

Equality Impact Assessment (EIA) Screening

An EIA helps to demonstrate how the Council meets its statutory Public Sector Equality Duty. It requires us to pay “due regard” to the impact of our decisions on people with protected characteristics in setting and implementing policies or developing services.

The law does not mean that no changes can be made, even if they have a negative effect on people. However, we must demonstrate that we have considered the impact that could happen and what steps we have put in place to mitigate against any negative impacts. We can also use an EIA screening as an opportunity to enhance positive impacts.

Please refer to the guidance on MySCC to help you complete this EIA Screening or speak to a member of the EIA Review Group.

Before this EIA screening is completed, please:

- ensure that you have used the latest EIA screening template on [MySCC](#);
- attend an EIA training session, dates on [MySCC](#);
- consider who is affected by the proposed changes to the service or policy and their protected characteristics, for example, the public and staff;
- consider including some input about the change from those affected by the proposed changes before completion of the EIA. i.e. undertake some co-production with people who will or may be affected by the proposed changes;
- make sure the EIA screening will be considered as part of the decision making process to help demonstrate how the Council meets its statutory Public Sector Equality Duty, i.e. the EIA is finalised and published before decisions are made;
- ensure that the EIA is written in plain English and content is appropriate as it will be published on the Suffolk County Council website. Please do not use any abbreviations and acronyms without explaining them;
- use links to websites, if necessary, for any supporting documents as the EIA will be converted into a pdf and published on its own so no embedded attachments will be visible;
- check that the EIA screening is accessible particularly if tables are included. Once you have completed the template, check the accessibility of the document by clicking on the ‘Review’ tab and then clicking on ‘Check Accessibility’;
- understand that this template includes terminology used in the Equality Act 2010. We appreciate that not everyone is comfortable with the term gender reassignment, but it has been used in this template as we need to reflect what the legislation says. The guidance in that section reflects the spectrum of people who are transgender, non-binary or gender non-conforming who should be considered when completing the EIA.
- consider how you might be able to use the EIA process to increase our understanding of those with protected characteristics in order to improve our decision making in the future. Can this be an opportunity to gather more information and data on people with protected characteristics and understand more about their lived experiences and the impacts that changes to SCC policies, procedures and services may have on them?
- consider planning in a feedback process so that you can determine how accurately the EIA predicted impacts on those with protected characteristics so that you can improve your EIAs in the future.

| | |
|--|--|
| Name of the proposed service or policy change | Library Service Procurement – pre-Public Consultation |
| Lead officer responsible for the policy or service | Andrew Cuthbertson |
| Officers carrying out the EIA screening (at least one must have done EIA training, it is recommended that an officer responsible for the policy or service is involved in the screening) | Andrew Cuthbertson, Head of Community Infrastructure Belinda Godbold, Head of Programmes Suzanne Stevenson, Libraries Project Lead |
| Is this a new EIA or a revision to a previous one? (If revision, please provide date of previous EIA) | Revision 08-06-2023 Libraries Procurement |
| Date this EIA screening was completed | 26 October 2023 |

Part A: Background

1. What is the proposed change?

Briefly describe (max. 250 words) the service/policy and the changes that are being proposed:

To procure the Suffolk Library service.

The Suffolk Library service fulfils statutory requirements in the Public Libraries and Museum Act 1964 “to provide a comprehensive and efficient Library service” for all persons resident or working in Suffolk. It provides for the general and special requirements of adults and children, including

- Free access to resources: Printed books, digital information resources (e-books, e-magazines, e-newspapers)
- Free access to internet, Wi-Fi, and access to IT equipment, including loaning
- Opportunities for learning and skills development (formal and informal)
- Digital skills development - workshops, drop ins
- Regular activities and services for older people
- Regular activities and services for early years, children and young people
- Activities and services to help with wellness, especially mental health and wellbeing
- Culture and arts activities and experiences for everyone
- Activities which address wider social needs including job seeking, social inclusion etc.

A public consultation will take place between 30 October – 26 January 2024 to confirm the range of services to be procured and the most effective way of delivering an environmentally sustainable service with rural outreach. This consultation will help develop the outreach services so it meets environmental, safety and service needs. Service funding will be increased to maintain the current service and provide financial support for the rural outreach offer.

The consultation asks questions about:

- The range of activities that the library service should cover in future (based on feedback received in the engagement phase July - September 2023);
 - If users of outreach services prefer short mobile library stops offering few services, or fewer, longer stops that offer a wider range of services and activities;
 - If users of outreach services prefer a big library vehicle (as currently 7.2 tonnes, size of single decker bus, carrying 3,000 books to browse) or a smaller vehicle (3.5 tonnes that can carry 2,000 books);
 - Outreach service users' preference for community funded pop-up libraries or Suffolk County Council (SCC) funded pop-ups that would require a reduction in mobile library stops;
 - Preference for time of day for pop-up library visits.
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2. Why are these changes being proposed?

Briefly describe (max. 250 words) the reasons for making these changes:

Suffolk Libraries Industrial and Provident Society (IPS) Limited has held the contract for library services in Suffolk for 10 years and had a further 2-year extension (permissible under the Covid Procurement Policy Note 'Responding to COVID 19' PPN01/20 issued March 2020). The current contract with Suffolk Libraries IPS Ltd has been extended by 10 months to 31 May 2025 to allow time for public consultation before the re-procurement of the library service in Suffolk. SCC is legally required to hold a procurement process and wishes to procure a forward-looking organisation which aligns with SCC's strategies and policies, so that the provider continues to meet the current and evolving needs of Suffolk residents and workers.

3. What will the effect of the changes be?

Describe what difference the changes will make on people, communities, localities etc.:

Maintain the current service with a focus on outcomes that meet the local community's needs. The public consultation will give Suffolk residents and workers an opportunity to identify their needs and consideration will be given to how the service specification can reflect these needs within the funding available for the service. Any changes in the outreach service would be subject to further public consultation with communities before they are implemented.

4. Has co-production been used to help formulate the proposed changes?

(i.e. have you involved people with lived experience of the protected characteristics in the development of your proposed service/policy change etc? For example, you might talk to current, recent or potential service users, SCC Staff Networks, Suffolk Parent Carer Forum, Healthwatch.) If so, please provide brief details:

Extensive pre-engagement with key stakeholders (e.g. Suffolk Library staff, Friends Groups, SCC staff networks, library users and non-users, Voluntary sector organisations, District

Councils, representatives of business organisations, schools and children) has taken place to help shape the public consultation. All groups were asked about how we should engage with people with protected characteristics, children in care, military veterans and those socio-economically deprived. The public consultation will be targeted at users and non-users of the Library service, enabling them to contribute to the development of the new specification for the library procurement.

5. Who (job role or group) will make the decision about whether the proposed changes will be implemented, and when will this happen?

