





	Yes
	["0-9 years", "10-19 years", "20-29 years", "30-39 years", "40-49 years", "50-59 years", "60-69 years", "70-79 years", "80-89 years", "90 years or over"]







Longer opening hours and greater access locations for NAIS services has been an issue for citizens which has been fed back via various forms of engagement. The proposed delivery model takes this feedback into account:

- An enhanced early help and support offer to residents alongside the universal offer of " things to do, and places to be" , enable young families to connect to a range of support and activities such as Story Time, and cultural events, to support working-age adults and young people into paid work through to social connection for those vulnerable due to age and vulnerability.
- Ensuring Primary schools in the City access to the core library offered within a reasonable distance, either through the increased mobile library provision, promotion of the virtual library a co- located, community library or library services at home.
- By offering a mixed model approach we will be reaching a wider age demographic, by offering the 11 'concept of Community Living Room' hubs, together with the increased mobile offer visiting more wards across the city, by seeking colocation, community-led sites and an improved virtual library hub that can be accessed by all age groups.
- Any potential gaps in book and PC provision will be identified and work undertaken within the local area to identify community partners and locations suitable to offer core library services, ensuring adequate access to services. Two of the proposed 'Community Living Room' concepts are in the top 3 NEET areas in Birmingham.
- There will be a larger team working in the Libraries



and footprint of the core statutory offer. It is recognised, however, that this will need to be within the confines of the budget and the council's current financial position.

- Proactive contact and input from local Members, and by sharing the information with the Members regularly about the library operations. Establishing platforms for Members (sounding boards) to share their opinions and feedback.
- Where possible the new service delivery will seek to capture improved data on the concept of 'Community Living Room' hubs usage, by installing footfall counters at each site, similar to what is installed at Library of Birmingham. We also plan to improve demographic information held on Library membership cards.
- Where possible, the new service delivery model will seek





Mitigation against any negative impact will be made through Disability Discrimination Act compliant by design and offering the following:

- Reducing the number of sites, whilst increasing the numbers of staff on site will enable staff to provide a bespoke service to regular local customers for example printing large print for dyslexic customers.
- Enhanced virtual offer (e-books, data basis, events online) in our Virtual Library offer
- Increased mobile library offer – more opportunity for the mobile to visit; community settings, residential homes, and areas not on good transport networks. Also includes ability to order books and have them delivered nearer to home.
- Library Services at Home – this service delivers books to housebound customers anywhere in the city.
- Improved access to EI&P services through 'Community Living Room' concept partners and improved information, advice and guidance, targeted health and well-being events, and opportunities for civic participation. Through longer opening hours and better building conditions and increased access to partner organisations.
- Improved accessibility through investment in concept of 'Community Living Room' hubs for example taking into account break-out space for our neurodiverse community and designing the flow of the space, signage and facilities are planned with a neurodiverse perspective, taking on the advice of experts through experience. Lessons from the two aforementioned pilots form the crux of the thinking behind the combination of the NAIS and Library services.

Any potential gaps in book and PC provision will be identified and work undertaken within the local area to identify community partners and locations suitable to offer core library services, ensuring adequate access to services. There will be a larger team working in the Community Living Room hubs than a current community library. Staff will be trained to provide strengths-based targeted support to build people's resilience for example in digital inclusion or accessing services and community assets. Staff will enable people to self-service more effectively on the kiosks and access the library catalogue. Staff will also be able to provide more targeted and specialised support to disabled people with greater understanding and ability to connect to localised community assets and services.

Support from citizen groups such as the vulnerable adults







Visits to the current NAIS offer between the dates 5/10/23 to 22/4/24 revealed the following:

- 30.07% were female
- 32.17% were male

N.B: a large proportion of blanks in the dataset

- Of the female users, 39.35% were from single adult households, 27.37% had a dependent child, 30.26% were





The service proposal supports gender equality as a human right, and that everyone enjoys inclusive access to the service offers. Through our partner agencies there is an opportunity to co-locate specialist support resources









The proposed service is inclusive of pregnancy and maternity. Birmingham is a young city, the intention is through the co-location of specialist agencies and income maximisation, information advice, guidance and connections provided will support improved health and well-being through pregnancy, maternity through to parenthood.

There will also be a connection between domestic abuse support services and the Network of Family Hubs that is evolving in the city. Where there is current provision for new mothers and babies through informal group meetings within libraries, we will undertake targeted engagement as part of the consultation process for the proposed delivery model to ensure that their needs and requirements are built in.

