

As a public authority we need to ensure that all our strategies, policies, service and functions, both current and proposed have given proper consideration to equality, diversity, cohesion and integration. In all appropriate instances we will need to carry out an equality, diversity, cohesion and integration impact assessment.

This form:

- can be used to prompt discussion when carrying out your impact assessment
- should be completed either during the assessment process or following completion of the assessment
- should include a brief explanation where a section is not applicable

Directorate: Communities, Housing and Environments	Service area: Face to Face Contact
Lead person: Nick Hart	Contact number: 07712214916
Date of the equality, diversity, cohesion and integration impact assessment: 24/06/24	

1. Title: Variation in Community Hub and Library Opening Hours
Is this a:
<input type="checkbox"/> Strategy / Policy <input checked="" type="checkbox"/> Service / Function <input type="checkbox"/> Other
If other, please specify

2. Members of the assessment team:

Name	Organisation	Role on assessment team For example, service user, manager of service, specialist
Nick Hart	LCC	Head of Face to Face Customer Contact.
Jason Newman	LCC	Community Hub Manager
Geoff Turnbull	LCC	Equality, Diversity and Inclusion Manager

3. Summary of strategy, policy, service or function that was assessed:

The reduction in opening hours within the Community Hubs and Libraries. This is in order to meet the requested savings as contribution to meeting the Council's financial Challenge.

In order to make the desired savings a reduction of 7.9 FTE staffing needs to be made. In order to make this reduction it is proposed to reduce both evening and Saturday opening at certain sites.

The community hub and library opening hours were last reviewed in 2022, making a saving of £457k for the service. During this review our sites were grouped into tiers based on their size and usage, see below:

Tier one

- Compton, Moor Allerton, Dewsbury Road, Headingley and Armley
- Mon - Thu 09:00-19:00, Fri 09:00-17:00.
- Weekend opening Sat 10:00-16:00, Sun closed
- Total of 54 hours per week per site

Tier two

- All other sites (except tier 3) Mon, Tue, Thur, Fri 09:00 – 17:00
- All sites 1 x late night opening Wed 09:00 -19:00
- Weekend opening: Sat 10:00 – 16:00, Sunday closed
- Total of 48 hours per week per site

Tier three

- Hawksworth & Burmantofts; Mon – Fri 09:00-17.00. No late night or weekend opening. 37 hours per week
- Calverley and Farsley Mon, Wed, Fri 09:00 – 17:00 and Sat 10:00 - 16:00. 30 hours per week
- Boston Spa and Ardsley. 19 hours per week. Small increase of 3 hours per week for Boston Spa, opening hours same for Ardsley and Tingley
- Gildersome 9 hrs inc Sat 10:00 – 13:00; Whinmoor 10 hours inc Sat 10:00 - 13:00; Scholes 9 hours

In addition, **Central Library** is open as a key city centre facility, opening hours are:

- Monday – Thursday 9 – 8pm; Friday 9-5 pm and Saturday 10 – 4 pm

Total of 58 hours per week

As part of this current review, it is proposed that tier 1 sites will remove the late night opening on Mondays, Tuesdays and Thursdays. In addition, Saturday opening hours at tier 2 and 3 sites would be reduced to 3 hours (10am until 1pm).

To offset the impact on our communities it is also proposed that a number of tier 2 sites will be reclassified as tier 1 sites (and maintain full Saturday opening). All tier 1 and 2 sites will maintain the late night opening on a Wednesday.

Implementing these changes would generate the saving of £200k with a reduction in the number of CSA posts of 7.9 FTE.

In addition to the above changes it is also proposed to remove the late night opening on a Thursday at Central Library.

The proposed new opening hours will be

Tier	1	2	3
Opening Hours	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 4	Monday 9 – 5 Tuesday 10 -5 Wednesday 9-7 Thursday 9 – 5 Friday 9 – 5 Saturday 10 – 1	Change to Saturday hours to 10 – 1 at Calverley and Farsley
Proposed sites	Armley Compton Dewsbury Road Headingley Moor Allerton Crossgates Garforth Horsforth Morley Otley Pudsey Reginald Seacroft (Deacon) Wetherby	Chapel Allerton Oakwood Beeston Halton Hunslet Kippax Rothwell Bramley Guiseley HoltPark Yeadon St Georges	Boston Spa Burmantofts Scholes Whinmoor Ardsley Gildersome Calverley Farsley Hawthorpe

This proposal would contribute to the following Best Council Plan priorities.

