

Pecyn Dogfennau Cyhoeddus

Aelod Portffolio ar faterion Pobl Ifanc a Diwylliant

Man Cyfarfod

Dyddiad y Cyfarfod
Dydd Iau, 2 Rhagfyr 2021

Amser y Cyfarfod
Amser heb ei nodi

I gael rhagor o wybodaeth cysylltwch â



Neuadd Y Sir
Llandrindod
Powys
LD1 5LG

Dyddiad Cyhoeddi

Mae croeso i'r rhai sy'n cymryd rhan ddefnyddio'r Gymraeg. Os hoffech chi siarad Cymraeg yn y cyfarfod, gofynnwn i chi roi gwybod i ni erbyn hanner dydd ddau ddiwrnod cyn y cyfarfod

AGENDA

| | |
|----|-----------------------------------------------------------------------------------------------------|
| 1. | TRAWSNEWID Y GWASANAETH LLYFRGELL SYMUDOL YN FODEL ALLANOL AC I BOBL SY'N GAETH I'W CARTREFI |
|----|-----------------------------------------------------------------------------------------------------|

(Tudalennau 1 - 22)

Mae'r dudalen hon wedi'i gadael yn wag yn fwriadol

CYNGOR SIR POWYS COUNTY COUNCIL
PORTFOLIO HOLDER DELEGATED DECISION
by
COUNTY COUNCILLOR RACHEL POWELL
PORTFOLIO HOLDER FOR YOUNG PEOPLE AND CULTURE
December 2021

REPORT AUTHOR: Nichola Farr

REPORT TITLE: Transformation of mobile library service into an outreach and housebound model

REPORT FOR: Decision

1. Purpose

1.1 The purpose of the report is to agree the development of a library outreach delivery model to housebound and isolated residents in both rural and urban areas of Powys. In rural areas, this would replace the mobile library service, which is unsuitable for safe service delivery in the ongoing pandemic situation.

2. Background

2.1 The Library Service is working to achieve a transformation in service delivery alongside budgetary efficiency savings. The service is unable to financially sustain the current network of 2 mobile libraries and 17 static service points for the long term without such transformational activity. New operating models are required which meet the needs of residents (particularly the most vulnerable) and adhere to ongoing social distancing recommendations.

2.2 Due to the ongoing coronavirus situation, the mobile library service cannot operate in its previous way, as it is impossible to ensure customer and staff safety in terms of social distancing (due to the size of the vehicles) and the risk of infection. Mobile library customers are traditionally amongst the most vulnerable in our communities (the elderly, particularly 75+, disabled, those with mobility issues, and parents with new babies).

2.3 There are 2 mobile libraries in Powys, which serve rural villages and hamlets across Powys on a monthly timetable. The vehicle based at Newtown Area Library serves Montgomeryshire, whilst the Brecon based vehicle covers the Breconshire and Radnorshire areas of Powys. Residents receive 12 visits per year, most of which are around 10-15 minutes in duration. There are 4 part-

time staff delivering the service (1.8 FTE), supported by 2 relief staff on casual by claim contracts.

- 2.4 The library service is finding it increasingly difficult to recruit mobile librarians who have the required driving skills. People born after 1993 do not have the C1 category on their driving licences, so there is need to help new drivers to gain that category, as well as putting them through CPC driver training and providing digital tachograph cards for them. This creates a big financial investment in any new staff, particularly relief staff, to keep their driving qualifications up to date.
- 2.5 There are 573 active library members registered with the 2 mobile libraries across Powys, predominantly older people (403 people (70%) aged over 60), and with more female members (340, or 59%). Prior to the pandemic, the service visited 6 residential homes and 17 pre-school groups, as well as making home visits where people are unable to access the van even using the lift for disabled access. The mobile library reached some of the most vulnerable and isolated people in rural communities, and any change to the service needs to be very sensitively designed with clear alternatives in place, so that no-one is disadvantaged by any change to service delivery.
- 2.6 It must be recognised that the mobile library does not provide an equitable service to the most vulnerable and isolated residents in Powys, as it does not generally provide any service within urban areas that have a branch library. Powys is one of the very few authorities in Wales, and indeed across the UK, which does not operate a dedicated housebound library service to residents who are unable to access static libraries, irrespective of where they live in relation to a branch. The lack of an equitable housebound service affects the authority's ability to provide a "comprehensive and efficient library service to all persons desiring to make use thereof", as outlined in the Public Libraries and Museums Act 1964.
- 2.7 Since June 2020, the library service has been operating a successful Order and Collect library books scheme, which includes covid-secure doorstep deliveries where needed. Telephone calls from staff to mobile library customers have encouraged and supported customers to use either the online e-books or the Order and Collect service. Approximately 60% of the 573 active library members registered through the mobile libraries have used their library cards for Order & Collect book bags or to request books via branch libraries during the last 18 months. This does not include statistics for those who have used electronic resources via our library apps.