(Please note: this must be after the EIA screening has been published so that the impact on people from each of the Protected Characteristics identified in the EIA is considered as part of the decision making process). Please provide details:

A working group in the Public Health and Communities Directorate has undertaken pre-engagement (prior to finalising the questions for public consultation) by speaking to over 30 organisations, including those with protected characteristics (e.g. SCC staff network groups, Voluntary sector groups, schools and children). This has informed the choice of materials and communication response channels to facilitate people within these groups to respond to the public consultation.

Following the public consultation, the working group will submit a report to Cabinet in Spring 2024 with a recommendation as to the scope of the tender. The Cabinet will make the final decision on the scope of the tender.

6. How will the proposed change be implemented?

Briefly describe the timescales and process for implementation:

Pre-engagement has taken place July to September 2023, and will be followed by public consultation in October 2023 to January 2024. The results of the public consultation will go to Cabinet in Spring 2024 with a recommendation as to the scope of the tender. Any changes in the outreach service would be subject to further public consultation with communities before implementation.

7. When is it due to start?

(Planned start of new/revised policy/service). Please provide details:

The reprocured library service will start 1 June 2025. Any changes to the delivery of outreach services will take place after this time and following further public consultation with communities about changes.

8. Any other relevant details

Additional information that will help to explain your plans; may be left blank:

Library service provision is valued highly by the public as demonstrated by over 65,000 active library card users in 2022-23, borrowing over £2m books and accessing 1.8m digital items. There is strong political support for the library service and it has attracted intense public scrutiny in Suffolk in the past. SCC has a legal obligation to reprocurse this service as Suffolk Libraries had a 10-year contract that started in 2012 and was extended for 2 years during the Covid pandemic.

Engagement has taken place with the groups set out in the table below.

Groups spoken to in the engagement phase July – October 2023

| Group |
|---|
| Collaborative Communities Board - Programme office Board |
| Suffolk Chamber of Commerce |
| Adult and Community Services Management team |
| Children - In Library Holiday group, Children in care, school pupils |
| Community Action Suffolk |
| Children and Young People's Leadership team |
| West Suffolk |
| East Suffolk District Council |
| Babergh & Mid Suffolk District Council |
| Department for Work and Pensions |
| Voluntary, Community, Faith and Social Enterprise Leaders group |
| Suffolk Archives |
| Suffolk Libraries Friends Group |
| Suffolk Libraries staff |
| Menta |
| Gypsy Roma Traveller Support officer |
| National Health Service |
| Children and Young People's Children in care |
| Suffolk Association of Local Councils |
| ACE Anglia - Disabled advocacy group |
| Mobile library drivers |
| Mobile library users |
| Engaged Communities Group |
| Suffolk Parent Carer Forum |
| SCC staff network groups: Neurodivergent Network Vegan Network Christian Fellowship Women's Network Young Adults' Network Black and Asian Network Mental Health Network disABILITY Network Deaf Network LGBT+ Network Carers Network |
| Schools (teachers) |

| |
|-----------------------|
| Military veterans |
| Colleges |
| Members of Parliament |
| Library users |
| Library non-users |

Summaries of findings from face to face engagements held in July – September 2023 are available ([Summary](#), [SCC Network groups](#) and [schools](#)). These findings have informed the development of questions, materials and response channels that are now included in the public consultation.

The intention is to continue to support the requirements of all our population groups. The current service has done this well through local conversation and understanding local needs, something we aim to continue.

9. Current service users

What do you know about your current service users by protected characteristics (where this data is available)?

- If it is not currently available state any plans to collect more information so that you are able to use it in future when it is relevant to do so

Please describe below:

The Library service in Suffolk is a Universal service, available to Suffolk residents of all ages, genders and ethnicities, and to people that work in the County. In line with national data, visits to libraries have not yet returned to pre pandemic levels, and the way service users interact with Libraries has evolved since the service was outsourced from SCC in 2012.

Total number of visits to libraries

| Quarter | Quarterly | Annual |
|-----------------|-----------|-----------|
| 2019 / 2020, Q1 | 686,307 | 2,611,158 |
| 2019 / 2020, Q2 | 736,925 | |
| 2019 / 2020, Q3 | 639,180 | |
| 2019 / 2020, Q4 | 548,746 | |
| 2020 / 2021, Q1 | 0 | 466,935 |
| 2020 / 2021, Q2 | 194,609 | |
| 2020 / 2021, Q3 | 186,569 | |
| 2020 / 2021, Q4 | 85,757 | |
| 2020 / 2021, Q1 | 194,650 | 1,299,853 |
| 2021 / 2022, Q2 | 351,308 | |
| 2021 / 2022, Q3 | 378,680 | |
| 2021 / 2022, Q4 | 375,215 | |
| 2022 / 2023, Q1 | 390,588 | 1,637,623 |
| 2022 / 2023, Q2 | 440,592 | |
| 2022 / 2023, Q3 | 430,527 | |
| 2022 / 2023, Q4 | 375,916 | |

Digital issues in 2022/23

1,864,619

Number of issues (items borrowed from a Library including books, magazines, DVDs), split into men, women and children

| Category | 2019 / 2020 | 2020 / 2021 | 2021 / 2022 | 2022 / 2023 |
|---|------------------|------------------|------------------|------------------|
| Men | 430,221 | 91,872 | 266,278 | 307,425 |
| Women | 1,270,844 | 311,140 | 841,342 | 981,639 |
| Children | 630,084 | 91,400 | 488,363 | 646,097 |
| Gender not recorded | 55,980 | 21,456 | 56,741 | 82,372 |
| Issues / downloads (not reportable by age / gender) | 959,586 | 1,809,008 | 1,837,546 | 1,864,197 |
| Loans to borrower categories with no gender (book groups, tutor cards etc.) | 92,973 | 11,770 | 43,409 | 49,833 |
| Total: | 3,439,688 | 2,336,646 | 3,533,679 | 3,931,563 |

Total number of attendees at library activities, by activity, adults, children, gender

| Activity | Sessions | Boys | Girls | Men | Women | Non-binary | Total |
|---|----------|-------|-------|-------|-------|------------|--------|
| Regular activities for children aged 4 and under | 770 | 4,191 | 5,578 | 734 | 8,057 | 22 | 18,582 |
| Regular activities for children aged 5-11 | 496 | 2,126 | 2,254 | 930 | 1,966 | 13 | 7,289 |
| One off events / activities | 136 | 1,235 | 1,245 | 912 | 1,694 | 1 | 5,087 |
| Other regular events / activities, not included in the above | 364 | 787 | 833 | 1,116 | 2,675 | 14 | 5,425 |
| Regular activities for older people | 493 | 1 | 2 | 885 | 3,810 | 14 | 4,712 |
| Events supporting mental health and wellbeing (other than Open Space) | 315 | 667 | 1,029 | 587 | 2,020 | 18 | 4,321 |

