

Appendix 2:

EQUALITY, DIVERSITY AND INCLUSION

DONCASTER METROPLITAN BOROUGH COUNCIL

**Due Regard Statement for the proposed
Options for the future provision of Central
Library and its impact on the Museum, Art
Gallery, Archives and Library Service for
Schools report.**

<p>1 Name of the ‘policy’ and briefly describe the activity being considered including aims and expected outcomes. This will help to determine how relevant the ‘policy’ is to equality.</p>	<p>Options for the future provision of Central Library and its impact on the Museum, Art Gallery, Archives and Library Service for Schools report:</p> <p>1.1 To relocate the services provided from the Central Library site to an alternative venue, achieving efficiencies through the relinquishing of a site which is not fit for purpose, and to provide a quality-focussed service which is capable of providing its part within a comprehensive and efficient wider public library service network, whilst integrating with other services. The report recommends that this is achieved by delivering one integrated library, museum, art gallery and archives for residents in Doncaster, using the vacant former Girl’s Grammar School site on Waterdale, Doncaster. Library Services for Schools officers would work from the Civic Offices, using resources in the new build and / or in storage. The new build would be designed and provide services of a national quality, for local benefit.</p> <p>1.2 In delivering on this project, Doncaster Council will:</p> <ul style="list-style-type: none"> • Provide residents from across Doncaster with a Central Library, Museum, Art Gallery and Archives which is working much more efficiently, providing a full range of high quality library, heritage and cultural services whilst achieving value for money. • This one integrated cultural and learning centre can act as a unique, informal, community-focussed, centre for learning, information and culture with a no-barriers approach to providing services and resources which benefit the public. The centre will be a destination for informal and formal learning, a meeting place for information exchange and informal learning. • The cultural and learning centre will be accessible and welcoming to all, whilst targeting key audiences. • The library can act as an investment for the Borough’s children and young people, stimulating literacy development and a culture of reading in Doncaster, with reading’s proven interconnections with health and economic attainment in adulthood.
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- The culture and learning centre will contribute to the borough's resident's sense of pride in place and community cohesion.
- The venue will achieve these aims in ways which are sustainable, efficient, multifunctional / adaptable.
- The venue will support the visitor economy, as there is evidence that people travel into urban centres to visit high quality cultural attractions such as museums and art galleries, leading to additional discretionary spend which goes back in to the local economy, for local benefit.

This project would also mean that the Council is no longer spending revenue and capital on maintaining 3 – 4 old and inadequate buildings providing public services which can enrich lives, yet with failing internal infrastructure, and where too much of the accommodation is not designed to deliver front-facing public services for public benefit.

1.3 It is expected as a minimum that all communities, stakeholders and residents will be able to engage with the plans to develop an integrated building, regardless of demographic background or protected characteristic. Consultation is embedded into the RIBA stages. Those residents with protected characteristics will be supported, where support is required, and an additional focus will be given to reach those residents from demographic backgrounds which do not traditionally engage with libraries and / or local heritage services, events and opportunities, to ensure that plans are comprehensively meeting the needs of Doncaster's residents, shaped by Doncaster's communities and their representatives, and providing opportunities for all residents.

1.4 Libraries and Heritage Services more broadly continue to seek to improve, innovate and modernise. Successes within these service areas in 2016-17 include:

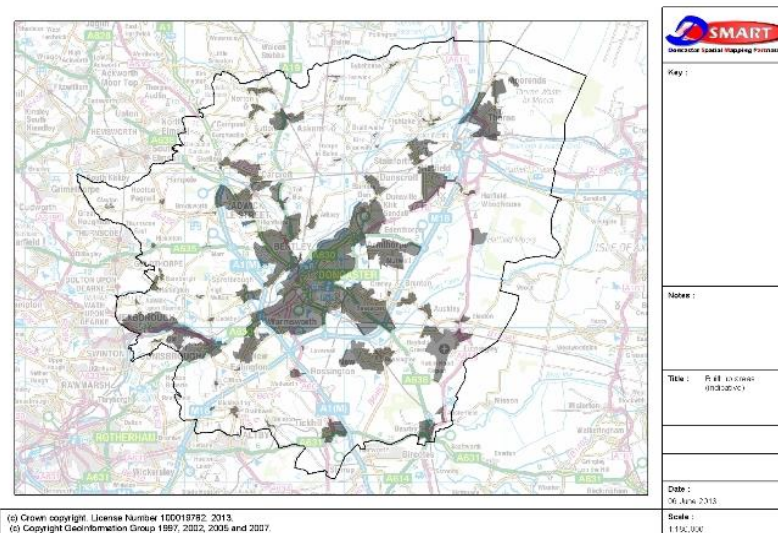
- 100% Library Quality Assurance Framework Accreditation for the Knowledge Library and Information Service for Health, based at the DRI Library, one of only 5 health libraries in the North of England to achieve this.
- 1,058, 000 visits to our libraries and heritage venues [Doncaster Museum and Art Gallery, Cusworth Hall and Park, Doncaster Archives, Mansion House open days]