3. Advice

- 3.1 The tremendous community support response to the Covid-19 situation offers real and exciting new opportunities to deliver a better and more equitable outreach library service to vulnerable residents across all of Powys, through including isolated and housebound people in towns as well as rural communities. This is the key reason for this report at this time, to build on connections with these networks to develop an outreach service, which will

improve the reach and benefits.

- 3.2 The library service has been working with some of the community response teams across Powys, to include book loans in their volunteer deliveries of groceries, prescriptions, and hot meals, as a valued boost to mental health and wellbeing. These groups support a similar demographic to the mobile library, but in all of the main towns as well as in the rural areas.
- 3.3 The library service has worked with PAVO to recruit library home delivery volunteers for the long term, with 21 people trained and able to make covid-secure deliveries. It is envisaged that the library service will continue to work through PAVO and the volunteer networks (with volunteers recruited through the library service directly if needed) and with Town and Community Councils, to maintain a service for vulnerable people.
- 3.4 Library Friends groups and existing library volunteers (who worked within libraries prior to lockdown) have also been very active in promoting the Order and Collect library books scheme and delivering to people's homes where needed.
- 3.5 It is therefore proposed to build on this covid-related work to develop a housebound library outreach service, to meet existing need as well as promote the benefits of books and reading to new audiences. This will include promotion of e-books and e-audio downloads as well as traditional books delivered with relevant safety precautions. This will be a sustainable service should any areas need to go back into lockdown, as it is based on remote delivery with no face-to-face contact (either digitally or through covid-secure doorstep deliveries).
- 3.6 The strength of volunteer interest and support for delivering library books gives the service confidence that the model can be sustained for the long term, recruiting new volunteers as required.
- 3.7 It is proposed the Library Programme Support Manager oversees the transition of mobile library service to a library outreach model, to ensure that no customers are left out, and to support with recruiting and training volunteers. The deliveries will operate around the branch library network, so will be locality based.
- 3.8 The Library Service will also further explore the potential to work with other services both within PCC, PAVO and the 3rd sector, where support staff are visiting residents for other purposes. This develops the outcomes of a joint working trial with housing officers in October 2019 - March 2020.
- 3.9 If conditions allow, it is proposed to link this new housebound model of doorstep deliveries and community collections with the beneficial outcomes of the Read & Remember ICF funded project, which focused on training volunteers to read aloud to adults living with certain life changing conditions. This could be recorded or over the telephone during isolation.

- 3.10 A further strand for transformational development is to tie in with Powys County Council's digital transformation programme. The library service is working with Supporting People and other 3rd sector support agencies on a pilot device loan scheme, with remote support, to help vulnerable residents to overcome isolation and address practical needs such as council transactions.
- 3.11 Block loans ("Community Collections") to residential homes, playgroups and central community locations in rural areas would take the place of short mobile library visits in due course, with quarantining of books to ensure safety as appropriate.
- 3.12 Long term benefits of the proposed change in service delivery include contribution to holistic health and wellbeing for both readers and volunteers, supporting the development of resourceful connected communities, and ensuring that service delivery can be maintained in the current and any future pandemic situations.
- 3.13 The Welsh Government is currently developing the 7th framework of Welsh Public Library Standards. The 6th framework ended in 2019/20, and we are currently between frameworks. If the service implements the model as outlined in this paper, the library service will be able to report on the new library outreach delivery models, which should increase contribution towards health and wellbeing outcomes and digital inclusion and improve performance data in terms of the number of active library borrowers in all of our communities.
- 3.14 In late 2020, the library service contacted all registered mobile library readers to gather their opinions on the options that would be available for them to obtain library books (using e-books, visiting their local branch, using Order & Collect, including deliveries, or no longer using the library service). 287 responses were received (i.e. 50.09% of users), of which 75% felt that the proposal was good or very good, 8% fair and 3% poor or very poor. 15% felt that they would use e-books, 30% would choose to go to their nearest library, 46% would use the Order & Collect service, with 20% needing volunteer deliveries. 9% would no longer use the library service.
- 3.15 The survey of mobile library users has provided a lot of very useful feedback that will help to shape the development of the outreach concept. 21% of respondents felt that they would still prefer to use the mobile library if it was available and hoped that it would resume. 6 respondents did not rank the options at all but expressed their view that they would only use the mobile library. Reasons included that the mobile library is one of very few services received by taxpayers in rural areas, highly valued for the knowledgeable friendly staff, opportunities to browse books, meet with neighbours, and obtain information. Some respondents misunderstood the concept and thought that online access would be essential for ordering books, whereas there would continue to be a telephone ordering system. Others value their independence highly, and do not want others to bring books for them. The impact on playgroups and children who use the mobile library was also highlighted.

