maintain the service over four buildings, with a reduced budget, and the reduction in opening hours and staffed hours however this is no longer sustainable with the limited resources available and the continuing financial challenges faced by the council.

To continue to be able to deliver accessible and responsive services and to be financially resilient, we have to consider how our library service can be delivered in a more efficient way, while ensuring that it continues to meet people's needs and is comprehensive. Slough's financial situation in the last 3 years has not eased and expenditure continues to exceed income. For 2025/2026 there is a projected gap in the budget of £17.3 million. The Minister for Housing, Communities and Local Government (MHCLG) has officially confirmed that the intervention will continue at Slough Borough Council for a further 2 years. The Phase One MTFS budget proposals agreed at Cabinet in November 2024 highlighted that SBC cannot continue to make cuts and to borrow to deliver services, and selling assets to obtain capital receipts is the only way to close the gap.

The improvement plan (Target Operating Model) for Slough has a key priority to make Slough a smaller more flexible and integrated council offering fewer but more consistent points of access. The Council's new accommodation arrangements see Observatory House, The Curve and Britwell maintained as the key operational sites for public facing services.

	<p>The approach is to request Cabinet to agree to engaging with residents to consult them on proposed changes to library services. Options</p> <ul style="list-style-type: none"> • A library service model that can be accessed widely across the borough outwith static library buildings • Agree that the library strategic plan is still fit for purpose • Maintain the publications budget and libraries staffing and resources budget at current level • To deliver library services from 2 physical buildings in The Curve and Britwell, continue to deliver and expand the online and e-offer, and close Cippenham and Langley library buildings • Explore options to develop and deliver a library outreach programme targeted at areas of most need <p>The proposed closure of Cippenham and Langley would deliver savings to the building management budget if both buildings were closed and allow the Council to consider disposal of the sites to receive a capital receipt.</p> <p>Maintenance of the 90k publications budget and staffing allows the resources to be spread across two buildings as opposed to four and will enable an increase in e-resources spend, and enable Britwell library to become a staffed library rather than self serve</p> <p>If agreed at Cabinet the consultation would be for just under 12 weeks (11 weeks) from the 17 December to 04 March 2025</p> <p>The consultation would be through an online survey, face to face and online focus groups with library users, residents and partners, and partner meetings</p> <p>Accessibility of the consultation:</p> <ul style="list-style-type: none"> • All documents will be made accessible including pdfs and will be available on the council website • An easy read document will be created and approved by Disabilities Forum and Equalities Monitoring Officer • Paper copies of the survey will be available on request
2.	<p>Who implements or delivers the policy, service, or function?</p> <p>Library services are funded, delivered and managed by a dedicated team within Slough Borough Council.</p>

	<p>The service is part of the Education Directorate under Children's Services</p> <p>The Service Manager is the Locality Hubs and Library Services Manager There is a Children's and Young People Outreach Officer who also manages the Volunteer development, and a Systems support officer</p> <p>The operational delivery is made through a Supervisor, 2 Assistant Supervisors, library assistants and volunteers.</p> <p>A Strategic Library plan 2023-2027 was agreed by residents and Cabinet</p> <p>The delivery of the library service strategic service plan 2023-2027 is led by the Libraries team.and aligns with the SBC corporate plan A fresh start 2023-2027</p> <p>No reduction in library staffing posts, or hours or resources are proposed other than possible amendments to staff working patterns and locations. There may be similar changes to Facilities Officers, who open buildings and Customer services officers who are based in Cippenham and Langley , however capacity is needed elsewhere and will likely be of benefit to those teams</p>
3.	<p>Who will be affected by this proposal?</p> <p>The proposal to review and reconfigure how we deliver the library service in Slough will have the potential to affect all residents of the borough as the service is universal and free at the point of use.</p> <p>Sloughs total resident population is 149,539.</p> <p>Total library membership in the borough is 40,000 people and of this, xxxx are active borrowers (borrowing at least once a year and physically borrowing from a library). The total membership accounts for 27% of the resident population and active borrowers account for 14% of the total resident population.</p>

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

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

The impact of the library closure on individuals with protected characteristics includes difficulty travelling to other libraries, lack of access to books and other resources, lack of access to library digital provision, potential loss of social interaction and the impact on mental health and wellbeing from the loss of a safe warm space. The identified mitigations include signposting to alternative library provision both within and outside the borough, providing travel planning information to other libraries (bus routes etc.), promotion of online e-resources and access to the Library at Home Service where appropriate.