		<ul style="list-style-type: none"> • As of February 2017, the library service deploys 475 volunteers to manage and provide services across communities, and between March 2016 – Feb 2017, 75 people went into employment having volunteered in a library in Doncaster. 74,000 volunteer hours taken up in 16-17 in libraries. • 6400 volunteer hours per month taken up on average across libraries and heritage services. • Successful re-launch of Tickhill Library as a community managed venue. • 137 000 hours of free computer access used in public libraries in 16-17. • Saving of £100k from the revenue budget in 16-17, and £2m in revenue budgets between 2011-12 and 2016-17 overall. <p>The new build project is an investment which will remedy ongoing problems in the Central Library, Museum and Archives buildings, due to their age, condition, and lack of comparable investment in the previous 25 years.</p> <p>N.B For the purposes of this report, Doncaster Museum also refers to the King’s Own Light Infantry Museum (KOYLI). Within the scope of the project, both museums are recommended to move into the new build proposal.</p>
2	Service area responsible for completing this statement.	2. Adults, Health and Wellbeing Directorate: Communities: Libraries and Culture.
3	Summary of the information considered across the protected groups. Service users/residents Doncaster Workforce	3. The following data has been gathered and has been used to inform the paper: 3.1 Doncaster is the largest Borough Council area in England. Its population of 302,402 is spread widely throughout its 220 square miles, in central Doncaster and in a number of settlements, as follows (See Map 1): <ul style="list-style-type: none"> ▪ Doncaster Main Urban Area, including Doncaster Town Centre ▪ Principal Towns – Thorne, Mexborough, Conisbrough, Adwick, Armthorpe, Askern ▪ Other Towns – Rossington, Stainforth, Hatfield, Denaby, Edlington, Carcroft/Skellow, Moorends, Tickhill, Bawtry

- Villages (large and small)
- Open Countryside

The population of the borough as a whole rather than just the areas close to the town centre need to be considered as a Central Town Central Library is used by residents and business `s from across the whole borough as well as visitors to the town.

Map 1: Doncaster Borough (Urban Areas Shaded Grey)



3.2 Key characteristics of the resident population are summarised here:

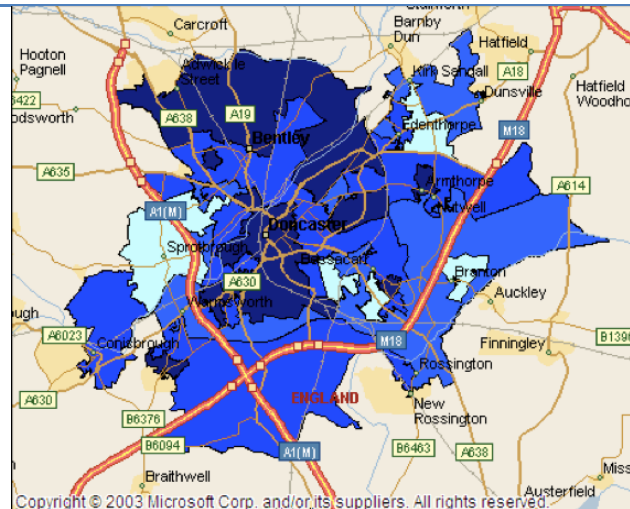
- Higher than average white British population (91.8% compared to 80.45% nationally – 2011 census)
- Age profile generally matches the national profile
- Higher than average levels of deprivation reflected in:

- Higher than average proportion of C2DE social groups (11% higher than for the UK); DE groups make up 40.1% compared to 33% nationally
- Lower than average level of wealth, with 36.6% economically inactive compared to 33.1% national
- Lower than average levels of formal education qualifications (35.9% having no qualifications compared to 28.9% nationally; 18.6% obtaining level 3, 4 or 5 qualifications compared to 28.2% nationally)
- Poorer than average levels of health (22% consider they have a long-term, limiting illness compared to 17.9% nationally)
- Lower levels of mobility (31.2% of households have no car compared to 26.8% nationally)

Employment continues, to a degree, to reflect Doncaster's role as a manufacturing and transport hub, with 'wholesale, retail and repairs' (19.8%) and 'manufacturing' (15.8%) being the largest industry sectors and above the national average, and 'transport, storage and communications' slightly above the national average. (Doncaster Museums Service Catchment Profile Data 2011, DBA Consulting).

Prosperity and its resulting impact on quality of life are key concerns for public policy in Doncaster. As Map 2 shows, a significant proportion of wards within 15 minutes' drive of Doncaster Central Library, a key hub for the Library Service provision within Doncaster, are in the most deprived according to the Government's Index of Multiple Deprivation and the proportion of economically inactive people is projected to rise.

Map 2: Index of Multiple Deprivations within 15 minutes' drive of Doncaster Central Library and Doncaster Museum:



Source: DBA Consulting

When considering data available on groups that are not well represented or less heard in relation to Doncaster Central Library, the Museum and Archives, usage can be summarised in the following paragraphs:

3.3 Age:

Doncaster has a similar proportion of older people to the regional and national profile.