Where it is identified that a Library building could be an asset transferred to a community-led provision this will be part of the dialogue. Work will also be gathered on other pregnancy and maternity services where local community assets could be connected within the community living room Constituency.

By offering a mixed model approach we will be reaching wider communities, by offering a minimum of 11 Community Living Room concepts hubs, together with the increased mobile offer visiting more wards across the city, by seeking colocation, community-led sites, and an improved virtual library hub that can be accessed by all groups including pregnancy and maternity.

By Linking with services for example family hubs and using a spoke approach more services can be offered by partner agencies. The proposed 11 'Community Living Room' concept hubs and their locations – one per constituency is a starting point, the engagement with stakeholders, alongside the needs analysis, data and insight will inform the final configuration and footprint of the core statutory offer. It is recognised, however, that this will need to be within the confines of the budget and the council's current financial position.

Where possible, 'Community Living Room' concepts will seek to capture diversity data on who is accessing or not accessing the services, this will form part of the quarterly performance monitoring so that mitigations can be put in



place. There will also be an expectation that community-led provision will provide similar data.

	Yes
	["White British", "Other White", "Bangladeshi", "Chinese", "Indian", "Pakistani", "Other Asian", "African", "Caribbean", "Black British", "Other Black", "Arab", "Latin American", "Irish", "Gypsy or Irish Traveller", "Roma", "Central and Eastern Europe", "Western and Southern Europe"]





Visits to the current NAIS offer between the dates 5/10/23 to 22/4/24 revealed the following: Despite blanks in the data: White British residents are the most frequent demographic of users of NAIS of White British users, 57.62% are from single adult households, 13.67% are aged between 60-64 and 16.60% are aged 65-69.

We do not currently capture the ethnicity data of Library users.

Potential negative impact :

Closure of library sites may have a potential negative impact on certain ethnic groups where a concept of 'Community Living Room' site is located in a site that is at a greater distance than their current Library provision.

Potential impact for groups where there is a language barrier, or newly arrived groups, who have been accessing the Library to connect. They may not understand that the Library service is closing and therefore not know where other hubs are located or how to access services.

By changing the library provision from 35 community Libraries to a minimum of 11 'Community Living Room' concept sites, there will be a reduced statutory site footprint. Potentially, less capacity to circulate books into the concept of 'Community Living Room' provision OR a dependency on community-led Libraries to maintain the space to store books, meaning the range of books on offer as part of the library catalogue may be reduced, potentially affecting the range of books on offer in different languages as part of the core Library catalogue. This will potentially affect communities and ethnicity English is not the first language.

By changing the Library provision from 35 community Libraries to a minimum of 11 concept of 'Community Living Room hubs there may be fewer PC's for people to access. This will affect certain age groups for example those under 25's who benefit from using the free wifi and facilities. It





By changing the library provision from 35 community Libraries to a minimum of 11 'Community Living Room' concepts there will be an increase in the number of staff on site helping and assisting people with their Library queries on a local level. Staff will be familiar with their local communities can help and support with cultural queries or those where English is not their first language.

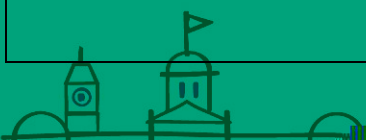
Early Intervention and Prevention have developed a cultural competency Framework that will be imbedded within the future service model.

Using ward profile data on the community, work will be done to ensure the mixed model approach offering reflects the ethnic and racial needs of the community. More opportunities will be given to reach all ethnic and racial groups in a range of languages. By offering the 11 concept of 'Community Living Room' hubs together with the increased mobile offer visiting more wards across the city and by seeking colocation and community-led sites and an improved virtual library hub that can be accessed by a range of languages used in Birmingham.

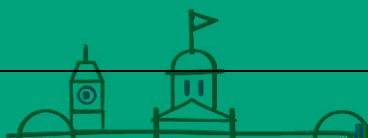
Any potential gaps in book and PC provision will be identified and work undertaken within the local area to identify community partners and locations suitable to offer core library services, ensuring adequate access to services.

There will be a larger team working in the concept of 'Community Living Room' hubs than a current community library. Staff will be trained to provide strengths-based targeted support to build people resilience for example in digital inclusion or accessing services and community assets. Staff will enable people to self-service more effectively on the kiosks and access the library catalogue and will also connect them to community activity if community connection is the reason for coming to the library space.

Birmingham is a majority-minority city, the proposed delivery model for each of the 'Community Living Room' concepts will be responsive to the needs and aspirations of the local population. Data from the City Observatory and current service utilisation data alongside co-design opportunities with local residents will help shape the service offers, additionally, the community-led provision has the advantage of responding at a hyper local level.



