

EQUALITY, DIVERSITY AND INCLUSION

DONCASTER COUNCIL

Due Regard Statement for the Public Libraries Strategy 2018-21

May 2018

Due Regard Statement

A **Due Regard Statement** (DRS) is the tool for capturing the evidence to demonstrate that due regard has been shown when the council plans and delivers its functions. A Due Regard Statement must be completed for all programmes, projects and changes to service delivery.

- A DRS should be initiated at the beginning of the programme, project or change to inform project planning
- The DRS runs adjacent to the programme, project or change and is reviewed and completed at the relevant points
- Any reports produced need to reference “Due Regard” in the main body of the report and the DRS should be attached as an appendix
- The DRS cannot be fully completed until the programme, project or change is delivered.

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.	Public Libraries Strategy 2018-21, with the following aims: The library service will: <ol style="list-style-type: none"> 1. contribute to the fulfilment of a range of the local strategic partnership’s objectives, with every library venue an asset to the community, which can be commissioned as a resource to support residents’ economic, learning, and wellbeing needs, 2. can work as an alternative service model which increases inward investment into the service and enables it to work more commercially (the right model for the service will be the one which enables the most investment to come in), 3. provides excellent service delivery, demonstrated through a range of performance indicators. <p>By 2020-21, Doncaster will also have a high quality, innovative flagship Central Library, Museum, Archives and Art Gallery.</p>
2 Service area responsible for completing this statement.	Adults, Health and Wellbeing Directorate, Communities, Libraries and Culture
3 <i>Summary of the information considered across the protected groups.</i> Service	<p>The following data has been gathered and has been used to inform the paper:</p> <p>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</p> <p>(See Map 1):</p> <ul style="list-style-type: none"> • Doncaster Main Urban Area, including Doncaster Town Centre • Principal Towns – Thorne, Mexborough, Conisbrough, Adwick, Armthorpe, Askern

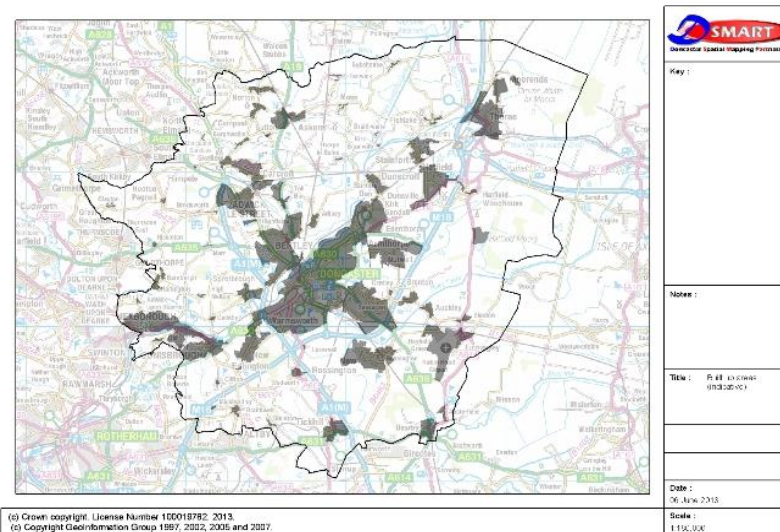
users/residents

**Doncaster
Workforce**

- 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)



Key characteristics of the resident population are summarised here:

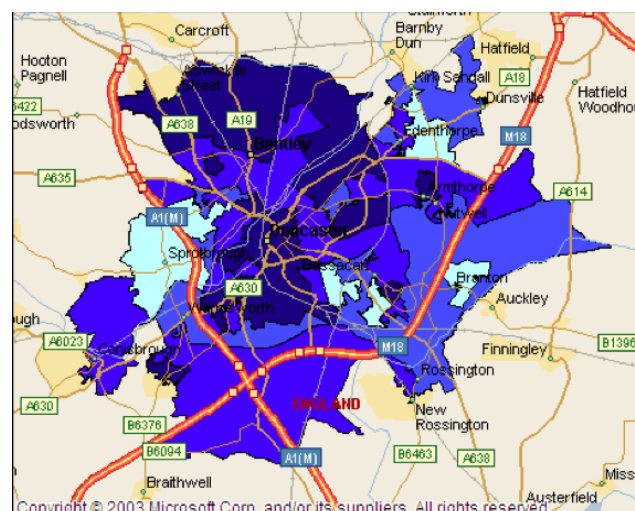
- Higher than average white British population (91.8% compared to 80.45% nationally – 2011 census)
- Age profile generally matches the national profile

- 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



Source: DBA Consulting

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

When considering data available on groups that are not well represented or less heard in relation to Library Service usage can be summarised in the following paragraphs:

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

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.

