<u>Members are reminded that they must declare all relevant pecuniary and non-pecuniary interests relating to any items of business to be discussed at this meeting</u>

<u>BIRMINGHAM CITY COUNCIL</u>

<u>CORPORATE RESOURCES AND GOVERNANCE OVERVIEW AND SCRUTINY COMMITTEE</u>

<u>WEDNESDAY, 10 JANUARY 2018 AT 10:30 HOURS IN COMMITTEE ROOM 2, COUNCIL HOUSE, VICTORIA SQUARE, BIRMINGHAM, B1 1BB</u>

A G E N D A

1 **<u>NOTICE OF RECORDING/WEBCAST</u>**

The Chairman to advise/meeting to note that this meeting will be webcast for live or subsequent broadcast via the Council's Internet site (www.birminghamnewsroom.com) and that members of the press/public may record and take photographs except where there are confidential or exempt items.

2 **<u>APOLOGIES</u>**

To receive any apologies.

3 - 6
3 **<u>CORPORATE RESOURCES & GOVERNANCE -ACTION NOTES DECEMBER 2017</u>**

To confirm the action notes from the meeting held on 1st November 2017

7 - 44
4 **<u>REQUEST FOR CALL IN: REDIRECTION OF CORPORATE CAPITAL RESOURCES TO SUPPORT THE COMMUNITY LIBRARIES STRATEGY</u>**

To consider the "Request for Call-In". (The portfolio holder and the Lead Officer identified in the report have been summoned to attend the meeting).
The following documents are attached:-
(A) The Executive decision record.
(B) The relevant form for the "Request for Call-In" lodged by Councillors Randal Brew and Debbie Clancy.
(C) The report considered by the Leader of the Council and Chief Officer in reaching their decision.

5 **UPDATE ON THE BRUM ACCOUNT**

To provide members with an update on the BRUM Account

6 **CORPORATE RESOURCES & GOVERNANCE -WORK PROGRAMME JANUARY 2018**

To note the Work Programme

7 **REQUEST(S) FOR CALL IN/COUNCILLOR CALL FOR ACTION/PETITIONS RECEIVED (IF ANY)**

To consider any request for call in/councillor call for action/petitions (if received).

8 **OTHER URGENT BUSINESS**

To consider any items of business by reason of special circumstances (to be specified) that in the opinion of the Chairman are matters of urgency.

9 **AUTHORITY TO CHAIRMAN AND OFFICERS**

Chairman to move:-

'In an urgent situation between meetings, the Chairman jointly with the relevant Chief Officer has authority to act on behalf of the Committee'.

BIRMINGHAM CITY COUNCIL

CORPORATE RESOURCES AND GOVERNANCE O&S COMMITTEE

1030 hours on 13th December 2017, Committee Room 6 – Action Notes

Present:

Councillor Mohammed Aikhlaq (Chair)

Councillors Muhammed Afzal, Randal Brew, Meirion Jenkins, Ewan Mackey, Rob Pocock, Paul Tilsley, Waseem Zaffar

Also Present:

Cllr Ian Ward, Leader of the Council

Cllr Brigid Jones, Deputy Leader of the Council

Cllr Alex Yip, Lead Petitioner

Sukvinder Kalsi, Assistant Director

Darren Share, Assistant Director

Iram Choudry, Research & Policy Officer, Scrutiny Office

Emma Williamson, Head of Scrutiny Services

1. **NOTICE OF RECORDING/WEBCAST**

   The Chairman advised the meeting to note that this meeting will be webcast for live and subsequent broadcast via the Council's Internet site (www.birminghamnewsroom.com) and that members of the press/public may record and take photographs.

2. **APOLOGIES**

   Apologies were received from Councillor Yvonne Mosquito.

3. **CORPORATE RESOURCES & GOVERNANCE – ACTION NOTES NOVEMBER 2017**

   RESOLVED

(See document No 1)

The action notes from November 2017 were agreed.

The Chair and the Committee thanked Cllr David Barrie for his contributions to the committee and welcomed Cllr Meirion Jenkins on to the Committee.

4. **PETITION-BIRMINGHAM CITY COUNCIL TO REFUND RESIDENTS FOR MISSED COLLECTIONS**

(See document No 2)

Cllr Alex Yip presented the petition and made the following key points

- The petition gathered over 14000 signatures

- The petition should be given serious consideration for three main reasons; the weight of signatories, the need to restore the reputation of the council and it was the right thing to do.

- As a consequence of the industrial action, there has been enormous reputational damage to both the council as well as Birmingham

- As the City Council failed in its basic duty to provide residents with a statutory service, it should offer residents a refund.

- One option suggested was to limit the council tax increase for 2018/19 to 3.5% to reflect and recognise the significant impact of the industrial action on residents.

Responding to questions and comments from the Committee, Cllr Ian Ward, Leader of the Council made the following points

- He congratulated Cllr Yip on the number of signatures obtained on the petition.

- All Councils have a statutory duty to collect household refuse without imposing any direct charges. A number of different sources of finance are used to deliver this service including a small proportion of council tax.

- Refuse collection is part of the Councils statutory responsibility at no extra charge and as Council Tax is not attributed to one individual service , it can't be used to provide refunds for missed collections-it would not be appropriate.

- During previous industrial action within Birmingham, there was never any commitment to provide any refunds to residents and no other LA in the country has ever offered refunds for missed collections; to do so now in Birmingham would be unprecedented.

- In relation to green waste, residents are already paying separately for the service and therefore will be entitled to a discount for next year.

RESOLVED

Following a vote by the Members, it was agreed that petition could not be supported by the committee. (4 votes against, 4 votes for with Chair using his

casting vote) and the committee instead would write to the Leader outlining its concerns.

5. REPORT OF THE DEPUTY LEADER

The Chair welcomed Cllr Brigid Jones, Deputy Leader to her first meeting of the Corporate Resources O&S Committee.

Cllr Jones provided members with an update on her portfolio priorities which included a number of different areas including the Business Change Programme, Performance and Review, Human Resources, Communications, Revenue and Benefits, Customer Services and Member Development programme.

She is the first female member of the West Midlands Combined Authority from a constituent authority.

In response to comments and questions from the committee, Cllr Jones made the following points

- She wants to see a comprehensive and robust Member Development Programme in place after the elections in May 2018, and would welcome Members input on the development of the programme

- Gender and BAME Equality-reflective governance is key to the success of the organisation. She will be setting up a working group to look at implementing the findings from the recently published Fawcett society/LGA report on women in Local Government

- With regards to local councils, Cllr Jones is happy to meet with both Sutton Coldfield and Frankley local councils to develop meaningful working relationships.

- Customer Services – there is a tendency to look at this solely from a call centre perspective as opposed to a customer resolution perspective i.e. end to end service. Cllr Jones is looking to have a Cabinet Member advisor for this area of work.

6. CORPORATE RESOURCES AND GOVERNANCE – WORK PROGRAMME DECEMBER 2017

The January meeting will look at the Budget consultation with a focus on the commercialism element.

7. REQUEST FOR CALL-IN

None

8. OTHER URGENT BUSINESS

None

9. AUTHORITY TO CHAIRMAN AND OFFICERS

Agreed

_____

The meeting finished at 1235 hours.

Details

Status:
Decision Subject To Call In

Title:
Redirection of Corporate Capital Resources to Support the Community Libraries Strategy

Reference: 004664/2017

Details:
Report of the Assistant Director - Neighbourhood and Communities Division

Implementation Date (not   Wed 13 Dec 2017
before Meeting Date):

Purpose:
To maximise the effectiveness of capital resources previously allocated to West Heath Library in delivering the Community Libraries Strategy as set out in the Cabinet report 14 February 2017.

Key Portfolio: Leader

Include Item on Forward   No
Plan / Key Decision:

Decision Maker:
Joint Cabinet Member and Chief Officer

Reason for Key Decision:

Relevant Documents:

Decision

Urgent Decision - Not in Forward Plan:	No

Is Private:	No

Decision Outcome:

On the 15 December 2017, the Leader of the Council jointly with the Corporate Director, Place: - 1. Approved the redirection of £456k of corporate resources from West Heath Library to support the Community Libraries Strategy as detailed in paragraph 5.5 of this report; 2. Noted that these works will be procured in accordance with the Procurement Governance Arrangements and orders for works will be placed under Chief Officer delegation. NB: CALL IN ENDS WEDNESDAY 20 DECEMBER 2017 AT 1600 HOURS. On 20 December 2017 at 1539 hours, a request for call-in was submitted by Councillors Randal Brew and Debbie Clancy. No action can be taken to implement the decision until the request for call-in has been considered by the Corporate Resources and Governance Overview and Scrutiny Committee, which is scheduled to meet on 10 January 2018 at 1030 hours.

Miscellaneous

Reg 10

Reg 11

Decision Criteria

This Decision does not contain any decision criteria records.

Wards

This Decision does not contain any Ward records.

Topics

This Decision does not contain any Topic records

Overview and Scrutiny

Corporate Resources and Governance Overview and Scrutiny Committee

Appendix 2: Request for Call In – Pro–forma

To:

Committee Services, Room 315, Council House.