	<p>The proposed 11 'Community Living Room' concepts and their locations – one per constituency is a starting point, the engagement with stakeholders, alongside the needs analysis, data and insight will inform the final configuration and footprint of the core statutory offer. It is recognised however, that this will need to be within the confines of the budget and the council's current financial position.</p> <p>Where possible, 'Community Living Room' concepts will seek to capture diversity data on who is accessing or not accessing the services, this will form part of the quarterly performance monitoring so that mitigations can be put in place. There will also be an expectation that community-led provision will provide similar data.</p>
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The proposed service is intended to be inclusive of all religions and beliefs.

Potential negative impact :

- Closure of library sites may have a negative impact on certain religious groups where a concept of 'Community Living Room' site is located in a ward that is at a greater distance than their current



	similar data.
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	Yes
	<p>["Straight or heterosexual", "Gay or lesbian", "Bisexual", "Pansexual", "Asexual", "Queer", "All other sexual orientations"]</p> <p>Potential negative impact :</p> <p>The reduction in Library sites means potentially there will be a limited amount of activity and groups that can take place in 'Community Living Room' concept hubs . This means that activity will need to be prioritised based on ward needs analysis. Groups with less data and smaller representations such as LGBTQ+ may be disproportionately affected. Libraries and NAIS do not currently collect data on people's sexual orientation so LGBTQ+ could potentially feel their voice has not been heard and services and opportunities have not been identified that would meet</p>





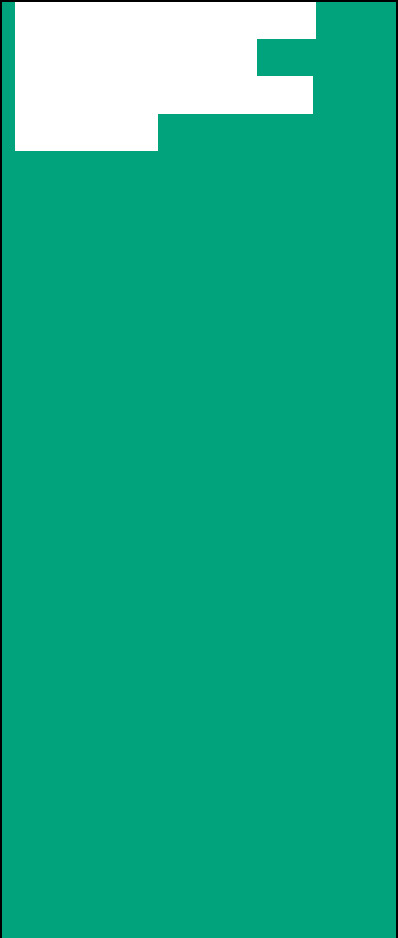

The proposed service will be inclusive of people's sexual orientation.

More opportunities will be given to reach all LGBTQ+ groups. By offering the 11 'Community Living Room' concept hubs together with the increased mobile offer visiting more wards across the city and by seeking colocation and community-led sites and improved virtual library hubs that can be accessed by LGBTQ+ groups, increasing the scope of offers available to a wider range of protected characteristics.

The proposed 11 'Community Living Room' concept hubs and their locations – one per constituency is a starting point, the engagement with stakeholders, alongside the needs analysis, data and insight will inform the final configuration and footprint of the core statutory offer. It is recognised, however, that this will need to be within the confines of the budget and the council's current financial position.

Where possible, 'Community Living Room' concepts will seek to capture diversity data on who is accessing or not accessing the services, this will form part of the quarterly performance monitoring so that mitigations can be put in place. There will also be an expectation that community-led provision will provide similar data.



	<p>Once the case for change, vision and delivery plan are finalised upon completion of the Public Consultations, a further EIA will be undertaken as part of the implementation process to identify impacts and support decision-making.</p> <p>Due to lack of recorded data in many areas of protected characteristics of citizens, a review will be required to identify how recorded data in these areas can be improved. An equality impact log will be undertaken for Libraries, it will highlight areas of responsibility and time frames to ensure mitigations are put in place and adverse impacts are dealt with accordingly.</p> <p>The proposed services will be data and insight-driven and therefore there will be a continual opportunity to identify and address any adverse impacts, whilst also learning from what is working well, and where impacts have been positive. Locally the community hubs and community-led provision will be expected to obtain regular feedback from citizens and encourage residents to participate in co-design activity to improve and enhance the service offer.</p>
	Deborah Coulson