Mitigations could be expanding the Library at Home service for those who are unable to leave their home

Welcome to the library sessions at Britwell and The Curve to familiarise new customers with these buildings

Residents and library users will have access to more consistent staffed hours at Britwell and The Curve 6 days a week

The publications budget will be better used across 2 buildings with a wider range of materials and titles shared between hard copy physical books and e-resources.

Affected groups could include

- all residents of Slough,
- library staff,
- other council and hub staff,
- current library users,
- partner organisations and stakeholders including schools, Early Years provision, anyone with complex needs who use the libraries as safe warm spaces and to reduce social isolation
- local groups who use the libraries eg local history, seated exercise
- Refugees and asylum seekers
- Anyone who needs access to digital support and internet and print services
- Councillors who hold surgeries in Cippenham and Langley

Library Users data

Age

A high percentage of library users are children and young people. 70% of all users across all sites are aged under 15 and under. All of the attendees of activities such as story reading and, Baby and Rhyme sessions are carers with babies and pre-school children.

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

The breakdown of active library users by age:Data to be checked .

2022	% of active library users	Number of active library users
Child (0 – 10 y/o)	20.6%	4,394
Child (11 – 13 y/o)	9.2%	1,970
Young person (14 – 17 y/o)	7.6%	1,630
Adult (18 – 59 y/o)	58.7%	12,480
Senior citizen (60+)	3.6%	777

Active borrower members (borrow physical book once in a 12 month period)	2024					
Borrower category	The Curve	Britwell	Cippenham	Langley	Total	
Child Preschool (age 0-4)	218	33	83	121	455	
Child (age 5-12)	3,424	411	984	1,651	6,470	
Young Person (age 13-17)	1,035	145	260	418	1,858	
Adult (age 18-59)	3,885	265	563	941	5,654	
Adult Senior (age 60+)	577	45	122	152	896	
Other	157	1	13	10	181	
					15,514	
Total active borrowers	9,296	900	2,025	3,293	15,514	
Percentage of total active borrowers	60%	6%	13%	21%		

Membership by Borrower category	The Curve	Britwell	Cippenham	Langley	Total	
Child Preschool (age 0-4)	343	38	100	151	632	
Child (age 5-12)	5,929	1,031	1,770	2,720	11,450	
Young Person (age 13-17)	5,919	1,505	1,501	2,458	11,383	
Adult (age 18-59)	24,743	2,744	3,562	5,672	36,721	
Adult Senior (age 60+)	3,063	327	526	750	4,666	
Other	1,665	8	27	23	1,723	
					66,575	
Total membership by library	41,662	5,653	7,486	11,774	66,575	
Percentage of total membership	63%	8.00%	11%	18%		

Sex

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

2022 Active borrowers	Numbers of active borrowers	% of active borrowers
Female	10,945	55%
Male	8,868	45%

2024	Numbers of members	% of members
Female	34,463	52%
Male	26,452	40%
Other	5,660	8%
Total	66,575	

Gender reassignment and gender self-identification

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

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

Sexual orientation

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

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Disability

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

In the 2011 Census, 9,322 Slough residents between the ages of 16-64 reported living with a physical disability. Over 1,350 people were also reported to be living with a severe mental health problem. There are an estimated 2,590 people living with sight loss in Slough and 2,696 adults under the age of 65 live with a moderate to severe hearing impairments (more have a profound impairment). Hearing impairments in younger adults in Slough is expected to increase by 20% over the next ten years. Just over 4% of over 65s in Slough have been recorded by their GPs as living with dementia.

