

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	Clr 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, 3 rd sector organisations, PAVO Community Connectors, Town and Community Councils and local volunteer networks.					

1. 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.					

4a 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

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>	<p>Neutral</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 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>	<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>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>	<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>

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<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

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

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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				

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

	<p>A service will be offered in more communities than at present, and working with partners on a community level. Partners will include PCC, 3rd 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.</p>	<p>Major</p>	<p>Ensure clear partnership guidelines and understanding of the project; ensure good communication lines</p>	<p>Major</p>	
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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)
<p>Unwillingness to see any change of mobile library service into a new delivery model leading to negative publicity and significant opposition to the change</p>	<p>4 x 3 = 12</p>	<p>Good communication plan, particularly with local members and town and community councils; involvement in service redesign and highlighting benefits of proposal</p>	<p>3 x 2 = 6</p>

10. Overall Summary and Judgement of this Impact Assessment?

Outline Assessment (to be inserted in cabinet report)	Cabinet Report Reference:
<p>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.</p>	

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

FORM ENDS