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|--|--------------|--------------|---------------|--------------|---------------|------------|---------------|
| Outreach: Children and young people (where you go out and visit a school / pre-school or children's group) | 27 | 401 | 386 | 8 | 124 | 0 | 919 |
| Craft activities for adults | 233 | 0 | 2 | 99 | 1,675 | 1 | 1,777 |
| Open Space (SAGES) events (supporting mental health and wellbeing) | 79 | 19 | 34 | 450 | 566 | 10 | 1,079 |
| Regular activities for children aged 12-17 | 40 | 166 | 99 | 8 | 15 | 13 | 301 |
| Warm spaces' events | 94 | 144 | 158 | 162 | 573 | 1 | 1,038 |
| Informal or formal learning activity, facilitated by the library (staff or volunteers) | 59 | 22 | 36 | 82 | 327 | | 467 |
| Events that have taken place as part of the National Portfolio Organisation / Arts Council project | 4 | 9 | 10 | 3 | 28 | 0 | 50 |
| Outreach: Other (for example, visiting a local group / club to do a talk or presentation) | 4 | | | 31 | 51 | | 82 |
| Organised digital assistance sessions | 21 | 0 | 0 | 53 | 51 | 0 | 104 |
| Totals | 3,135 | 9,768 | 11,666 | 6,060 | 23,632 | 107 | 51,233 |

This data shows that women tend to engage in events and borrow more items than men. This shows that attention will need to be given to timings to ensure women can engage in the public consultation, and in the new contract, that men are encouraged to bring children to activities. Suffolk Libraries have observed Dads bringing children to libraries on Sundays.

Number of active library cards (split between physical borrowers and the various digital services)

Physical borrowers.

| Category | 2019 / 2020 (full year) | 2020 / 2021 (full year) | 2021 / 2022 (full year) | 2022 / 2023 Q1 | 2022 / 2023 Q2 | 2022 / 2023 Q3 | 2022 / 2023 Q4 |
|------------|-------------------------|-------------------------|-------------------------|----------------|----------------|----------------|----------------|
| Adult Male | 14,266 | 5,725 | 9,304 | 6,145 | 7,972 | 9,306 | 10,612 |

| | | | | | | | |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Adult Female | 33,939 | 14,779 | 23,973 | 16,578 | 21,834 | 24,867 | 27,926 |
| Adult unspecified gender | 2,418 | 1,017 | 3,202 | 1,835 | 2,717 | 3,385 | 4,149 |
| Child Male | 9,177 | 1,986 | 6,895 | 3,555 | 6,580 | 7,696 | 8,774 |
| Child Female | 11,087 | 2,245 | 8,416 | 4,489 | 8,315 | 9,596 | 10,729 |
| Child unspecified gender | 2,371 | 464 | 2064 | 1190 | 2474 | 2793 | 3190 |
| Groups (i.e. book groups, drama groups, schools) | 606 | 303 | 478 | 345 | 342 | 465 | 496 |
| Total of active users | 73,864 | 26,519 | 54,332 | 34,137 | 50,234 | 58,108 | 65,876 |

Note that the quarterly figures are 'year to date' (i.e. The number of borrowers since the start of that reporting year, up to the end of that quarter)

Number of people receiving the Home Library Service. (Service delivered by volunteers to support people with health or mobility problems unable to visit library branches or mobiles)

| Quarter | Total |
|----------------|--------------|
| 19/20 Q1 | 581 |
| 19/20 Q2 | 526 |
| 19/20 Q3 | 501 |
| 19/20 Q4 | 446 |
| 20/21 Q1 | 0 |
| 20/21 Q2 | 132 |
| 20/21 Q3 | 129 |
| 20/21 Q4 | 145 |
| 21/22 Q1 | 213 |
| 21/22 Q2 | 247 |
| 21/22 Q3 | 259 |
| 21/22 Q4 | 311 |
| 22/23 Q1 | 332 |
| 22/23 Q2 | 334 |
| 22/23 Q3 | 325 |
| 22/23 Q4 | 371 |



Total number of visits to libraries, broken down by location, compared to previous year.

| Library | 2021 / 2022 | 2022 / 2023 | Variation |
|-----------------|-------------|-------------|-----------|
| Aldeburgh | 15,038 | 16,283 | 8.28% |
| Beccles | 33,677 | 45,107 | 33.94% |
| Brandon | 33,413 | 42,393 | 26.88% |
| Broomhill | 21,472 | 25,453 | 18.54% |
| Bungay | 27,313 | 29,918 | 9.54% |
| Bury St Edmunds | 79,451 | 112,918 | 42.12% |
| Capel St Mary | 17,147 | 17,530 | 2.23% |
| Chantry | 28,546 | 39,521 | 38.45% |
| Clare Library | 6,894 | 7,061 | 2.42% |
| Debenham | 5,509 | 6,634 | 20.42% |
| Elmswell | 12,307 | 11,565 | -6.03% |
| Eye | 11,189 | 14,885 | 33.03% |
| Felixstowe | 56,458 | 82,081 | 45.38% |
| Framlingham | 22,796 | 25,659 | 12.56% |
| Gainsborough | 54,271 | 63,608 | 17.20% |
| Glemsford | 11,829 | 7,932 | -32.94% |
| Great Cornard | 39,271 | 49,358 | 25.69% |
| Hadleigh | 24,455 | 32,473 | 32.79% |
| Halesworth | 32,639 | 35,861 | 9.87% |
| Haverhill | 49,802 | 55,543 | 11.53% |
| Ipswich County | 120,894 | 179,402 | 48.40% |
| Ixworth | 9,342 | 10,516 | 12.57% |
| Kedington | 3,834 | 4,753 | 23.97% |
| Kesgrave | 24,321 | 23,026 | -5.32% |
| Kessingland | 10,729 | 13,707 | 27.76% |
| Lakenheath | 7,859 | 6,675 | -15.07% |
| Lavenham | 12,317 | 12,723 | 3.30% |
| Leiston | 18,844 | 21,361 | 13.36% |
| Long Melford | 7,897 | 11,450 | 44.99% |
| Lowestoft | 114,791 | 167,798 | 46.18% |

| | | | |
|--------------------|------------------|------------------|---------------|
| Mildenhall | 17,011 | 30,844 | 81.32% |
| Moreton Hall | N/A | 3,232 | N/A |
| Needham Market | 10,827 | 14,177 | 30.94% |
| Newmarket | 30,625 | 52,780 | 72.34% |
| Oulton Broad | 14,142 | 13,208 | -6.60% |
| Rosehill | 23,757 | 19,585 | -17.56% |
| Saxmundham | 6,799 | 17,713 | 160.52% |
| Southwold | 14,410 | 22,326 | 54.93% |
| Stoke | 8,100 | 9,499 | 17.27% |
| Stowmarket | 33,655 | 53,600 | 59.26% |
| Stradbroke | 19,808 | 20,543 | 3.71% |
| Sudbury | 58,381 | 79,349 | 35.92% |
| Thurston | 8,613 | 12,933 | 50.16% |
| Wickham Market | 13,356 | 16,454 | 23.20% |
| Woodbridge | 58,113 | 79,817 | 37.35% |
| Grand Total | 1,231,902 | 1,619,254 | 31.44% |

| Mobile | 21 / 22 | 22 / 23 | Variation |
|---------------------|---------------|---------------|---------------|
| Bury Mobile | 5,782 | 6,019 | 4.10% |
| Ipswich Mobile | 4,061 | 4,607 | 13.44% |
| Leiston Mobile | 4,885 | 3,673 | -24.81% |
| Mobile total | 14,728 | 14,299 | -2.91% |

| Suffolk Libraries Local | 21 / 22 | 22 / 23 | Variation |
|-------------------------|--------------|--------------|----------------|
| Red Lodge | N/A | 866 | N/A |
| Rushmere | 645 | 1,762 | 173.18% |
| Shotley | 678 | 1,245 | 83.63% |
| SLL total | 1,323 | 3,873 | 192.74% |

| | | | |
|-----------------------|------------------|------------------|---------------|
| Total footfall | 1,247,953 | 1,637,426 | 31.21% |
|-----------------------|------------------|------------------|---------------|