Table 1: Older People in Doncaster

Age Band	Doncaster	Yorkshire & the Humber	England
Aged 65 – 74	9.0%	8.9%	8.6%
Aged 75 – 84	5.8%	5.6%	5.5%
Aged 85 – 89	1.4%	1.4%	1.5%
Aged 90 and over	0.7%	0.7%	0.8%

Source: Office for national Statistics, 2011 Census

Table 2 : Older people and Library Membership

Age Band	Total Active Users	% active users	Total Registered	% registered users
Aged 65 – 74	882	9.12	1517	4.82
Aged 75 – 84	407	4.21	753	2.22
Aged 85 - 89	77	0.80	175	0.42
Aged 90 and over	27	0.28	65	0.15

Source : Axiell Library Management System : April 2015

The profile of young people in Doncaster is also similar to the regional and national averages, *with a slightly lower proportion of working age people aged 16-64 and a slightly higher proportion of older people (65+) and younger people (0-15)*. (DMBC Equality and Inclusion Plan 2011).

Activities tailored towards young children are important in motivating families with young children. This is an important audience as participation at this stage can help set a trend for engaging with literacy, skills-building, cultural participation and interaction with heritage for life.

Table 3: Younger people in Doncaster

Age Band	Doncaster	Yorkshire & the Humber	England
Aged 0-4	19,220	328,447	3,496,750
Aged 5-9	17,072	297,475	3,135,711
Aged 10-14	17,407	306,096	3,258,677
Aged 15-19	18,937	348,645	3,539,385

Source: Office for national Statistics, 2011 Census from NOMIS May 2015

Activities tailored towards young children are important in motivating families with young children to read, learn and participate. This is an important audience as participation at this stage can help set a trend for engaging with reading for pleasure as well as learning and support in the aim to improving Literacy levels in Doncaster. Provision for continuing and increasing activities to target children and younger people and their families would be a key

factor in the consideration of space and facilities within a new or different venue. Equally the same principle would be applied to the resources and provisions specifically required by older people, e.g., Large Print book materials and Spoken Word CDs. The Central Library contains stock used by people with these protected characteristics and the service would still need to provide that material, and will still have the same information and resources. More work needs to be done by Heritage Services to understand and demonstrate the impact of the resources on young people in Doncaster, but there is no suggestion of any change in terms of access or provision for children and young people as a result of this project; instead, access and engagement will be improved.

Table 4: Younger People and Library Membership.

Age Band	Total Active Users	% active users	Total Registered	% registered users
Aged 0-4	655	8.68	1137	4.55
Aged 5-9	518	6.86	975	3.60
Aged 10-14	460	6.10	959	3.20
Aged 15- 19	487	6.45	743	3.39

Source : Axiell Library Management System : April 2015

3.4 BME population:

There is a smaller proportion of people from ethnic minority groups living in Doncaster as a percentage of the whole population than when compared to the region and for England as a whole; (however, equally, usage of Libraries is extremely low, and this must be addressed

in a future Library Strategy and when considering the design and layout features within a new Central Library, with a specific commitment and focus to involve and include representatives in the further design of the strategy (and in appropriate marketing and development of services).

In addition there is a relatively large Gypsy/Traveller population in Doncaster of 587 people (DMBC Equality and Inclusion Plan 2011) (and for which a separate engagement plan of appropriate scale, working in partnership with this population and other partners, should be included within a new Library Strategy and future adaptations to the Heritage Strategy / Heritage Services Forward Plan).

Table 5: Ethnic Groups in Doncaster (ONS 2011 census)

<i>Ethnic Group</i>	<i>Doncaster</i>	<i>Yorkshire & the Humber</i>	<i>England</i>
<i>White</i>	<i>95.2</i>	<i>88.8</i>	<i>86</i>
<i>White British</i>	<i>91.8</i>	<i>85.8</i>	<i>80.45</i>
<i>Mixed/Multiple Ethnic Groups</i>	<i>1.1</i>	<i>1.6</i>	<i>2.2</i>
<i>Asian/Asian British</i>	<i>2.5</i>	<i>7.3</i>	<i>7.5</i>
<i>Black/African/Caribbean/Black British</i>	<i>0.4</i>	<i>1.5</i>	<i>3.3</i>
<i>Other Ethnic Groups</i>	<i>0.1</i>	<i>0.8</i>	<i>1.0</i>

Source: Office for national Statistics, 2011 Census

Table 6: Ethnic groups and Library Membership

Ethnic Group	Total Active Users	% active users	Total Registered	% registered users
White	6370	65.90	12330	67.34
White British	5382	55.68	10594	57.86
Mixed/Multiple Ethnic Groups	3	0.03	5	0.03
Asian/Asian British	627	6.49	1110	6.06
Black/African/Caribbean/Black British	510	5.28	861	4.70
Other Ethnic Groups	166	1.72	264	1.44
Declined to supply	1778	18.39	3335	18.22

Source : Axiell Library Management System : April 2015

3.5 Economic Activity:

25% of Doncaster residents are economically inactive compared to 23% for the region and 22.7% nationally. Engagement in heritage is one way of stimulating people to develop skills and take an interest in being economically active.