- 3.16 The difference between respondents who have used alternative ways of accessing library services during the lockdown and those who had not was very marked. Those who have used library services in different ways were very pleased with them, whereas those who have not, were not keen and would prefer the mobile library. All of these views will be taken into consideration in seeking the best way forward for each library member.
- 3.17 Approval is therefore sought to restructure the mobile library service into a library outreach model, working with volunteers and partners in each community, to develop a more equitable service to housebound and vulnerable residents in towns and rural areas across the county, at reduced cost to the authority. It is intended to contact all of the existing registered members to ensure that they are able to access library books if they would like to.
- 3.18 No charge will be made for book loans (whether electronic or physical), nor for the provision of information to individuals, in line with the core public library entitlements for Welsh residents as outlined by Welsh Government, and in line with the legal requirements of the Public Libraries and Museums Act 1964.

4. Resource Implications

- 4.1 The transformation described above has the potential to deliver an improved and more equitable service at reduced cost, through working with partners and communities to reach vulnerable people in towns as well as in rural areas. Savings will include vehicle running costs, capital receipts for the sale of the 2 vehicles, and staff savings, creating total revenue savings of £90,797.
- 4.2 Removal of the 2 vehicles would decrease pressure on Fleet services and depots, in terms of servicing and operating costs.
- 4.3 Staff will be taken through the Management of Change process and there will be some redundancy costs with this proposal. Some additional capacity will be built into the library delivery system (equivalent to 1 day per week salary for the driver, plus an allowance for fuel).
- 4.4 The projected budget retained for 2022/23 in order to deliver the service in alternative ways comprises the following elements:
- | | |
|----------------------------|-----------------------------------------------|
| Volunteer expenses: | £3,000 (estimate) |
| Delivery driver (0.2 FTE): | £6,262 (inc. oncosts. 7 hrs/week, ad hoc use) |
| Extra fuel for deliveries: | £500 (estimate) |
| Total: | £9,762 |
- 4.5 A projected budget of £10,000 per annum will be retained in following financial years, to cover volunteer expenses and additional deliveries. Whilst considered unlikely, any cost over and above this amount will be found within existing service budgets.

4.6 Devices for loan have been sourced through grant funding, at no cost to the library service base budget, through the Welsh Government's Circular Economy Fund. Library service staff are working up the detailed scheme with ICT colleagues.

4.7 The Head of Finance (Section 151 Officer) notes the content of the report in particular the resources implications set out in section 4 and can support the recommendation.

5. Legal Implications

5.1 Legal: The recommendation can be supported from a legal point of view

6. Monitoring Officer

6.1 The Head of Legal and Democratic Services (Monitoring Officer) has commented as follows: " I note the legal comment and have nothing to add to the report".

7. Data Protection

7.1 The proposal does involve processing of personal data for the purpose of providing a library service. The Data Protection Officer comments: Names and addresses and possibly other personal data would need to be shared with delivery partners and volunteers, to facilitate service delivery. Activity will be undertaken to ensure compliance with data protection legislation, such as the identification of relationships between parties, and the development of appropriate documentation to support this proposal.

8. Comment from local member(s)

8.1 Local members comments have not been sought as this would impact on all communities across Powys.

9. Integrated Impact Assessment

9.1 An impact assessment for the proposal has been prepared and is attached.

10. Recommendation

10.1 It is recommended that the Powys Library Service implement an alternative library outreach delivery model to housebound, vulnerable and isolated residents in Powys, in place of the mobile library service. This would deliver improved service reach at a reduced cost, whilst minimising risk during the ongoing pandemic.

| |
|-------------------------------|
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| Tel: |

Email: nichola.farr@powys.gov.uk

Head of Service: Nina Davies

Corporate Director: Nigel Brinn

DELEGATED DECISION NEW REPORT TEMPLATE VERSION 2

Mae'r dudalen hon wedi'i gadael yn wag yn fwriadol

Cyngor Sir Powys County Council

Impact Assessment (IA)

The integrated approach to support effective decision making



Please read the accompanying guidance before completing the form.