Library customer ethnicity by percentage, compared to Suffolk Libraries census figures

Libraries surveyed customer ethnicity during two weeks of the year. The results are as follows, and are shown as a percentage, compared so the Suffolk population percentage for each ethnic group.

| Ethnicity | No. | % | % per category | Population % (2021 census) |
|---|-------|--------|----------------|----------------------------|
| White - English / Welsh / Scottish / Northern Irish / British | 5,324 | 83.87% | 87.54% | 93.10% |
| White - Irish | 36 | 0.57% | | |
| White - Gypsy or Irish traveller | 2 | 0.03% | | |
| White - any other white ethnicity - other ethnicities specified by customers and the total number for each: | | | | |
| American | 18 | 0.28% | | |
| Australian | 2 | 0.03% | | |
| Austrian | 6 | 0.09% | | |
| Bulgaria | 2 | 0.03% | | |

| | | | | |
|--|----|-------|--------------|--------------|
| Canadian | 1 | 0.02% | | |
| Costa Rican | 2 | 0.03% | | |
| Czech | 1 | 0.02% | | |
| Dutch | 3 | 0.05% | | |
| European | 5 | 0.08% | | |
| French | 5 | 0.08% | | |
| French / Brazilian | 1 | 0.02% | | |
| German | 3 | 0.05% | | |
| Greek | 5 | 0.08% | | |
| Hispanic | 1 | 0.02% | | |
| Hungarian | 5 | 0.08% | | |
| Italian | 2 | 0.03% | | |
| Latina | 1 | 0.02% | | |
| Lithuanian | 8 | 0.13% | | |
| Moldovan 1 | | 0.00% | | |
| New Zealander | 5 | 0.08% | | |
| Other | 17 | 0.27% | | |
| Polish | 37 | 0.58% | | |
| Portuguese | 5 | 0.08% | | |
| Romanian | 11 | 0.17% | | |
| Russian | 2 | 0.03% | | |
| Slavic | 1 | 0.02% | | |
| South African | 2 | 0.03% | | |
| South African / English | 1 | 0.02% | | |
| Spanish | 1 | 0.02% | | |
| Sri Lankan | 2 | 0.03% | | |
| Turkish | 3 | 0.05% | | |
| Ukrainian | 36 | 0.57% | | |
| Ukrainian / Cypriot / Turkish | 1 | 0.02% | | |
| Mixed / multiple ethnic group - white and black Caribbean | 52 | 0.82% | 3.12% | 2.30% |
| Mixed / multiple ethnic group - white and black | 41 | 0.65% | | |
| Mixed / multiple ethnic group - white and Asian | 63 | 0.99% | | |
| Mixed / multiple ethnic group - Any other mixed / multiple ethnic background - other ethnicities specified by customers and the total number for each: | | | | |
| Chinese | 1 | 0.02% | | |
| Egyptian | 1 | 0.02% | | |
| English / Iranian | 1 | 0.02% | | |
| Italian / British | 1 | 0.02% | | |
| Kadazan | 1 | 0.02% | | |
| Other | 27 | 0.43% | | |
| Portuguese | 6 | 0.09% | | |
| Turkish | 2 | 0.03% | | |
| White / Hispanic / Korean | 1 | 0.02% | | |
| White / Scottish | 1 | 0.02% | | |
| Asian / Asian British - Indian | 83 | 1.31% | 4.03% | 2.30% |
| Asian / Asian British - Pakistani | 34 | 0.54% | | |
| Asian / Asian British - Bangladeshi | 39 | 0.61% | | |
| Asian / Asian British - Chinese | 49 | 0.77% | | |

| Asian / Asian British - any other Asian background - other ethnicities specified by customers and the total number for each: | | | | |
|--|--------------|--------------|--------------|--------------|
| Asian Caribbean | 1 | 0.02% | | |
| Filipino | 5 | 0.08% | | |
| Indian | 1 | 0.02% | | |
| Indonesian | 1 | 0.02% | | |
| Japanese | 1 | 0.02% | | |
| Japanese / British | 1 | 0.02% | | |
| Malaysian | 1 | 0.02% | | |
| Other | 35 | 0.55% | | |
| Sri Lankan | 4 | 0.06% | | |
| Vietnamese | 1 | 0.02% | | |
| Black / African / Caribbean / Black British - | 77 | 1.21% | 2.02% | 1.30% |
| Black / African / Caribbean / Black British - | 37 | 0.58% | | |
| Black / African / Caribbean / Black British - Any other black / African / Caribbean - other ethnicities specified by customers and the total number for each: | | | | |
| Other | 10 | 0.16% | | |
| Black European | 1 | 0.02% | | |
| Venezuelan | 1 | 0.02% | | |
| Columbian | 2 | 0.03% | | |
| Any other ethnic group - other ethnicities specified by customers and the total number for each: | | | 0.38% | 0.90% |
| Other ethnic group - Arab | 13 | 0.20% | | |
| Columbian | 3 | 0.05% | | |
| Filipino | 1 | 0.02% | | |
| Kurdish | 3 | 0.05% | | |
| Other | 2 | 0.03% | | |
| Turkish | 1 | 0.02% | | |
| Ukrainian | 1 | 0.02% | | |
| Customers who declined to specify an ethnic | 185 | 2.91% | 2.91% | N/A |
| Total surveyed | 6,348 | | | |

This data indicates that libraries are positively including diverse ethnic backgrounds, as the data is broadly in line with the 2021 census, and higher than the 2021 census results for black, Asian, and mixed-race people.

| Volunteers 2022-23 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|---|-----------|-----------|-----------|-----------|
| Number of volunteers aged 15 or under | 34 | 146 | 15 | 47 |
| Number of volunteers with ill health/physical disabilities/learning disabilities and were volunteering primarily to help them find employment | 13 | 19 | 14 | 19 |

Volunteering data above is evidence of the libraries being inclusive and giving regular opportunities to those with ill health/physical or learning disabilities, to get experience of working in a library.

10. Potential service users and the community

What do you know about your potential service users and the wider community by protected characteristics (where this data is available)?