- An Efficient, Enterprising and Healthy organisation

4. Scope of the equality, diversity, cohesion and integration impact assessment

(complete - 4a. if you are assessing a strategy, policy or plan and 4b. if you are assessing a service, function or event)

4a. Strategy, policy or plan

(please tick the appropriate box below)

The vision and themes, objectives or outcomes	<input type="checkbox"/>
The vision and themes, objectives or outcomes and the supporting guidance	<input type="checkbox"/>

A specific section within the strategy, policy or plan	<input type="checkbox"/>
Please provide detail:	

4b. Service, function, event please tick the appropriate box below	
The whole service (including service provision and employment)	<input checked="" type="checkbox"/>
A specific part of the service (including service provision or employment or a specific section of the service)	<input type="checkbox"/>
Procuring of a service (by contract or grant)	<input type="checkbox"/>

Please provide detail:

With regard to service provision there will be a reduction of between 3 and 6 opening hours at 20 of our sites (totalling 75 hour reduction in total). Public consultation has taken place in order to ensure the proposed changes are viewed positively by the community, and their collective voices are taken into account

With regard employment whilst the savings will be made by removing vacant shifts that have been held open, it will result in shift pattern change for a number of staff.

Staff will be best matched to new shift patterns using a variety of staff engagement sessions and individual meetings where staff will be able to request the best fit shifts available.

Consultation has taken place with Trade Unions to ensure their views are sought in advance of implementation and so staff have representation throughout the whole process.

Work has been carried out to ensure no impact is made on the income of any member of staff.

<p>5. Fact finding – what do we already know</p> <p>Make a note here of all information you will be using to carry out this assessment. This could include: previous consultation, involvement, research, results from perception surveys, equality monitoring and customer/ staff feedback.</p> <p>(priority should be given to equality, diversity, cohesion and integration related information)</p>
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Information used to carry out the assessment is set out below:

Service

- Customer Consultation regarding change of hours proposal has taken place.
- Activity data such as library visits, book loans and computer hours has been analysed.
- Geographical data has been taken into account.

Employment

- Engagement sessions have taken place with staff around the proposed changes and the shift patterns that will subsequently be made available to them,
- The service will make every effort to match each member of staff to the 'best fit' option to suit their individual circumstances
- Consultation has taken place with the Trade unions. Feedback from Trade Union colleagues and Trade Union members has been taken into account and has helped to shape the proposals and their subsequent implementation.
- HR advice has been taken and will help the service to ensure that implementation of the proposals is undertaken in a fair and transparent fashion. Staff will be required in some instances to move onto a new shift pattern. Staff who choose not to move onto one of the new shift patterns will be supported through the managing workforce change procedure and be given access to redeployment pool.
- Staff have been provided with timely information on the new proposals and will continue to have the opportunity to ask any questions or raise concerns prior to implementation.

Are there any gaps in equality and diversity information

Please provide detail:

Yes

Action required:

Equality data to show breakdown of workforce in terms of equality strands an analysis of this data will be needed so appropriate action can be taken to mitigate any potential negative impact.

6. Wider involvement – have you involved groups of people who are most likely to be affected or interested

Yes

No

Please provide detail:

- A public consultation has been carried out to ensure the proposed opening hour

changes fit with demand from the actual communities themselves as best it can.

- Staff engagement sessions have been held during which staff were be fully briefed about the changes. During these sessions staff feedback around the model was listened to and taken into account in the final version.
- Meetings will be carried out with each individual affected by the change in order to find the best fit shift pattern moving forward.
- Trade unions were given the opportunity to comment on and make amends to the shift pattern/rota changes report which defines all proposed changes. This was be done before the report was made available to staff.