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

| | | | | | |
|---------------------|-----------------|------------------------|-------------|-------------------------|--------------------|
| Service Area | Library Service | Head of Service | Nina Davies | Portfolio Holder | Cllr Rachel Powell |
|---------------------|-----------------|------------------------|-------------|-------------------------|--------------------|

| | |
|-----------------|--|
| Proposal | |
|-----------------|--|

Outline Summary / Description of Proposal

Transformation of mobile library service in order to support existing customers in new ways (particularly during pandemic), and reach out to new users. To provide a more equal service to residents across Powys, taking books and other resources (physical and digital) to residents and communities in both urban as well as rural locations, and working with partners on delivery and development of service enhancements, particularly reading aloud to residents living with mild/moderate dementias, other mental health issues and visual impairments. To support digital transformation by supporting residents to use online resources and services. To build on the energetic and dedicated community organised volunteer response to covid-19 as part of the delivery model. Partners will include PCC, 3rd sector organisations, PAVO Community Connectors, Town and Community Councils and local volunteer networks.

Judalen 9

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

| Version | Author | Job Title | Date |
|---------|------------|---------------------|------------|
| V1 | Kay Thomas | Principal Librarian | 29/04/2020 |
| | | | |
| | | | |

2. Profile of savings delivery (if applicable)

| 2018-19 | 2019-20 | 2020-21 | 2021-22 | 2022-23 | TOTAL |
|---------|---------|---------|---------|---------|-------|
| £ | £ | £ | £77,232 | £88,868 | £ |

3. Consultation requirements

| Consultation Requirement | Consultation deadline/or justification for no consultation |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Public consultation required | Due to ongoing restrictions with coronavirus, it would not be possible to resume the mobile library service in its existing format until at least mid 2021, given the vulnerable nature of the client groups served. Alternative ways of delivering the benefits of the service therefore need to be found in any case. However, we are consulting for completeness in our identification of alternatives and potential barriers to use. |

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4. Impact on Other Service Areas

| Does the proposal have potential to impact on another service area? (Have you considered the implications on Health & Safety and Corporate Parenting?) PLEASE ENSURE YOU INFORM / ENGAGE ANY AFFECTED SERVICE AREAS AT THE EARLIEST OPPORTUNITY | | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------|-------------------------------------|------------------------------------------|-------------------------------------|
| Adult Services | <input type="checkbox"/> | Education | <input type="checkbox"/> | Legal and Democratic Services | <input type="checkbox"/> |
| Children's Services | <input type="checkbox"/> | Finance | <input type="checkbox"/> | Property, Planning and Public Protection | <input type="checkbox"/> |
| Commissioning | <input type="checkbox"/> | Highways, Transportation and Recycling | <input type="checkbox"/> | Transformation and Communications | <input checked="" type="checkbox"/> |
| Digital Services | <input type="checkbox"/> | Housing and Community Development | <input checked="" type="checkbox"/> | Workforce and OD | <input type="checkbox"/> |
| Data Protection Impact Assessment | | | | | |
| Will the proposal involve processing the personal details of individuals? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> | | | | | |
| Is Powys County Council the data controller? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> | | | | | |
| If you have answered yes to either of the above you will be required to complete, as a minimum, the screening questions on the data protection impact assessment. For further advice please contact the Data Compliance Team. | | | | | |

Tudalen 11

5a Geographical Locations

| What geographical area(s) will be impacted by the proposal? (Chose all those applicable) | | | | | | | |
|------------------------------------------------------------------------------------------|-------------------------------------|-------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Powys | <input checked="" type="checkbox"/> | Brecon | <input type="checkbox"/> | Llandrindod and Rhayader | <input type="checkbox"/> | Machynlleth | <input type="checkbox"/> |
| | | Builth and Llanwrtyd | <input type="checkbox"/> | Llanfair Caereinion | <input type="checkbox"/> | Newtown | <input type="checkbox"/> |
| North | <input type="checkbox"/> | Crickhowell | <input type="checkbox"/> | Llanfyllin | <input type="checkbox"/> | Welshpool and Montgomery | <input type="checkbox"/> |
| Mid | <input type="checkbox"/> | Hay and Talgarth | <input type="checkbox"/> | Llanidloes | <input type="checkbox"/> | Ystradgynlais | <input type="checkbox"/> |
| South | <input type="checkbox"/> | Knighton and Presteigne | <input type="checkbox"/> | | | | |

