

Notice of Meeting

Cabinet Member for Community Services Decisions

**Date & time**

Wednesday, 9 April
2014 at 3.30 pm

Place

Room 107 - County
Hall, Kingston-upon-
Thames, Surrey, KT1
2DN

Contact

Anne Gowing
Room 122, County Hall
Tel 020 8541 9122

Chief Executive

David McNulty

anne.gowing@surreycc.gov.uk

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This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Anne Gowing on 020 8541 9122 or email anne.gowing@surreycc.gov.uk.

Cabinet Member for Community Services Decisions
Mrs Helyn Clack

AGENDA

1 DECLARATIONS OF INTEREST

To receive any declarations of disclosable pecuniary interests from Members in respect of any item to be considered at the meeting.

2 PROCEDURAL MATTERS

2a Members' Questions

The deadline for Member's questions is 12pm four working days before the meeting (3 April 2014).

2b Public Questions

The deadline for public questions is seven days before the meeting (2 April 2014).

2c Petitions

The deadline for petitions was 14 days before the meeting, and no petitions have been received.

3 OPENING HOURS AT SURREY'S PERFORMING ARTS LIBRARY

(Pages 1
- 32)

The Surrey Performing Arts Library brings together music, dance, theatre and cinema, and houses a wealth of materials suitable for schools, amateurs and professionals, plus thousands of vocal, orchestral and play sets for browsing and loan.

The Performing Arts Library is currently open for 27.5 hours per week, over 4 days. Following analysis of visit patterns and consultation with staff, the Library Service is proposing to improve and extend the opening hours to 33.5 per week over 5 days. This can be achieved within existing staffing levels, and therefore with no additional cost to the county council.

The proposals have been endorsed by customers and the general public through public consultation.

David McNulty
Chief Executive
Published: 1 April 2014

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SURREY COUNTY COUNCIL

CABINET MEMBER FOR COMMUNITY SERVICES

DATE: 9 APRIL 2014

LEAD OFFICER: PETER MILTON, HEAD OF CULTURAL SERVICES

SUBJECT: OPENING HOURS AT SURREY'S PERFORMING ARTS LIBRARY



SUMMARY OF ISSUE:

The Surrey Performing Arts Library brings together music, dance, theatre and cinema, and houses a wealth of materials suitable for schools, amateurs and professionals, plus thousands of vocal, orchestral and play sets for browsing and loan.

The Performing Arts Library is currently open for 27.5 hours per week, over 4 days. Following analysis of visit patterns and consultation with staff, the Library Service is proposing to improve and extend the opening hours to 33.5 per week over 5 days. This can be achieved within existing staffing levels, and therefore with no additional cost to the county council.

The proposals have been endorsed by customers and the general public through public consultation.

RECOMMENDATIONS:

It is recommended that the opening hours of the Performing Arts Library be extended from 27.5 hours per week to 33.5 hours per week as set out in paragraph 13 of the report.

REASON FOR RECOMMENDATIONS:

These proposals form part of a longer-term change programme within the Performing Arts Library, to increase efficiency and capitalise on income-generation opportunities.

The revised opening hours will offer improved value for money for Surrey residents, as they will provide greater access to the library at no additional cost to the county council.

The proposals will improve the library's efficiency, as staff will spend a greater proportion of their working week being available to serve customers, and able to offer a programme of events and activities.

DETAILS:

Surrey's Performing Arts Library

1. Located in the visitor centre of Denbies Wine Estate, but serving the whole of Surrey and beyond, Surrey's Performing Arts Library (PAL) brings together major collections of materials covering music, drama, dance, and film.

2. The library has received national recognition, having twice been awarded an Excellence Award for Music Libraries from the International Association of Music Libraries UK and Ireland (IAML).
3. Furthermore, the library has a long-term, loyal and highly satisfied customer base¹, and is able to recoup over a third of its running costs through income generation², with income rising steadily over the past few years.

Current opening hours

4. The Performing Arts Library is currently open for 27.5 hours per week, in the following pattern:

Monday: Closed
 Tuesday: 10am – 5pm
 Wednesday: Closed
 Thursday: 10am – 8pm
 Friday: 10am – 5pm
 Saturday: 9.30-1pm
 Sunday: Closed

5. The majority of staff who work at the library are employed on a full-time basis, and they currently make use of the library's closed hours to work on stock ordering and management, financial administration and preparing and dispatching customer orders.
6. It is worth noting that visiting the library represents just one way of using the library, as customers are also able to make enquiries and place orders via email, via an online enquiry form, or by telephone. In addition, orders can be collected from, and returned to, any library branch in Surrey or West Sussex³ on request.

Current use

7. The Public Library User Survey (PLUS) in 2009 indicated slightly below average levels of satisfaction with opening hours at the Performing Arts Library, when compared against the average of all libraries surveyed that year⁴.
8. Analysis of visit statistics⁵ and staff experience has shown that:
 - The majority of visits occur in the morning and early afternoon;
 - The current opening hours are not overly clear and consistent, and can be hard for customers to remember.
 - The final 2 hours between 6pm and 8pm on a Thursday evening are the least used of the library's current opening hours. This reflects footfall at

¹ Sources: Public Library User Survey 2009 and opening hours consultation results 2014.

² Income accounted for 37% of the total cost of running the library in 2012/13.

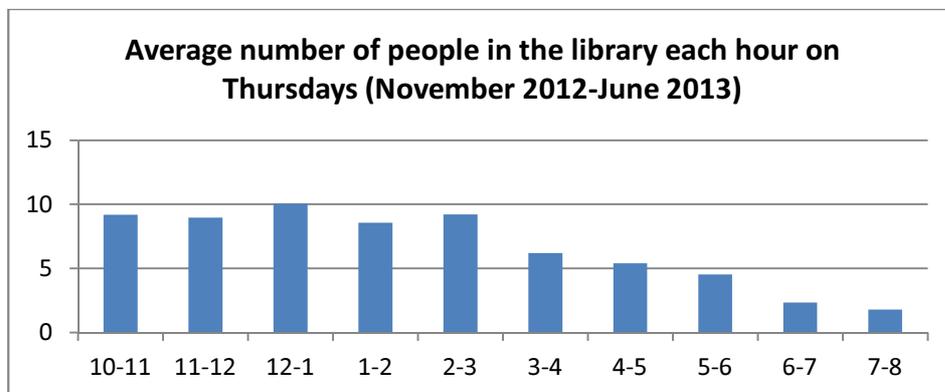
³ Courtesy of a Service Level Agreement with West Sussex County Council.

⁴ 71% of respondents rated opening hours as 'good' or 'very good', compared to average results for all participating libraries of 87%.

⁵ PLESCON data November 2012 – June 2013

branch libraries throughout the county where there is a decline in use during evening opening times, which are defined as post 5pm. The lack of lighting around the Denbies site during the evening, and the more remote location away from main commuting routes, further contributes to evenings being a less attractive time to visit.