- Who will use the service or be subject to the policy after the change?
- Provide a brief overview of quantitative data (numbers) used and any research undertaken, including customer surveys and focus groups, plus links to reports, local or national data that you have used.
- The [Suffolk Observatory](#) has a prepared EIA profile available at a variety of geographical levels if required.

Please describe below:

The Library service is a universal service in Suffolk. Data shared above highlights some of the challenges faced by the service relating to the protected characteristics. Specifically, there is an imbalance in service users between male and females, those living in rural areas receive a mobile outreach service at limited times per month and 35% of the active library cards are held by children.

The Library Service is aware and is working towards increasing engagement with teenagers. The service is currently accessed by children, parents, older adults, ethnic and vulnerable groups and all income levels.

Part B: Impact on people with protected characteristics

Implications for communities/service users/customers impacted by the proposed changes and workforce/staff, where they may be impacted by the proposed changes:

Describe how your plans will specifically affect (or not) people from each of the protected characteristics within the boxes below.

- Any positive or negative impact not specific to any of the protected characteristics should be covered above in answer to the “What will the effect of the changes be?” section (Question 3 above).
 - If both service users and staff will be affected, please ensure the impacts on each are listed separately in each box.
 - It is possible to have both a positive and negative impact.
-

1. Disability:

What is the impact of the proposed service or policy on people with any disability and what evidence do you have?

- If you do not believe there is any impact briefly describe why not.

Pre-engagement has taken place with representatives from Library staff, ACE Anglia (Disability Advocacy group), Suffolk Parent Carer Forum, schools, Suffolk County Council's Adult Services Directorate and SCC staff network groups to help design the public consultation in a way that will enable people to respond and not face any barriers due to their disability.

Responses received suggest: get attention by using Radio adverts, posters in libraries and distribute by the Home Library service, health centres, GP surgeries, other public places, social media and offer an incentive. Offer a wide range of response channels including digital online, phone, hard copy and post; easy read, text to speech, large print to help make dyslexia and neurodivergent friendly. Make sure everyone has a place where they can access the consultation (i.e. spaces that those with physical disabilities can access and have online or drop in sessions.

In terms of the questions asked in the consultation, those with disabilities will have the opportunity to give lived experiences of the possible positive or negative impact of suggested developments or changes.

Please select whether there is a positive or negative impact

- If there is no expected impact, select N/A.
- It is possible to have both a positive and negative impact.

Positive impact

Negative impact

N/A

If there will be a positive or negative impact, please describe what this will look like

Increased opportunities for those with disabilities to express their views and respond to the public consultation.

People with disabilities will hear about the consultation by one of the following communication methods: Press release reported in local paper, social media posts, radio programmes, posters in SCC buildings, schools, health centres, GP surgeries, District and Borough Council buildings, other public spaces and libraries with a bookmark to go in all reserved books guiding them to the website. Response channels will include online, telephone (to enable someone to talk through their response to the questionnaire), paper copy at libraries; easy read form and audio option on SCC's website and large print. People with physical disabilities can use library buildings to access the questionnaire online from a public computer or complete a paper copy.

In terms of the questions asked in the consultation, the following positive impacts for those with a disability are:

- Longer stops by mobile library vans or the provision of a pop-up library in a community building will mean more time to available to access the services
- Pop-up library services would be in an accessible community building
- Short stop has no new impact as is the same as currently provided
- Smaller vans will have wheelchair access so no impact.

| |
|--|
| A potential negative impact is: <ul style="list-style-type: none"> Removal of a mobile stop may require longer distance to travel to access the pop-up |
| Do you expect the extent of the impact to be low, medium or high? <ul style="list-style-type: none"> If you expect no impact, put N/A. |
| Low impact <input type="checkbox"/> Medium impact <input type="checkbox"/> High impact <input checked="" type="checkbox"/> N/A <input type="checkbox"/> |
| What could be done to mitigate any negative impact or further promote positive impact? <ul style="list-style-type: none"> If you expect no impact, put N/A. |
| Based on feedback it is not expected that there will be a need to do face to face meetings but if this assists response, we will meet with groups seeking more support with responding to the consultation. Any proposals for change of services in a community will be subject to further consultation with the community. If a mobile stop was removed, increased communication about the availability of the Home Library service that provides a service to people with mobility issues to have books delivered to their home, would help mitigate. |

2. Age:

| |
|--|
| What is the impact of the proposed service or policy on people due to their age and what evidence do you have? <ul style="list-style-type: none"> If you do not believe there is any impact briefly describe why not. |
| Pre-engagement has taken place with representatives from Suffolk County Council's Adult and Community Services and Children and Young People's directorates, children attending a Holiday club activity in a library, Children in care, Children in four schools, Suffolk County Council's Young Adults' network, school staff, Mobile library users, and Suffolk Libraries staff. Responses received suggest: to get attention, have information available in schools and clubs used by different age groups, hold engagement events outside working hours for those of working age to attend, advertise via Home Library Service. Response channels suggest including paper copies and free phone for those who struggle with technology, easy read and large print. In terms of the questions asked in the consultation children, working age and older people will have the opportunity to give lived experiences of the possible positive or negative impact of suggested developments or changes. |
| Please select whether there is a positive or negative impact <ul style="list-style-type: none"> If there is no expected impact, select N/A. It is possible to have both a positive and negative impact. |
| Positive impact <input checked="" type="checkbox"/> Negative impact <input type="checkbox"/> N/A <input type="checkbox"/> |
| If there will be a positive or negative impact, please describe what this will look like |
| Increased opportunities for children, working age and older people to express their views and respond to the public consultation. Different age groups will hear about the public consultation via one of the following: Press release reported in local paper, social media posts, radio programmes, posters in County |

Council buildings, schools, health centres, GP surgeries, District and Borough Council buildings, other public spaces and libraries with a bookmark to go in all reserved books setting out the ways to respond.

Response channels will include online, phone at local rates (to enable someone to talk through their response to the questionnaire), paper copy at libraries; easy read form and audio option on SCC's website or large print. It will be possible for people to access the questionnaire online from a public computer or complete a paper copy in a library building or pick up a paper copy on a mobile to return to the mobile or prepaid envelope or take a book mark that will provide the weblink to the questionnaire so they can fill in at home via computer or phone.

In terms of the questions asked in the consultation the following positive impacts for children, working age and older people are:

- Provision of additional drop box opportunities would be helpful to working age people that may not be able to access a library building during opening hours or a mobile stop.
- Longer stops by mobile library vans or the provision of a pop-up library in a community building will mean more time available to access the services and to be involved in activities
- Pop-up library services would be in an accessible community building
- Short stop has no new impact as is the same as currently provided
- Smaller vehicles could access school and nursery sites safely.
- A review of timings of services could better meet needs of children and those that work during the day.

A potential negative impact is:

- Removal of a mobile stop may require longer distance to travel to access the pop-up

Do you expect the extent of the impact to be low, medium or high?

- If you expect no impact, put N/A.

Low impact Medium impact High impact N/A

What could be done to mitigate any negative impact or further promote positive impact?

- If you expect no impact, put N/A.