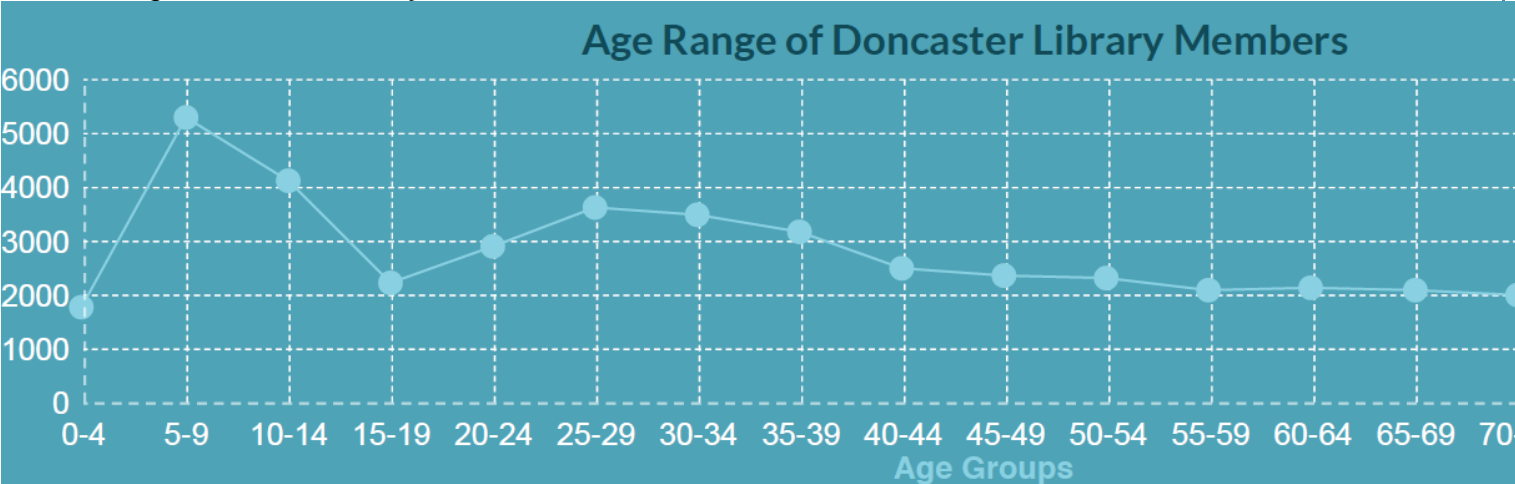
Table 2: Younger people in Doncaster

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 / audiobooks. All our libraries contain reading stock used by people with such protected characteristics and the service must continue to provide that material, and information and resources in a variety of formats which are useable and meaningful to residents at different times in their lives. The library service can contribute to residents' well-being as a whole-life enabling service.

Table 3: Age Profile of Library Service Members, March 2018



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).

Table 4: 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>	95.2	88.8	86
<i>White British</i>	91.8	85.8	80.45
<i>Mixed/Multiple Ethnic Groups</i>	1.1	1.6	2.2
<i>Asian/Asian British</i>	2.5	7.3	7.5
<i>Black/African/Caribbean/Black British</i>	0.4	1.5	3.3
<i>Other Ethnic Groups</i>	0.1	0.8	1.0

Source: Office for national Statistics, 2011 Census

Table 5: Ethnic groups and Library Membership

Ethnic origin	Active Borrowers	Active Users	Inactive Users	Registered
~Other background	98	315	158	473
~X - not given	42	167	77	244

	African	21	96	48	144
	Asian - Bangladeshi	5	25	6	31
	Asian - Indian	74	188	61	249
	Asian - Pakistani	97	225	83	308
	Asian (Other)	16	56	32	88
	Asian British	81	230	102	332
	Asian Other	38	126	57	183
	Asian Other - Sri Lankan	6	15	10	25
	Black - African	90	444	187	631
	Black - Caribbean	15	51	25	76
	Black	5	17	13	30
	Black British	41	147	79	226
	Black Other	14	50	33	83
	British	2873	4628	2781	7409
	Chinese	42	84	31	115
	Chinese British	10	16	8	24

	Chinese Other	2	5	1	6
	Irish	5	8	6	14
	Mixed	5	9	1	10
	No Ethnicity	1	1	0	1
	Other	56	151	86	237
	-White - British	6593	14395	7752	22147
	-White - Irish	16	38	27	65
	White (Dynix)	28	73	46	119
	-White Other	115	463	247	710
	-White Other - Polish	114	420	255	675
	-White Other Eastern Eu	86	517	259	776
	X - Declined to supp	1	4	1	5
	X - Declined to supply	18	29	24	53
	British Other	2	2	0	2
	Total	16849	33504	20816	54320

Ethnicity Of Community

Ethnic Group	% of Library Community	% of Doncaster Community
White British	64.86%	91.8%
White Other	5.13%	3.4%
Mixed/Multiple	0.02%	1.1%
Asian/Asian British	2.67%	2.5%
Black/African/ Caribbean/ Black British	2.62%	0.8%
Other Ethnic Group	1.9%	0.4%
Ethnic Group not supplied	23.78%	0%

31.73%

of Library Members aged 0-18yrs are from a BME background

Source : Axiell Library Management System, May 2018

Economic Activity

The library service does not currently collect data that demonstrates usage levels from within the following indicators however it is something we will seek to do in the future.