5. How does your proposal impact on Vision 2025?

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| Council's Well-being Objective | How does the proposal impact on this Well-being Objective? | IMPACT Please select from drop down box below | What will be done to better contribute to a more positive impact or to mitigate any negative impacts? | IMPACT AFTER MITIGATION Please select from drop down box below |
|---------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| The Economy We will develop a vibrant economy | No particular impact on this objective | Neutral | | Choose an item. |
| Health and Care We will lead the way in providing effective, integrated health and care in a rural environment | The covid-19 isolation has had significant impact on the population, including access to reading materials and trusted information sources. This proposal seeks to maintain existing customers and broaden outreach library services to people living in urban as well as rural areas of Powys, to increase access to resources and support to boost overall health and wellbeing. The target group is those who have difficulty accessing traditional libraries, particularly through disability and lack of mobility. The majority of mobile library customers are elderly, with 403 registered members aged 60+. The library service as a whole has 21000 members aged 60+, whilst there are over 45,000 residents in that age group. 37% of Powys residents live with disability or sensory loss, whilst 53% of mobile library customers describe themselves as living with a long-term condition. | Good | Working with partners within PCC, PAVO 3 rd sector and volunteers to further enhance participation and positive outcomes | Unknown |
| Learning and skills We will strengthen learning and skills | As above, broadening access to learning resources and support, plus increased volunteer opportunities | Good | Working with partners within PCC, PAVO 3 rd sector and volunteers to further enhance participation and positive outcomes | Unknown |
| Residents and Communities We will support our residents and communities | As above – reaching into and supporting urban as well as rural communities. | Good | Working with partners within PCC, PAVO 3 rd sector and volunteers to further enhance participation and positive outcomes | Unknown |

| Source of Outline Evidence to support judgements |
|----------------------------------------------------------------------------------------------------------------------------------------------------|
| Existing mobile library customer demographic and usage from internal management system Mobile library user survey Wellbeing information bank |

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

| Well-being Goal | How does proposal contribute to this goal? | IMPACT Please select from drop down box below | What will be done to better contribute to a more positive impact or to mitigate any negative impacts? | IMPACT AFTER MITIGATION Please select from drop down box below |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| A prosperous Wales: An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work. | Volunteer and learning opportunities supported and extended | Good | Working with partners within PCC, PAVO 3 rd sector and volunteers to further enhance participation and positive outcomes | Unknown |
| A resilient Wales: A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change). | Library services support residents to live fulfilled lives and to feel part of their community, and this should continue when delivering books and information materials through different delivery methods. Care will be taken that no vulnerable people lose their service through this transformation of delivery. | Neutral | The potential to meet the needs of more residents and communities implies that a more positive impact should be developed across the county, using volunteers and local organisations to support. | Unknown |

Tudalen 13

Tudalen 14

| Well-being Goal | How does proposal contribute to this goal? | <u>IMPACT</u> Please select from drop down box below | What will be done to better contribute to a more positive impact or to mitigate any negative impacts? | <u>IMPACT AFTER MITIGATION</u> Please select from drop down box below |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| <p>A healthier Wales: A society in which people’s physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.</p> <p>Public Health (Wales) Act, 2017: Part 6 of the Act requires for public bodies to undertake a health impact assessment to assess the likely effect of a proposed action or decision on the physical or mental health of the people of Wales.</p> | <p>It will be important to ensure that the health benefits of using the mobile library are not lost through changes to the delivery model. Expanding the new delivery model to reach residents in urban areas should increase the beneficial impact.</p> <ul style="list-style-type: none"> • Visits to the library improve the health and wellbeing of residents, and reading boosts mental health, along with social interaction. • Reading for pleasure for 6 minutes per day lowers stress by 68% (Univ of Sussex research) • Social interaction which boosts wellbeing • Ready access to book prescription schemes and health information. • 83% of respondents to the adult library user survey Oct 18 reported that the library had helped them with information about health matters, and 93% said that going to the library makes them feel better. | <p>Good</p> | <p>Working with partners within PCC, PAVO 3rd sector and volunteers to further enhance participation and positive outcomes</p> | <p>Unknown</p> |
| <p>A Wales of cohesive communities: Attractive, viable, safe and well-connected Communities.</p> | <p>Maintenance of a vibrant service under community based delivery models should maintain the following contributions to this goal: 80% of library users report that using the library makes them feel part of their community.</p> | <p>Good</p> | <p>Working with partners within PCC, PAVO 3rd sector and volunteers to further enhance participation and positive outcomes</p> | <p>Unknown</p> |