Table 7: Economic Activity in Doncaster:

Indicator	Doncaster	Yorkshire & the Humber	England
Working age people claiming a benefit	21%	16%	15%
Jobseeker's allowance claimants	5%	4%	4%
Incapacity benefits claimants	10%	7%	7%
New personal insolvencies (per 1,000)	38.3%	28.9%	26.7%

Source: Office for national Statistics, 2011 Census

Libraries and Heritage Services do currently support residents who are economically disadvantaged in wide-ranging ways, including, for example:

- The majority of service provision is free to residents at the point of access.
- Through the Peoples Network library services provide 364 public computers with Free Internet access for 2 hours per day. Of these 75 are provided within the Central Library, 55 in the public library spaces and the other 20 situated across 2 meeting rooms. It is the library service's full intention that any change in venue of the Central Library would not impact on our provision of sufficient and adequate public computers. The library service anticipates that the need for this will only increase with the roll out of Universal Credit and the Digital Council.
- Library Services provide training sessions that support digital inclusion utilising the public computers in Central Library's meeting rooms. Some of these sessions are targeted for job seekers and the unemployed to assist them in being able to register and access Universal Job Match and set up email addresses for example; the service also provides supported access in Central Library to the Learn my Way website which supports residents' digital learning and needs.

Overall, 25% of Doncaster residents are economically inactive compared to 23% for the region and 22.7% nationally. Utilising the provisions and services available in the Central Library both books and digital with free internet access and support is one way of stimulating people to develop skills and take an interest in being economically active. Due regard must be demonstrated towards those residents that make use of the library services free computer and internet provision. As of quarter3 2013 there were approximately 35,000 - 40,000 residents across the borough who had not used the internet. This directly impacts on an ability to access government services, participate in democratised choices (people off line are often excluded from the best financial saving offers for example) and to have the opportunity to engage with digital promotions in Doncaster.

Table 8: Economic Activity in Doncaster

Indicator	Doncaster	Yorkshire & the Humber	England
<i>Working age people claiming a benefit</i>	21%	16%	15%
<i>Jobseeker's allowance claimants</i>	5%	4%	4%
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<i>New personal insolvencies (per 1,000)</i>	38.3%	28.9%	26.7%

Source: Office for national Statistics, 2011 Census

3.6 Health:

Doncaster residents are less healthy than average. Engagement in reading and learning activities can help tackle mental and physical health. In Doncaster 21.7% (65,535) of people have some form of disability compared to the national average of 17.9%. 11.1% felt that their day-to-day activities were limited a lot. (DMBC Equality and Inclusion Plan 2011) .

Any change of site for the Central Library and the Museum, Art Gallery and Archives would not reduce these service areas' commitment to supporting residents in raising awareness of and access to healthy lifestyles, and the provision of relevant health information. Libraries and Heritage Services have a significant role in encouraging good health literacy for Doncaster's residents, e.g. through the promotion of Reading Well: Books on Prescription, or reminiscence events for residents using Heritage Services resources, or activities which support residents living with dementia, or who have a caring role. How Heritage Services supports residents to live healthy and active lives is documented in its Forward Plan:

"In 2008 Foresight, the Government Office for Science, published the 'Foresight Project on Mental Capital and Wellbeing', which outlined evidence showing that a small improvement in wellbeing can help to decrease some mental health problems and also help people to flourish.

Following this the New Economics Foundation was commissioned to develop the 'Five Ways to Wellbeing'. Heritage Services are engaged with all these Five Ways.

These are :

1. **Connect** : to connect with the other people

Museums are largely a social activity. In Doncaster three-quarters visit with Friends and Family. Museums are neutral spaces where families can enjoy, learn, discuss and connect with each other.

2. **Be Active** : to engage in physical activity

Cusworth Park is used by an estimated 250,000 to 300,000 people, who visit to enjoy physical exercise.

3. **Take Notice** : to be curious, take time to appreciate the beautiful

The Museum & Art Gallery, Cusworth Hall & Park and the King's Own Yorkshire Light Infantry Museum are full of beautiful and intriguing things.

Art in particular is very subjective and emotional, with everyone taking away something different. Cusworth Park is notable for its beauty, views, variety of plants (over 250 species of tree alone) and wildlife.

4. **Keep Learning** : not only will you learn new things, but learning builds confidence

It is a priority for the whole of Heritage Services is to encourage and facilitate learning.

5. **Give** : help out, volunteer

Volunteers play an important role in Heritage Services. They help out at all our sites, providing important assistance with the care and accessibility of museum collections, the Borough Archives and local studies collections. They also provide key help with the maintenance and management of Cusworth Park." [from Doncaster Council Heritage Services Forward Plan 2015-18].

Table 9: Health in Doncaster

Indicator	Doncaster	Yorkshire & the Humber	England
Bad health	5.6%	4.7%	4.2%
Very bad health	1.6%	1.3%	1.2%
Life expectancy at birth (males)	76.4	77.4	78.3
Life expectancy at birth (females)	81.2	81.5	82.3

Source: Office for National Statistics, 2011 Census

In terms of disabilities, Doncaster Central Library has the following number of customers who have reported a disability at the time of joining the library:

	Total Registered
Disability reported	Numbers
	13986
Dexterity - Hands/Fingers	6
Disability from Dynix	76
Eyesight	26
Hearing	45
Learning Difficulty	33
Mental Health Condition	27
Mobility - Getting around	34
Multiple disabilities	8
None/Not applicable	3945
Other Disability/Illness	123
Grand Total	18309

It is essential that any changes made to Central Library provision, and provision of the Museum, Art Gallery and Archives, considers the needs of people with mobility or disability-related conditions. This is clear in a number of areas of service provision:

- Accessible spaces and resources.
- DDA compliance.
- Resources for visually impaired customers such as PenFriend, and also visually impaired readers groups.
- Accomodation for the one staff member facilitating the Home Library Service, currently based at Central Library.
- Books on Prescription resources and dementia friendly spaces.
- Print and online resources in a range of formats.
- Hearing Loops.