E-Mail: LESCommitteeServicesAll@birmingham.gov.uk (marked "For the attention of Dave Smith")

Date: 20 December 2017

Please arrange for a meeting of the

Corporate Resources & Governance   *O&S Committee*

to be called to discuss the following executive decision:

Title: REDIRECTION OF CORPORATE CAPITAL RESOURCES TO SUPPORT THE COMMUNITY LIBRARIES STRATEGY

Taken By: The Leader of the Council Jointly with the Corporate Director - Place

On: 15 December 2017

Reason for request:

(a) Is the Executive decision within existing policy?	1. the decision appears to be contrary to the Budget or one of the 'policy framework' plans or strategies;	☐
	2. the decision appears to be inconsistent with any other form of policy approved by the full Council, the Executive or the Regulatory Committees;	☐
	3. the decision appears to be inconsistent with recommendations previously made by an Overview and Scrutiny body (and accepted by the full Council or the Executive);	☐
(b) Is the Executive decision well-founded?	4. the Executive appears to have failed to consult relevant stakeholders or other interested persons before arriving at its decision;	☒
	5. the Executive appears to have overlooked some relevant consideration in arriving at its decision;	☒
	6. the decision has already generated particular controversy amongst those likely to be affected by it or, in the opinion of the Overview and Scrutiny Committee, it is likely so to do;	☒
	7. the decision appears to be particularly "novel" and therefore likely to set an important precedent;	☐
	8. there is a substantial lack of clarity, material inaccuracy or insufficient information provided in the report to allow the Overview and Scrutiny Committee to hold the Executive to account and/or add value to the work of the Council.	☒

01   Note 4 Call In **May 2016**

(c) Has the Executive decision been properly taken?	9. the decision appears to give rise to significant legal, financial or propriety issues;	☐
	10. the notification of the decision does not appear to have been in accordance with council procedures;	☐
(d) Does the Executive decision particularly affect a District?	11. the decision appears to give rise to significant issues in relation to a particular District.	☒

Councillor

Randal Brew

(Signed)`   (Print Name)

Councillor

Debbie Clancy

(Signed)   (Print Name)

Appendix 3: Criteria For 'Call In'

These are the criteria against which the Council expects an O&S Committee to judge any "request for call in". The Council does NOT expect an Overview and Scrutiny Committee to call in an Executive decision UNLESS one or more of the following circumstances applies –

	(a) Is the Executive decision within existing policy?
1	the decision appears to be contrary to the Budget or one of the 'policy framework' plans or strategies;
2	the decision appears to be inconsistent with any other form of policy approved by the full Council, the Executive or the Regulatory Committees;
3	the decision appears to be inconsistent with recommendations previously made by an Overview and Scrutiny body (and accepted by the full Council or the Executive);
	(b) Is the Executive Decision well-founded?
4	the Executive appears to have failed to consult relevant stakeholders or other interested persons before arriving at its decision;
5	the Executive appears to have overlooked some relevant consideration in arriving at its decision;
6	the decision has already generated particular controversy amongst those likely to be affected by it or, in the opinion of the Overview and Scrutiny Committee, it is likely so to do;
7	the decision appears to be particularly "novel" and therefore likely to set an important precedent;
8	there is a substantial lack of clarity, material inaccuracy or insufficient information provided in the report to allow the Overview and Scrutiny Committee to hold the Executive to account and/or add value to the work of the Council.
	(c) Has the Executive decision been properly taken?
9	the decision appears to give rise to significant legal, financial or propriety issues;
10	the notification of the decision does not appear to have been in accordance with council procedures;
	(d) Does the Executive decision particularly affect a District?
11	the decision appears to give rise to significant issues in relation to a particular District.

Birmingham City Council

BIRMINGHAM CITY COUNCIL

PUBLIC REPORT

Report to:	**The Leader of the Council Jointly with the Corporate Director - Place**
Report of:	**Assistant Director Neighbourhoods & Communities Division**
Date of Decision:	**12 December 2017**
SUBJECT:	**REDIRECTION OF CORPORATE CAPITAL RESOURCES TO SUPPORT THE COMMUNITY LIBRARIES STRATEGY**

Key Decision: No	**Relevant Forward Plan Ref: N/A**
If not in the Forward Plan:	**Chief Executive approved** ☐
(please "X" box)	**O&S Chair approved** ☐
Relevant Cabinet Member(s)	**Councillor Ian Ward – Leader**
Relevant O&S Chair:	**Councillor Mohammed Aikhlaq – Corporate Resources & Governance**
Wards affected:	**Various**

1.   Purpose of report:

1.1   To maximise the effectiveness of capital resources previously allocated to West Heath Library in delivering the Community Library Strategy as set out in the Cabinet Report 14th February 2017.

1.2   This proposed investment (as set out in paragraph 5.5) will have the benefit of extending the life of the community libraries building portfolio and support the Library Services by improving their service delivery offer to the local community and attract new users.

2.   Decision(s) recommended:

That the Leader of the Council Jointly with the Corporate Director - Place

2.1   Approve the redirection of £456k of corporate resources from West Heath Library to support the Community Libraries Strategy as detailed in paragraph.5.5.

2.2   To note that these works will be procured in accordance with the Procurement Governance Arrangements and orders for works will be placed under Chief Officer delegation.

Lead Contact Officer(s):	Chris Jordan Assistant Director Neighbourhoods & Communities Division The Place Directorate
Telephone No:	0121 303 6674
E-mail address:	Chris.Jordan@birmingham.gov.uk

3.   Consultation

3.1   Internal
The Interim Chief Finance Officer has been consulted as has the Deputy Leader and both are supportive of this proposal going forward. An extensive consultation exercise was undertaken with Ward and Town Council elected members as part of the process to deliver the new 'Community Library Service Tiered Delivery Model'. This proposal supports the delivery of that model. Officers from Legal and Governance and City Finance have been involved in the preparation of this report. Library staff are being consulted on the operational impacts of the proposals as they are developed.

3.2   External
Engagement with Trade Union representatives will be progressed as the schemes are developed.

4.   Compliance Issues:

4.1   Are the recommended decisions consistent with the Council's policies, plans and strategies?

Libraries have a key role to offer in supporting three of the Council priorities for Children, Jobs & Skills and Health, set out in the Vision and Forward Plan approved by Cabinet in May 2017. In February 2017 a report entitled Community Library Service Tiered Delivery model was agreed by Cabinet. This set out the strategy for delivering our community library service going forward and identified which libraries would fall into which Tier of delivery some of which would require investment in the transformation process.

4.2   Financial Implications
(Will decisions be carried out within existing finance and Resources?)

A joint Strategic Directors report to the Cabinet Member Finance was approved on the 31st March 2012 to secure £545k funded by Corporate Capital Resources from the Local Improvement Budget for the replacement of the West Heath Library (CA -02355-03). £23k was used to demolish West Heath Library following its closure in February 2014 due to its poor state of repair which had become a severe health and safety risk to the staff and service users. Also £67k was expended in January 2016 replacing the roof and rebuilding the bell tower at Kings Norton Library.
However since the original budget approval the library model has changed. A Cabinet report of the 14th February 2017 agreed that West Heath Library would not be rebuilt but instead be re-provided for within Oddingley Hall. This proposal requests that the funding is redirected to support the Community Library Tiered Delivery Model and specifically to invest the funding in the buildings and ICT infrastructure of the Community Libraries as detailed in paragraph.5.5. The libraries identified in this report for capital investment all have revenue funding allocated to them.

4.3   Legal Implications

The Council has a statutory duty pursuant to the Public Libraries and Museums Act 1964 to provide a 'comprehensive and efficient Library service' to all those seeking to make use of it .This duty is discharged through a combination of services including supporting the Community Libraries.   .

Data Protection
The requirements of the Data Protection Act 1998 and Human Rights Act 1998 have been taken into consideration in terms of the processing, management and sharing of data involved in these proposals. The decision has no data protection implications

4.4   Public Sector Equality Duty

A full Equalities analysis was undertaken on the proposals contained within the cabinet report of February 2017 (ref EA001361) and these are reattached and applicable to this proposal (Appendix 1).

5.   Relevant background/chronology of key events:

5.1   A report on the Community Library Service Tiered Delivery Model was agreed by cabinet in February 2017. The new model was required in order to deliver a significant level of savings. This report set out which sites would be required going forward and which Tier (or type) of delivery model would be adopted for those that remained.

5.2   The Place Capital Programme has a budget of £456,099 that was originally earmarked for the re-build of West Heath Library. The cabinet report of February 2017 agreed that West Heath Library would not be rebuilt and instead the service would be delivered from a refurbished Oddingley Hall at a cost of £150,000.

5.3   The report to Cabinet in February highlighted the fact that "Securing investment to modernise the library offer remains a priority and will be needed within the second phase of transformational change" and it remains the case that resources to invest both in building maintenance and modernisation of the service are not at the required levels. It is therefore essential that maximum impact is delivered from the capital resource that remains.

5.4   The projects identified in paragraph 5.5 are the first tranche of priorities which will enable the buildings to be brought up to a standard whereby health and safety issues can be addressed and the buildings brought back to a reasonable state of repair so they can continue to offer a good standard of service to their users. Individual approval reports for each of the priorities listed in paragraph 5.5 will be presented to Chief Officers seeking permission to place orders for work/replacement equipment in due course as the proposals are developed. Works will be procured in accordance with the Procurement Governance Arrangements.