Chart One



Proposals

- 9. The Library Service intends to remove the 7pm – 8pm Thursday opening, due to low levels of use.
- 10. In addition, the Library Service has invited customers and the general public to say:
 - a. Whether they support the proposals to open over 5 days instead of 4, in the pattern detailed and;
 - b. Whether a weekly later Thursday opening post-5pm is required.
- 11. The consultation results show broad support for the proposal to extend opening hours over 5 days instead of 4. It also showed that for specific customer groups, a later opening is important.⁶
- 12. As a result of this public consultation, the Library Service proposes to continue to offer a later opening until 7pm on a Thursday at the Performing Arts Library. Officers will review performance after 12 months.
- 13. Under these proposals, the Performing Arts Library will be open as follows:
 - Monday – Closed
 - Tuesday: 10am – 5pm
 - Wednesday: 10am – 5pm
 - Thursday: 10am – 7pm
 - Friday: 10am – 5pm
 - Saturday: 9.30am – 1pm

⁶ The consultation results are detailed in the section titled ‘Consultation’ below, and in the Consultation Report at Annex 1.

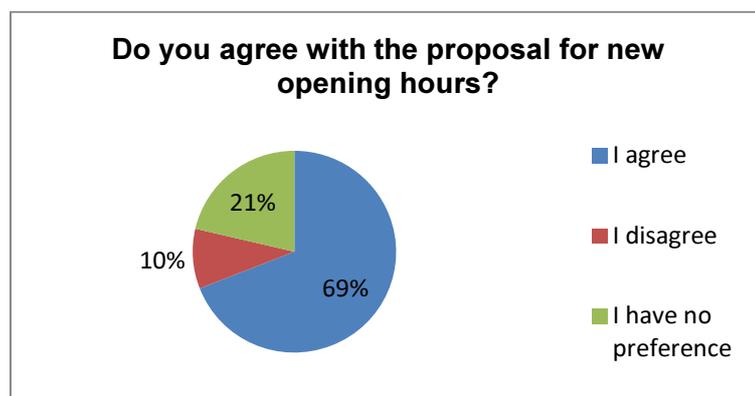
Total: 33.5 hours

Alternative options:

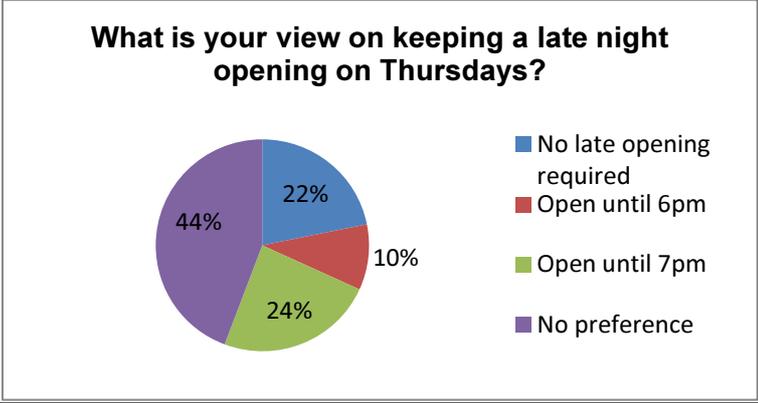
14. Officers have considered offering extended Saturday opening hours. A longer Saturday opening is desirable, and this is reflected in feedback from customer consultation. However, Saturday Enhanced Pay (SEP) rates would see this option incur extra cost. In addition, visits data shows that the number of visits declines during the last hour on a Saturday, which could indicate the level of demand does not justify the cost.

CONSULTATION:

15. Officers have consulted with managers and staff at the Performing Arts Library, who are enthusiastic about being able to offer an improved service under these proposals.
16. Customers and potential customers as well as the general public have been invited to comment on these proposals through both an online and in-branch questionnaire. A total of 361 responses have been received. The results are detailed in full in the accompanying consultation report in Annex 1.
17. The consultation results indicate high levels of support for the proposals with 69% of respondents overall supporting the proposal to increase opening hours over 5 days per week. See chart below:



18. On whether or not to maintain a later opening on Thursday evenings, the most common response was 'no preference'. Of those who indicated a preference, the results were marginally in favour of a 7pm opening over no late opening being required. 10% of respondents favoured a later opening until 6pm, and this therefore gives a total of 34% of respondents who would like to see some form of later opening once a week.



19. Equality analysis suggests that the narrow split between those respondents who require no late opening, compared to those who would like the library to stay open until 7pm, is largely related to different requirements within different age bands, and across genders. Older respondents were less likely to require an evening opening than younger adults aged 18-29 and then 30-49, with some specific comments received about the ability of those working full-time in a traditional pattern to access the library if the later opening was lost completely.

RISK MANAGEMENT AND IMPLICATIONS:

20. The Library Service intends to maintain the current staffing levels, in order to deliver these extended opening hours.

Financial and Value for Money Implications

21. There is no additional cost to the county council arising from this proposal, as the extra opening hours will be delivered through existing staffing levels.

Section 151 Officer Commentary

22. The Section 151 Officer (Chief Finance Officer) confirms that all material, financial and business issues and risks have been considered / addressed. The additional hours will be delivered within existing staff levels at no additional cost.

Legal Implications – Monitoring Officer

23. Decisions relating to the opening hours of local libraries are delegated to Local Committees where the changes are an increase or decrease of more than 15%. As this library is a County-wide resource the Leader has delegated this particular decision to the Cabinet Member for Community Services to make. The Local Committee Chairmen have been consulted and support this approach. There are no statutory requirements regarding the opening hours for the Performing Arts Library, but the decision needs to be a reasonable one taking into account the needs of people likely to be accessing it and in particular the results of the consultation.

Equalities and Diversity

24. When making this decision, there is a duty under s149 Equalities Act 2010 to have due regard to the need to eliminate unlawful discrimination, advance equality of opportunity for those with protected characteristics and foster good relations with these groups. An equality impact assessment has been carried out to enable this and is attached as Annex 2. The conclusions are summarised below.

<p>Information and engagement underpinning equalities analysis</p>	<p>Staff have all helped shape the proposals, and no equalities concerns raised during individual discussions with affected staff.</p> <p>Customers and the public have been consulted via an online and in branch survey, which was emailed out to all members who consented to receive marketing information.</p>
<p>Key impacts (positive and/or negative) on people with protected characteristics</p>	<p>According to the results of the consultation, and staff experience, opening over 5 days per week instead of 4 will be of most benefit to older people who are retired / not in full time employment.</p> <p>In the consultation, people aged 50 and over were more likely than younger adults to suggest no evening opening required, but also had a large proportion indicating 'no preference'. According to the results of the consultation, maintaining a later opening is more important for males and younger adults aged up to 49, as well as those who have never married or formed a civil partnership.</p> <p>The Disability Network and Alliance, and the council's External Equalities Advisory Group were invited to respond to the survey but did not submit a formal response, though members may have responded anonymously on an individual basis.</p> <p>We do not have enough results from people of non-white ethnicity to draw conclusions about whether they support the proposals, and it suggests that the library's customer profile sees people of non-white ethnicity underrepresented.</p> <p>Young adults aged 18-29 were significantly underrepresented in the online survey results, but better represented in the branch's paper survey.</p>