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

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

Pregnancy and maternity

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

Race

The Library Service does not hold comprehensive data on the ethnic status of its users from membership records as this is not a legal requirement. However, from observations of attendance at activities, feedback from library staff and anecdotal observations the majority of those using the service are Asian British, followed by White British and White other. This mirrors the general ethnic breakdown of Slough's resident population.

Ethnic breakdown of Slough resident population

Asian/Asian British: Bangladeshi	549	0.6% of population
Asian/Asian British: Chinese	797	0.6% of population
Asian/Asian British: Indian	21,922	15.6% of population
Asian/Asian British: Other Asian	7,560	5.4% of population
Asian/Asian British: Pakistani	24,869	17.7% of population
Black/African/Caribbean/Black British: African	7,548	5.4% of population
Black/African/Caribbean/Black British: Caribbean	3,096	2.2% of population
Black/African/Caribbean/Black British: Other	1,471	1.0% of population
Mixed/multiple ethnic groups: White and Asian	4,429	1.0% of population
Mixed/multiple ethnic groups: White and Black African	607	0.4% of population
Mixed/multiple ethnic groups: White and Black Caribbean	1,667	1.2% of population
Mixed/multiple ethnic groups: Other Mixed	1,055	0.8% of population
Other ethnic group: Arab	928	0.7% of population

Other ethnic group: Any other ethnic group	2,654	1.9% of population
White: English/Welsh/Scottish/Northern Irish/British	48,401	34.5% of population
White: Gypsy or Irish Traveller	220	0.2% of population
White: Irish 1,607 1.1%	1,607	1.1% of population
White: Other White 13,825 9.9%	13,825	9.9% of population

Religion and Belief

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

Religious belief breakdown of Slough resident population

Buddhist	743	0.6% of population
Christian	57,726	43.6% of population
Hindu	8,643	6.5% of population
Jewish	87	0.1% of population
Muslim	32,655	24.7% of population
Sikh	14,889	11.3% of population
Other religion	482	0.4% of population
No religion	17,024	12.9% of population

Library Users data – From 2021/2022 public consultation

All of the identified groups will be engaged with throughout the public consultation period to ensure their views on the proposed library changes are considered.

Equalities data collected as part of the public consultation online survey in 2021/2022

Indicated

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

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

Gender

62.58% respondents were female and 31.38% male

Age

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

15.44% of respondents were under 24.

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

Disabilities

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

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

Ethnicity

Of those who responded to this question the top 3 were

Indian 19.65%

White British 16.85%

Asian British 15.68%

Religion

The top 3 responses were

Christian 28%

Muslim 18.77%

Hindu 15.19%

12.72% had no religion and 13.89% preferred not to say

Language

92% said English was the language they are most comfortable using

Other languages mentioned in the comments were Punjabi, Urdu, Polish, French, Portuguese, and Arabic