Based on feedback it is not expected that there will be a need to do face to face meetings but if this assists response, we will meet with groups seeking more support with responding to the consultation.

Any proposals for change of services in a community will be subject to further consultation with the community.

3. Sex (gender):

What is the impact of the proposed service or policy on people due to their sex (gender) and what evidence do you have?

- If you do not believe there is any impact briefly describe why not.

Over 30 organisations were contacted in the engagement phase and many of those groups involved men, but the majority were female. Responses from two business organisations were from men but they had no gender specific observations but were willing to

disseminate information to businesses if relevance to business was clear. Teachers in schools were asked about barriers to engagement based on gender and they suggested views should be sought from employers and to make the consultation appealing. SCC network groups suggested to make information available at events for different genders and use non-gender specific language.

In terms of the questions asked in the consultation men and women will have the opportunity to give lived experiences of the possible positive or negative impact of suggested developments or changes.

Please select whether there is a positive or negative impact

- If there is no expected impact, select N/A.
- It is possible to have both a positive and negative impact.

Positive impact

Negative impact

N/A

If there will be a positive or negative impact, please describe what this will look like

The social media campaign will include activities favoured by men including football and golf clubs, gyms, Men's sheds. Men and women will be able to complete the form online any time of day, out of work hours. Non-gender specific language will be used in the public consultation documentation.

The questions in the consultation do not have a differential impact on men or women.

Do you expect the extent of the impact to be low, medium or high?

- If you expect no impact, put N/A.

Low impact

Medium impact

High impact

N/A

What could be done to mitigate any negative impact or further promote positive impact?

- If you expect no impact, put N/A.

Based on feedback it is not expected that there will be a need to do face to face meetings but if this assists response, we will meet with men's groups seeking more support with responding to the consultation.

Any proposals for change of services in a community will be subject to further consultation with the community.

4. Gender reassignment:

What is the impact of the proposed service or policy on people who are transgender, non-binary or gender non-conforming and what evidence do you have?

- If you do not believe there is any impact briefly describe why not.

Pre-engagement took place with representatives of over 30 organisations including the Suffolk Library Accessibility and Diversity Board and SCC staff network groups. They were asked how the public consultation can be designed in a way that will minimise any barriers to those who are transgender, non-binary, or gender non-conforming in making a response.

The response was to proactively take the consultation to this group, not to expect them to come to us, use gender-neutral language and provide an option 'Do not wish to say'.

In terms of the questions asked in the consultation those who are transgender, non-binary or gender non-conforming will have the opportunity to give lived experiences of the possible positive or negative impact of suggested developments or changes.

Please select whether there is a positive or negative impact

- If there is no expected impact, select N/A.
- It is possible to have both a positive and negative impact.

Positive impact

Negative impact

N/A

If there will be a positive or negative impact, please describe what this will look like

People who are transgender, non-binary, or gender non-conforming will have the opportunity to respond to the consultation giving a view of what specific service needs they might have. The consultation documentation will use gender-neutral language, provide an option 'Do not wish to say' and not ask for any personal information enabling someone to respond without fear of identification. Existing networks for transgender, non-binary, or gender non-conforming will be passed the invitation to respond to the consultation and requested to send out to their network. Invitations from transgender, non-binary, or gender non-conforming groups to public events taking place between October 2023 and January 2024 that would like to have a stand present to promote the library consultation will be accepted.

Information about the library consultation will be distributed to Suffolk Pride and LGBT+ groups.

A positive impact of longer stops by mobile library vans or the provision of a pop-up library in a community building will mean more time available to develop activities for people who are transgender, non-binary or gender non-conforming.

Do you expect the extent of the impact to be low, medium or high?

- If you expect no impact, put N/A.

Low impact

Medium impact

High impact

N/A

What could be done to mitigate any negative impact or further promote positive impact?

- If you expect no impact, put N/A.

Based on feedback it is not expected that there will be a need to do face to face meetings but if this assists response we will meet with transgender, non-binary, or gender non-conforming groups seeking more support with responding to the consultation.

5. Sexual orientation:

What is the impact of the proposed service or policy on people due to their sexual orientation and what evidence do you have?

- If you do not believe there is any impact briefly describe why not.

Pre-engagement has taken place with over 30 organisations and representatives from Suffolk Library Accessibility and Diversity Board and SCC staff network groups to ask how the public consultation can be designed in a way that will minimise sexual orientation as a barrier to making a response.

Suggestions include: make information available at events for specific sexual orientations, use non-gendered language and advertise the library consultation via Suffolk Pride and LGBT+ groups.

In terms of the questions asked in the consultation those with specific sexual orientations will have the opportunity to give lived experiences of the possible positive or negative impact of suggested developments or changes.

Please select whether there is a positive or negative impact

- If there is no expected impact, select N/A.
- It is possible to have both a positive and negative impact.

Positive impact

Negative impact

N/A

If there will be a positive or negative impact, please describe what this will look like

Information about the library consultation will be distributed to Suffolk Pride and LGBT+ groups. Non-gendered language will be used in the library consultation documentation.

A positive impact of longer stops by mobile library vans or the provision of a pop-up library in a community building will mean more time available to develop activities to meet the interests of people with specific sexual orientations e.g. Book clubs.

Do you expect the extent of the impact to be low, medium or high?

- If you expect no impact, put N/A.

Low impact

Medium impact

High impact

N/A

What could be done to mitigate any negative impact or further promote positive impact?

- If you expect no impact, put N/A.

Based on feedback it is not expected that there will be a need to do face to face meetings but if this assists response, we will meet Suffolk Pride and LGBT+ groups and offer to attend any events to explain why it is important to hear their voice.

6. Race:

What is the impact of the proposed service or policy on people due to their race and what evidence do you have?

- If you do not believe there is any impact briefly describe why not.

Pre-engagement has taken place with representatives from over 30 organisations including representatives from Suffolk Library Accessibility and Diversity Board and SCC staff network groups to ask how the public consultation can be designed in a way that will minimise any barriers to people due to their race when making a response.

Responses suggested the consultation should be available in different languages in several places with help to complete it, posters with a QR code leading to a questionnaire in the language on the poster, promote to groups such as Ipswich Hindu Samaj, PHOEBE, Bangladeshi Support Centre, Suffolk Chinese family welfare Association, and Suffolk Indian Association and provide an incentive provided for completing the consultation.

In terms of the questions asked in the consultation there will be an opportunity for people to give lived racial experiences regarding positive and negative impacts of suggested developments or changes.