<p>Changes you have made to the proposal as a result of the EIA</p>	<p>The public consultation has directly shaped the final proposal. The Library Service asked the public whether they required a later opening, and if so, whether that should be until 6pm or 7pm, or no preference. While the results indicated a high proportion of respondents had no preference, analysis of the results by equality strand has supported the view that younger adults in particular, require a later opening.</p>
<p>Key mitigating actions planned to address any outstanding negative impacts</p>	<p><u>1) Removing the 7-8pm Thursday evening could impact on those in full time education and/or work.</u></p> <p>a) Recommending maintaining a 7pm opening to reduce impact. Will review how this is going after 12 months.</p> <p><u>2) No change proposed within this consultation that would affect the Performing Arts Library's location. This means that the location remains harder to get to without a car. Likely impact continues to be principally on carers with limited time, people with certain disabilities, some older people and young people, without access to a car.</u></p> <p>a) Visiting the library in person is just one way of using the service: customers can phone or email, and items can be delivered to other branch libraries in Surrey/West Sussex. Work is underway to improve the publicity surrounding this benefit, and to improve the webpages.</p>
<p>Potential negative impacts that cannot be mitigated</p>	<p>None identified</p>

WHAT HAPPENS NEXT:

- 25. If approved, the Performing Arts Library will launch the extended opening hours from May 2014, and will develop and implement a communications plan to ensure customers and potential customers are informed about this improvement to service.

Contact Officer:
 Rose Wilson, Library Operations Manager 01932 794178

Consulted:
 Local Committee Chairmen
 Performing Arts Library managers and staff
 Performing Arts Library customers
 Surrey residents and councillors

Annexes:
 Annex 1 - Consultation report
 Annex 2 - Equalities Impact Assessment

Sources/background papers:

- Public Libraries and Museums Act 1964
-

Annex 1 - Consultation report on proposed changes to opening hours at Surrey's Performing Arts Library

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1 Context

1.1 Proposals

The Library Service intends to stop opening the Performing Arts Library between 7pm and 8pm on Thursdays, due to low levels of use.

The Library Service has invited customers and the general public to say:

- Whether they support the proposals to open over 5 days instead of 4, in the pattern detailed and;
- Whether a weekly later Thursday opening post-5pm is required.

2 Methodology

2.1 Survey

The consultation took the form of two customer surveys; one online, and one paper survey in the branch.

Both surveys had four objectives:

- Obtain customer and general public opinion on the proposals put to consultation;
- Raise awareness of the Performing Arts Library as a countywide resource;
- Gather feedback from customers and non-customer over a range of questions, about their experience of using the library.

The two versions of the survey differed slightly in their questions, given that a) customers completing the survey in the branch would already be aware of, and using the library, so some of the questions in the online version would not be applicable and b) wanting to limit printing requirements for the paper by keeping the survey to within 4 sides of A4.

2.2 Distribution

Aiming to reach as many people as possible through the survey, both customers and non-customers alike, the survey was distributed widely and publicised online. It is therefore not possible to calculate a return rate.

The online survey was distributed in the early stages of the consultation period to the following¹:

Recipient	Total number of recipients if known
Emailed to Individuals and groups registered with PA who had provided an email address and consented to marketing	851 email addresses (4 recipients requested they be taken off the mailing list in future, 53 emails came back as undelivered)
Emailed to individuals and groups in the South East registered with Making Music, by Making Music, on our behalf.	Sent to representatives of around 900 member groups
Representatives of the Disability Alliance and Network (formerly 'Empowerment	Representative bodies, so total recipients unknown

¹ N.b. West Sussex County Council were asked to publicise to their library users via website, facebook or twitter but were unable to do so.

Boards) and External Equalities Advisory Group were invited to complete the survey	
Surrey Schools bulletin	Reaches 400 Headteachers
SCC Arts Staff Choir	1 choir
Surrey Wardrobe members and friends who have provided an email address and consented to marketing	
Chairman of the Friends of Surrey Performing Arts Library	For onwards dissemination
Councillors	All county and district councillors

The online survey was further publicised through the following means:

Surrey Libraries web pages
Surrey CC consultations page
PA twitter
Libraries twitter

The paper survey was offered to customers in the branch, with staff inviting visitors to complete the survey.

2.3 Survey dates

The online survey was available from Monday 20th January until Friday 28th February 2014.

The paper survey was offered in branch from Friday 24th January, until Friday 28th February 2014.

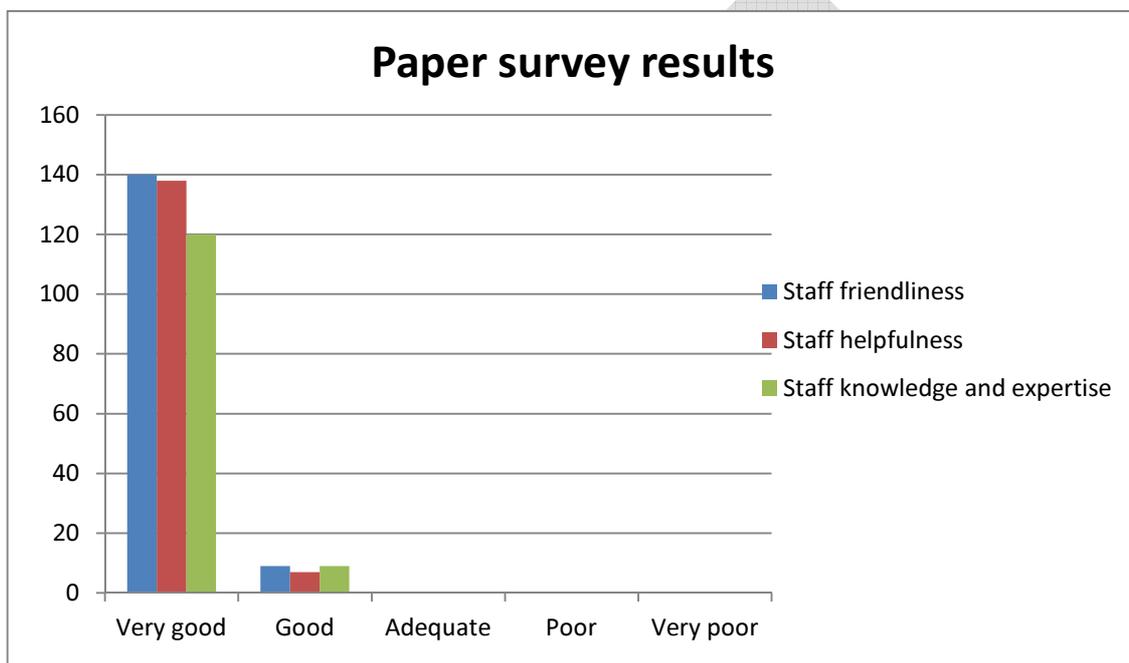
3 Key findings

3.1 General findings

Analysis of the surveys is ongoing. Officers are reviewing the full findings, in order to extract the key messages and ideas emerging, and will be looking at how best to address these.