4.	<p>What are any likely positive impacts for the group/s identified in (3) above?</p> <p><u>Publications budget</u> If the Publication budget remains at £90,000 there will continue to be in line with nearest neighbours with a mix of hard copy and online resources available for all users with bigger share of the budget allocation for e-books, and e-audio.</p> <p><u>Changes to hours the libraries are open/hours that libraries are staffed by library assistants</u> If Cippenham and Langley buildings were to close the hours when library staff are available at Britwell and Curve will increase There will still be a 24/7 on-line offer There will be staff capacity to explore developing an outreach programme with library services focused on areas of need There will be an Increased programme of library focused activities in Britwell library .</p>
5.	<p>What are the likely negative impacts for the group/s identified in (3) above?</p> <p><u>Age</u> Children and young people make up the highest percentage of our library users both for book borrowing and attending events/activities. . Closing Cippenham and Langley libraries could limit the times young people are able to access physical library buildings, locally for borrowing hard copy books and attending literacy and reading for enjoyment related events and activities such as the Summer Reading Challenge. . Many of our activities and events are aimed at children and young people and not having a library locally to access may have an impact on their reading levels . Closing Cippenham and Langley and reducing the ability to access staff and public computers locally to help guide those who are not confident in reading may also negatively impact this group.</p> <p>Anecdotal feedback from library staff suggest that older residents often go to a local library as a way of informally socialising with others, reducing their social isolation, and improving their social networks, health, and wellbeing. Feedback from adults using library-based activities (e.g., reading groups, seated exercises) support this staff feedback. Reducing the hours when library staff are available for people to talk to and get advice from could increase feelings of loneliness and social isolation. This would also reduce the availability of staff to work with older users to help reduce digital isolation – currently staff offer hands-on support and guidance to residents who are not confident using or accessing Internet in general and a range of council self-serve service as part of the “digital by default” transformation. Older residents may be unwilling to or unable to access library services that are not local</p>

Sex

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

Gender reassignment and gender self-identification

Although we have no data specifically on library usage by residents who have had/are having gender reassignment, the reduction in local libraries in Cippenham and Langley could have a disproportionate impact on these users and those who don't identify as gender-binary. Not being able to access books and resources and digital services locally may have an impact on how they are able to access and use the library service.

Sexual orientation

Although we have no data specifically about sexual orientation of library users or the general resident population, the reduction in local libraries in Cippenham and Langley could have a disproportionate impact on LGBT+ users and potential users. Not being able to access books and resources and digital services locally may have an impact on how they are able to access and use the library service.

Disability

The closure of Cippenham and Langley libraries could affect users and potential users with disabilities who use Cippenham and Langley libraries

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

Pregnancy and maternity

Several activities at libraries are specifically aimed at parents/carers of babies (e.g., Baby Rhyme Time, story times etc) to help babies get a first introduction to books and allow socialisation for both them and their parents. Spend on books/publications for babies is relatively high because the items are used often and suffer more wear and tear than books for older users. Free access to a range of books

supports early years development. This means that the closure of Cippenham and Langley with no local access to free activities would have a specific impact on this group.

New parents also use libraries to collect Bookstart packs for babies. Closure of Cippenham and Langley could limit the opportunities for parents to collect this resource locally.

Race

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

6. Have the impacts identified in (4) and (5) above been assessed using up to date and reliable evidence and data?

Data used is from Office for National Statistics (ONS) and Chartered Institute of Public Finance and Accountancy (CIPFA). ONS data is from 2011 Census. CIPFA data (most similar groups) is from 2019 report using 2018 data

Data collected from the public consultation and detailed needs assessment in 2021/2022 have also been used

Where Slough library usage data has been used this has been taken from the library management system.

Further, more detailed analysis about impacts of service changes will be carried out during and after the public consultation which will include collection of equalities data and asking residents for their assessment of the proposals.

The public consultation in 2021/2022 was extensive and included an online and paper survey, face-to-face and online engagement with individuals, groups and stakeholders (including children and young people, disability forum, carers support groups and groups specifically for older residents) to gather their views and feedback.

Question 16 in the online survey was a free text box asking for respondents to add any comments they felt the council needed to take into consideration. 712 comments were received.

The general themes of the comments were that users preferred the library to be local, problems were anticipated if users had to travel by other means, the value of libraries post lockdown as a way of reducing loneliness and improving wellbeing and valuing libraries as a safe community space.

