

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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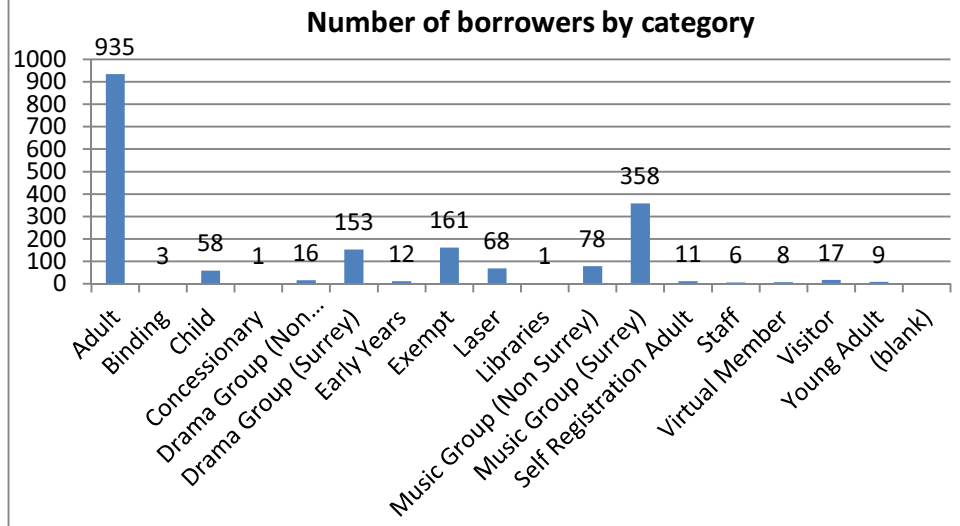
² Surrey has a Service Level Agreement with West Sussex County Council for allowing groups based in West Sussex to access the specialist collection for the same fees as Surrey groups.

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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>

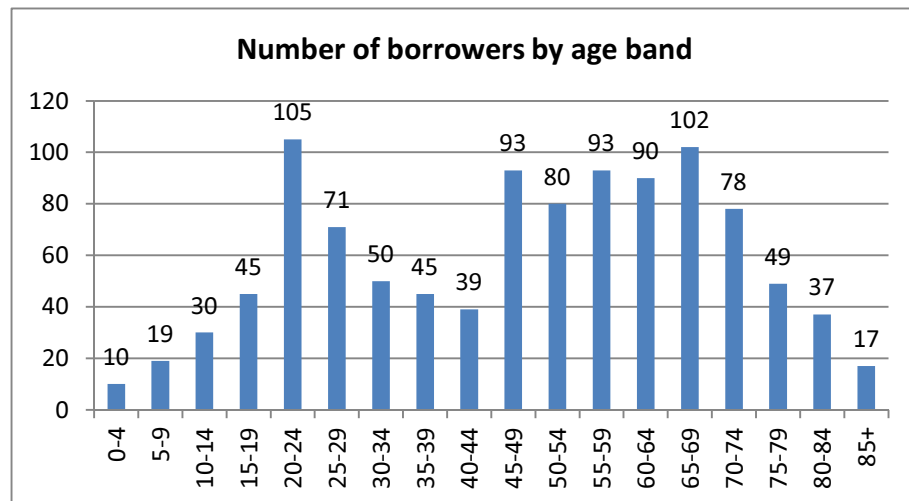
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Looking solely at the categories that represent individuals,³ suggests a different age profile to that of a branch library, with a lower proportion of children, but a higher proportion of **young adults** in the 20-24 age category – many of whom may 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.

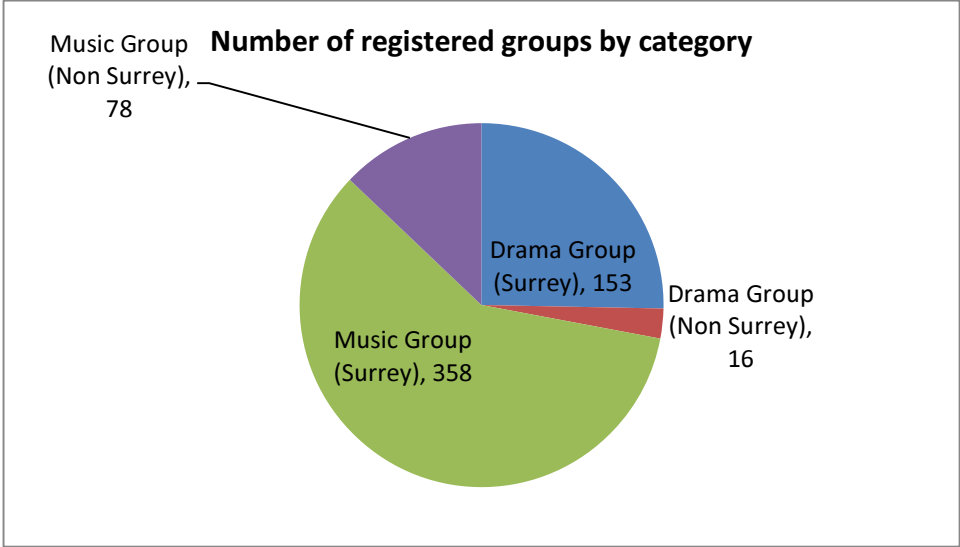


Anecdotally we know that the number of schools using the PAL has reduced over the years. Possible reasons for this are reduced music provision in schools in line with plans (now deferred) for an 'ebacc', private schools charging parents for materials, schools receiving materials through the 'sing up' 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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