The service does currently support these groups of residents in a number of ways:-

Through the Peoples Network we provide in total across all our sites 338 public computers with free internet access for 2 hours per day. Additional access is provided at no charge for residents seeking employment. The service provides training sessions that support digital inclusion utilising the public computers across libraries. Some of these sessions are targeted for job seekers and unemployed residents, to assist people in being able to register and access Universal Job Match and set up email addresses for example; the service also provides supported access to the Learn My Way website which supports residents' digital learning and needs. Libraries can also supported residents' needs through job clubs, internet searches, CV creation and basic ICT skills.

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 our libraries, both in reading materials, digital access with free internet and support is one way of helping people to develop skills and becoming more productive. Due regard must be demonstrated towards those residents that make use of the library services free computer and internet provision. Lack of access to appropriate technology directly impacts on the ability of residents often with the greatest needs to access government services, participate in fullest choices (people off line are often excluded from the best financial saving offers for example) and to have the opportunity to engage with family, friends and services support residents' leisure and learning online. In March 2018, PCs in libraries were used 10,216 times by adults, with 9,570 hours of use, and 9,891 pages printed.

Table 6: 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

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 would not reduce our commitment to supporting residents in healthy lifestyles and the provision of relevant health information, our participation in the Reading Well Books on Prescription Scheme would not be effected.

Table 7: 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, libraries have the following number of customers who have reported a disability at the time of joining the library:

Table 8: library members reporting a disability

Dexterity - Hands/Fingers	31
Disability reported on previous system	159

Eyesight	115
Hearing	78
Learning Difficulty	182
Mental Health Condition	91
Mobility - Getting around	216
Multiple disabilities	50
None/Not applicable	15789
Other Disability	397

**Library members
with a disability**

2.75%

It is essential that any changes made to library service provision consider the needs of people with health and wellbeing, mobility or disability-related conditions. This is clear in a number of areas of service provision:

- Accessible spaces and resources in a variety of formats
- DDA compliance
- Resources for visually impaired readers, including the visually impaired readers group

- Home library service provision and digital access
- Books on Prescription resources and dementia friendly spaces
- Print resources in a range of formats
- Hearing Loops
- Event programming which contributes to better health and wellbeing.

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

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 9: 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 considered 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 10: 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 11: 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

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, which mirrors the demographic data that we have available through LMS on usage and membership.

Although any changes in service management and delivery through the Strategy will not directly impact

		<p>on residents with protected characteristics of race or religion, the analysis demonstrates that the Library Service must continue to target and raise awareness of the service to encourage usage across all diverse ethnic groups living and working within Doncaster. Additionally, the Service should engage with the relevant organisations and individuals within the communities from the protected groups so we ensure their specific needs and requirements are heard, 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.</p> <p>The Library Service should continue to consider how it can improve on its 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.</p>
4	Summary of the consultation/engagement activities	<p>Consultation exercises took place in 2010 and 2014 as part of the review of Library services and changes proposed.</p> <p>A more specific consultation may be designed as any proposed change is considered further, and this should 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 • Interviews
5	Real Consideration: Summary of what the evidence shows and how has it been used	<p>Further consideration will need to be taken as we analysis and update feedback from a more specifically focussed public consultation on any proposals going forward determined through the Strategy, and this section will be updated when the consultation process has been completed.</p> <p>To summarise, any considerations to be made will demonstrate a real need to understand the impact of proposed changes through service transformation and improvement on the following groups of service users:</p>

		<ol style="list-style-type: none"> 1. Children, young people, especially very young children (and their parents) 2. Elderly residents 3. Residents with a learning or physical impairment 4. People living with dyslexia and similar conditions 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
6	Decision Making	<p>It is essential that the Mayor and Cabinet understand the obligation of demonstrating due regard where changes to the service are proposed.</p> <p>The Mayor and Portfolio Holder 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 • By responding to correspondence from residents on matters pertaining to equality of access and service • Throughout any future work which develops the service further, including 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 any future period of consultation made available for the Mayor and portfolio holder to read and consider.
7	Monitoring and Review	<p>The process and plan will be monitored in the following ways:</p> <p>By the Libraries and Heritage Management Team, reporting to Communities SLT and AHWB DLT; To the Council's Equalities and Inclusion Board as and when required; To the new build library project governance group; And into Doncaster Living Programme Board in Doncaster Growing Together.</p> <p>Specific KPIs will also be incorporated into service plans and staff PDRs.</p>

<p>8 Sign off and approval for publication</p>	<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 implementation of the Strategy. The Library Service's management team and wider teams will remain mindful throughout the development of the service, of the imperative to consult with and involve residents with protected characteristics as defined by the Equalities Act 2010, in the ongoing co-production and shaping of services which effectively reflect local need.</p> <p>Nick Stopforth, Head of Libraries and Culture Doncaster Council May 2018</p>
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