The library service and heritage services do not collect data on maternity, gender reassignment, marriage and civil partnership, sexual orientation, or religion. Changes proposed to the service should not have an impact on residents with these protected characteristics.

The best and most suitable indicator of who, in the protected groups are currently utilising the Central Library is through the analysis of the membership data and usage statistics collected by our Library Management system; however this data does rely on individuals providing their demographic information when joining the library service. Visitor figures (footfall) are collected electronically and so therefore do not detail any demographic information or indicate visitors by the protected characteristics.

3.7 Data from Previous Consultations:

Doncaster Libraries Consultation – 2014:

In 2014 Doncaster Libraries consultation ran for a period of four weeks. A range of methods were used to consult with the public including 25 meetings, a paper based survey which was also available for residents to fill in online, a specific 'children's questionnaire' and engagement from Area Teams. 1357 residents took the time to tell us their views

Table 10: Demographic profile of respondents:

Gender	
Male	32%
Female	68%
Age bands	Number of respondents
Under 16	21
17-24	47
25-34	54
35-44	113
45-54	117
55-64	211
65-74	290
75 and over	278

Respondents considering themselves to have a disability:
25% of respondents consider themselves to have a disability.

The consultation demonstrated that the most important things to help people use the library are:

- *Opening times which meet their needs*
- *Printed books which reflect their interests*
- *Services which are free or at a very low cost*
- *Libraries in the exact locations as they are now*

In addition to the main questionnaire a targeted consultation was also carried out with children and young people over ten days. In this time 239 people under the age of 18 told

us about their library use; for example, 79% said that they enjoy reading books; 33% said that they 'Always' go along to activities at the library. With 393 people stating that they have children and young people in their family who use the library

Doncaster Libraries Consultation – 2010:

In the 2010 consultation - Your Library Service we need your help - 2082 residents in total responded.

The following tables show some of the demographic breakdown of the participants where supplied

Table 11: Demographic profile of respondents

Gender	Number of respondents
Male	712
Female	1344
Age bands	
Under 16	51
16-24	174
25-44	498
45-64	697
65-84	558
85 and over	63

Respondents that considered themselves to have a disability;
14% of respondents considered themselves to have a disability.

Table 12: Ethnic groups

Ethnic Group	
White	70
White British	1858
Mixed/Multiple Ethnic Groups	18
Asian/Asian British	32
Black/African/Caribbean/Black British	9
Other Ethnic Groups	59
Declined to supply	

The results from the residents that participated in both the 2014 and 2010 consultations show the largest percentage of residents taking an active interest in Library services are over the age of 55 and are predominantly White British, this mirrors the demographic data that we have available through LMS on usage and membership, as indicated earlier the largest percentage of our users ethnicity is White British and a very low usage by other ethnic groups.

As the proposed change would not directly impact on residents with protected characteristics of race or religion the analysis demonstrates that the Library service clearly needs to target and raise awareness of the service we currently have available to encourage usage across all ethnic groups living and working within Doncaster. In addition we need to engage with the relevant organisations and individuals within the communities from the protected groups so we ensure their specific needs and requirements are considered and recognised when shaping and devolving any new building or change of venue and the resources, services and facilities that are to be provided from it.

Equally the Central Library service should be considering how it can improve our engagement to encourage membership for working age people claiming a benefit, jobseeker's allowance claimants and Incapacity benefits claimants as the percentage of the

population in Doncaster of these groups is higher than the percentages across Yorkshire and Humber and also in England.

Table 10 - Office for national Statistics, 2011 Census

The need for the use of computer provision with Free internet will only increase as the introduction of Universal Credit and the Digital Council is rolled out further.

3.8 Visitor numbers

Visitor attractions in Doncaster attract significant numbers of people. With the exception of Doncaster Racecourse, Potteric Carr and the Yorkshire Wildlife Park, the rest are based on one or more aspects of Doncaster's cultural heritage.

Table 13: Visits to Attractions in Doncaster

Attraction	2010/11	2011/12	2012/13
Brodsworth Hall	68,141	71,949	68,896
Conisbrough Castle	29,012	24,084	25,267
Cusworth Hall	15,471	11,862	13,425
The Dome	Not available	Not available	423,476
Doncaster Minster	11,537	11,271	11,516
Doncaster Museum & Art Gallery	72,231	78,670	74,871
Doncaster Racecourse	230,800	262,717 (est)	217,743
Potteric Carr Nature Reserve	34,159	33,006	26,122
South Yorkshire Aircraft Museum	9,112	10,730	12,800
Yorkshire Wildlife Park	226,736	335,092	354,912

Doncaster Central Library, Doncaster Museum and Art Gallery, and Doncaster Archives should work as one unified part within this cultural and heritage tourism offer, and the new build will be a catalyst for much improved access and usage.