Please select whether there is a positive or negative impact

- If there is no expected impact, select N/A.
- It is possible to have both a positive and negative impact.

| | | |
|--|--|--|
| Positive impact <input checked="" type="checkbox"/> | Negative impact <input type="checkbox"/> | N/A <input type="checkbox"/> |
| If there will be a positive or negative impact, please describe what this will look like | | |
| <p>The public consultation questionnaire will be translated into Romanian, Portuguese and Arabic and information will be included on the SCC website to enable anyone to phone up to request a translation. Ipswich Hindu Samaj, PHOEBE, Bangladeshi Support Centre, Ipswich, Suffolk Chinese family welfare Association, and Suffolk Indian Association will be emailed with information about the consultation with a request to circulate through their networks.</p> <p>No specific impacts stem from questions in the consultation that relate to race.</p> | | |
| Do you expect the extent of the impact to be low, medium or high? | | |
| <ul style="list-style-type: none"> If you expect no impact, put N/A. | | |
| Low impact <input type="checkbox"/> | Medium impact <input type="checkbox"/> | High impact <input checked="" type="checkbox"/> N/A <input type="checkbox"/> |
| What could be done to mitigate any negative impact or further promote positive impact? | | |
| <ul style="list-style-type: none"> If you expect no impact, put N/A. | | |
| <p>Based on feedback it is not expected that there will be a need to do face to face meetings but if this assists response we will meet and offer to attend any events to explain why it is important to hear their voice.</p> | | |

7. Religion or belief:

| | | |
|---|--|------------------------------|
| What is the impact of the proposed service or policy on people due to their religion or belief and what evidence do you have? | | |
| <ul style="list-style-type: none"> If you do not believe there is any impact briefly describe why not. | | |
| <p>Pre-engagement has taken place with over 30 organisations including representatives from Suffolk Library Accessibility and Diversity Board and SCC staff network groups to ask how the public consultation can be designed in a way that will minimise any barriers to people due to their religion or belief when making a response.</p> <p>Responses include: make information available at events for specific religious groups, go into churches, and ask the St Edmundsbury and Ipswich Diocese if they will distribute through their networks.</p> <p>In terms of the questions asked in the consultation those with religious beliefs will have the opportunity to give lived experiences of the possible positive or negative impact of suggested developments or changes.</p> | | |
| Please select whether there is a positive or negative impact | | |
| <ul style="list-style-type: none"> If there is no expected impact, select N/A. It is possible to have both a positive and negative impact. | | |
| Positive impact <input checked="" type="checkbox"/> | Negative impact <input type="checkbox"/> | N/A <input type="checkbox"/> |
| If there will be a positive or negative impact, please describe what this will look like | | |
| <p>People who follow a religion or belief will receive notification of the library public consultation via their faith network and asked to communicate if they have any specific service needs.</p> | | |

Other ways they may become aware of the consultation is via press releases in a local paper, social media posts, radio programmes, posters in County Council buildings, schools, health centres, GP surgeries, District and Borough Council buildings, other public spaces and libraries with a bookmark to go in all reserved books setting out the ways to respond.

Response channels will include online, phone (to enable someone to talk through their response to the questionnaire), paper copy at libraries; easy read form and audio option on SCC's website, large print form. It will be possible for people to access the questionnaire online from a public computer or complete a paper copy in a library building or pick up a paper copy on a mobile to return to the mobile or prepaid envelope or take a bookmark that will provide the weblink to the questionnaire so they can fill in at home via computer or phone.

No specific impacts stem from questions in the consultation that relate to religion or belief.

Do you expect the extent of the impact to be low, medium or high?

- If you expect no impact, put N/A.

Low impact Medium impact High impact N/A

What could be done to mitigate any negative impact or further promote positive impact?

- If you expect no impact, put N/A.

Based on feedback it is not expected that there will be a need to do face to face meetings but if this assists response, we will meet religious or belief groups and offer to attend any events to explain why it is important to hear their voice.

8. Marriage/civil partnership:

What is the impact of the proposed service or policy on people who are married or in a civil partnership and what evidence do you have?

- If you do not believe there is any impact briefly describe why not.

Pre-engagement has taken place with representatives from over 30 organisations including Library staff and SCC staff network groups to ask how the public consultation can be designed in a way that will minimise any barriers to those who are married or in civil partnerships to making a response.

The only response received suggested we make no assumptions about somebody's relationship.

In terms of the questions asked in the consultation those in marriage or civil partnerships will have the opportunity to give lived experiences of the possible positive or negative impact of suggested developments or changes.

Please select whether there is a positive or negative impact

- If there is no expected impact, select N/A.
- It is possible to have both a positive and negative impact.

Positive impact Negative impact N/A

If there will be a positive or negative impact, please describe what this will look like

People in marriages or civil partnerships will hear about the public consultation via one of the following: Press release reported in local paper, social media posts, radio programmes,

posters in County Council buildings, schools, health centres, GP surgeries, District and Borough Council buildings, other public spaces and libraries with a bookmark to go in all reserved books setting out the ways to respond.

Response channels will include online, phone (to enable someone to talk through their response to the questionnaire), paper copy at libraries; easy read form and audio option on SCC's website, large print form. It will be possible for people to access the questionnaire online from a public computer or complete a paper copy in a library building or pick up a paper copy on a mobile to return to the mobile or prepaid envelope or take a bookmark that will provide the weblink to the questionnaire so they can fill in at home via computer or phone.

Individuals who are married or in civil partnerships engage in the public consultation and communicate if they have any specific service needs.

No specific impacts stem from questions in the consultation that relate to marriage or civil partnerships.

Do you expect the extent of the impact to be low, medium or high?

- If you expect no impact, put N/A.

Low impact Medium impact High impact N/A

What could be done to mitigate any negative impact or further promote positive impact?

- If you expect no impact, put N/A.

Based on feedback it is not expected that there will be a need to do face to face meetings but if this assists response, we will meet those who are married or in a civil partnership and offer to attend any events to explain why it is important to hear their voice.

9. Pregnancy/maternity:

What is the impact of the proposed service or policy on people who are pregnant or those with a young child and what evidence do you have?

- If you do not believe there is any impact briefly describe why not.

Pre-engagement has taken place with over 30 organisations including representatives from Library staff and SCC staff network groups to ask how the public consultation can be designed in a way that will minimise any barriers to those who are pregnant or have a young child to making a response.

Responses received include having information available at GP surgeries and midwifery clinics, promoting via baby groups or links with health visiting teams.

In terms of the questions asked in the consultation, those who are pregnant or with young children will have the opportunity to give lived experiences of the possible positive or negative impact of suggested developments or changes.

Please select whether there is a positive or negative impact

- If there is no expected impact, select N/A.
- It is possible to have both a positive and negative impact.

Positive impact Negative impact N/A

If there will be a positive or negative impact, please describe what this will look like

People who are pregnant or have a young child will be able to access information about the public consultation at GP surgeries or from health workers so they can engage in the public consultation and communicate if they have any specific service needs.

A positive impact of longer stops by mobile library vans or the provision of a pop-up library in a community building will mean more time available to run activities to enable those who are pregnant or parents with young children to meet, socialise and start early literacy activities with young children.

A negative impact is the reduction of mobile stops in favour of pop-up libraries may mean further distances to walk with trippers or small children along rural roads with no footways.

Do you expect the extent of the impact to be low, medium or high?

- If you expect no impact, put N/A.

Low impact Medium impact High impact N/A

What could be done to mitigate any negative impact or further promote positive impact?

- If you expect no impact, put N/A.