.

5.5

Project	Amount – up to
Self service equipment - Investment to ensure that non-supported self service (in 12 libraries) is replaced. The existing equipment in these libraries has now exceeded its useful life and repairs are no longer financially viable.	£50,000
Refurbishment of Oddingley Hall to accommodate a Tier 3 Library to replace the service formerly delivered from West Heath Library prior to its closure and subsequent demolition.	£150,000
Refurbish following flood damage and undertake rmodernisation of Hall Green Library. This library suffered severe flood damage due to a burst pipe. Rather than just repair the damage there is an opportunity to modernise this dated library which has had minimal investment spent on the internal fabric and bring it up to the standard of a 21st century library . The priority is to upgrade the public areas to include reconfiguration of space and internal refurbishment including replacement furniture and equipment.	£71,000
In response to public consultation support the development of a sustainable business plan by undertaking refurbishment and reconfiguring works at Sutton Coldfield Library to enable it to operate independently on one floor (first floor) facilitating the release of the second floor for sole use by a prospective tenant on a 10+ year lease generating income to support the operational running costs of the building. This will also allow part of the first floor to be converted to a café/play space to be operated by a third party on a 5 year license bringing in a one off annual contribution..	£120,000
A contribution towards essential health and safety works (roof, boiler) at Stirchley Library as part of a partnership with the Friends of Stirchley Library (to match fund s106 funding).	£30,000
Fund the investment needed in establishing Tier 3 sites at Aston and Bartley Green to refurbish and reconfigure space.	£20,000
Refurbish Northfield Bell Tower to ensure structural stability to the building envelope. The structural integrity of the building envelope needs to be addressed before it becomes a serious health and safety issue that could impact on the public should the building fail.	£15,000
TOTAL	£456,000

5.6   This above allocation does not address all the priorities identified at libraries and funding will need to be identified for future tranches. It is proposed that condition surveys are carried out to identify a comprehensive list of works required on the library buildings portfolio.

6. **Evaluation of alternative option(s):**

6.1 Do nothing – this would not address the financial need to invest in the Community Libraries property portfolio ensuring buildings are structurally safe and fit the criteria for a 21st century modern library facility.

7. **Reasons for Decision(s):**

7.1 To redirect corporate capital resources in line with the 'Community Libraries Tiered Delivery Model'.

7.2 To support the Council's strategic priorities as stated in paragraph 4.1

Signatures   **Date**

Cabinet Member

           …………………………………..   ………………
           Councillor Ian Ward, Leader of the Council

Chief Officer   …………………………………..   ………………
           Jacqui Kennedy, Corporate Director - Place

List of Background Documents used to compile this Report:
Cabinet Report 14th February 2017 Community Library Service Tiered Delivery Model.

List of Appendices accompanying this Report (if any):
1.   Equality Assessment

⚡ impactequality™

Equality Analysis

Birmingham City Council Analysis Report

EA Name	Birmingham Library Service Tiered Delivery Model For Community Libraries
Directorate	Place
Service Area	Homes And Neighbourhood - Place
Type	Amended Function
EA Summary	The Community Library service are consulting on introducing a tiered Library service which will incorporate greater community support. This is aligned to the budget allocation set in 2014/15.
Reference Number	EA001361
Task Group Manager	liz.parkes@birmingham.gov.uk
Task Group Member	sarah.chinnock@birmingham.gov.uk
Date Approved	2017-02-03 00:00:00 +0000
Senior Officer	chris.jordan@birmingham.gov.uk
Quality Control Officer	placeeaqualitycontrol@birmingham.gov.uk

Introduction

The report records the information that has been submitted for this equality analysis in the following format.

Initial Assessment

This section identifies the purpose of the Policy and which types of individual it affects. It also identifies which equality strands are affected by either a positive or negative differential impact.

Relevant Protected Characteristics

For each of the identified relevant protected characteristics there are three sections which will have been completed.
- Impact
- Consultation
- Additional Work

If the assessment has raised any issues to be addressed there will also be an action planning section.

The following pages record the answers to the assessment questions with optional comments included by the assessor to clarify or explain any of the answers given or relevant issues.

1 Activity Type

The activity has been identified as a Amended Function.

2 Initial Assessment

2.1 Purpose and Link to Strategic Themes

What is the purpose of this Function and expected outcomes?
Deliver a city wide community library service through a tiered system, based around the Society of Chief Librarians universal offers : learning, digital, reading, information, and health. The proposed tiered model proposes to co-deliver Libraries rated as Tier 3 libraries. The Tier 3 libraries that are being consulted on are, Bartley Green, Bloomsbury, Glebe Farm, Kents Moat, Selly Oak and West Heath Library. These libraries will be supported by 15 hours of BCC library staffing working alongside partners and stakeholders. This still ensure accessibility of the library service to almost all of Birmingham residents who will still be within 2 miles of a library service. The consultation proposes the closure of Sutton Coldfield and Aston Libraries.

For each strategy, please decide whether it is going to be significantly aided by the Function.

Children: A Safe And Secure City In Which To Learn And Grow	Yes

Comment:
Children have been consulted through the use of two questionnaires. It was import that we capture the views of the future generation and provide a library service that will meet there needs.

Health: Helping People Become More Physically Active And Well	Yes

Comment:
Health is one of the Society of Chief Librarians universal offers. Libraries provide access to health information both online and through selected book stock.

Housing : To Meet The Needs Of All Current And Future Citizens	No
Jobs And Skills: For An Enterprising, Innovative And Green City	Yes

2.2 Individuals affected by the policy

Will the policy have an impact on service users/stakeholders?	Yes
Will the policy have an impact on employees?	Yes

Comment:
It is acknowledged that the proposed changes are likely to have an impact on staff. Through the consultation process the council will follow policy and procedures, these will include briefings, meetings with managers, one to one consultation, email, written communications and Trade Union consultation.The proposed new Community Library service model indicated a staffing reduction of an estimated 13 fte from a total workforce of 112 fte. Data is held regarding the workforce profile in relation to age, pregnancy and maternity, race, gender and disability, though not in relation to other protected characteristics.
It is important to ensure that the process of implementing the new organisational design does not adversely affect individuals with one or more protected characteristics. A range of staff and Trade Union consultations will help to inform the decision-making process to determine the development of the savings programme.

Will the policy have an impact on wider community?	Yes

Comment:
It is acknowledged that the new model will have a greater impact on the users of the two libraries proposed for closure. A set of principles have been used throughout the model: this will see an

enhancement of service at Mere Green Library if Sutton Coldfield closes, and Birchfield will be moved to a tier 1 library if Aston Library closes.

2.3 Relevance Test

Protected Characteristics	Relevant	Full Assessment Required
Age	Relevant	Yes
Disability	Relevant	Yes
Gender	Relevant	Yes
Gender Reassignment	Relevant	Yes
Marriage Civil Partnership	Relevant	Yes
Pregnancy And Maternity	Relevant	Yes
Race	Relevant	Yes
Religion or Belief	Relevant	Yes
Sexual Orientation	Relevant	Yes

2.4 Analysis on Initial Assessment

The budget review process identified savings to the community library service in 2014 of £1.8 million to be achieved by 2017/18.This is following savings of £3.5 million already delivered since 2012. The library service in Birmingham needs to design a service for the 21st Century which is financially sustainable and is underpinned by transformational change to deliver on a modern set of outcomes. To deliver the type of change required will take time and the city council will need to work with and listen to partners at a national level and with organisations and individuals from local communities. It is clear that Birmingham Community Library Service cannot continue to operate as it has done in the past. The majority of the Library budget covers staff and premises costs, the principle way to achieve the significant reductions that are required is to reduce the opening hours across the service and to reduce the number of staff working for the service . The authority continues to prefer to retain a library service, even though this may mean reduced hours of operation, as opposed to wholesale closures. It recognises that this is not possible in all cases due to budgetary constraints, operational effectiveness, and premises related issues.

A number of options have been explored during this time including reducing the number of libraries that BCC runs to 24 libraries , and the remaining 13 libraries being run through 3rd sector organisations and partnerships, this was explored in EA000352. A staff led mutual and a in-house model have also been explored. Alternative delivery models for Hall Green Library, Spring Hill Library and West Heath Library were explored in EA000379. The delivery of West Heath Library relocated into a preferred option Oddingley Hall was explored in EA 001193.

The savings target for community libraries was set in 2015/16. It was a three year target growing each year with a final cumulative figure to be achieved of £1.8m in 2017/18. During this period a number of different approaches to delivering the savings have been considered.
Closure of the lowest priority sites, whilst maintaining the level of budget, service provision and opening hours at all other sites. This approach would have closed 13 sites as many of the lower priority sites are already the least costly and therefore a considerable amount of sites would have closed. Accessibility to the service would have been significantly reduced under this model.

Delivering the service via a staff led mutual. This option was considered as it has the potential to deliver cost reductions and increase income and therefore retain larger numbers of libraries. Cost reductions can be achieved in a number of ways but a significant element is the ability to achieve a reduction in business rates. The income increases were projected through charitable donations, increased income through coffee/vending sales and new fees such as reservations. Alongside further options around building repairs and maintenance and suppliers.
The model reviewed at the time fell short of the budget requirements due to the business rate strain. The model also required the city council to invest in self service before the service was transferred, which it was unable to do at the time.