| Well-being Goal | How does proposal contribute to this goal? | IMPACT Please select from drop down box below | What will be done to better contribute to a more positive impact or to mitigate any negative impacts? | IMPACT AFTER MITIGATION Please select from drop down box below |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| <p>A globally responsible Wales: A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.</p> <p>Human Rights - is about being proactive (see guidance)</p> <p>UN Convention on the Rights of the Child: The Convention gives rights to everyone under the age of 18, which include the right to be treated fairly and to be protected from discrimination; that organisations act for the best interest of the child; the right to life, survival and development; and the right to be heard.</p> | <p>Libraries act as a Hub of information and communication with the wider world, and this would be maintained through an outreach service supported by the main service.</p> <p>Resources and provision for children and young people will still be provided, as babies and pre-school children are currently a key group using the mobile library.</p> | Neutral | Working with partners within PCC, PAVO 3 rd sector and volunteers to further enhance participation and positive outcomes | Unknown |
| <p>A Wales of vibrant culture and thriving Welsh language: A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation. <i>Incorporating requirements under the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards</i></p> | | | | |
| <p>Opportunities for persons to use the Welsh language, and treating the Welsh language no less favourable than the English language</p> | <p>A range of Welsh language materials for all ages would still be provided by the library service. Packaging and promotional material will be bilingual. Community/volunteer delivery organised locally is likely to reflect the local linguistic character and enhance opportunities to use the Welsh language. Welsh speaking library staff will oversee the project development.</p> | Good | Working with partners within PCC, PAVO 3 rd sector and volunteers to further enhance participation and positive outcomes | Unknown |
| <p>Opportunities to promote the Welsh language</p> | <p>A range of Welsh language materials for all ages would still be provided by the library service. Community/volunteer delivery organised locally is likely to reflect the local linguistic character, including opportunities to promote the Welsh language through reading aloud in Welsh. Welsh speaking library staff will oversee the project development.</p> | Good | Working with partners within PCC, PAVO 3 rd sector and volunteers to further enhance participation and positive outcomes | Unknown |

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| Well-being Goal | How does proposal contribute to this goal? | IMPACT Please select from drop down box below | What will be done to better contribute to a more positive impact or to mitigate any negative impacts? | IMPACT AFTER MITIGATION Please select from drop down box below |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| <i>People are encouraged to do sport, art and recreation.</i> | Opportunities to join in arts and cultural activities will be promoted more widely, including digital participation and online streaming. | Good | Working with partners within PCC, PAVO 3 rd sector and volunteers to further enhance participation and positive outcomes | Unknown |
| A more equal Wales: A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances). <i>Incorporating requirements under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 and the Social Economic duty (2020).</i> | | | | |
| <i>Age</i> | This proposal should offer more people of all ages to engage with library services and resources in new ways. The target groups are the most vulnerable, those who are unable to access a static library for various reasons, including disabilities and a lack of mobility. | Good | Working with partners within PCC, PAVO 3 rd sector and volunteers to further enhance participation and positive outcomes | Unknown |
| <i>Disability</i> | This proposal should offer more people of all ages to engage with library services and resources in new ways. The target groups are those who are unable to access a static library for various reasons, including disabilities and lack of mobility. | Good | Working with partners within PCC, PAVO 3 rd sector and volunteers to further enhance participation and positive outcomes | Unknown |
| <i>Gender reassignment</i> | No specific impact on this characteristic which is not already covered by age and disability factors | Neutral | Working with partners within PCC, PAVO 3 rd sector and volunteers to further enhance participation and positive outcomes | Unknown |
| <i>Marriage or civil partnership</i> | No specific impact on this characteristic which is not already covered by age and disability factors | Neutral | Working with partners within PCC, PAVO 3 rd sector and volunteers to further enhance participation and positive outcomes | Unknown |
| <i>Race</i> | No specific impact on this characteristic which is not already covered by age and disability factors | Neutral | Working with partners within PCC, PAVO 3 rd sector and volunteers to further enhance participation and positive outcomes | Unknown |
| <i>Religion or belief</i> | No specific impact on this characteristic which is not already covered by age and disability factors | Neutral | Working with partners within PCC, PAVO 3 rd sector and volunteers to further enhance participation and positive outcomes | Unknown |