Based on feedback it is not expected that there will be a need to do face to face meetings but if this assists response, we will meet groups presenting pregnant /young mothers and offer to attend any events to explain why it is important to hear their voice.

Those who are pregnant or with young children who cannot safely access a pop-up library could apply for the Home library service.

Part C: Assessment of additional impacts relating to rurality and socio-economic disadvantage

In addition to the protected characteristics above, you should consider the impact of living in a rural area as part of this assessment, as well as how a proposed service or policy change might impact on people experiencing socio-economic disadvantage.

These are not characteristics protected by law, but SCC has determined that it is good practice to consider carefully how they may affect people’s experience of a policy or service.

1. Rurality:

The Rural-Urban definition (DEFRA) introduced in 2004, defines urban areas as settlements of over 10,000 people. Other settlements are defined as one of three rural types: town and fringe, village or hamlet, and dispersed.

What is the impact of the proposed service or policy on people who live in an urban or rural area and what evidence do you have?

- If you do not believe there is any impact briefly describe why not.

Pre-engagement has taken place with over 30 organisations including representatives from Community Action Suffolk (who are the rural community Council for Suffolk), SCC staff network groups, Mobile library van drivers and mobile library service users to ask how the public consultation can be designed in a way that will minimise any barriers to those who live in either an urban or rural area to making a response.

Responses received include a leaflet drop around rural communities and include an Information stall with Rural Coffee Caravan for the period of consultation, and liaison with Parish and town Councils via Suffolk Association of Local Councils.

In terms of how outreach services could better meet the needs of those with protected characteristics the following points were made:

- More information about services, including Deaf friendly services
- Support for people suffering isolation (e.g. longer visits, chats)
- Weekly community sessions
- Link with local health clinics to drop off STI tests etc.
- Delivering groceries
- Online discussion groups for children and young people who are LGBT+
- Positive LGBT+ imagery
- Greater diversity in reading material including LGBT+ fiction
- Autism awareness and safe spaces
- Home visits for those with high needs
- Support for young people seeking employment

In terms of the questions asked in the consultation those living in rural areas will have the opportunity to give lived experiences of the possible positive or negative impact of suggested developments or changes.

In terms of the questions asked in the consultation the following positive impacts for those living in rural areas are:

- Longer stops by mobile library vans or the provision of a pop-up library in a community building will mean more time to available to access the services and introduce more activities and opportunities to socialise
- Join up with other public services would give greater access to services in rural areas, for example enabling the improvement of digital skills, access to NHS testing
- Pop-up library services would increase the use of rural community buildings
- Short stop has no new impact as it is the same as currently provided
- Smaller vehicles could access more rural locations, schools and nurseries safely than currently
- SCC funded pop-ups would mean communities would not need to find funding.

Some potential negative impacts are:

- Removal of a mobile stop may require longer distance to travel to access the pop-up
- Smaller vans would carry fewer books to browse.
- Community funded pop-ups would mean communities would need to find funding from local community fund raising/sponsorship , business sponsorship or developer contributions associated with new housing development.
- SCC funded pop-ups would mean the reduction of mobile library stops

Do you expect the extent of the impact to be low, medium or high?

- If you expect no impact, put N/A.

Low impact Medium impact High impact N/A

What could be done to mitigate any negative impact or further promote positive impact?

- If you expect no impact, put N/A.

Based on feedback it is not expected that there will be a need to do face to face meetings but if this assists response, we will meet groups presenting residents of rural areas and offer to attend any events to explain why it is important to hear their voice.

Promote the reservation and Home library service.

2. Socio-economic disadvantage:

To enable SCC to tackle poverty in Suffolk it is important that due consideration is given to socio-economic disadvantage when considering changes to services, developing new services, procuring services etc. For instance, complicated or time-consuming application processes can have a negative impact on take-up from people in poor socio-economic situations. In terms of access there can often be barriers to accessing services that are very specific to people in socio-economic disadvantage which if thought through and overcome can ensure greater take-up.

What is the impact of the proposed service or policy on people due to socio-economic disadvantage and what evidence do you have?

- If you do not believe there is any impact briefly describe why not.

Pre-engagement has taken place with representatives over 30 organisations including Library staff and SCC staff network groups to ask how the public consultation can be designed in a way that will minimise any barriers to those experiencing socio-economic disadvantage to making a response.

Responses received include: promote the fact Libraries and library cards are free, community events should be held to encourage them to attend, drop-in sessions at the library, promote the consultation at food banks.

In terms of the questions asked in the consultation those with socio-economic disadvantage will have the opportunity to give lived experiences of the possible positive or negative impact of suggested developments or changes.

Please select whether there is a positive or negative impact

- If there is no expected impact, select N/A.
- It is possible to have both a positive and negative impact.

Positive impact

Negative impact

N/A

If there will be a positive or negative impact, please describe what this will look like

People of all ages experiencing socio-economic disadvantage will see the library consultation promoted at Food banks, in libraries and other public places, and GP surgeries and have a range of ways in which they can engage in the public consultation for free - online in public libraries via computer, free Wi Fi or paper copy.

In terms of the questions in the consultation, positive impacts for those with socio-economic disadvantage are:

- Longer stops by mobile library vans or the provision of a pop-up library in a community building will mean more time available to access free services and activities
- Join up with other public services would give greater access to services in rural areas, for example enabling the improvement of digital skills, access to NHS testing
- Short stop has no new impact as it is the same as currently provided
- SCC funded pop-ups would mean communities would not need to find funding.

Some potential negative impacts are:

- Removal of a mobile stop may require longer distance to travel to access the pop-up
 - Community funded pop-ups would mean communities would need to find funding from local community fund raising/sponsorship, business sponsorship or developer contributions associated with new housing development.
- SCC funded pop-ups would mean the reduction of mobile library stops.

Do you expect the extent of the impact to be low, medium or high?

- If you expect no impact, put N/A.

Low impact

Medium impact

High impact

N/A

What could be done to mitigate any negative impact or further promote positive impact?

- If you expect no impact, put N/A.

Based on feedback it is not expected that there will be a need to do face to face meetings but if this assists response, we will meet attend any events to explain why it is important to hear the voice of those experiencing socio-economic disadvantage.

Consideration could be given to making the Home library service available to those unable to afford to drive or walk safely to pop-up library services if mobile stops were removed.

Part D: Recommendation to EIA Review Group

In your opinion, should a full EIA* be carried out for this policy or service change?

Yes

No

Briefly give your reasoning for this:

This is the second EIA prior to undertaking public consultation. It reviews the comments received in the engagement phase and illustrates the development we have made to the public consultation communications and response channels to accommodate the needs of those with Protected Characteristics. After the consultation, the EIA will be reviewed in the light of responses made with an assessment of the impact of proposals to be included in the library specification.

*A full EIA involves consultation with all stakeholders, which may include actual and potential service users, community groups, staff and managers, partner agencies and trade unions. For guidance contact the Equality, Diversity and Inclusion Lead EIA.mailbox@suffolk.gov.uk.