Using open plus to deliver libraries in unstaffed mode. This option would require significant investment and internal layout remodelling, but other local authorities such as Peterborough City Council has used this technology to reduce the hours in which libraries are open with staff but by operating in unstaffed mode the amount of hours libraries are actual open to the public is maintained or increased. This option also considered some of the libraries being operated through a new charitable organisation.

Following on from these options, a refined tiered offer has been designed that will be consulted on during October

2016. We aim to invest in our Libraries and make them more responsive and flexible to our customer's needs. We are proposing to reshape the delivery of Birmingham Library Services into Tiers. The main Library offer will be delivered through the Library of Birmingham and Tier 1 and Tier 2 libraries which will be managed and delivered by Birmingham City Council.

Tier 3 Libraries these Libraries will be professionally supported by BCC but led by local communities and volunteers. The council will be looking to work in partnership with local communities or other organisations in the city to provide library services in these locations. As part of the partnership the council will offer 15 hours of professional staff support per week.

Tier 4 Libraries this will be a very localised and specific response, to support new activity around library service provision. BCC will seek to support local communities by way of a one off grant to deliver library provision from a new community venue. This may be a community wanting to deliver something that supports the existing delivered service or one or more of the five society of chief librarians universal offers. The closure of Sutton Coldfield Library and Aston Library are also considered through the consultation process.

The proposal also details an investment in self service and supporting volunteers with a training package.

o Tier 1: Main Library - these would be open for 35 hours, more likely to be delivered from the current library building and have other services delivered from the site such as the benefit verification service. All will have investment in installing self service equipment. The proposal is for 19 sites to be in this category.

o Tier 2: Community Library - these would be open for 21 hours, likely to be delivered from the current library building although options may exist to increase hours of operation by working with partners. The proposal is for 10 sites in this category.

o Tier 3: Supported Community Library - these would be run by a community organisation, from either their own premises or via a transferred facility. The City Council's library service will work in partnership to support the organisation through a 15 hour worker and through the provision of books and investment in self service equipment. The proposal is for 6 sites to be in this category.

o Tier 4: Community Initiated Library Services - the proposal under Tier 4 is to ensure that any local schemes put forward that increase access to one of the universal offers (Digital, Learning, Information, Reading and Health) are considered for support through a one-off pump priming grant. I.e. this could be organisations wanting to loan books or providing free internet access etc. There is no proposed number for the local offer this will be dependent on the ideas that come forward and the number that can be supported through the £20,000 small grant budget available. One site already falls into this category.

A needs assessment has been conducted learning from best practice as evidenced in the Chateris review following the local enquiry into the public library service provided by the Wirral Metropolitan Borough

https://www.gov.uk/government/publications/a-local-inquiry-into-the-public-library-service-provided-by-wirral-metropolitan-borough-council

The starting point for the model has been to carry out an assessment and prioritise the 37 community libraries. The prioritisation excludes the Library of Birmingham and also Castle Vale as this is no longer directly run by the City Council.

The assessment was undertaken using data from 11 indicators which represented considerations suggested in the Charteris Report and this was a similar approach to work done by other local authorities when assessing need. Libraries were then ranked from 1 to 37 (excluding Castle Vale and LoB but including West Heath and Bloomsbury) on each of these indicators which then led to a combined score to demonstrate their viability for service provision going forward.

The 11 criteria listed below were used to rank the community libraries.

1. Population of library catchment area

2. Total children and young people aged 0-19 in the library catchment area

3. Total adults aged 65+ in the library catchment area

4. Number of libraries within 2 miles of a library

5. Total books and other items issued

6. Average IMD score

7. Total visits

8. Cost per visit

9. PC Usage

10. Total attendance at activities and events

11. Building performance (sites scored better if had recent investment or were new build)

The needs analysis captures data from a variety of sources to reflect the criteria around need/viability.

All the criteria had an equal weighting and each library was ranked 1 to 37 depending on where they scored on the criteria.

Demographic data includes resident population, proportion of children and young people 0-19 living in the catchment area of the library.

The Index of multiple deprivation includes income deprivation; employment deprivation; health deprivation and disability; education deprivation; crime deprivation; barriers to housing and services deprivation; and living environment deprivation.

Access to other libraries includes the number of other libraries within a 2 miles radius of the library. Walking distance according to Google Maps.

Library performance data captures visits, active users, PC usage, participation in events and learning activity.

Library financial data is a cost per visit (calculation based on the out turn budget figure for each site divided by the number of visits).
Building Quality rank is dependent on level of investment received in the last 10 years and the level of investment needed in the next 10 years.
A high ranking suggests there is a lower level of need/viability for a library based on a particular indicator. Where a catchment area has a high level of deprivation a library will have a low score because there is more need for its services. Libraries that have good performance in terms of visits, issues, IT usage, membership, attendance at events and activities will have low scores because there is evidence of viability and need through the uptake of services. Buildings that are costly to operate or require investment through refurbishment will have higher scores for this indicator.

As libraries often draw their catchment from across ward and city boundaries, the catchment areas were created by including any Lower Super Output Areas (LSOAs) where a defined percentage of the resident population (3%) used the library in the past 12 months. They have an average of roughly 1,700 residents and 650 households. Measures of proximity (to give a reasonably compact shape) and social homogeneity (to encourage areas of similar social background) are also included. The catchment area data reflects actual users of the library.

All rankings have been combined to give an overall score, which indicates how well libraries are aligned to meeting the needs of the local community and library users, and the longer term viability of the building.

The individual library and catchment area profiles give detailed demographic data on age, gender, BME population and disability. Data on economic activity, educational attainment, was also included as well as identifying those LSOAs ranked as the most deprived in the (national) Index of Multiple Deprivation (IMD). All major bus/train routes serving the library catchment areas were identified and plotted.

It is acknowledged that this is an initial assessment and that it will progress to a full assessment once citywide consultation has taken place.

3 Full Assessment

The assessment questions below are completed for all characteristics identified for full assessment in the initial assessment phase.

3.1 Age - Assessment Questions

3.1.1 Age - Relevance

Age	Relevant

3.1.2 Age - Impact

Describe how the Function meets the needs of Individuals of different ages?
The Library service will continue to be delivered from sites across the city. Therefore this allows access for all age groups to the library service. It is intended that volunteers will support the delivery of tier 3 and tier 4 libraries. The proposal is to reduce opening hours in Tier 1 Libraries to opening for 35 hours per week, Tier 2 Libraries opening for 21 hours per week and Tier 3 Libraries open for 15 hours per week with the option for longer opening hours when supported by volunteers. The impact of change in opening hours may be greater for library users in older age groups who may also have disabilities, as it may be more difficult for these groups to access alternative library sites.

Do you have evidence to support the assessment?	Yes

Please record the type of evidence and where it is from?
Community Libraries Needs analysis 2015/16 , Individual Library and catchment area profiles 2016, results from public consultation that ran from October 25th 2016 - January 27th 2016. 4 public meetings were held alongside 33 briefing sessions plus additional meetings with interested parties and stakeholders. 6 specific focus groups also detailed the impact on protected groups.

You may have evidence from more than one source. If so, does it present a consistent view?	Yes

3.1.3 Age - Consultation

Have you obtained the views of Individuals of different ages on the impact of the Function?	Yes

If so, how did you obtain these views?
The public consultation ran from October 25th 2016 to January 27th 2017, and the results from the questionnaire have now been analysed. This was alongside 4 public meetings and 33 briefing sessions held at all libraries across the city. In addition 6 focus groups were facilitated by the Strategic Research team these sessions engaged with 41 Birmingham citizens.

Have you obtained the views of relevant stakeholders on the impact of the Function on Individuals of different ages?	Yes

If so, how did you obtain these views?
Stakeholder meetings have taken place throughout the period of the consultation. Staff have been fully consulted with and the Trade Unions involved.
Comment:
Staff age ranges with data provided by HR

Age range   pre service redesign   post service redesign
20-29   4%   3%
30-39   17%   18%

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40-49          21%    24%
50-59   48%    45%
60-69   10%    10%
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Is a further action plan required?	No

3.1.4 Age - Additional Work

Do you need any more information or to do any more work to complete the assessment?	No
Do you think that the Function has a role in preventing individuals of different ages being treated differently, in an unfair or inappropriate way, just because of their age?	No
Do you think that the Function could help foster good relations between persons who share the relevant protected characteristic and persons who do not share it?	No

3.2 Disability - Assessment Questions

3.2.1 Disability - Relevance

Disability	Relevant

3.2.2 Disability - Impact

Describe how the Function meets the needs of Individuals with a disability?
Community Libraries are to designed to be accessible for residents with physical and visual disabilities. The impact of reduced opening hours may be greater for disabled users due to additional difficulty in accessing alternative library locations or a more limited library service.