Doncaster Central Library:

Table 14: Doncaster Central Library visitor figures

Year	Number of visitors
2016/17	193009
2015/16	189999
2014/15	221085
2013/14	218239
2012/13	175548
2011/12	180822

Doncaster Museum and Art Gallery:

The best and most suitable indicator of how heritage services are accessed is through an analysis of Museum & Art Gallery, using the data collected through visitor surveys between 2008-2014. Whilst visitor figures are collected for other heritage sites such as Cusworth Hall, Doncaster Archives and the Mansion House, consistent, detailed demographic information is not collected in a standardised way across all Heritage-focussed service points or events supplied with a borough-wide focus. This can be addressed within the scope of a specific aim within the strategy: *To increase interest, awareness and participation in Doncaster's heritage, improving community cohesion and wellbeing through fostering a sense of place* – better quality and depth of data, used consistently, will mean that the Heritage Strategy Forum will in future be able to make more informed decisions about which sectors of society are engaged with, and why. As an initial step, Heritage Services have

also this year subscribed to Arts Council England's 'Visitor Finder' survey: this will provide a systematic approach to collecting data at the Cusworth Hall and Museum sites, and the opportunity to benchmarking regionally and nationally).

Between 2008 and 2014 the Museum & Art Gallery has conducted a bi-annual survey. After 2008 the questions were standardised so that direct comparison was possible and trends identified. However some of the questions from 2008 have also been used throughout, allowing direct comparison across the four surveys.

Survey taking was more targeted towards achieving a representative sample in 2008 and 2010. The 2012 and 2014 surveys are representative of those prepared to participate without targeted persuasion.

Visitor numbers over the relevant years were 80,984 (2008-09), 73,044 (2010-11), 74,831 (2012 -13). 2014-15s figures will not be available until April 2015. 2010-11 saw the Museum shutting on Sundays. On 1st June 2014 the Museum changed opening times from Monday-Saturday to Wednesday – Sunday following a restructure.

The gender split of those who completed the survey is fairly even from 2008-14, ranging from 60-66% for females.

There has been a distinct drop in the numbers of disabled visitors with the 2008 and 2010 surveys showing 9% and those from 2012 and 2014 5%.

The age of respondents was markedly different in 2014, with the majority (47%) being over 55. This compares to 25% (2008), 35% (2010) and 36% (2012). The number of under 15s is consistent for 2008-12 ranging between 14-15%, but in the 2014 survey it is only 9%. Given the number of children who visit the Museum in family groups it is likely that this is an

aberration from the time of year (autumn) that the survey was conducted, but the trend must be monitored carefully.

The number of white British visitors is above the Doncaster average at 96% (2014). This was 86% (2008) but then 98% (2010) and 93% (2012). Observation from Museum staff seems to demonstrate that the lack of surveys in alternative languages is a drawback and that this figure, from observation, does not represent correctly the ethnic mix of those visiting the Museum. A further survey is required to try to determine the correct figure.

The pattern of visiting has been quite consistent between 2010-14, with those visiting infrequently forming the highest number of visitors (57-59%). The number on their first visit seems to be growing from 17% (2010) to 20% (2012) to 23% (2014). This is an encouraging sign of a widening visitor base, the challenge is for the initial visit to be repeated, and more frequently.

Given recent economic history it is not surprising that the number of full-time workers visiting has fallen from 31% (2010) to 22% (2012-14). The shift seems to have been towards retirement as part-time worker have remained steady at around 15-17%, whereas the retired have risen from 22% (2010) to 27% (2012) and 33% (2014). Other categories have remained reasonably small, just with a noticeable growth in the numbers of students, rising from 3% (2010) to 8% (2014).

The reason for visits is very firmly general interest ranging between 43-56% (2008-14). Visiting to see an exhibition was very low in 2008 (6%) but since has been more consistent at 31% (2008), 20% (2010) and 26% (2014). This possibly matches the growth in visitors from outside the area as those interested in art have traditionally been prepared to travel to see an exhibition. The number visiting to take part in an activity fell markedly in 2014 to 6%, but this probably reflects the autumnal timing of the survey and also a reduction in the number of activities as the new structure bedded in from 1st June. The rise in visitors to the

KOYLI Museum from 1-2% to 6% in 2014 almost certainly reflects increasing interest on World War One and the new appointment of a curatorial assistant to support this Museum.

The percentage visiting with friends and family has been very consistent from 75-77% (2008-14). However the number visiting with children was lower in 2014, possibly because this survey was conducted in the autumn and attracted a larger than usual number of older respondents. Although it shows that the Museum is a great place to visit as a social occasion, care needs to be taken to monitor this trend.

There is no specific data collected from heritage service users in relation to Sexual Orientation, Religion and Belief, Maternity and Pregnancy, Gender Reassignment and Marriage and civil partnership.