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| Well-being Goal | How does proposal contribute to this goal? | IMPACT Please select from drop down box below | What will be done to better contribute to a more positive impact or to mitigate any negative impacts? | IMPACT AFTER MITIGATION Please select from drop down box below |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| <i>Sex</i> | No specific impact on this characteristic which is not already covered by age and disability factors. It is acknowledged that in general, more females use the library than males. | Neutral | Working with partners within PCC, PAVO 3 rd sector and volunteers to further enhance participation and positive outcomes | Unknown |
| <i>Sexual Orientation</i> | No specific impact on this characteristic which is not already covered by age and disability factors | Neutral | Working with partners within PCC, PAVO 3 rd sector and volunteers to further enhance participation and positive outcomes | Unknown |
| <i>Pregnancy and Maternity</i> | Lack of mobility could bring isolated new parents into the target group | Good | Working with partners within PCC, PAVO 3 rd sector and volunteers to further enhance participation and positive outcomes | Unknown |
| <i>Socio-economic duty</i> | No specific impact on this characteristic which is not already covered by age and disability factors | Choose an item. | Working with partners within PCC, PAVO 3 rd sector and volunteers to further enhance participation and positive outcomes | Unknown |

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| Source of Outline Evidence to support judgements |
|---------------------------------------------------------------------------------------------------------------------------------------------|
| Existing mobile library customer demographic and usage from internal management system Mobile library user survey Wellbeing bank data |

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

| Principle | How does the proposal impact on this principle? | IMPACT Please select from drop down box below | What will be done to better contribute to a more positive impact or to mitigate any negative impacts? | IMPACT AFTER MITIGATION Please select from drop down box below |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| Sustainable Development Principle (5 ways of working) | | | | |
| Long Term: Looking to the long term so that we do not compromise the ability of future generations to meet their own needs. | The proposal for strong partner and 3 rd sector community involvement in the delivery of the service should ensure long term sustainability | Good | Ensure firm agreements and long term commitments with partners within PCC, PAVO 3 rd sector and volunteers to further enhance participation and positive outcomes | Good |
| Collaboration: Working with others in a collaborative way to find shared sustainable solutions. | The proposal for delivery through a broad partnership model is a good example of this principle | Good | Ensure firm agreements and long term commitments with partners within PCC, PAVO 3 rd sector and volunteers to further enhance participation and positive outcomes | Good |
| Involvement (including Communication and Engagement): Involving a diversity of the population in the decisions that affect them including: Unpaid Carers: Ensuring that unpaid carers views are sought and taken into account | Members of the community have actively engaged in public consultation and proposals for the future of the library service, and through the regular user surveys undertaken under WG's Welsh Public Library Standards framework. The mobile library in particular is able to provide resources for unpaid carers close to their homes, and it is important that this is not lost in any reorganisation of service delivery. The library service offers specific carers cards with benefits that support the needs of carers. Working with a range of partners from all sectors will also increase involvement. | Unknown | Engage with Credu Carers as one of the delivery partners | Unknown |

Cyngor Sir Powys County Council

Impact Assessment (IA)

The integrated approach to support effective decision making



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| Principle | How does the proposal impact on this principle? | IMPACT Please select from drop down box below | What will be done to better contribute to a more positive impact or to mitigate any negative impacts? | IMPACT AFTER MITIGATION Please select from drop down box below |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| <p>Prevention: Understanding the root causes of issues to prevent them from occurring including:</p> <p>Safeguarding: Preventing and responding to abuse and neglect of children, young people and adults with health and social care needs who can't protect themselves.</p> | All library staff are DBS checked, and there is a clear protocol for raising any safeguarding issues. Partners and agencies involved work in similar fields of supporting vulnerable people, so will have their own protocols to follow. The volunteer networks which have sprung up on a locality basis in response to covid-19 are providing very valued support for vulnerable residents; DBS checks are provided through PAVO. | Neutral | Ensure that there are clear protocols and procedures across all partners | Unknown |
| <p>Integration: Taking an integrated approach so that public bodies look at all the well-being goals in deciding on their well-being objectives.</p> | A partnership approach contributes to a wider understanding of wellbeing goals | Unknown | | Choose an item. |
| <p>Powys County Council Workforce: What Impact will this change have on the Workforce?</p> | The impact on Powys workforce will be as minimal as possible, but some redundancies may result | Poor | | Choose an item. |
| <p>Payroll: How will this impact salary, any overtime/enhanced payments etc? Does this affect any particular group of employees? E.g. Male/Female dominated workforce. Does this proposal comply with the Councils Single Status Terms and Conditions?</p> | The mobile library staff are predominantly male (4 men, 2 women). Where possible staff will be redeployed into other roles within the service. All roles have been job evaluated and will be within the Single Status Terms and Conditions. Significant salary saving will be made for the authority as a whole. | Good | | Choose an item. |
| <p>Welsh Language impact on staff</p> | The one Welsh speaker on the mobile library team may be redeployed into another library role. | Neutral | Encourage Welsh speaking delivery partners, particularly where we have Welsh speaking clients (this should happen naturally in a community based delivery model setting) | Unknown |