Do you have evidence to support the assessment?	Yes

Please record the type of evidence and where it is from?
No data on library users is recorded through the Library Management system although the IMD data takes into account health deprivation. The consultation questionnaire recorded if participants considered themselves to have a disability. A focus group session looked at the impacts on the proposed model with disabled residents . ". One participant rents the community room in a community library. The workshops offer a mixture of advice and practical sessions, all based around employment support and health & wellbeing (e.g. CV writing and IT classes). Around 30 clients with disabilities come to the workshops every week.
. Many clients cannot afford their own computers or have internet at home, so the library is their source of access to the Internet, for activities such as looking for jobs (which is important as DWP/ job centre do not have time to help them).
. One participant uses internet to search for a book across the BCC library network and has it delivered to the local library - this saves him having to travel, and pay for travel, across different libraries.
. Being able to go to the library and use the resources help people with disabilities to be independent.
. One participant uses his local library to hold meetings / talk to people with disabilities as part of his voluntary role - this is free as he uses a corner of the library rather than renting a room."

You may have evidence from more than one source. If so, does it present a consistent view?	Yes

3.2.3 Disability - Consultation

Have you obtained the views of Individuals with a disability on the impact of the Function?	Yes

If so, how did you obtain these views?
Community Libraries Needs analysis 2015/16 , Individual Library and catchment area profiles 2016, results from public consultation that ran from October 25th 2016 - January 27th 2016. 4 public meetings were held alongside 33 briefing sessions plus additional meetings with interested parties and stakeholders. 6 specific focus groups also detailed the impact on protected groups.

Have you obtained the views of relevant stakeholders on the impact of the Function on Individuals with a disability?	Yes

If so, how did you obtain these views?
Community Libraries Needs analysis 2015/16 , Individual Library and catchment area profiles 2016, results from public consultation that ran from October 25th 2016 - January 27th 2016. 4 public meetings were held alongside 33 briefing sessions plus additional meetings with interested parties and stakeholders. 6 specific focus groups also detailed the impact on protected groups. Staff and Trade Unions have also been consulted

Comment:
Staff data pre and post service design

Disability
Yes   7%   8%
No   91%   91%
Not assigned   2%   1%

Is a further action plan required?	No

3.2.4 Disability - Additional Work

Do you need any more information or to do any more work to complete the assessment?	No
Do you think that the Function has a role in preventing Individuals with a disability being treated differently, in an unfair or inappropriate way, just because of their disability?	No
Do you think that the Function could help foster good relations between persons who share the relevant protected characteristic and persons who do not share it?	No
Do you think that the Function will take account of disabilities even if it means treating Individuals with a disability more favourably?	Yes
Do you think that the Function could assist Individuals with a disability to participate more?	No
Do you think that the Function could assist in promoting positive attitudes to Individuals with a disability?	No

3.3 Religion or Belief - Assessment Questions

3.3.1 Religion or Belief - Relevance

Religion or Belief	Relevant

3.3.2 Religion or Belief - Impact

Describe how the Function meets the needs of Individuals of different religions or beliefs?
Community libraries are a statutory service under the 1964 Public Libraries and Museums act. Local authorities must provide a comprehensive and efficient library service to those wishing to may use thereof.
The community library service provides a service to the whole population and therefore there is no positive or negative impact as a result of a citizens religion or beliefs.

Do you have evidence to support the assessment?	Yes

Please record the type of evidence and where it is from?
Needs analysis 2015/16 , performance data, results from public consultation that ran from October 25th 2016 - January 27th 2016. 4 public meetings were held alongside 33 briefing sessions plus additional meetings with interested parties and stakeholders. 6 specific focus groups also detailed the impact on protected groups.

You may have evidence from more than one source. If so, does it present a consistent view?	Yes

3.3.3 Religion or Belief - Consultation

Have you obtained the views of Individuals of different religions or beliefs on the impact of the Function?	Yes

If so, how did you obtain these views?
Needs analysis 2015/16 , performance data, results from public consultation that ran from October 25th 2016 - January 27th 2016. 4 public meetings were held alongside 33 briefing sessions plus additional meetings with interested parties and stakeholders. 6 specific focus groups also detailed the impact on protected groups.

Have you obtained the views of relevant stakeholders on the impact of the Function on Individuals of different religions or beliefs?	Yes

If so, how did you obtain these views?
Needs analysis 2015/16 , performance data, results from public consultation that ran from October 25th 2016 - January 27th 2016. 4 public meetings were held alongside 33 briefing sessions plus additional meetings with interested parties and stakeholders. 6 specific focus groups also detailed the impact on protected groups.

Is a further action plan required?	No

3.3.4 Religion or Belief - Additional Work

Do you need any more information or to do any more work to complete the assessment?	No

Do you think that the Function has a role in preventing Individuals of different religions or beliefs being treated differently, in an unfair or inappropriate way, just because of their religion or belief?	No
Do you think that the Function could help foster good relations between persons who share the relevant protected characteristic and persons who do not share it?	No

3.4 Gender - Assessment Questions

3.4.1 Gender - Relevance

Gender	Relevant

3.4.2 Gender - Impact

Describe how the Function meets the needs of Men and women?
The community library service provides a service to the whole population and therefore no disadvantage is applied to either men or women.

Do you have evidence to support the assessment?	Yes

Please record the type of evidence and where it is from?
Community Libraries Needs analysis 2015/16 , Individual Library and catchment area profiles 2016, results from public consultation that ran from October 25th 2016 - January 27th 2016. 4 public meetings were held alongside 33 briefing sessions plus additional meetings with interested parties and stakeholders. 6 specific focus groups also detailed the impact on protected groups.

You may have evidence from more than one source. If so, does it present a consistent view?	Yes

3.4.3 Gender - Consultation

Have you obtained the views of Men and women on the impact of the Function?	Yes

If so, how did you obtain these views?
Community Libraries Needs analysis 2015/16 , Individual Library and catchment area profiles 2016, results from public consultation that ran from October 25th 2016 - January 27th 2016. 4 public meetings were held alongside 33 briefing sessions plus additional meetings with interested parties and stakeholders. 6 specific focus groups also detailed the impact on protected groups.

Have you obtained the views of relevant stakeholders on the impact of the Function on Men and women?	Yes

If so, how did you obtain these views?
Meetings have been held across the city with interested parties and stakeholders.
Staff and Trade Unions have been consulted throughout the process.
Comment:
 Pre-service redesign   post service redesign
Gender
 Female 81%   81%
Male   19%   19%

Is a further action plan required?	No

3.4.4 Gender - Additional Work

Do you need any more information or to do any more work to complete the assessment?	No

Do you think that the Function has a role in preventing Men and women being treated differently, in an unfair or inappropriate way, just because of their gender?	No

3.5 Gender Reassignment - Assessment Questions

3.5.1 Gender Reassignment - Relevance

Gender Reassignment	Relevant

3.5.2 Gender Reassignment - Impact

Describe how the Function meets the needs of Individuals who have undergone or are intending to undergo gender reassignment?
Community libraries are a statutory service under the 1964 Public Libraries and Museums act. Local authorities must provide a comprehensive and efficient library service to those wishing to may use thereof. The closure of a library may impact on service users and this may be more significant for citizens with some protected characteristics . i.e elderly/disabled/undergoing gender reassignment/ pregnant women and children as they may find it difficult to access an alternative library which may be further away.

Do you have evidence to support the assessment?	Yes

Please record the type of evidence and where it is from?
Needs analysis 2015/16 , performance data, results from public consultation that ran from October 25th 2016 - January 27th 2016. 4 public meetings were held alongside 33 briefing sessions plus additional meetings with interested parties and stakeholders. 6 specific focus groups also detailed the impact on protected groups.

You may have evidence from more than one source. If so, does it present a consistent view?	Yes

3.5.3 Gender Reassignment - Consultation

Have you obtained the views of Individuals who have undergone or are intending to undergo gender reassignment on the impact of the Function?	Yes

If so, how did you obtain these views?
Needs analysis 2015/16 , performance data, results from public consultation that ran from October 25th 2016 - January 27th 2016. 4 public meetings were held alongside 33 briefing sessions plus additional meetings with interested parties and stakeholders. 6 specific focus groups also detailed the impact on protected groups.

Have you obtained the views of relevant stakeholders on the impact of the Function on Individuals who have undergone or are intending to undergo gender reassignment?	Yes

If so, how did you obtain these views?
Needs analysis 2015/16 , performance data, results from public consultation that ran from October 25th 2016 - January 27th 2016. 4 public meetings were held alongside 33 briefing sessions plus additional meetings with interested parties and stakeholders. 6 specific focus groups also detailed the impact on protected groups.

Is a further action plan required?	No

3.5.4 Gender Reassignment - Additional Work

Do you need any more information or to do any more work to complete the assessment?	No
Do you think that the Function has a role in preventing Individuals who have undergone or are intending to undergo gender reassignment being treated differently, in an unfair or inappropriate way, just because of their gender reassignment?	No
Do you think that the Function could help foster good relations between persons who share the relevant protected characteristic and persons who do not share it?	No

3.6 Marriage Civil Partnership - Assessment Questions

3.6.1 Marriage Civil Partnership - Relevance

Marriage & Civil Partnership.	Relevant

3.6.2 Marriage Civil Partnership - Impact

Describe how the Function meets the needs of Individuals who are married or in civil partnerships?
Community libraries are a statutory service under the 1964 Public Libraries and Museums act. Local authorities must provide a comprehensive and efficient library service to those wishing to may use thereof. Therefore there is no positive or negative impact as a result of a persons marital or civil partnership status.