For the purposes of this report, the main focus is on the proposals regarding opening hours.

However, it is worth noting that that the knowledge, friendliness and helpfulness of the staff is a key strength of the library. Staff deserve praise for their extremely high scores in the paper survey and for the wealth of positive comments offered in both the online and paper surveys². See below:



‘Always a very helpful library. Staff friendly too’

‘It is a wonderful resource. The staff are always helpful. A jewel in Surrey’s crown’.

‘This library is a fantastic resource that we are lucky to have. It has been invaluable to my work as performer/teacher of music’

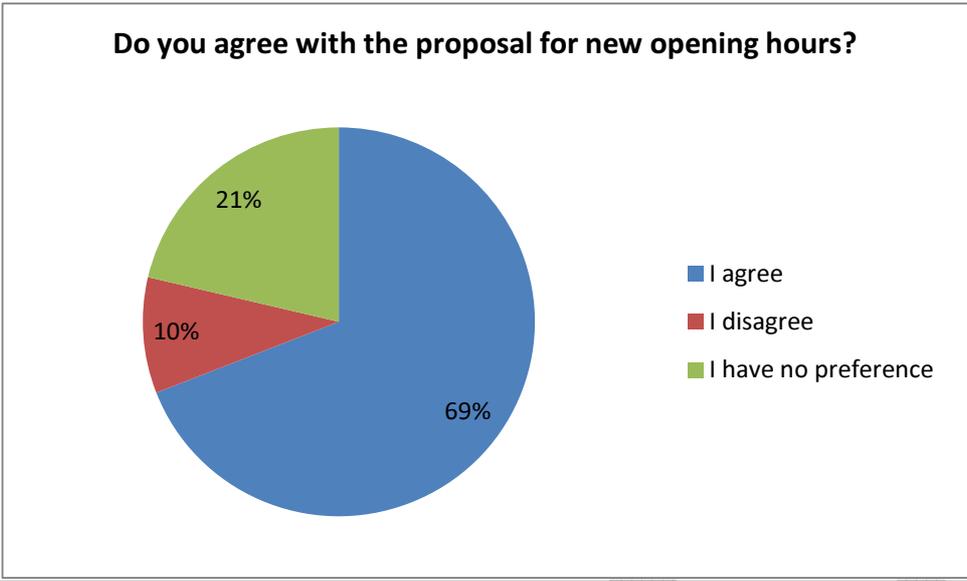
The majority of respondents were from a music background, or had music as their main area of interest. This is to be expected given that music represents the majority of the Performing Arts Library’s business, and also given the distribution by Making Music to their south east members.

3.2 Opening hours proposals

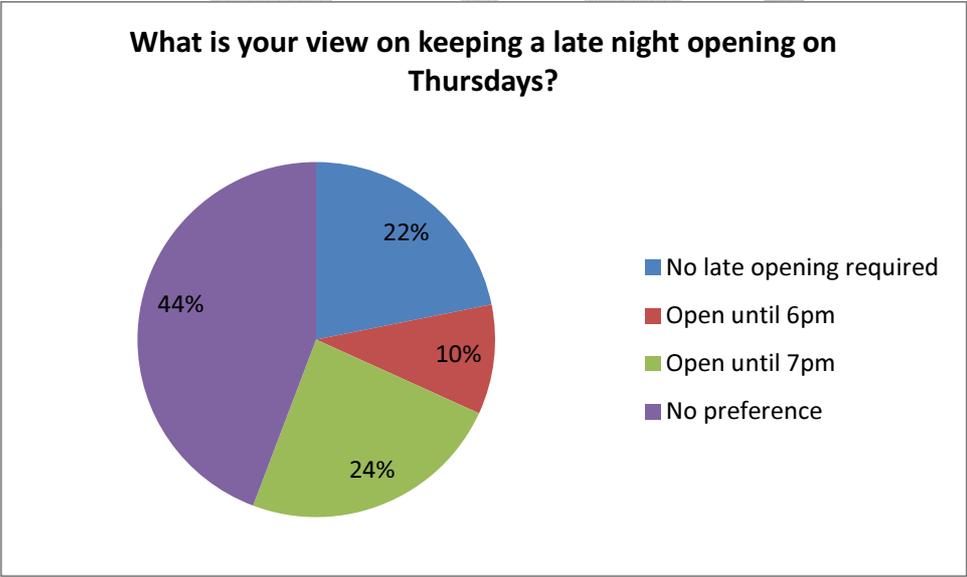
Overall findings – online and paper survey combined.

² The survey in the branch asked respondents to rate the three elements of the staff’s customer service. The same question was not specifically asked in the online survey given that it went to a wider range of people, many of whom may not have visited the library.

- 69% of respondents support the proposal to increase opening hours over 5 days per week.



- On whether or not to maintain a later opening on Thursday evenings, the most common response was 'no preference'. Of those who indicated a preference, the results were marginally in favour of a 7pm opening over no late opening being required. 10% of respondents favoured a later opening until 6pm, and this therefore gives a total of 34% of respondents who would like to see some form of later opening once a week.



- Equality analysis suggests that the narrow split between those respondents who require no late opening, compared to those who would like the library to stay open until 7pm, is largely related to different requirements within different age bands, and across genders. Older respondents were less likely to require an evening opening than younger adults aged 18-29 and then 30-49. See section below.

Equalities considerations

- Opening over 5 days per week instead of 4 will be of most benefit to older people who are retired / not in full time employment. People aged 50 and over were more likely to suggest no evening opening required, but also had a large proportion indicating 'no preference'.
- Maintaining a later opening is more important for males and younger adults aged up to 49, as well as those who have never married or formed a civil partnership.
- The Disability Network and Alliance, and the council's External Equalities Advisory Group were invited to respond to the survey but did not submit a formal response, though individual members may have responded anonymously.
- We do not have enough results from people of non-white ethnicity to draw conclusions about whether they support the proposals, and it suggests that the library's customer profile sees people of non-white ethnicity underrepresented.
- Young adults aged 18-29 were significantly underrepresented in the online survey results, but better represented in the branch's paper survey.

4 Analysis

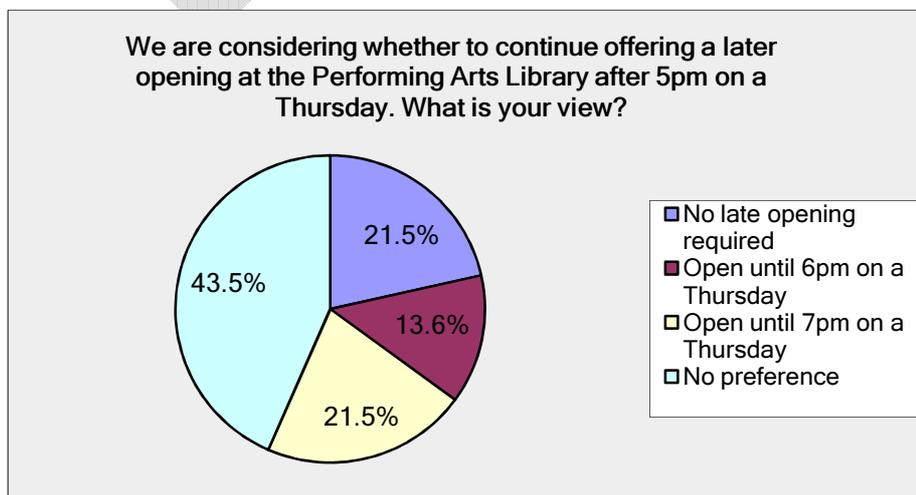
A. Online Survey

A total of 185 responses were received.