| Principle | How does the proposal impact on this principle? | <u>IMPACT</u> Please select from drop down box below | What will be done to better contribute to a more positive impact or to mitigate any negative impacts? | <u>IMPACT AFTER MITIGATION</u> Please select from drop down box below |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| Apprenticeships: Has consideration been given to whether this change impacts negatively, or positively on Apprenticeships within the service? | N/A | Choose an item. | | Choose an item. |
| Source of Outline Evidence to support judgements | | | | |
| Existing mobile library customer demographic and usage from internal management system Mobile library user survey Wellbeing bank data Trent staff data | | | | |

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

| Communities | How does the proposal impact on residents and community? | <u>IMPACT</u> See impact definitions in guidance document | What will be done to better contribute to a more positive impact or to mitigate any negative impacts? | <u>IMPACT AFTER MITIGATION</u> See impact definitions in guidance document | Source of Outline Evidence to support judgement |
|-------------|----------------------------------------------------------|--------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|-------------------------------------------------|
| | | | | | |

| | | | | | |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------------------------------------------------------------------------------------------------------|-------|--|
| | A service will be offered in more communities than at present, and working with partners on a community level. Partners will include PCC, 3 rd sector organisations, PAVO Community Connectors, Town and Community Councils and local volunteer networks. The impact on communities will be minor, but has the potential to be good, enhancing both the extent of the offer and the beneficial outcomes. | Major | Ensure clear partnership guidelines and understanding of the project; ensure good communication lines | Major | |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------------------------------------------------------------------------------------------------------|-------|--|

9. What are the risks to service delivery or the council following implementation of this proposal?

| Description of risks | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| Risk Identified | Inherent Risk Rating Impact X Likelihood (See Risk Matrix in guidance document) | Mitigation | Residual Risk Rating Impact X Likelihood (See Risk Matrix in guidance document) |
| Unwillingness to see any change of mobile library service into a new delivery model leading to negative publicity and significant opposition to the change | 4 x 3 = 12 | Good communication plan, particularly with local members and town and community councils; involvement in service redesign and highlighting benefits of proposal | 3 x 2 = 6 |
| | | | |

10. Overall Summary and Judgement of this Impact Assessment?

| Outline Assessment (to be inserted in cabinet report) | Cabinet Report Reference: |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| There is good potential to redesign the mobile library service in order to better meet the needs of residents and extend the areas where a service is available, through a change to a housebound style service. This will be managed by the library service and delivered largely through partner organisations and volunteers, incorporating service enhancements such as reading aloud to people living with certain long term conditions, in order to boost health and wellbeing. As well as improving beneficial outcomes for residents and communities, this change will allow for significant revenue savings at no detriment to residents, and better meets the need of safe service delivery in the ongoing and then post-covid communities. | |

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

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

12. On-going monitoring arrangements?

| |
|-------------------------------------------------------------------------------------------------|
| What arrangements will be put in place to monitor the impact over time? |
| User surveys as required by Welsh Government Feedback from communities and delivery partners |
| Please state when this Impact Assessment will be reviewed. |
| |

13. Sign Off

| Position | Name | Signature | Date |
|-------------------------|--------------------|-----------|------------|
| Impact Assessment Lead: | Kay Thomas | | 05/05/2020 |
| Head of Service: | Nina Davies | | |
| Portfolio Holder: | Cllr Rachel Powell | | |

14. Governance

| Decision to be made by | Date required |
|------------------------|---------------|
| Portfolio Holder | 31/03/2021 |

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FORM ENDS