Do you have evidence to support the assessment?	Yes

Please record the type of evidence and where it is from?
Community Libraries Needs analysis 2015/16 , Individual Library and catchment area profiles 2016, results from public consultation that ran from October 25th 2016 - January 27th 2016. 4 public meetings were held alongside 33 briefing sessions plus additional meetings with interested parties and stakeholders. 6 specific focus groups also detailed the impact on protected groups.

You may have evidence from more than one source. If so, does it present a consistent view?	Yes

3.6.3 Marriage Civil Partnership - Consultation

Have you obtained the views of Individuals who are married or in civil partnerships on the impact of the Function?	Yes

If so, how did you obtain these views?
Community Libraries Needs analysis 2015/16 , Individual Library and catchment area profiles 2016, results from public consultation that ran from October 25th 2016 - January 27th 2016. 4 public meetings were held alongside 33 briefing sessions plus additional meetings with interested parties and stakeholders. 6 specific focus groups also detailed the impact on protected groups.

Have you obtained the views of relevant stakeholders on the impact of the Function on Individuals who are married or in civil partnerships?	Yes

If so, how did you obtain these views?
Community Libraries Needs analysis 2015/16 , Individual Library and catchment area profiles 2016, results from public consultation that ran from October 25th 2016 - January 27th 2016. 4 public meetings were held alongside 33 briefing sessions plus additional meetings with interested parties and stakeholders. 6 specific focus groups also detailed the impact on protected groups.

Is a further action plan required?	No

3.6.4 Marriage Civil Partnership - Additional Work

Do you need any more information or to do any more work to complete the assessment?	No

Do you think that the Function has a role in preventing individuals who are married or in civil partnerships being treated differently, in an unfair or inappropriate way, just because of their marriage civil partnership?	No
Do you think that the Function could help foster good relations between persons who share the relevant protected characteristic and persons who do not share it?	No

3.7 Pregnancy And Maternity - Assessment Questions

3.7.1 Pregnancy And Maternity - Relevance

Pregnancy & Maternity	Relevant

3.7.2 Pregnancy And Maternity - Impact

Describe how the Function meets the needs of Pregnant women or those who are on maternity leave?
Community libraries are a statutory service under the 1964 Public Libraries and Museums act. Local authorities must provide a comprehensive and efficient library service to those wishing to may use thereof. The closure of a library may impact on service users and this may be more significant for citizens with some protected characteristics . i.e pregnant women as they may find it difficult to access an alternative library which may be further away.

Do you have evidence to support the assessment?	No
Do you plan to collect any evidence?	No
You may have evidence from more than one source. If so, does it present a consistent view?	Not applicable

3.7.3 Pregnancy And Maternity - Consultation

Have you obtained the views of Pregnant women or those who are on maternity leave on the impact of the Function?	No
If not, why not?	No relevant individuals identified
Have you obtained the views of relevant stakeholders on the impact of the Function on Pregnant women or those who are on maternity leave?	No
If not, why not?	No relevant stakeholders identified
Is a further action plan required?	No

3.7.4 Pregnancy And Maternity - Additional Work

Do you need any more information or to do any more work to complete the assessment?	No
Do you think that the Function has a role in preventing Pregnant women or those who are on maternity leave being treated differently, in an unfair or inappropriate way, just because of their pregnancy and maternity?	No
Do you think that the Function could help foster good relations between persons who share the relevant protected characteristic and persons who do not share it?	No

3.8 Race - Assessment Questions

3.8.1 Race - Relevance

Race	Relevant

3.8.2 Race - Impact

Describe how the Function meets the needs of Individuals from different ethnic backgrounds?
Community libraries are a statutory service under the 1964 Public Libraries and Museums act. Local authorities must provide a comprehensive and efficient library service to those wishing to may use thereof.
The community library service provides a service to the whole population and therefore there is no positive or negative impact as a result of a citizens race.

Do you have evidence to support the assessment?	Yes

Please record the type of evidence and where it is from?
Community Libraries Needs analysis 2015/16 , Individual Library and catchment area profiles 2016, results from public consultation that ran from October 25th 2016 - January 27th 2016. 4 public meetings were held alongside 33 briefing sessions plus additional meetings with interested parties and stakeholders. 6 specific focus groups also detailed the impact on protected groups.

You may have evidence from more than one source. If so, does it present a consistent view?	Yes

3.8.3 Race - Consultation

Have you obtained the views of Individuals from different ethnic backgrounds on the impact of the Function?	Yes

If so, how did you obtain these views?
Community Libraries Needs analysis 2015/16 , Individual Library and catchment area profiles 2016, results from public consultation that ran from October 25th 2016 - January 27th 2016. 4 public meetings were held alongside 33 briefing sessions plus additional meetings with interested parties and stakeholders. 6 specific focus groups also detailed the impact on protected groups.

Have you obtained the views of relevant stakeholders on the impact of the Function on Individuals from different ethnic backgrounds?	Yes

If so, how did you obtain these views?
Community Libraries Needs analysis 2015/16 , Individual Library and catchment area profiles 2016, results from public consultation that ran from October 25th 2016 - January 27th 2016. 4 public meetings were held alongside 33 briefing sessions plus additional meetings with interested parties and stakeholders. 6 specific focus groups also detailed the impact on protected groups. Staff and Trade Unions have also been consulted.
Comment:
Staff data pre and post redesign

Ethnicity
African   1%   1%
British   39%   51%
Caribbean 6%   6%
Indian   9%   9%
Irish   1%   1%

Kasmiri 1% 1%
Pakistani 7% 7%
White/Asian 1% 1%
White/Black Carribean 1% 1%
Other 19% 16%
Not assigned 9% 2%
Prefer not to say 1% 1%
Bangladeshi 2% 2%
Unknown 3% 1%

Is a further action plan required?	No

3.8.4 Race - Additional Work

Do you need any more information or to do any more work to complete the assessment?	No
Do you think that the Function has a role in preventing Individuals from different ethnic backgrounds being treated differently, in an unfair or inappropriate way, just because of their ethnicity?	No
Do you think that the Function could help foster good relations between persons who share the relevant protected characteristic and persons who do not share it?	No

3.9 Sexual Orientation - Assessment Questions

3.9.1 Sexual Orientation - Relevance

Sexual Orientation	Relevant

3.9.2 Sexual Orientation - Impact

Describe how the Function meets the needs of Individuals of different sexual orientations?
Community libraries are a statutory service under the 1964 Public Libraries and Museums act. Local authorities must provide a comprehensive and efficient library service to those wishing to may use thereof.
The community library service provides a service to the whole population and therefore there is no positive or negative impact as a result of a citizens sexual orientation.

Do you have evidence to support the assessment?	Yes

Please record the type of evidence and where it is from?
Community Libraries Needs analysis 2015/16 , Individual Library and catchment area profiles 2016, results from public consultation that ran from October 25th 2016 - January 27th 2016. 4 public meetings were held alongside 33 briefing sessions plus additional meetings with interested parties and stakeholders. 6 specific focus groups also detailed the impact on protected groups.

You may have evidence from more than one source. If so, does it present a consistent view?	Yes

3.9.3 Sexual Orientation - Consultation

Have you obtained the views of Individuals of different sexual orientations on the impact of the Function?	Yes

If so, how did you obtain these views?
Community Libraries Needs analysis 2015/16 , Individual Library and catchment area profiles 2016, results from public consultation that ran from October 25th 2016 - January 27th 2016. 4 public meetings were held alongside 33 briefing sessions plus additional meetings with interested parties and stakeholders. 6 specific focus groups also detailed the impact on protected groups.

Have you obtained the views of relevant stakeholders on the impact of the Function on Individuals of different sexual orientations?	Yes

If so, how did you obtain these views?
Community Libraries Needs analysis 2015/16 , Individual Library and catchment area profiles 2016, results from public consultation that ran from October 25th 2016 - January 27th 2016. 4 public meetings were held alongside 33 briefing sessions plus additional meetings with interested parties and stakeholders. 6 specific focus groups also detailed the impact on protected groups.

Is a further action plan required?	No

3.9.4 Sexual Orientation - Additional Work

Do you need any more information or to do any more work to complete the assessment?	No

Do you think that the Function has a role in preventing Individuals of different sexual orientations being treated differently, in an unfair or inappropriate way, just because of their sexual orientation?	No
Do you think that the Function could help foster good relations between persons who share the relevant protected characteristic and persons who do not share it?	No

3.10 Concluding Statement on Full Assessment

The proposed future operating model for community libraries which we have consulted on has the potential to impact negatively on citizens with protected characteristics in particular children, the elderly and disabled citizens. This impact may be more noticeable for children and elderly citizens as they have to travel further to access the library service, as hours are reduced across the service. However the consultation and engagement process has informed the process so that appropriate changes have been considered and implemented to mitigate any adverse impacts. Through this process it is acknowledged that Kents Moat and Glebe Farm libraries are in areas of high deprivation, the needs assessment has been adjusted so that deprivation has a higher weighting than the other criteria. Therefore following consultation it has been proposed to channel the resource allocated for Kents Moat Library which is due to close shortly due to redevelopment in the area, to Glebe Farm Library to enhance services for the community. Sutton Coldfield Library will remain open temporarily as a tier 1 Library. Therefore this removes the impact on the elderly, the young and pregnant women of travelling further to access the library service. This will be reassessed as and when proposals around the future of Sutton Library are finalised. A reduced service will continue to be provided from Aston Library as it is acknowledged that children make good use of the local community library and that this would not be the case if the service closed and was provided from Birchfield Library which is not as accessible to the Aston community. Through the consultation it has been demonstrated that proximity to a community library is greatly valued, this is evident through the Be Heard consultation results and the 1675 completed children's surveys. By maintaining provision in Sutton Coldfield and Aston Library all Birmingham residents will be within 2 miles of a library service.
There has been no evidence that the service wide reduction in opening hours of 155 hours (14%) has a disproportionate effect on any group with a protected characteristic. The model was generated from 11 criteria which included a weighted figure for deprivation.