58% of respondents indicated that they find the current opening hours 'fairly convenient' with a further 15% who find them 'very convenient'. 11% of respondents find the opening hours 'fairly inconvenient'. 1% of respondents consider them to be 'very inconvenient'.

Results:

- 78% of respondents support the proposed new opening hours. Only 2% of respondents disagreed, and 20% had no preference.
- 44% of respondents had no preference as to whether the library continues to offer a later opening on a Thursday. Of those respondents who indicated a preference, the results were equally split between 'no evening opening required' and 'open until 7pm', where both responses received 22% of the votes. Opening until 6pm was the least preferred option, with 14% of votes – see below:



B. Paper survey in the branch

A total of 176 responses were received.

67% of respondents find the current opening hours fairly convenient, and a further 24% think they are 'very convenient'. 9% of respondents had no opinion or didn't know. No respondents indicated that the current opening hours were inconvenient.

Results:

- 59% of respondents support the proposed new opening hours, with 18% preferring the current opening hours. 23% of respondents gave no preference.
- 45% of respondents had no preference as to whether the library continues to offer a later opening on a Thursday evening. Of those respondents who did indicate a preference, a 7pm was preferred for 27% of respondents, although 22% suggested no evening opening was required. Only 6% of respondents wanted to see the library open until 6pm.

4.1 Equality & Diversity sections

A. Online survey

70% of respondents agreed to answer equality and diversity questions.

Gender: 122 people answered this question. 59% of respondents were female, 41% were male.

The majority of respondents, both female and male, support the proposals to extend opening hours.

As to whether the Performing Arts Library continues to offer a later evening opening, the most common response was 'no preference'. Of those who did indicate a preference, females preferred either 'no late opening', or 'until 6pm', whereas males preferred a later opening until 7pm. See below:

Gender	No late opening required	Open until 6pm	Open until 7pm	No preference
Males	20%	4%	30%	46%
Females	22%	21%	13%	44%

Age: 122 people answered this question. The majority of respondents were aged 50 and over, accounting for 78% of all respondents who consented to provide this information. Young people and young adults aged 18-29 were significantly under-represented in this survey, compared both against the county's demographic profile, and as the proportion of young adults registered with the Performing Arts Library.

Overall, respondents in all age bands (only analysed where there were more than 5 respondents), supported the proposals to extend the opening hours.

However, some variations in the results for a later night opening likely reflect differing needs/ lifestyles of the different age bands, with younger adults aged 30-49 five times more likely than respondents aged 65 and over to require some form of later opening.

In terms of what, if any, late night opening should be offered, the results were different depending upon the age band of the respondents:

Age band	No late opening required	Open until 6pm	Open until 7pm	No preference
30-49	9%	17%	35%	39%
50-64	17%	13%	25%	44%
65 and over	33%	14%	7%	47%
Average*	22%	14%	22%	44%

* Includes results for under 18s and 18-29s. Not included here as too small numbers to be statistically representative.

Ethnicity: 120 people answered this question. Respondents were mostly of White British ethnicity (88%), or other White ethnicity. Just under 5% of the respondents who answered this question gave their ethnicity as mixed or non-white, and this included Asian/Asian British Indian, Mixed Asian/British and Black or Black British Caribbean. 3 respondents gave their ethnicity as 'other'.

The small number of responses from non-White ethnicities does not allow for a meaningful comparison of responses to the proposals.

Disability: 121 people answered this question. Overall, only 4% of respondents said they have a disability or long-term condition that affects their day to day life. Those respondents with a disability showed high levels of support for the proposals, and were less likely to require a late evening opening. More women than men reported having a disability.

Religion / Faith: 120 people answered this question. 61% of respondents gave their religion/faith as Christian. 29% said they have no religion, 3% stated they had an 'other' religion/faith. 5% of respondents preferred not to say.

Both respondents who identified themselves as Christian, and those who identified themselves as having no faith/religion supported the proposals to extend opening hours. There was some variation in results for the late night opening, although in both cases the majority indicated 'no preference'.

Marriage / civil partnership 120 people answered this question. 70% of respondents gave their marriage /civil partnership status as 'married'. Other statuses mentioned less frequently include never married (7% of respondents), living with a partner (7%), divorced (5%), and separated, in a civil partnership and widowed (all less than 5% of respondents each).

The majority of respondents who have never married or formed a civil partnership indicated no preference on the question about late night opening, (56%) with lower levels of support for the proposed opening hours, at 44%.

Respondents who stated that they are either married or living with a partner indicated higher levels of support for the proposals to extend to 5 days from 4, than those who had never married and never formed a civil partnership.

The later opening was more important for those who have never married than for those who are married, with 44% of those who have never married/formed a civil partnership requesting a 7pm opening, compared to just 15% of married respondents and 25% of people living with a partner.

Other: Five requests were made in the free-text comment boxes specifically for longer opening hours on a Saturday, and seven comments requested that the library maintain a later opening on one day per week, because of the difficulty people working or studying full time would have in reaching the library otherwise.

B. Paper survey

Gender: 155 respondents answered this question. 56% of respondents were female, and 43% were male.

Both males and females supported the proposals, though females were particularly strongly in favour of the proposed opening hours.

On the question of whether to maintain a late night opening, the most common response was 'no preference'.

Gender	No late opening required	Open until 6pm	Open until 7pm	No preference
Males	22%	11%	29%	38%
Females	21%	2%	26%	51%

Age: 161 respondents answered this question. The majority of respondents were aged 50 and over, accounting for 79% of respondents. Younger adults aged 18-29 accounted for 8% of respondents, which is a higher proportion than responded to the online survey.

Levels of support for the proposed extended opening hours were highest among respondents aged 65 and over and 30-49, with at least 60% in favour for both age bands, and at least 20% indicating no preference. Respondents aged 50-64 had the highest proportion of respondents against the proposed opening hours, with 31% preferring the existing opening hours. 49% were in favour, and a further 20% expressed no preference.

On the question of whether to maintain a later opening, older respondents were more likely to indicate 'none required' or 'no preference'. Younger adults were more likely to be in favour of continuing a late opening.

Ethnicity: 163 respondents answered this question. 92% were of White British ethnicity, with 2% 'other', and 1% Chinese.