Specific data collection activity to support the focus and aims of the project will be developed so that officers can understand the needs of representatives from different religious communities, to ensure that Faith is appropriately reflected by the project, and the same will apply to Sexual Orientation and Gender Reassignment: just as library services can determine whether stock accurately reflects the needs of LGBT residents, so too should heritage services work to ensure that residents are engaged with appropriately. Any imbalance in terms of representation relating to Faith, Sexual Orientation and Gender will be carefully considered and proactively worked upon. Separate access audits within the project will ensure that resources and services reflect the needs of residents who are pregnant, and that services do not discriminate against people in relation to their marital status – which is a very low risk but must be flagged regardless.

<p>4 Summary of the consultation/engagement activities</p>	<p>4.1 Consultation exercises took place in 2010 and 2014 as part of the review of Library services and changes proposed. These consultations provided data that has been appropriate to utilise as a starting point when considering the impact on the proposal for the change in venue for the Central Library.</p> <p>Consultation and engagement to date by Heritage Services has focussed on stakeholders and partners with involvement in or support for heritage in Doncaster, within the context of Doncaster Council’s Heritage Strategy. This included a strategy design workshop facilitated by Museums Development Yorkshire, and representation from Doncaster and District Heritage Association, Doncaster Naturalists and English Heritage.</p> <p>As demonstrated in Heritage Service’s Forward Plan, “Doncaster Museum has conducted bi-annual surveys since 2008. The most recent one being conducted from late summer to late autumn in 2014. This was conducted purely in paper form and then the results inputted and analysed. There were 297 respondents to this survey, around 60% of whom were women. The majority of respondents were 55 and over (47%) with 9% under 15. There was an overall satisfaction rate of 96%, with more people satisfied with the Museum (97%) than the Art Gallery (93%). The main issue that was raised with the overall satisfaction was signage and interpretation (71% satisfaction). An average of 2% have access issues to the site, with around 5% of visitors classing themselves as disabled. The visitor survey shows that the majority of the Museum visitors are White British (although we feel from observation that use of the Museum by other communities is being under-reported due to language difficulties with the survey which we need to address). Around 22% are in full-time work and 30% are retired. Very few (around 2%) are from our local DN1 postcode with around 30% coming from the DN4-5 postcodes. In the most recent survey an unusual 29% were from outside Doncaster (8% in 2012), however 72% of the overall visitors travelled less than 30 minutes to visit, so the majority are very local and if they don’t live in Doncaster, live just outside the borough. Around 60% come to the Museum by car. Most come for a general interest visit, although a significant proportion (26%) came to view a specific exhibition. Word of mouth remained by far and away the most important method of people finding out about the Museum, with 46% finding out this way. People would prefer to hear by email. This very much ties in to our need to promote ourselves better. Around 70% visited with</p>
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Friends and Family, making the Museum & Art Gallery an important venue for social interaction, giving families time and space in which to be together.”

Furthermore, a non-user survey covering all the Heritage Services venues – the Museum & Art Gallery, Cusworth Hall, the KOYLI Museum, Local Studies and Archives - was conducted in January-February 2014 and was conducted via face-to-face interviews at the market and in the main shopping centre:

There were 145 respondents with a slight majority (56%) being female. 18% considered themselves to have a disability, compared to around 15% of Service users. The majority (41%) were 55 or older, probably reflecting the daytime and weekday nature of the survey. 90% were White British (as opposed to around 96% of Service users), but again a clear majority came from DN4 (20%). Similarly to the User survey 72% socialised with Friends and Family. Reading was next most popular, but 52% compared to 72% of users. Next was shopping (45%) followed by using the Internet (38%), Restaurants (37%) and Cinema/theatre (36%). The split was almost 50/50 between people who had visited our sites previously and those who hadn't at all. Of those who had 84% had visited between 6-10 years previously. 78% had visited Cusworth Hall, 63% the Museum, 28% the Local Studies Library, and 11% the King's Own Yorkshire Light Infantry Museum and Archives. Asked why they didn't visit any of the Heritage Services venues only 10% were not interested/not relevant. 34% hadn't thought to go, with a further 34% had meant to go but hadn't got round to it. 18% didn't know that we existed. Heritage Services then asked what would encourage the respondent to visit. People could respond more than once and 47% felt that knowing what was there would help and 43% what exhibitions were on with 34% wanting to see events relevant to national themes, such as the First World War. This very much seems to indicate that knowledge of the Service and what it can offer is a key barrier to people using the service.

When considering the results of these consultations, it is clear that more specific and up to date forms of consultation will be required and designed, as any proposed changes are considered further, so that the library and heritage offer within the new build develop in ways which respond to residents' needs, and especially residents with protected