Action required:

Individual meetings with staff need to be completed

7. Who may be affected by this activity?

please tick all relevant and significant equality characteristics, stakeholders and barriers that apply to your strategy, policy, service or function

Equality characteristics

- | | | |
|---|---|---|
| <input checked="" type="checkbox"/> Age | <input checked="" type="checkbox"/> Carers | <input checked="" type="checkbox"/> Disability |
| <input checked="" type="checkbox"/> Gender reassignment | <input checked="" type="checkbox"/> Race | <input checked="" type="checkbox"/> Religion or Belief |
| <input checked="" type="checkbox"/> Sex (male or female) | <input checked="" type="checkbox"/> Sexual orientation | |
| <input checked="" type="checkbox"/> Other | | |

(**Other** can include – marriage and civil partnership, pregnancy and maternity, and those areas that impact on or relate to equality: tackling poverty and improving health and well-being)

Please specify: the proposal may affect any of the above depending upon the individual.

Service users may have to adjust the times they access the service

Staff may need to move onto different shift patterns and not all will get their first choice (although the service will endeavour to allow this wherever possible).

Data is being analysed to cross reference usage by groups from different communities in terms of any support needed to minimise the impact of the changes on the. Help will be

given to make alternative arrangements.

Although the customer consultation did not identify any specific issues, we have since introduced a new customer feedback form which gathers information on equality characteristics so the impact can be measured and mitigations put into place if needed.

All third sector groups affected catering for specific communities will be helped to make alternative arrangements by that in finding a suitable alternative time, venue or alternative access arrangements.

Stakeholders

Services users

Employees

Trade Unions

Partners

Members

Suppliers

Other please specify

Potential barriers

Built environment

Location of premises and services

Information and communication

Customer care

Timing

Stereotypes and assumptions

Cost

Consultation and involvement

Financial exclusion

Employment and training

specific barriers to the strategy, policy, services or function

Please specify

A communication plan has been developed to ensure that all stakeholders have / will be communicated with at the appropriate point.

Due to the political environment and communication needs to be timely and not during any political campaign.

Consultation with customers and staff has been carried out to minimise any adverse impact.

<p>8. Positive and negative impact</p> <p>Think about what you are assessing (scope), the fact finding information, the potential positive and negative impact on equality characteristics, stakeholders and the effect of the barriers</p>
<p>8a. Positive impact:</p>
<p>The proposals will have a positive impact in several ways:</p> <ul style="list-style-type: none"> • Customers will be able to recognise a clear and consistent set of opening hours across the majority of the sites • There were multiple options that could have been taken forward which staff, public and other key stakeholders have all been consulted with and influenced before the decision was taken on how to proceed. • The proposals will allow the management and rota team to oversee site cover, annual leave and absence cover more efficiently – In turn reducing the number of requests for staff to cover at multiple sites/travel to cover/last minute cover requests etc. this has been a real issue to this point. • The proposals will help the service to realise significant savings per year which will contribute to one of the most challenging financial periods the council has ever faced. • The proposal allows the service to make required savings without having to close branches/sites or seize service delivery which would impact communities heavily and result in heavy job losses • Making savings in this way allows the service to avoid site/branch closures which could trigger costly and lengthy investigation by the Department for Culture, Media and Sport.
<p>Action required:</p>
<p>None</p>

<p>8b. Negative impact:</p>
<p>The proposals will have a negative impact in several ways</p> <ul style="list-style-type: none"> • Not all staff will be happy with moving from their current hours onto a new shift pattern which may not suit them as well. However, staff have wherever possible been best matched to their favoured shift pattern. And staff by the same token may also be very pleased with a new set of hours should they have wished to drop or increase from their current amount. • The proposal includes a reduction in late nights at some of our sites. This would impact customers who are only able visit their local Community Hub and Library in the evening e.g. after work or college. To minimise this impact all tier 1 and 2 sites have maintained a Wednesday late night, with central library also offering one on a Monday and Tuesday.

- The reduction of late night opening reduces the opportunities for community spaces to be booked for evening use. Work will be carried out with partners to move to the remaining opening night or find alternative local options would have to be sourced
- The reduction of late night opening will impact on partner services and surgeries running between 5pm and 7pm on those evenings, work will be carried out with partners to accommodate at other times.
- Reducing Saturday opening to 3 hours in the morning at tier 2 and 3 sites reduces access to services to communities in these locations and would necessitate a trip to either a tier 1 site or the Central Library if afternoon use is required. Work has been carried out to increase the number of tier 1 sites to provide a fair geographical spread of sites remaining open.