Disability: 159 respondents answered this question. 5% of those who answered this question had a disability. While the number of respondents was small, they indicated an equal split between those who preferred the current hours, and those who supported the proposed opening hours. There was a slight majority in favour of opening until 7pm, against no late opening being required.

Religion / Faith: 164 respondents answered this question. 59% gave their religion as Christian, and 30% had no religion/faith. While numbers are small, both groups indicated support for the proposals, with 'no preference' being the most common response on the question about maintaining a late opening.

Marriage / civil partnership: 165 respondents answered this question. 50% of respondents were married, 15% had never married, and 13% were widowed. Other statuses were recorded but in smaller numbers.

No significant variations in results were found in relation to marriage/ civil partnership status.

4.2 Councillors and Committees

Under Part 3 of the council's constitution, local committees agree changes to library opening hours that represent a change of 15% or more. However, the Performing Arts Library is a countywide resource, even though it is located in Dorking. Therefore, the Chairmen of the Local Committees approved that the final decision on whether or not to approve the change to opening hours be taken by the Portfolio Holder for Community Services; Cllr Helyn Clack. This has been approved by the Leader of Surrey County Council, Cllr David Hodge.

Online survey

The online survey was distributed to all councillors.

5 responses were received from elected members – 4 based in Mole Valley, and 1 from Middlesex. All agreed with the proposals, or expressed no preference. These elected members also largely indicated they had either no preference in terms of later opening, or thought the library should open until 7pm.

5 Next steps

If the proposal is approved, the new opening hours will be launched from May 2014.

Analysis of both surveys will continue within the service, to look at what the service can learn from this feedback.

1. Topic of assessment

EIA title:	Consultation on changes to opening hours at Surrey Performing Arts Library
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EIA author:	Victoria Eade, Policy Officer
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2. Approval

	Name	Date approved
Approved by¹	Rose Wilson	

3. Quality control

Version number	0.2	EIA completed	January 2- March 2014
Date saved	5 March 2014	EIA published	

4. EIA team

Name	Job title (if applicable)	Organisation	Role
Vicki Eade	Policy Officer	SCC	Project Coordinator
Mark Spiller	Sector Lead	SCC	Contributors
Peter Baxter, Beverly Kwa	Performing Arts Library Managers	SCC	Contributors

¹ Refer to earlier guidance for details on getting approval for your EIA.

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5. Explaining the matter being assessed

<p>What policy, function or service is being introduced or reviewed?</p>	<p>N.B A full EIA on the overall proposals was completed and this EIA should be seen as an update regarding the specific proposals on opening hours.</p> <p>The Library</p> <p>Surrey’s Performing Arts Library is based at Denbies Vineyard. The library is based over 2 floors, with a lift for anyone who cannot manage the stairs.</p> <p>The library has a comprehensive collection of books, CDs and DVDs on music, dance, theatre and cinema. The library also hosts a weekly Rhymetime session, and has a keyboard that any member of the public can come in and use. The library has a dedicated Ralph Vaughan Williams collection and Making Music Kirby collection.</p> <p>Anyone who is a member of Surrey Libraries can use their borrower card to browse and borrow these single items, under the same terms and conditions as they would find at a branch library.</p> <p>In addition, the library has a specialist collection of vocal scores, orchestral sets and play sets that are available to hire for a fee, to music and drama groups. Groups are required to register with the library first, and pay a membership fee. The fee is currently £25pa for Surrey and West Sussex² groups and £32 for out of county groups.</p> <p>The specialist collection of items for hire that require group membership are considered by the Council to be an ancillary activity, under the Local Government Act, and not therefore part of the Library Service’s statutory library provision under the Public Libraries and Museums Act 1964.</p> <p>Opening hours</p> <p>The Performing Arts Library is currently open for 27.5 hours per week, over 4 days, as follows:</p> <ul style="list-style-type: none">• Tuesday 10-5• Thursday 10-8• Friday 10-5• Saturday 9.30 – 1. <p>Customers</p> <p>The library has 2,047 registered members.</p> <p>There are 1,768 current members (people who have been ‘seen’ by the library management software in the past 2 years).</p>
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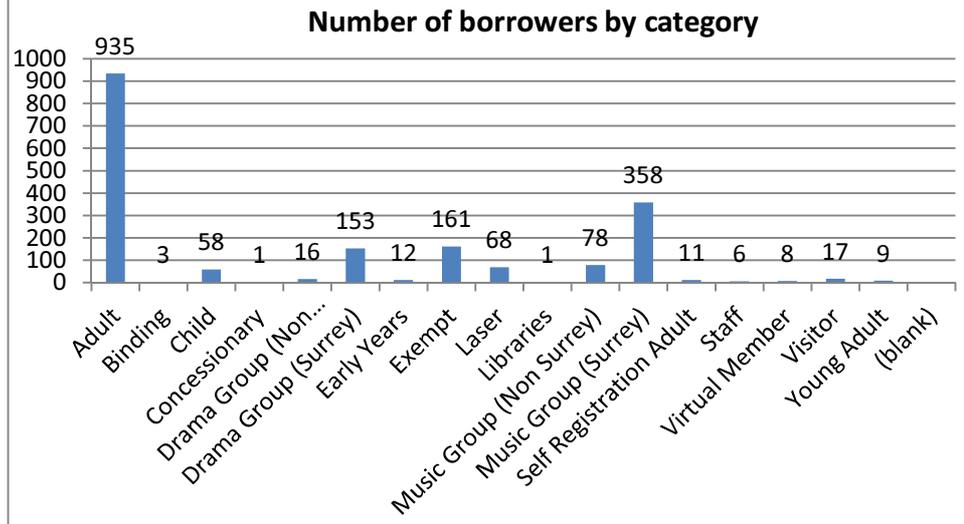
² Surrey has a Service Level Agreement with West Sussex County Council for allowing groups based in West Sussex to access the specialist collection for the same fees as Surrey groups.

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	<p>Of the total registered members, 65% are classed as 'seen' (i.e. Have been seen by the library management software in the past 12 months) and 57% are 'active' (i.e. have borrowed an item in the previous 12 months).</p> <p>Customer satisfaction</p> <p>The Performing Arts Library conducted a customer survey in 2009 (Part of the Public Library User Survey).</p> <p>This showed high levels of satisfaction, although opening hours were one area where scores were below the average scored across all Surrey branch libraries surveyed.</p>
<p>What proposals are you assessing?</p>	<p>The consultation is specifically asking the public to comment on proposals to change opening hours. The intention is to improve and extend opening hours, making them easier to remember and building upon the popular times to visit.</p> <p>The consultation survey also invites customers and non-customers to comment on their use of the library and make suggestions for change.</p>
<p>Who is affected by the proposals outlined above?</p>	<p>Existing and potential customers and staff will be impacted by the changes.</p> <p>Existing Customers</p> <p>The categories of borrowers who first registered at the Performing Arts Library are shown below:</p>