		<p>characteristics and / or with greater needs, and this will include a range of methods to support and engage with residents with relevant protected characteristics. This could include:</p> <ul style="list-style-type: none"> • Surveys • Focus Groups • Stakeholder Forums • Interviews
5	<p>Real Consideration:</p> <p>Summary of what the evidence shows and how has it been used</p>	<p>5.1 Further consideration will need to be taken as we analysis and update feedback from a more specifically focussed public consultauon on this project and this section will be updated both when the consultation process begins, is in progress, and has been completed.</p> <p>However it is clear already from the data we collect from our Library Management system and the participation demographic data from the 2 consultations mentioned within library services of high usage, predominantly, by White British people, and low usage by all other ethnic groups. As stated previously, however, the relocation of the Central Library site to an alternative venue and new build, should not directly impact on residents with any protected characteristics, but only increase opportunities for residents with protected characteristics to shape services which reflect their needs, and be supported by officers to co-design and use services which reflect people’s needs and aspirations. The same is true for the relocation and redevelopment within a new build for Doncaster Museum, Art Gallery and Archives.</p> <p>Equally, if required through a reverted option to downsize a library floor space and the volume of resources by utilising an existing asset (e.g. the Museum), this has demonstrated previously that this would potentially impinge upon residents with protected characteristics by reducing access and provision of a full range of resources. The space of a new build can enable the footprint of the various service components to be reduced because the new build alone provides opportunities to deliver library and heritage services</p>

in the urban centre in ways which may be different to how they are now, but which definitely meet residents' needs, regardless of protected characteristic. It is essential that residents are consulted, informed and included as any modernisation of the Central Library and Heritage Services resources and service offer takes place.

To summarise, any considerations to be made will demonstrate a real need to understand the impact of proposed changes on the following specific groups of service users:

1. Children, young people, especially very young children (and their parents), particularly through schools, youth groups and other appropriate venues and forums, to ensure that the educational benefits of the libraries and heritage sector are accessible and relevant, linking into and embedding with the Doncaster Curriculum and the work of the Doncaster Cultural Education Partnership.
2. Elderly residents. Older residents, who may find access to library and heritage events and activities harder to manage, or may not be aware of so easily.
3. Residents with a learning or physical impairment. Representative forums for people living with a disability should be further developed. Again, usage of heritage service points by people living with a disability is very low, and a targeted focus to market services appropriately, and to involve customers in service design and development, is required.
4. People living with dyslexia and / or dyspraxia.
5. People living in social isolation.
6. People without access to the internet at home.
7. And a wider potential impact on people on low income (especially the elderly).
8. Representatives from BME communities and groups within Doncaster, with and for residents in non-white groups where engagement and participation and heritage has been low, must be engaged, involved and have their voice heard. Usage by BME communities and residents of heritage service points in Doncaster is extremely low, and this needs to be improved as a priority, particularly through the co-production and design of services which mirror the demographic profile of communities and meet people's expectations and needs.
9. Representatives of LGBT groups and groups representing gender-specific strategies and initiatives.

		<p>Gaps in the data, specifically in terms of levels of engagement with services by residents with protected characteristics, will be addressed by conducting targeted activities to gain such data, and for the data to then inform the way in which this service point informs, involved and engages such representative communities and residents.</p> <p>Furthermore, any impact on any staff and volunteers with protected characteristics will also be studied and accounted for through meaningful consultation, as the project develops.</p>
6	Decision Making	<p>It is crucial that the Mayor and Cabinet understand the obligation of demonstrating due regard where changes to the service are proposed. The Mayor and portfolio holder/s will be updated on due regard considerations through:</p> <ul style="list-style-type: none"> • Regular briefing updates reporting on consultation findings through the consultation Period. • Attendance at public meetings and through separate meetings with the public, and representations to the Cabinet, Team Doncaster, Doncaster’s Heritage Forum and Doncaster’s Creative and Cultural Strategic Partnership. • By responding to correspondence from residents on matters pertaining to equality of access and service. • Through the final report’s commentary on any changes requiring due regard for protected characteristics, due to the impact of such changes. • The provision of all correspondence and statements submitted during the consultation period and made available for the Mayor and portfolio holder to read and consider.
7	Monitoring and Review	<p>Progress in terms of improving data collection and responding to residents’ needs, ensuring that residents voices are heard within the project, will be managed by the Head of Libraries working closely with colleagues in the Project Team, the Council’s Regeneration Directorate and the Council’s Strategy and Performance Unit. Specific actions to engage with relevant representatives and stakeholders, will be reported to, and scrutinised by Doncaster Council’s Overview and Scrutiny group, Doncaster Council’s Internal Audit team, Doncaster Council’s Corporate Finance team, Team Doncaster, and Doncaster’s Creative and Culture Strategic Partnership, all of which are important forums which can provide a role in terms of monitoring, scrutiny and review, with reports ultimately received within the project lifespan</p>

		<p>by Cabinet, for monitoring and review purposes. All of this forms part of the Council's wider commitment to scrutinising its responsibilities to show due regard to residents with protected characteristics.</p>
8	Sign off and approval for publication	<p>By conducting an analysis of data available, and by considering gaps in the data which now need to be redressed, I can confirm that sufficient information has been examined across the protected groups, and the information that is available has been used to show due regard to the three aims of the general duty. This has informed the development of the activity at this point, and will do so through the future development and lifespan of the project.</p> <p>This due regard statement will be specifically referred to and deliberated within the agenda item at Cabinet meeting on the 4th July 2017.</p> <p>The Mayor and portfolio holder will be provided with the statement in advance of the Cabinet meeting, to reflect on the information available and the proposed next steps.</p> <p>Nick Stopforth Head of Libraries and Culture Doncaster Council</p>