	<p>The general theme of comments received from children and young people highlighted that they want libraries to be calm, quiet and peaceful, and that Covid had restricted their ability to go to the library.</p> <p>15 drop-ins and online events were held and over 30 groups were engaged with via face-to-face workshops and online meetings with over 300 adults and 1995 children and young people. 374 handwritten comments from children and young people were received, and 14 emails to the dedicated library consultation email account were received.</p>
7.	<p>Have you engaged or consulted with any identified groups or individuals if necessary and what were the results?</p> <p>A proposal report to carry out a public consultation on the closures will be discussed at Cabinet on the 16 December. If approved the public consultation will take place over a 10 week period following that decision.</p> <ul style="list-style-type: none"> • • <p>The changes to Cippenham and Langley libraries will be consulted on during a 10 -week public engagement exercise. This public consultation will seek current library user's views and the views of people who do not currently use libraries but may do in the future. The consultation will include an on-line and hard copy survey, several face-to-face focus groups at each library (carried out at different times of day) and on-line sessions for residents and stakeholder groups.</p> <p>Information collected from this consultation will be analysed and included in a final recommendations so decision makers can fully understand the impact on different parts of our community.</p> <p>There are no anticipated changes to the numbers of staff in post or their hours. The only anticipated changes will be on working patterns Library staff already work across all library locations The results of this consultation exercise will be analysed and included in the final implementation plan.</p>
8.	<p>Have you considered the impact the policy might have on local community relations?</p> <p>As part of the public consultation, we are ensuring that we actively seek the views of community, voluntary and third sector organisations that represent different community groups. We will be encouraging members of these groups to take part in the consultation. In addition, there will be face-to-face and on-line stakeholder engagement sessions to understand the impact of the proposals on community relations.</p>

9.	<p>What plans do you have in place, or are developing, that will mitigate any likely identified negative impacts?</p> <p>Each option being considered will have a detailed mitigations plan associated with it. The mitigations include:</p> <ul style="list-style-type: none"> • Seeking the views of residents and stakeholders about alternative proposals to ensure the service is fit for the future and delivers excellent value for money. • Ensuring that there is a robust and transparent process for deciding on the ratio of physical vs on-line resources purchased through the publications fund. • Ensuring there is a robust and transparent process for purchasing hard copy and eResources to mitigate the impact of publications available to users in a protected group (e.g., English language vs non-English language, children/young people vs adults etc.) • Ensuring there is a robust and transparent process for deciding what activities and events will be hosted by libraries and library staff. • Explore alternative venues for hosting library events and services (e.g., Children’s Centres, schools, pop-up community locations etc) and also opportunities for libraries to co-locate in alternative venues and other services to co-locate in library buildings. • Ensure that on-line resources remain available 24/7. • Actively seek out and make bids for external funding streams that will allow libraries to deliver specific projects. • Explore opportunities for developing and delivering library outreach to areas of need
10.	<p>What plans do you have in place to monitor the impact of the proposals once they have been implemented? (The full impact of the decision may only be known after the proposals have been implemented).</p> <p>Continue to collect user data via library management system and continue to develop a more robust evidence based reporting system of usage to allow us to review our services and their impact</p> <p>A review of the EIA will be carried out 12 months after implementation of any proposals</p>

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

Action Plan and Timetable for Implementation

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

Action	Target Groups	Lead Responsibility	Outcomes/Success Criteria	Monitoring & Evaluation	Target Date	Progress to Date
Current needs assessment and revised EIA completed and to be updated following the consultation and used to inform decision makers	All residents including library users and non-users		Completed and used to shape consultation and options paper			

Carry out public consultation to help shape outcomes and library review and enable full assessment of impact on Slough Community Consultation to include gathering Equalities information	All residents including library users and non-users and targeted groups with protected characteristics		Completed and clear picture of needs of library users and non-users Equality information used to help identify the impact on users and those with protected characteristics			
Hold series of face-to-face consultation drop ins at each library and online events and with stakeholder groups and staff to provide feedback – communications plan	All residents including library users and non-users and targeted groups with protected characteristics		Completed with good numbers attending and actively engaging. Feedback analysed and included in final needs assessment and recommendations for SBC decision makers.			
Update EIA following consultation	As above		EIA reflects the findings from the consultation and mitigates negative impacts on protected groups.			

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