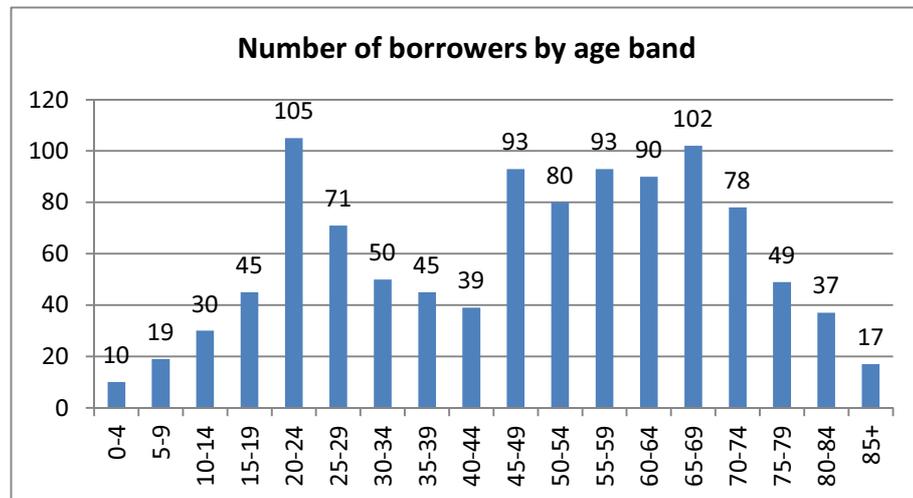
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Looking solely at the categories that represent individuals,³ suggests a different age profile to that of a branch library, with a lower proportion of children, but a higher proportion of **young adults** in the 20-24 age category – many of whom may be students who are either studying music or drama or who participate in music or drama-related activities.

A large number of **older people** were also registered by the library, with 35% aged 60 and over.

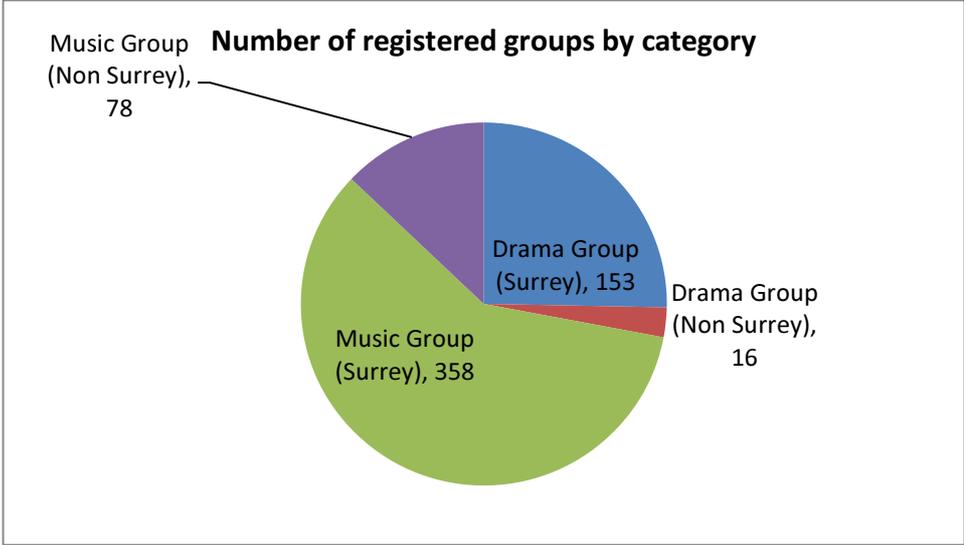


Anecdotally we know that the number of schools using the PAL has reduced over the years. Possible reasons for this are reduced music provision in schools in line with plans (now deferred) for an 'ebacc', private schools charging parents for materials, schools receiving materials through the 'sing up' programme and less use being made of traditional sheet music. It is possible that the type of music held by the library is not the type that schools currently need. Anecdotal evidence from a networking event suggests this may be the case for some.

³ Adult, Child, Concessionary, Early Years, Self-Registration Adult, Virtual, Visitor, Young Adult

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There are a total of 605 groups registered with the library. Over half of these are music groups within Surrey, and accordingly within the group categories, music groups within Surrey generate the most issues, followed by drama groups within Surrey. N.B. West Sussex music and drama groups are also recorded as 'Surrey', as they access using the same terms and conditions. In line with the findings from the PLUS survey 2009, many groups have been long-term users of the library – many for over 15 or 20 years.



Staff

The proposals will involve change to ways of working for staff, in that they will spend a greater proportion of their working week serving customers, and will have less time to complete library administration while the library is closed.

There will be no change to total weekly hours for any member of staff, though the timing of those hours will change slightly. E.g. they will no longer be required to work until 8pm on Thursdays.

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6. Sources of information

Engagement carried out
<p>Staff</p> <p>Have all contributed to, and shaped the proposals and agreed final proposals through:</p> <ul style="list-style-type: none">• 1-1 discussions• Team meetings <p>Library Operations Manager has agreed the proposed opening hours, and that the late opening should be put to consultation.</p> <p>Public</p> <p>Online and paper surveys developed.</p> <p>Online survey publicised through the following means:</p> <ul style="list-style-type: none">• Email to South East members of Making Music• Email to PA members who have provided an email address and consented to marketing• Sent to SCC workplace choirs via Kath McCutcheon• Sent to Surrey Arts tutors via Kathy Newlands• Publicised on library webpages, plus PA webpage and SCC consultations page• Customers collecting remotely had poster included in their parcel inviting them to complete the survey.• External Equalities Advisory Board and Surrey Empowerment Boards invited to complete (either online or post)• Mole Valley Arts Forum• Sent to all councillors via Local Partnerships Team <p>Paper survey publicised through the following means:</p> <ul style="list-style-type: none">• Customers invited to complete during their visit• Posted to Friends of Performing Arts Library Chairman for wider circulation
Data used
<ul style="list-style-type: none">• Plescon daily visit totals• Issue figures• PLUS Survey results

7. Impact of the new/amended policy, service or function

N.B. Please refer to consultation report, equalities section for more information.

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7a. Impact of the proposals on residents and service users with protected characteristics

Protected characteristic ⁴	Potential positive impacts	Potential negative impacts	Evidence
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 25</p> <p style="text-align: center;">Age</p>	<p>Introducing more consistent opening hours is likely to help any customers with poor memory, or who are unable to easily check times online.</p> <p>Opening over 5 days per week instead of 4 will be of most benefit to older people who are retired / not in full time employment. In the survey, people aged 50 and over were more likely to suggest no evening opening required, but also had a large proportion indicating 'no preference'.</p> <p>The survey revealed that maintaining a later opening is more important for males and younger adults aged up to 49.</p>	<p>Removing the 7-8pm Thursday evening could impact on those in full time education and/or work.</p>	<p>The majority of respondents were aged 50 and over.</p> <p>Young adults aged 18-29 were significantly underrepresented in the online survey results, but better represented in the branch's paper survey.</p> <p>All age groups supported the proposals to extend opening hours. Younger adults showed greater preference for maintaining a later opening once a week.</p> <p>Respondents aged 50-64 in the branch survey had the lowest levels of support for the proposed opening hours, at 49% with 20% no preference.</p> <p>A number of free text comments received in the survey said that a late night opening is important to those in full-time education or work.</p>
<p style="text-align: center;">Disability</p>	<p>More opportunity to visit the library during daylight hours as the Denbies site is not well lit and in winter this could make it an unattractive place to visit for people with a disability, particularly visual impairments and physical disabilities, and / or people who are unable to drive due to disability.</p> <p>Introducing more consistent opening hours is likely to help any customers</p>	<p>The location is harder to get to without a car</p>	<p>Overall, 5% of respondents said they have a disability or long-term condition that affects how their day to day life.</p> <p>The small numbers involved make it difficult to draw conclusions on views of impact. Respondents with a disability responding to the online survey gave high levels of support for the proposals, and did not require evening opening, but respondents with a disability responding to the paper survey gave mixed views both in favour and against the new hours, and in terms of the late night opening. We would need more information in order to determine whether these views were related to the</p>

⁴ More information on the definitions of these groups can be found [here](#).