Impact of staffing reductions
The impact of staffing reductions does not disproportionately affect any particular group. However, following implementation of the service redesign monitoring and review of any trends in changes in employment patterns will be undertaken.

Mitigation
It is highly unlikely that a selection process will be required following a VR process which was undertaken within the legal framework and Birmingham City Council policy. If any selection process is undertaken, appropriate action will be undertaken to ensure a fair and transparent process. The outcome of any selection process if required will be monitored and reviewed.

Please see EA appendix 5A for detailed report.

4 Review Date

02/02/17

5 Action Plan

There are no relevant issues, so no action plans are currently required.

**REPORT TO OVERVIEW & SCRUTINY COMMITTEE
ON 10th JANUARY 2018**

Update on BRUM Account

1.1.   This report outlines the plans to replace the current online account solution with the BRUM account (**B**irmingham's **R**eport it, **U**pdate it and **M**anage it account).

Report Objectives

1.2.   The objective of this report is to update members on plans to implement a new online solution which will enable citizens and businesses in Birmingham to request services, track progress or view their personal account information online.
The report will update members on the approach, timescales and savings associated with the implementation of the BRUM account, including the Members Portal.

Background

1.3.   The current Birmingham.gov.uk website went live in August 2016. This was the first step in a work plan to improve availability of online information and services to citizens and businesses. Post go live the website received positive feedback and was recognised in a number of awards in 2017, these were Honoree status in the Webby Awards (International), winners of the public vote and gold status in the Lovie awards (33 countries) and the Plain English Campaign Website Award.

The following comment was made by the Plain English Campaign in relation to the website.

When the time came to revamp their website, Birmingham City Council felt that the best results would involve the contribution of its users. So they collaborated with locals through the design process, and the results are excellent.
The new website is a joy to use, and is a credit to everyone involved. It looks great, is easy to navigate and is a vast improvement. Perhaps this example will set a precedent other city councils might follow?

1.4.   The new website was designed and built with contributions from citizens, staff and a cross party member group that informed the final version.   In response to the increase in use of mobile devices, the site was designed to be mobile responsive and has seen an increase in mobile access to the site from 54% to 64% between September 2016 and September 2017.

It was identified prior to the launch of the new website that the next step in the journey should be the replacement of the My Account. This was further reinforced by feedback from stakeholders post go-live. The only negative

feedback on the new website was around the experience of using My Account.

1.5. The current My Account was implemented in 2009 and is part of a full SAP Customer Relationship Management (CRM) solution which was developed to support the take up of online services in Birmingham.

1.6. It is an online self-service channel giving citizens access to create their own online account to allow them to view and track the requests they have raised with the Council. The services available have reduced over time. The CWS platform (Corporate Web Services) which supports the My Account and associated online forms including integration to CRM or service delivery systems has reached end of life and requires upgrading or replacing.

1.7. Customer Services conducted an extensive soft market testing exercise to engage with suppliers who provide off the shelf technologies which could be a replacement to the My Account. To support this, a number of visits and engagement sessions have taken place with other local authorities to enhance the information received during soft market testing and to learn from other council's experiences of implementing online solutions.

To better understand how the market has progressed in the last 7 years and what products are available, Customer Services and Corporate Procurement Services (CPS) undertook a soft market testing exercise supported by Service Birmingham.

It is proposed that the "My Account" be replaced by the "BRUM Account" which will allow citizens to register for an account and add services as they require them. This will consist of a number of different solutions accessible via a single online account. In order to ensure security of individuals information the first time a citizen requests a service they will be required to provide information that will authenticate them to each service. Once authenticated; future access to the service will be via a simple click on a link within the BRUM account to the individual's information.

Overview of BRUM account

1.8. The customer services online solution will allow citizens to self serve with council services through the website enabled by simple account registration, enquiry tracking, the ability to update personal information, status reporting and notifications.

The "BRUM" Account will be enabled on the Birmingham.gov. uk website, the current CMS (Content Management System) provided by Jadu. The high level requirements below support the ambition to meet citizen expectations by making the online transactions easy to use. The requirements are also in line with the principles defined in the Citizen Access Strategy, including a mobile responsive service that is accessible 24/7.

1.9.   The registration and manage your account element of the BRUM Account solution will include:

- Simple Registration Process
- Personalised welcome message
- Online account maintenance, including ability to reset password
- Enable authentication to service specific self-service solutions, once authenticated the service will be accessible via a single click from within the BRUM account
- Each service will display a history of activities that shows last date accessed
- Ability to retain partially completed forms which can be edited or deleted later
- Find My Local (Local View) functionality with pre-populated address
- Campaigns/Marketing functionality
- Agent view allowing auditable transaction/ account creation by contact centre staff on behalf of the citizen

The customer home page is the main entry point for registered users to view all their service requests and access other transactional and personalised services.

Services In Scope		
Council Tax	Business Rates	Highways
Parks	Skips	Complaints
Skips	Elections	Neighbourhood office
Members Portal	Benefits	Housing Repairs
Housing Rents	Environmental Health	Tenancy Management
Anti- Social Behaviour	Waste Management	

1.10.   The "BRUM Account" will be implemented in phases; each phase will be supported by end to end reviews that will identify and support the implementation of the changes necessary to business processes that will ensure effective and sustainable self-service delivery.

The "BRUM Account" will consist of a number of 'out the box' solutions which have been developed and tested in the market as well as used by other local authorities with integration into line of business systems. This will also support agility and increased availability of the BRUM account in the future as changes to one module for example rents can be made without impact on other services delivered via the BRUM account.

The implementation of the BRUM account also aligns to the city councils corporate objectives, Citizen Access Strategy and ICT-D strategy and supports the following themes:

Citizen Access Strategy
- Develop citizen access arrangements that are designed to meet the differing needs of our citizens, focused on the citizen, not internal service boundaries

- Develop a consistent, dynamic and excellent experience for our citizens whenever and however they contact us, building in continuous flexible change made rapidly in a controlled manner

- Improve the efficiency of citizen access arrangements by reducing failure demand – designing service delivery to get it right first time, every time so as to , remove duplication and failure and prevent demand arising in the first place

- Develop an improved digital offer, better citizen confidence in digital access channels and significantly increase take up and use of digital access channels

- Reduce demand by changing the relationship with citizens so that those that are able do more for themselves

ICT-D strategy
- Integrated ICT and Digital Services - We'll deliver an innovative, reliable, flexible,

- Integrated, secure and well managed service.

- Digital Facilitation – We will help you to go digital

- Insight – to boost our capability, to turn data into information and information into insight

Implementation

1.11. The BRUM account will be delivered in two phases; the 1st phase delivered by March 2018 will enable access to key services available as outlined in table 1.

Table 1 - Project Deliverables - Phase 1 – March 2018

Solution	Citizens and Businesses will be able to
Citizen Portal	Registration for BRUM account using email and password. Ability to opt into services as required
Council Tax	View instalments and payments, Make payment, Amend account e.g. request/end SPD, open or close account
Highways	Report issues via maps, geo tagging or postcode Get update on progress
Parks	Report issues via maps, geo tagging or postcode Get update on progress
Skips	Request and pay for a permit
Elections	- Missing Polling Card form - Change in Circumstances form – Hand off to back office - General Enquiries form
Neighbourhood Offices	For use by Contact Centre staff to transfer information to Neighbourhood offices

Complaints & Compliments	Log a complaint or compliment. Improved functionality to monitor progress on resolution and root cause analysis. All complaints including ombudsman and statutory will move to this solution, giving a single view for all.

Phase 2 will build on this and include additional services in the BRUM account offer outlined in table 2.

Table 2 - Project Deliverables   - Phase 2 – finalised Dec 2018

Solution	Citizens and Businesses will be able to
Housing Benefit and Council Tax Support	View payments due and apply for benefit or report change in circumstances
Housing Repairs	Report repair and track progress
Housing Rents	View account, rent due and payments received
Environmental Health	Report issues via maps, geo tagging or postcode Get update on progress
Tenancy Estate & Anti-Social Behaviour	Report anti-Social Behaviour
Waste Management	Report missed collection, order new bin, pay for Garden Waste
Planning	Currently available and will be added to the BRUM account
Members Portal	Allows members to record enquiries on behalf of constituents, monitor progress and report on speed of response and resolution rates by services.
Landlord Portal	Landlords can view Housing Benefit payments for their tenants when paid direct to the Landlord

1.12. Many of the solutions are developed by suppliers and available in the market to other local authorities, only in instances where there is no developed solution that integrates with line of business systems will the solution be developed.   When this becomes necessary all developments will be made available for other local authorities using the same software and vice versa.