Action required:

Partner consultation to find alternative times for their service provision,

Data to continue to be analysed to ensure no communities are adversely affected by the changes.

9. Will this activity promote strong and positive relationships between the groups/communities identified?

Yes

No

Please provide detail:

The public will have new clear and consistent set of opening hours meaning they have a similar offer regardless of the site they may choose to visit – despite the scale of the financial challenges all sites will remain open. This will help LCC to continue to contribute to key agendas in the city e.g. reducing child poverty, Child Friendly City. This proposal would also contribute to the following Best Council Plan priorities.

- An Efficient, Enterprising and Healthy organisation

Action required:

Public communication of the changes to hours needs to be carried out in a timely manner.

10. Does this activity bring groups/communities into increased contact with each other? (for example, in schools, neighbourhood, workplace)

Yes

No

Please provide detail:

The delivery of the Community Hubs and Libraries model in Leeds offers many different methods of support to customers/residents, integrating services in this way enables Leeds City Council to keep frontline services running (other local authorities are choosing to close down library and one stop services due to budgetary pressures). This proposal safeguards that offer, whilst allowing the necessary savings to be made.

Action required:

None

11. Could this activity be perceived as benefiting one group at the expense of another? (for example where your activity or decision is aimed at adults could it have an impact on children and young people)

Yes

No

Please provide detail:

Service users are all equally impacted by this change.

All staff have been given the opportunity to request their preferred shift pattern, and the service has made every effort to best match them to this

Action required:

None

12. Equality, diversity, cohesion and integration action plan

(insert all your actions from your assessment here, set timescales, measures and identify a lead person for each action)

Action	Timescale	Measure	Lead person
Equality data to show breakdown of workforce in terms of equality strands an analysis of this data will be needed so appropriate action can be taken to mitigate any potential negative impact.	By Implementation	To enable fair monitoring and evaluation	Head of Service HR
Individual meetings with staff need to be completed	End of June	To mitigate any concerns or stress that staff may be experiencing following the announcement of the new proposals To ensure a best fit new shift pattern is created for each individual impacted.	Community Hub Managers Head of Service
Partner consultation to find alternative times for their service provision	By Implementation	To mitigate any loss of partner services as much as possible	Hub Mangers
Consult with LCC partners	By Implementation	To enable services to plan how	HOS/Hub Managers

Action	Timescale	Measure	Lead person
affected by 5pm building closures.		and where they work after 5pm	
Public communication of the changes to hours needs to be carried out in a timely manner.	Ongoing	Public are well informed of any changes to the opening hours. Press release Website hours change Social media Signs on site replaced	HOS Hub Managers
Data analysis to continue to be analysed to ensure no communities are adversely affected by the changes.	Ongoing	No group to be adversely affected by the change	HOS Hub Managers

13. Governance, ownership and approval

State here who has approved the actions and outcomes from the equality, diversity, cohesion and integration impact assessment

Name	Job title	Date
Lee Hemsworth	Chief Officer – Customer Access and welfare	17/7/24
Date impact assessment completed		10/7/24

14. Monitoring progress for equality, diversity, cohesion and integration actions (please tick)

- As part of Service Planning performance monitoring
- As part of Project monitoring
- Update report will be agreed and provided to the appropriate board
Please specify which board
- Other (please specify)

15. Publishing

Though **all** key decisions are required to give due regard to equality the council **only** publishes those related to **Executive Board, Full Council, Key Delegated Decisions** or a **Significant Operational Decision**.

A copy of this equality impact assessment should be attached as an appendix to the decision making report:

- Governance Services will publish those relating to Executive Board and Full Council.
- The appropriate directorate will publish those relating to Delegated Decisions and Significant Operational Decisions.
- A copy of all other equality impact assessments that are not to be published should be sent to equalityteam@leeds.gov.uk for record.

Complete the appropriate section below with the date the report and attached assessment was sent:

For Executive Board or Full Council – sent to Governance Services	Date sent:
For Delegated Decisions or Significant Operational Decisions – sent to appropriate Directorate	Date sent:
All other decisions – sent to equalityteam@leeds.gov.uk	Date sent: 18/7/24