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	with poor memory, or who are unable to easily check times online.		disability expressed.
Gender reassignment	No impacts identified	No impacts identified	
Pregnancy and maternity	No impacts identified	No impacts identified	
Race	No impacts identified	No impacts identified	<p>Respondents were mostly of White British ethnicity (88%), or other White ethnicity.</p> <p>We do not have enough results from people of non-white ethnicity to draw conclusions about whether they support the proposals, and it suggests that the library's customer profile sees people of non-white ethnicity underrepresented.</p>
Religion and belief	No impacts identified	No impacts identified	The vast majority of respondents identified themselves as Christian, with around 1/3 having no faith or religion.
Sex	The majority of respondents, both female and male, supported the proposals to extend opening hours	No impacts identified	Overall, there was a nearly even split between male and female respondents, with females accounting for 51% of all respondents.
Sexual orientation	No impacts identified	No impacts identified	
Marriage and civil partnerships	No impacts identified	No impacts identified	<p>Overall, 59% of respondents who chose to answer this question were married.</p> <p>A much higher proportion of respondents to the branch survey than the online survey indicated they were widowed.</p> <p>2% of the respondents who answered this question were in a civil partnership.</p>

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Carers⁵	No impacts identified	No impacts identified	
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7b. Impact of the proposals on staff with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Age	No impacts identified	No impacts identified	All staff have contributed to the proposals and no concerns raised during 1-1 discussions
Disability	No impacts identified	No impacts identified	As above
Gender reassignment	No impacts identified	No impacts identified	As above
Pregnancy and maternity	No impacts identified	No impacts identified	As above
Race	No impacts identified	No impacts identified	As above
Religion and belief	No impacts identified	No impacts identified	As above
Sex	Safer working environment as will not be working in dark, unlit location past 7pm at the very latest.		The mainly female staff not required to work until 8pm on Thursdays. Lack of lighting at the Denbies site makes this desirable. Proposals fit around existing commitments for part

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⁵ Carers are not a protected characteristic under the Public Sector Equality Duty, however we need to consider the potential impact on this group to ensure that there is no associative discrimination (i.e. discrimination against them because they are associated with people with protected characteristics). The definition of carers developed by Carers UK is that 'carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid. This includes adults looking after other adults, parent carers looking after disabled children and young carers under 18 years of age.'

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	Part time employee able to maintain current pattern of hours		time employee.
Sexual orientation	No impacts identified	No impacts identified	All staff have contributed to the proposals and no concerns raised during 1-1 discussions
Marriage and civil partnerships	No impacts identified	No impacts identified	As above
Carers	No impacts identified	No impacts identified	As above

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8. Amendments to the proposals

Change	Reason for change
Proposal about maintaining a later opening put to public consultation. Consideration of the needs of specific customer groups, (particularly based upon age , and gender) has led to the decision to propose maintaining a later opening until 7pm, instead of closing at 5pm.	

9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
Removing the 7-8pm Thursday evening could impact on those in full time education and/or work.	a) Recommending maintaining a 7pm opening to reduce impact. Will review how this is going after 12 months.	In place	PB
2) No change proposed within this consultation that would affect the Performing Arts Library's location. This means that the location remains harder to get to without a car. Likely impact continues to be principally on carers with limited time, people with certain disabilities, some older people and young people, without access to a car.	a) Visiting the library in person is just one way of using the service: customers can phone or email, and items can be delivered to other branch libraries in Surrey/West Sussex. Work is underway to improve the publicity surrounding this benefit, and to improve the webpages.	In place Summer 2014	PB PB/VE

10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected

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11. Summary of key impacts and actions

<p>Information and engagement underpinning equalities analysis</p>	<p>Staff have all helped shape the proposals, and no equalities concerns raised during individual discussions with affected staff.</p> <p>Customers and the public have been consulted via an online and in branch survey, which was emailed out to all members who consented to receive marketing information.</p>
<p>Key impacts (positive and/or negative) on people with protected characteristics</p>	<p>According to the results of the consultation, and staff experience, opening over 5 days per week instead of 4 will be of most benefit to older people who are retired / not in full time employment.</p> <p>In the consultation, people aged 50 and over were more likely than younger adults to suggest no evening opening required, but also had a large proportion indicating ‘no preference’. According to the results of the consultation, maintaining a later opening is more important for males and younger adults aged up to 49, as well as those who have never married or formed a civil partnership.</p> <p>The Disability Network and Alliance, and the council’s External Equalities Advisory Group were invited to respond to the survey but did not submit a formal response, though members may have responded anonymously on an individual basis.</p> <p>We do not have enough results from people of non-white ethnicity to draw conclusions about whether they support the proposals, and it suggests that the library’s customer profile sees people of non-white ethnicity underrepresented.</p> <p>Young adults aged 18-29 were significantly underrepresented in the online survey results, but better represented in the branch’s paper survey.</p>
<p>Changes you have made to the proposal as a result of the EIA</p>	<p>The public consultation has directly shaped the final proposal. The Library Service asked the public whether they required a later opening, and if so, whether that should be until 6pm or 7pm, or no preference. While the results indicated a high proportion of respondents had no preference, analysis of the results by equality strand has supported the view that younger adults in particular, require</p>

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	<p>a later opening.</p>
<p>Key mitigating actions planned to address any outstanding negative impacts</p>	<p>1) <u>Removing the 7-8pm Thursday evening could impact on those in full time education and/or work.</u></p> <p>a) Recommending maintaining a 7pm opening to reduce impact. Will review how this is going after 12 months.</p> <p>2) <u>No change proposed within this consultation that would affect the Performing Arts Library's location. This means that the location remains harder to get to without a car. Likely impact continues to be principally on carers with limited time, people with certain disabilities, some older people and young people, without access to a car.</u></p> <p>a) Visiting the library in person is just one way of using the service: customers can phone or email, and items can be delivered to other branch libraries in Surrey/West Sussex. Work is underway to improve the publicity surrounding this benefit, and to improve the webpages.</p>
<p>Potential negative impacts that cannot be mitigated</p>	<p>None</p>

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