There is now a greater desire across suppliers and local authorities to do more collaborative working on developing technological solutions that can be easily shared amongst Authorities. This approach will enable best practice and cost avoidance.

Each implementation will include refinement of requirements and design workshops that will inform the design and configuration of the new solution as well as the changes needed to business processes, policies and procedures, to enable a high quality experience for BRUM account users.

Lessons learnt and successes in previous implementation projects for that solution in other local authorities will also inform workshops. All workshops

will have a consistent framework and principles focused on citizen requirements.

Customer Services and Service Areas are working very closely together to support the project requirements.

The BCC web team will work on website content to ensure it supports the take up of the new BRUM Account. This will include working closely with service areas in advance of the online solution for their service becoming available via the BRUM account, to ensure accuracy and effectiveness of associated content on the website.

Savings

1.13. Savings of £3.858m will be generated over the next six years of the project. Savings will be realised from 2019-20 onwards and may increase as Service Birmingham are finalising due diligence on the level of support required from them for the BRUM account.

Members Portal

1.14. As part of the implementation of the BRUM account, a Members Portal will be installed to support enquiry and complaint handling on behalf of constituents. This will allow members to move away from the current paper and free format email approach to case handling.

1.15. To ensure this best meets the needs of members a cross party working group has been set up to identify requirements for the Members Portal. Following feedback and the refinement of requirements, demonstrations of possible solutions were undertaken leading to a decision on which solution would be procured.

How the Members Portal will assist:
- Members will be able to log enquires / requests and see the progress on activities completed by services who are dealing with the enquiry
- It will be mobile responsive, allowing members to work with their constituents in the local communities and at surgeries
- Report on the status of cases and let members know when deadlines for replying have not been met
- Automatically escalate if deadlines have not been met
- Ability for a response from officers, members and citizens to a case within the case management system
- Able to create and use letter templates
- Allow support officers to access and deal with enquires on behalf of members
- Reporting is available – showing the number of cases, categories in case type, number of cases dealt with, number of cases by ward, number of cases outstanding or of breach of SLA's
- Can upload photographs or other information onto an enquiry

Next Steps:
- Commence implementation plan Jan 2018
- Members will be invited to be involved in the design and test of the system from all parties
- Complete configuration of the system April 2018
- Ready for members induction and training May 2018

Engagement and Involvement

1.16.   As was done with the website the development of the BRUM account will include engagement from citizens and staff across the council. The design workshops for each service currently include members of staff from the service and customer service staff who answer phone calls and deal with customer queries.

1.17.   When the first iteration is available, engagement sessions will take place with citizens to obtain their feedback and changes made depending on that feedback.   Members will also be given the opportunity to provide feedback, initial contact will be with the cross party group who are supporting the member portal implementation. If any other members wish to be involved please contact

Contact

Paula Buckley – Assistant Director Customer Service – 464 8298
Paula.buckley@birmingham.gov.uk

Or

Sheraz Yaqub – BRUM account Project Manager – 675 9537
Sheraz.yaqub@birmingham.gov.uk

Birmingham City Council

Sign in / Register   Visited pages   Council services

Q Find information, advice and more...   Search

Council Tax
Pay Council Tax
Report a change
Bands and charges

Waste and recycling

Roads, travel and parking
Pay a parking fine
Report a street fault
Find out about roadworks

Schools and learning

Find your local services and facilities
eg. B1 1BB   Go

Benefits and support
Make a benefits claim
Report a change in circumstances
Find out more about Universal Credit

Housing

Your council
Agendas, minutes and reports
Find your local councillors
Register to vote

Adult social care and health   Births, deaths and ceremonies   Business and licensing   Environment

Parks, sport and leisure   Planning and development   Children and families   Things to do

Latest news

Birmingham looks to Asia for post-Brexit investment

Statement on agreed Waste

Corporate Resources and Governance O&S Committee: Work Programme 2017/18

Chair	Cllr Mohammed Aikhlaq
Deputy Chair	Cllr Randal Brew
Committee Members:	Cllrs Muhammad Afzal, Meirion Jenkins Changese Khan, Ewan Mackay, Yvonne Mosquito, Rob Pocock, Valerie Seabright, Sybil Spence, Paul Tilsley, Waseem Zaffar
Committee Support:	Scrutiny Team: Emma Williamson (464 6870), Iram Choudry (303 8263) Committee Manager: Victoria Williams (303 7037)

1   Meeting Schedule

Date	Item	Officer contact
28 June 2017 10.30am Committee Room 6	*Informal*: Work Programme Discussion *Outcome*: to determine the work programme priorities for the year	Emma Williamson/Iram Choudry, Scrutiny Office
26 July 2017 10.30am Committee Room 2	1) Report of the Leader of the Council • Priorities for the year in relation to corporate leadership; • BIIP Feedback; • Council of the Future; • Partnership working • Evolution of Devolution: Cabinet Committee Local Leadership and Local Innovation Fund; • West Midlands Combined Authority and Mayor update;	Geoff Coleman, Cabinet Office
6th September 2017 10.30am Committee Room 6	1. Cabinet Member for Transparency, Openness and Equality – update • Priorities for the year in relation to transparency and openness (to include an update Bereavement Services) 2. Assistant Leaders – update 3. Revenue Services update	Marcia Wynter, Cabinet Support Officer Chris Gibbs

Date	Item	Officer contact
4th October 2017 10.30am Committee Room 6	1. Cabinet Member for Value for Money and Efficiency • Priorities for the year (to include an update on the work of the Commercialism Board and BCC strategies for income generation) 2. Welfare Reform Update	Jon Lawton, Cabinet Support Officer Chris Gibbs
1st November 2017 10.30am Committee Room 6	Interim Leader Update	Rebecca Grant, Cabinet Office
13th December 2017 10.30am Committee Room 6	Petition: Birmingham City Council to refund residents for missed collections	Emma Williamson/Iram Choudry, Scrutiny Office
	Deputy Leader Update	Rose Horsfall, Deputy Leader's Office
10 January 2018, Committee Room 6	1. Call-in 2. Update on the BRUM account	Rebecca Grant, Leaders Office Paula Buckley, Assistant Director Customer Service
7 February 2018, Committee Room 6	1. Citizen Engagement Tracking, 2. Customer Satisfaction update	Paula Buckley Chris Gibbs/ Paula Buckley
7 March 2018	1. Cabinet Member for Commercialism, Commissioning and Contract Management- Update on Priorities	Jon Lawton, Cabinet Office
	2. Cabinet Member for Transparency, Openness and Equality • Update on Priorities	Marcia Wynter, Cabinet Office
11th April 2018 10.30am Committee Room 6		

2   Other Meetings / Working Groups

Partnership Working-BCC Parish/Town Councils: (Membership: Cllrs Aikhlaq, Brew, Barrie, Pocock)

3   Other Suggested Work Areas

- Inquiry Work – Consultation and the Democratic reporting process
- BCC and Partnerships across Birmingham

- Visit to City serve

4   Other Meetings

Call in

| 10th August 2017 | Taking Forward Local Leadership | Request for Call In |

Petitions

None scheduled

Councillor Call for Action requests

None scheduled

Informal meetings

| 24th October 2017 | Evidence gathering for overview of the procurement strategy for the provision of Design, Construction and Facilities Management Services (DCFM) |
| 2nd November 2017 | Member Briefing on Workforce issues |

5   Forward Plan

Deputy Leader		
000288/2015	ICT Investment and Strategy – PUBLIC	24 Jan 18
003663/2018	Performance Monitoring - April to December	27 Mar 18
003677/2018	Corporate Revenue Monitoring Report Months 7 and 8	24 Jan 18
003679/2018	Corporate Revenue Monitoring Report Months 9 and 10	27 Mar 18
003701/2017	Update on the ICT and Digital Future Operating Model – PUBLIC	27 Jun 17
003707/2018	Capital and Treasury Monitoring Quarter 3 (October to December 2017)	27 Mar 18
004112/2017	Update on the delivery of the BCC ICT& Digital Strategy (2016-2021) – PUBLIC	24 Jan 18
004400/2018	Business Rates Income 2018/19	24 Jan 18
004660/2018	Vision and Priority Delivery Plan 2017 - 2020	24 Jan 18
Leader		
001429/2016	Disposal of Surplus Properties	27 Mar 18
002864/2017	Snow Hill Square Improvement Scheme (Tranche 1)	06 Mar 18
003690/2017	Phoenix Business Park, Brickfield Road, Tyseley – Proposed Compulsory Purchase Order	06 Mar 18
004150/2017	Paradise (Redevelopment) Update	27 Mar 18
004401/2018	Council Tax Tax-base for 2018/19 24	Jan 18
Commercialism, Commissioning and Contract Management		
003629/2017	Commissioning Security for Council Premises - PUBLIC	06 Mar 18
004299/2017	Future arrangements for the Civic Catering Service	24 Jan 18